
Let me help make our place better!

A proposal for optimizing the experience at
Norris Post Acute and Rehabilitation for
patients, team members, management, and
owners.

Please Allow Me to Introduce a Vision

- A place where patients and families receive outstanding care, and positive outcomes.
- Staff who are happy, healthy, productive and work as a team.
- A facility with comfortable, well-equipped rooms, that feel like home.
- Patients who thrive and enjoy their stay.
- Family members who are thrilled to see how well their loved ones are treated and the progress they are making.
- Staff who have all they need to provide this outstanding care.
- Management who have time to do all they need to do.
- Owners who are profitable because of us and who are glad to help us anyway they can.
- This is my vision for our company, allow me to explain.

Our current staffing structure

This system is not working, something is missing. Our people are struggling to keep up with workloads even though we are fully staffed; leading to burnout, health problems, poor productivity, and ultimately inadequate patient and family care.

Owners

Facility Director

Director of Nursing

Assistant Director of Nursing

Unit Managers/ Departments

Floor Nurses

CNAs

How many problems are we
currently **trying**
to contend with?

Hint

It's more than
you realize!

And how many solutions do
we need?

The good news is

It's only one!

Our current issues include...

- Patients are not getting the care they need and deserve.
- Some families are not happy with the care their loved ones are receiving.
- Many of our staff are overworked and strained to the point of breaking.
- Our building has many problems.
- Our patients are tired, weak and frail, and do not have the optimal quality of life they should have.
- Our management are constantly on call and can not have work life balance.
- Our team members are not trained in their job descriptions and where to go for help.

This can all be fixed with one simple change in our structure.

All we need is a **Nurse
Liaison.**

I would like to fill the
position.

First, Let's consider our patients .

Currently, some patients are not comfortable in their rooms, most sleep much of the time, several do not feel like getting up or participating in therapy or restorative nursing. Some are over medicated, while some do not have the meds they need. Some complain about the food, while others are still hungry after meals and at night. Some are sad, lonely, bored, and lack optimal quality of life. In this role, I believe I can help our patients.

In my role as
Nurse Liaison,
for our patients,
I propose

1. **I will do all admissions**, ensuring patients have what they need and have a great fit in our facility from the onset.
2. **I will do a medication reconciliation project**, recommending medication changes to our Nurse Practitioner to allow for fewer side effects, while better controlling symptoms.
3. **I will work with patients** to discover their gifts and talents so we can form groups with similar interests and cultivate them.
4. **I will work with dietary** to ensure proper diets are provided with delicious nourishing meals that provide much needed nutrients our residents are currently relying on supplements for.
5. **I will work with the activities department** to contribute to memorable experiences for our patients and their families.

Next let's look at our team.

We are struggling to keep up. Our Nurses are trying to pass meds with disorganized med passes every hour, assist with call lights, do all needed charting, and do admissions when they come. We are all trying to keep patients safe and happy. Our CNAs are exhausted and suffering from the weight of the work required of them. We are covering for staff who call in due to illness and exhaustion, working many hours each day. Some of our management team is always on call, being called at all hours (and repeatedly from several personnel about the same issue) and not getting the rest they need.

For our Nurses, as Nurse Liaison, I will

1. Support Nursing by performing **Admissions**.
2. **Arrange med schedules** to consolidate them into one per shift with only a few possible outliers.
3. **Provide encouraging programs** of support so they enjoy their jobs and are healthy, strong and can come to work regularly.
4. **Enable them** to have all they need to take outstanding care of our patients as well as themselves and their families.
5. Start a **program for reporting patient needs** with insurance that these will be handled timely.
6. **Assist our Nurse Practitioner** with triaging patient visits with new patients and those in need being seen while she is here; so she too can rest when she is home and have work life balance.
7. Establish **Inservices** with training so outcomes and documentation are improved.

