Implementing Web-Based Intervention to Reduce Turnover in Healthcare

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Nursing turnover has been a lingering problem in many acute care facilities. Quality health care in acute care facilities has suffered due to a number of factors. First, is the fact that acute care nurses resign from their various positions due to heavy workload, which also affect patient outcomes. In addition, toxic coworkers, bad management and burnouts are some of the other causes of turnover. Healthcare leaders have been working on a number of measures through which they are likely to reduce nursing turnover such as patient classification system (Rushton et al., 2015). This scoring process measures the level of care that is expected to be needed for next shift, and this system enables nurses to perform well in their respective activities. Moreover, we also need enough nurses in healthcare facilities in order to reduce current workload. Such a move is likely to reduce the chances of fatigue that was discovered in acute care facilities. Through the application of the appropriate PICOT, there is a possibility of acute care facilities improving upon nursing turnover and reducing workload, which will ultimately improve patient outcome.

The proposal is designed to develop a web-based intervention to decrease nursing turnover in acute care facilities by using EPIC workload acuity tool. Thus, through the application of information technology, there is a system for reliability. This specific patient scoring system is meant to reduce nurses’ workload in their respective facilities. They are also likely to help nurses attain success in changing the perception that people are likely to have about health care facilities (Neuraz *et al.,* 2015). The paper placed considerations on several journal articles that relate to research studies conducted to establish how technology could be used to reduce turnover in acute care facilities. Existing databases such as MEDLINE, CINAHL and Cochrane were searched. The research process entails the use of several key words in line with creating chances to gather the right data for use in this final paper. The action is also important in ensuring that accurate and reliable data is obtained. Therefore, the research articles used in the paper were published within the last five years (Twigg *et al.,* 2016). The key words include; technology in acute care, workload reduction in acute care, nurse-fatigue reduction in acute care. The articles were selected in line with the PICOT research question; Will the application of web-based interventions such as patient classification scoring system reduce high turnover of nurses in acute care facility?

**Review of the PICOT Intervention**

**Population**

The population targeted for the PICOT question are nurses in acute care facilities. Acute care nurses have a wide spectrum of duties including bed side nursing care. In particular, they assist doctors during physical examinations, document pertinent medical data, and take blood and tissue samples. Nurse specialized duties include administering prescribed medications, monitoring specialized medical equipment and interpreting electronic displays, as well as responding to acute circumstances based on facility’s protocol. In acute care nursing, the care givers establish patients’ conditions such as their pain levels as well as determining the effects of the different interventions that are provided within (Hayward et al., 2016). Consequently, information technology play a major role in caregivers’ activities, especially if they are well integrated.

It is important to establish the gaps that exist in acute patient care so as to provide a good opportunity for the relevant adjustments to be made in line with ensuring that nurses are able to attend to the needs of patients effectively. In particular, incorporation of informatics such as electronic health records increases the levels of interactions that nurses have with one another and with the ill. As a result, they are likely to share information on the right procedures that would need to be applied with regard to boosting the level of patient experience that they are likely to create within health facilities. Thus, the nurses in critical care require technological support to help them develop professionally to make them outstanding in their practice.

**Intervention**

The intervention will be based on instituting a mandatory nurse-to-patient ratio based on patient classification system. The adjustment is important as it is likely to boost the quality of care that nurses provide to their patients. For instance, the nurses are bound to understand their patients better due to reduced workload and increased time allocation, hence improving patient outcomes (Rushton et al., 2015). Before the end of each shift, nurses can use Nursing Workload Acuity Scores to determine which of their patients might need more time or attention during next shift. The technology is set up in a way that if a particular patient present with a certain condition, then a certain activity must certainly take place. These calculations are then made using multifaceted rules and data. It then allows the Charge RN in making sure that high acuity patients are spread out evenly across the team, which further support the determination of the correct nurse to patient ratio. In addition, it can be an important tool for caregivers when providing care in sensitive areas such as in advanced care planning. Improving nurse-to-patient ratio is also likely to improve the chances of solving the various challenges that the nurses in acute care setting experience. In particular, EPIC has specific details about patients and nurses; thus, they can be used to set a ratio that fits a specific facility. Therefore, nurse to patient ratio improvement and inclusion of EPIC, based on documentation will definitely enhance nurse-patient interaction, which is imperative in boosting the quality of care.

The staff needs in various departments are usually managed by a supervisor or a unit manager. The supervisor or leader also have this tool at their disposal to manage staff assignments. The process need to provide information regarding the staffing needs that exist within their departments. In particular, collaboration between nurse managers and Nursing Informatics executive leaders can be fruitful in ensuring that the proper ratio is maintained and the available technology is used appropriately. While the staff in each department needs to be smaller enough to remain cost-effective, it also needs to be sufficient enough to improve service provision and to the patients. Therefore, setting ratios supported by technology ensures that the personnel within the acute care facility do not become unnecessarily fatigued and at the same time have opportunities to develop professionally in their practice.

