

Does Primary Care Nursing Have an Effect on Patient Satisfaction? Mid America Rehabilitation Hospital Amy L. McKay, BSN, MBA, CRRN

Background

- Mid America Rehabilitation Hospital's staff is 60% registered nurses (RN) and licensed practical nurses (LPN), and 40% rehabilitation nursing technicians (RNT).
- Staff complains about high patient loads compared to other facilities
- RNT shortage
- Patient satisfaction at an all-time low with Press Ganey[®] score of 77.3 for nursing on the south unit

Discussion

- Staff in the south unit was asked for suggestions to improve patient and staff satisfaction.
- Day-shift staff suggested using primary care nursing with only RNs to staff the unit, and no RNTs.
- A literary search showed that improved satisfaction and outcomes could be demonstrated by using a primary care nursing model.
- Current RNTs assigned to the south unit were moved to the east and west units to fill vacancies.

- Poll staff to determine if anyone wanted to move to another unit RNs wanted to try primary care nursing
- Current south RNTs move to east and west units
- One west RN and two east RNs move to the south unit
- Staffing consists of four to five patients per RN, four patients if unit is full (20 patients)
- 100% accountability for completion of patient care tasks and documentation

Results

- Implemented primary care nursing on the night-shift
- Similar adjustments made:

Method

 Communicate intent to begin primary care trial to nursing staff on the south unit (day-shift) starting on March 3, 2013

- Educate staff regarding primary care nursing
- Work together with other RNs on unit for two-person tasks

• After one year, the day shift's patient satisfaction scores increased from 79.5 to 86.7

- Staff satisfaction was higher as well
- RNTs moved to east and west units and three RNs moved to south unit
- Staffing consists of four to five patients per RN
 - Five patients if unit is full (20 patients)





Press Ganey Patient Satisfaction Results – South Unit Night Shift



Discussion

- Change both shifts at the same time.
- RNTs being on night shift, but not on day shift, confused patients.
- The change-of-shift report was confusing because RNTs could not report off to other RNTs. • Continue to stay focused on patient satisfaction or scores will likely slip.
- Some patients prefer to have an RNT and an RN.
- Not all nurses work well in a primary care nursing enviornment.
- Not all patients are appropriate for primary care nursing.
- Remind staff that the unit does not have fewer bodies when they ask for more help. They are to depend on their RN peers, not RNTs for additional help.
- PCN approach may not eliminate dissatisfied patients.
- the primary care model.

References

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• Be mindful of communication with patients. Do not say "I don't have a RNT." Although not meant as a negative statement, the patients may get the impression the unit is short-staffed.

- Floating nurses assigned to the south unit need education, since they are not familiar with