

## **Nursing Care Delivery - Collaborative Care Transition System**

### **Interdisciplinary Care**

Interdisciplinary Care describes the context of care and the manner in which care is delivered. It is the integration and collaboration among all members of the health care team in patient care planning toward positive outcomes. The direct-care nurse is the constant for the patient and family and is the team member with whom members of other disciplines collaborate in directing, planning, and providing patient care services. Members of the interdisciplinary care team vary across the multiple inpatient and outpatient settings. Direct-care nurses apply interdisciplinary care throughout their work day.

### **Staffing and Scheduling**

The delivery of patient care requires the availability of the right number and skill level of direct-care nurses and other members of the nursing staff on a continuous basis. Patient care assignments are made matching knowledge and skill to fulfill patient care needs and promote continuity of care.

The Chief Nursing Office is accountable for the staffing model for all units where nursing care is delivered. This organizational commitment assures that resources that have been identified by the nursing staff as necessary to practice are available. The Department of Nursing follows externally benchmarked 'hour per patient day' targets. Unit based Quality of Worklife Councils have a scheduling sub-committee, demonstrating the direct-care nurses' significant control over staffing and scheduling.

# **Quality and Safety**

The Department of Nursing Performance Improvement Plan defines quality as the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge. Safety is defined as the prevention, detection, and mitigation of harm to patients and staff.

The departmental performance improvement plan describes the direct-care nurse's responsibility for actively participating in quality, performance improvement, patient safety, and risk management programs.

#### **Integrated Technology**

Integrated technology is the utilization and demonstration of technical competency of equipment required in the work area. Skills in documenting and navigating through the electronic health record are fundamental components of care. Technology is implemented in all nursing care units. Some examples of technology that assist the direct-care nurse in the delivery of care are: hemodynamic and physiological monitoring, smart pumps, and point of care testing.

#### **Communication and Teamwork**

Communication is defined as the imparting or interchange of thoughts, opinions, or information by speech, writing, or signs. Within the Collaborative Care Transition System various communication methods are used in the planning and delivery of nursing care. Handoff communication consists of a review of body systems along with the patient care summary in the electronic health record. Huddles are used throughout the day for team members to understand



team workload and re-evaluate patient care needs. Discharge plans are discussed with the Care Coordination team in service line meetings each morning. Interdisciplinary rounds are held with multiple members of the health care team participating.

Teamwork is defined as a cooperative or coordinated effort on the part of a group of persons acting together as a team or in the interests of a common cause. Teamwork is evident among the various members of the unit based team. Direct-care nurses, patient care assistants and other unit based staff work together to meet the patients' needs. The direct-care nurses' team relationship extends to physicians, advanced practice clinicians, pharmacists, respiratory therapists, allied health professionals, and other technical staff.