

HOSPITAL CHARACTERISTICS

ADVOCATE LUTHERAN GENERAL HOSPITAL

- ▶ Park Ridge, IL
- ▶ 629 beds
- ▶ <http://www.advocatehealth.com/lu>
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EFFICIENT

Nurses do not need to leave the patient room and walk to the medication room, linen closet or medical supply towers to retrieve the patient care items they need. It saves time and movement.



TIMELY

Nurses are able to retrieve patient care supplies, linens, and medications for their patients at the time they need them.



PATIENT- CENTERED

The nurse server brings faster, effective and safer care to the patients. They receive care seamlessly, encounter fewer interruptions, and gain more face time with their nursing team.

NURSE SERVER SERVING NURSES

The Problem

A new 192-room patient bed tower was constructed and designed with a new decentralized nursing model. Included in this was the decentralization of medication, linen, and medical supply storage to “nurse servers” — storage cabinets housed inside every patient room, with access for nurses from a door inside the patient room and access for stocking technicians from outside the patient room (in the hallway).

The nurse server introduced a brand new process for multiple departments at Lutheran General Hospital, including nursing, materials management, environmental services and pharmacy. In order for it to be used with maximum effectiveness and efficiency, a series of new processes needed to be designed, and key decisions needed to be made regarding the inventory to be stocked inside the nurse server.

The Solution

A multi-disciplinary team of 25 frontline associates and managers came together, representing 12 different units and departments within the hospital. Clinical managers from each of the 6 units moving into the bed tower, along with medical supply, linens, environmental services and pharmacy managers were on the team and served as the process owners.

The team identified:

- » The key processes that needed to be designed for the nurse server, and
- » The inventory that would be stocked in the nurse server.

Working in smaller multi-disciplinary sub-groups, the team designed, refined, and tested those processes. Testing was completed first in the “mock” patient room that had been built inside the existing hospital, and second on the first fully completed unit in the new bed tower. Some additional testing of medical supply items was completed on those units in the existing hospital that were moving into the bed tower. This helped to assess the need for certain items and helped define the par levels for those items in the nurse server. Special considerations were made for infection control and patient safety purposes, and representatives from these areas participated on the team or were consulted in the design of processes.

A detailed PowerPoint, tip sheet, and movie were developed to educate associates. As the process owners, managers from each respective department involved in the nurse server process were responsible for distributing this information to their associates for review and peer. Upon the opening of the bed tower, issues and concern from nursing and other associates using the nurse server were gathered by the process owners and shared with the team. Common issues were addressed through the creation of detailed action plans and a solid team feedback mechanism. In addition, the standard items stored in the nurse server were reviewed by floor nurses who were not originally on the team, based on their

TEAM MEMBERS

Ben Aguilar

Materials Management

Geri Anderson

Pharmacy

Dennis Ayers

Vice President, Ambulatory and Facilities
Management, Executive Sponsor

Kristin Benes, RN

Staff Nurse

Glynis Burdeen

Pediatrics

Teresa Derecho, RN

Staff Nurse

Chris DeVera, RN

Medical Intensive Care Unit

Danka Durkiewicz

Linen Management

Paula Goff, RN

Staff Nurse

Ode Keil

Facilities

Jonathan Kusmierski

Facilities

Chris Kutza

Pharmacy

Tammi Lothson, RN

OB

Katie Mayworm, RN

OB/GYN

Kate Meehan

Medical Intensive Care Unit

Melodie Merrick

Pediatrics

Madlene Moore, RN

Staff Nurse

Bill Nelson, RN

Pediatrics

Rosalinda Salgado

NCT

Greg Salter

Environmental Services

Tejinder (TJ) Sandhu

Pharmacy

Rose Sassalino

OB/GYN

Monica Sokol, RN

OB/GYN

Linda Stein, RN

Infection Control

Steve Sundberg

Vice President Operations, Sponsor

Audrey Szczygiel, RN

Staff Nurse

Jorge Vargas

Environmental Services

Mary-Ellen Wiertel

Medical/Surgical Unit

first six weeks of experience using the nurse server. Adjustments were made as a result to ensure that the nurse server meets the needs of our nurses and enables them to serve our patients faster and more effectively.

Results

The 192-room patient bed tower opened for service on July 18, 2009. The nurse server has proven very popular with nurses because they are able to obtain the medical supplies, linens and patient medications when they need them, without having to leave the patient room. This creates an environment where more time is spent with patients and less time is spent “hunting and gathering” supplies.