For our CNAs, as Nurse Liaison, I will

1. **Provide education programs** so they are aware of expectations and job descriptions.
2. Ensure that they have **sufficient help** to provide care for patients aligned with our facility protocols and procedures.
3. **Support them** with programs to ensure that they are healthy, strong, and can come to work regularly.
4. **Enable them to voice concerns** and have them heard and considered.
5. Allow them to have **time to engage patients** in meaningful activities that bring joy and contentment.
6. **Respect them** for the demanding role they have in providing direct patient care.
7. **Encourage them** to participate in patient health and well being.

For our Management, as Nurse Liaison, I can

1. **Relieve you** from some staffing duties so you can focus on your myriad of other important tasks.
2. Attend care plan meetings to **keep all teams informed** of patient needs, issues and progress towards goals.
3. **Support you** by assisting Nurses and CNAs with their concerns.
4. Take on the process of **ensuring needed supplies are available** and stocked for all shifts.
5. Establish new ways of **providing financial security** through efficient and frugal requisition of supplies needed.
6. Support staff so you do not need to receive so many calls when you are off work; enabling you to have much needed **work life balance**.

For our Dietary Department, as Nurse Liaison, I will

1. **Provide education** on the need for specific dietary needs depending on diagnoses.
2. **Work with them** on acquiring fresh foods that are delicious and nutritious.
3. Ensure the **pantry** is clean and stocked with healthy and different drinks and snacks on all shifts.
4. Help them discover **recipes** for nutritious meals that are designed to provide vitamins and minerals our patients currently rely on supplements for.
5. Start a program where residents who want to can provide meal ideas and favorite recipes from their lives so that we have a more varied diet, leading to **better PO intake** and subsequently, better patient outcomes.

For Therapy, as Nurse Liaison, I can

1. **Assist** with better patient participation through previously mentioned programs.
2. **Cultivate communication** between therapy and nursing to ensure patients are progressing as they should in both arenas.
3. Assist with **staff education** on safe mobility of patients with fractures.
4. Educate staff of proper body mechanics to **reduce the likelihood of staff injuries**.
5. Educate nursing staff on **Restorative Nursing and range of motion techniques** for patients who are not currently in therapy so we can all be involved in helping residents live their most active, productive lives.

For our building, as Nurse Liaison, I will

1. **Work with facility management** to ensure lighting, tvs, and plumbing work in all patient rooms and care areas.
2. **Assist** with repairs as needed.
3. **Develop a program for reporting** needs to ensure problems are fixed right away.
4. By **saving money** in other areas, we can provide patients with more comfortable beds and rooms during their stay.
5. **Work with residents** who are able to encourage their input on updating our building and making it a more healing, pleasant environment in which to live.
6. **Design places in public areas** that encourage life review and bring back good memories for them.
7. Put up **memory boxes** at residents doors with personal effects and pictures of them and their families to help them recognize their rooms and feel more at home.

**For our owners,
as Nurse Liaison,
I will**

1. Assist us in providing **excellent patient care** and outcomes, causing **increased admissions**, filling our facility to capacity.
2. **Ensure financial security and increased profit margin**, as this is after all, a business.
3. Help **make us a leader** they look to as an example of how to run a facility in their corporation.

Our new staffing model.

If you take me up on this proposal

Owners

Facility Director

Director of Nursing

Assistant Director of Nursing

Unit Managers / Nurse Liaison

Floor Nurses

CNAs

I appreciate your consideration in this matter and propose this; I would like to work during the daytime shift between the hours of 6am - 6pm so I can be here to work with all departments. I will develop ways to ensure effective communication with all shifts so everyone feels equally supported. I will not work a cart so I will have plenty of time to accomplish all of the needed improvements. I will stock, organize and clean supply closets, med rooms, and pantry to be easily accessible for all shifts. I will assume the responsibility of supply requisition and distribution. I will save money in some areas allowing finances to be used in other areas for the improvements. As we grow due to the improvements, we will be allowed more staff according to census. I will assist with recruitment and help with retention of staff. I will obtain volunteers from patients families, friends and the community when applicable for improvements. I truly believe I can be of great assistance in all of these areas and request the opportunity to do so. Thank you so much for taking the time out of your busy day to watch this proposal.