**Comparison**

The proposed intervention will be compared to the current practices where unusual patient care needs that may require a different level of staffing than expected is not identified by the previous shift. The amount of resources used in training of these nurses during orientation is seen as colossal loss when new hires leave the organization within a short period of time. Therefore, health facilities need an adequate number of health professionals who can provide point of care for acutely ill patients (Rushton et al., 2015). As a result, health professionals may also have enough time to conduct a complete assessment of the condition of the patient. Consequently, a big gap exist, when a web based intervention process is compared to the current nurse to patient ratio due to lack of technological support. Therefore, there are various changes that need to be adopted to boost the quality of care that patients receive. In spite of this powerful tool, most states in the US still fail to have a law in place that may force healthcare organizations to adequately staff their facilities. Therefore, they negatively impact the quality of care that they provide to the patients.

**Outcomes**

Choosing an intervention that will improve the performance levels of health personnel in acute care facilities is imperative. Improving the nurse-to-patient ratio is important as it cuts on the levels of fatigue that the health professionals are likely to have as they go about their duties. The outcome of such a move is that it is likely to improve the chances of employee retention due to staff satisfaction. The increased level of nurse retention in healthcare facilities are likely to make nurses more acquainted with the operations of the facility. In such cases, web-based interventions are also important support systems as they direct and measure outcomes of the implemented changes. As a result, caregivers would also have the ability to identify patients’ specific needs and fulfill them easily and quickly. In addition, it is easy to make comparisons with the activities that are carried out in other health facilities, especially where a homogeneous database is used. Consequently, health personnel can establish specific systems that they may apply with respect to improving the health outcomes in general. The outcome of this method is aligned to improved level of satisfaction for nurses as their work is simplified by information technology and it also allow for supplementary development in their careers. Consequently, caregivers are easily retained due to the incentives they receive as they work using technology and their personal will to remain in the same facility to care for their patients.

**Timeline**

The proposal is expected to take one and a half weeks. The process will entail establishing whether the web-based intervention works effectively. Thus, it will be imperative to establish some of the areas within the intervention model that would need improvement. By solving the identified challenges, there is a possibility that it will work out properly to improve the concept of patient experience that is bound to be provided by the health professionals.

**Health Information Technology (HIT) Application**

The application of HIT shows the various technologies that health professionals may need to apply to improve the quality of care that they provide to patients. HIT partnership in the development and adoption of an integrated nursing workload classification system cannot be overlooked. Through the use of electronic health records, nurses are likely to establish quality for patients through various features entailed in the system (Hayward et al., 2016). They are, therefore, likely to establish the right mechanisms through which they attain success in boosting the quality of care that they provide to their patients (Rushton *et al.,* 2015). The use of EHR is also likely to counter some of the challenges that health professionals usually encounter when they are dealing with patients who are in their care. In addition, the process may also be improved by going over some of the experiences that health professionals have undertaken over a period of time to find better intervention methods for the turnover. Thus, HIT application among other modes of informatics will be crucial in identifying the most appropriate method of dealing with challenges in most department of the acute care setting. Reducing employee’s turnover, especially in the acute care settings, require collaborations with many stakeholders due to the various factors involved.

**Conclusion**

The web-based intervention is based on reducing the turnover of nurses and their workload in acute care facility. The acute care facilities must have a regulatory requirement that mandates the use of a nursing workload patient classification system nationwide. The change is important in boosting the level of patient experience that is likely to be attained, especially due to the interaction that they are bound to have with health professionals. The nurses are likely to apply health information management with respect to identifying the specific needs that may be attained in boosting the level of care that they are likely to provide to the patients. Furthermore, the mandatory nurse-patient ratio is likely to improve the ability of the health facility to retain the personnel at the various health facilities. Therefore, web based intervention is likely to boost the levels of satisfaction of health personnel and ultimately result in high retention rates.

References

Hayward, D., Bungay, V., Wolff, A. C., & MacDonald, V. (2016). A qualitative study of experienced nurses' voluntary turnover: learning from their perspectives. *Journal of clinical nursing*, *25*(9-10), 1336-1345.

Neuraz, A., Guérin, C., Payet, C., Polazzi, S., Aubrun, F., Dailler, F., ... & Schott, A. M. (2015). Patient mortality is associated with staff resources and workload in the ICU: a multicenter observational study. *Critical care medicine*, *43*(8), 1587-1594.

