SOAR
(Strengths, Opportunities, Aspirations, Recommendations)

Lawrenceville Family Health Center
Antonella Polk RN/ Susan Wharrey RN

Based on the NDNQI survey, one of our lowest scoring areas was **Decision Making**. Our job satisfaction score for this particular area was **50.81**. Based on the survey we are going to S.O.A.R that area. The questions on the survey for decision making is as followed:

a. There is ample opportunity to participate in administrative decision-making processes.
b. Administrative decisions at this hospital interfere too much with patient care.
c. They are not satisfied with their participation in decision-making for the unit.
d. They have all the voice they want in planning unit policies and procedures.
e. Nursing administrators generally consult with nurses on daily problems.
f. They have the freedom in their work to make important decisions.
g. They count on nursing administrators to back them up.

**CURRENT CONDITION:** We have all staff meetings every week on Thursdays. The majority of the time we do not have time to discuss nursing problems that we may have. The problems that we may want/need to discuss gets pushed back till the following week or even longer. Therefore there are times that we never discuss our problems. When that happens a lot of tension is then among the nurses with each other.

**ACTION PLAN:** We will have an all nurse meeting 1-2 times a month. We have doctor schedules a month at a time. We will look at the schedule and determine the best times to have the meeting once the schedule goes out. Our nurse manager will not have to be at the meetings, if she is available she may join the meeting. Once the meeting is over, however, the RN running the meeting shall set aside time (10-15 minutes) to talk with the manager about the meeting. This should be done within a day or two of the meeting. The meetings will take place during the nurses lunch hour. (Therefore all of the nurses will be able to attend.) The MA’s shall be available to cover for the nurses during the meeting. The front desk shall take messages for the triage nurse during that time. At the meeting nurses are able to discuss problems that they feel needs to be addressed. We will have one RN run the meetings, and keep notes from the meeting. We will post our notes also so if someone was not able to
attend can see what was discussed. We will be able to discuss problems and then offer solutions on how to make problems better. We will be able to voice our opinions and complaints and have ample time to do so. The nurses will be able to openly discuss things that we believe needs addressed. We will be able to S.O.A.R other problem areas once we verify the problems. Staff will be able to have the opportunity to work on projects based on our problems.

**MEASUREMENT:** After 3-4 months of having nurse only meetings we will then do a survey to see how satisfied the nurses are with the meetings. Also, we will be able to see if our NDNQI score in Decision making increases next year during the survey.

**TARGET CONDITION:** Nurses at the LFHC will have ample opportunity to discuss nursing problems. Nurses will have the ability to voice their concerns. Nurses will feel that they have the ability to help make decisions in how to solve our nursing problems. The nurses will feel as if they are an “important” factor in the health center. The tension between nurses will no longer be there. Work relationships will ultimately be better; able to work as a TEAM.