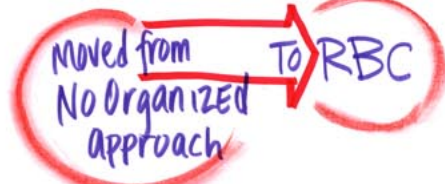


TRIPLER ARMY MEDICAL CENTER

Col Anna Caralli
Col Dr. Joseph Pina
1LT Kara Young, UPC Chair



RBC integrated INTO 'Balanced ScoreCard' for all Programs as 'Resource Neutral'



Staffing Inadequate during War time - with forced Turnover
✓ creating CULTURAL Shift in Nurse Staff to mitigate problems of Turbulent Turnover

Nurses learn the Theory & Tools

- Primary nurse notes made for every shift, preferences & background sensitivities continuously updated - PLAN of CARE
- Created Mandatory Training
- RFE's mtg - asked to track # of Staff taking RBC Training GOAL 100%

EMPOWERMENT OF NURSES -

Backed by Leadership Encouraged to see themselves as Leaders

Physician Perspective

- ★ need a 'champion' leader
- ★ forced mandatory multi-disciplinary Rounds - Primary DR + Nurse
- ★ engendered Trust - reassured autonomy
- ★ Results in Better Care for Patients
- ★ Nurses came up with own ideas - but also held to be accountable
- ★ TRUSTING Nurses was most important to Physicians being Empowered to empower The Nurses

Training - includes lots of stories about how RBC principles are Applied + Computer Training for Plan of Care + making value of what is put into the Plan of Care

BEST PRACTICES

RBC PRINCIPLES

- ♥ Essence of Caring - Human Connections
- ♥ Everyone has a Valuable Contribution to Make
- ♥ Knowledge of Self and Self Care
- ♥ Healthy Work Relationships & Environment
- ♥ Work MISSION Aligns with PERSONAL & Professional Goals
- ♥ Empowerment and Ownership of Work & Practice
- ♥ Supports The Healing Environment

Operational Implementation for Empowerment Policies

- Autonomy does not supercede patient safety
- Decisions made by Nurses do not supercede The Doctor decisions & vice versa - Requires Dialogue, needs to be in their evaluations, etc.

⌚ is so important & this multi-disciplinary approach helps serve more patients better

FINGER LAKES HEALTH

Eileen Gage
Howard Kates
Sharon Gallasso

- * BE Premier Health System
- * BE INNOVATIVE Rural Health Leader
- * BE THE EMPLOYER OF CHOICE
- * DEMONSTRATE Value
- * EMPHASIZE OUR EDUCATIONAL ROLE

RBC Frames & Better Organizes our success practices

LONG TERM CARE IS RELATIONAL

- ↳ Nurse Managers - intimately involved as Coaches
- Once UPC gets idea = high enthusiasm!
- WALLS OF FAME - RESIDENT PHOTOS
- 'QUEEN' for a Day
- MURALS painted by staff
- Staff - all shifts - Cooked & Served Residents a Barbecue

EMPOWERMENT OF STAFF

INSPIRATION

- ⊙ "Caring Model"
- ⊙ Leadership Retreat
- ⊙ Reignite The Spirit of Caring
- ⊙ LEO - Leadership Development Program

INFRASTRUCTURE

- Multi Year Implementation Strategy (WAVES)
- Monthly Spirit of Caring Retreats
- Identified Care Delivery Differences
- Modified Acute Care Unit Practice Council Guide

Education

- ▲ RBC - 2 day Leadership Intensive
- ▲ Selected Unit Practice Councils - selected by Peers
- ▲ RBC Handbook and Fieldguide