Rushton, C. H., Batcheller, J., Schroeder, K., & Donohue, P. (2015). Burnout and resilience among nurses practicing in high-intensity settings. *American Journal of Critical Care*, *24*(5), 412-420.

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| **Source and Database** | **Variables of Interest (Keywords)** | **Literature Type and Research Tools** | **Research Design and Sample Size** | **Theoretical Foundation** | **# References and SWOT Critique** | **Key Findings** |
| 1.Hayward, D., Bungay, V., Wolff, A. C., & MacDonald, V. (2016). A qualitative study of experienced nurses' voluntary turnover: learning from their perspectives. Journal of clinical nursing, 25(9-10), 1336-1345.  Google Scholar | Nurses turnover,  Technology use | Use of questionnaires | A qualitative, interpretive descriptive approach 12 registered nurses with an average of 16 years in practice. | Nursing turnover is still a major problem in regards to the provision of healthcare services. | #=32  S Increasing the number of nurses is likely to boost their turnover levels.  W – The process requires a high level of financial input on the part of health facilities  O – Health facilities are likely to learn from the operations of other healthcare entities.  T – It may take a lot of time for a health facility to increase the number of healthcare personnel in its operations.  Grade - A | The decisions of nurses to leave practice are influenced by the environment in which they operate.  High levels of patient acuity as well as work demands are also likely to boost the frustration levels of nurses.  Ineffective working relationships among nurses are also likely to negatively impact on the work they do. |
| 2.Neuraz, A., Guérin, C., Payet, C., Polazzi, S., Aubrun, F., Dailler, F., ... & Schott, A. M. (2015). Patient mortality is associated with staff resources and workload in the ICU: a multicenter observational study. Critical care medicine, 43(8), 1587-1594.  MEDLINE, | Staff performance at critical care units,  Nurses workload. | Increasing the number of human resources in ICU facilities | A longitudinal study design on eight ICU facilities through gathering of hospital data. A study on a total of 5718 patients. | Matching the number of healthcare resources in ICUs is likely to boost the quality of services provided. | #= 40  S – Increasing the number of healthcare personnel is likely to reduce their fatigue levels  W – The process requires a thorough analysis of the current situation to determine whether a need exists  O – Health facilities are likely to benefit from a wide pool of qualified personnel found within the healthcare industry  T – The healthcare facility may need to spend more time to train new health professionals.  Grade B | There is the need to raise the patient-caregiver ratio. The moves improve upon the quality of care that the health professionals are likely to provide to the patients. |
| Rushton, C. H., Batcheller, J., Schroeder, K., & Donohue, P. (2015). Burnout and resilience among nurses practicing in high-intensity settings. *American Journal of Critical Care*, *24*(5), 412-420.  PubMed | Resilience in healthcare nurses, Nursing in high-intensity facilities | Statistical test and the use of surveys | The use of cross-sectional survey that entails 114 nurses who man 6 high-intensity units. | High levels of stress that nurses experience is likely to impact negatively on the ability of nurses to perform well. | # = 36  S Reducing the stress levels of healthcare providers is likely to boost their performance levels within the ICU  W The process of reducing stress levels takes a lot of time to attain in healthcare practice  O Healthcare facilities are likely to benefit from carrying out research.  T The increased competition from other healthcare providers is likely to impact negatively on the concept of job retention  Grade A | Moral distress is determined to be associated with the various concepts of burnout. However, the resilience levels of healthcare providers within the facilities.  A high level of resilience presents an opportunity for healthcare nurses to avoid high levels of stress levels that would be associated with the form of practice that they have within their respective facilities. |
| Twigg, D. E., Myers, H., Duffield, C., Pugh, J. D., Gelder, L., & Roche, M. (2016). The impact of adding assistants in nursing to acute care hospital ward nurse staffing on adverse patient outcomes: An analysis of administrative health data. *International journal of nursing studies*, *63*, 189-200.  Science Direct | Nursing in acute care, Increasing staffing in critical care facilities | The use of surveys and questionnaires | A regression modeling design to establish the impact of staff performance on dealing with the adverse health problems that a patient may be experiencing. | Adding assistant nurses has a chance of improving upon the quality of care that they are likely to provide to the patients in critical care facilities. | # = 30  S Adding the number of health facilities is likely to improve the success levels of the patients.  Wythe plan is likely to take a lot of time in line with improving upon the success levels of the health professionals.  O Health care nurses are likely to benefit from the activities carried out by others found in other health facilities  T Some healthcare nurses may be less willing to cooperate with the added assistants in the aim to boost their performance levels.  Grade B | Adding assistants in acute care nursing is likely to improve upon the performance of the health professionals in critical care settings. |