Change of Shift for IMRU Nursing Staff

Summary: This process map shows the activities that have to happen for nurse to nurse change of shift, from when the assignment is made by the charge nurse till the off going nurse clocks out.

Purpose: The purpose of this process map is to highlight the areas of change of shift that may cause delay for off going nurses to clock out on time, thus causing overtime. This process map will show us the areas that we need to focus on to decrease delays and to decrease overtime.

OFF-GOING CHARGE NURSE

Create Assignment in Excel → Create or update Safety Briefing with pertinent information → Post Safety Briefing in Break Room → Hand Assignment to HUC → Give report to on-coming charge nurse → Clock out and go home

ON-COMING CHARGE NURSE

Clock in at the machine outside the unit → Put personal belongings in breakroom → Go to Safety Briefing, read notes and sign → Look on white board for assignment → Obtain assignment from Off Going Charge Nurse

HUC

Get assignment from Off Going Charge Nurse → Write assignment on white board

Program Assignment in Call Light System → Obtain phones and trackers from off going Nurses and HCA's

Ensure full batteries in phone and trackers

ON-COMING NURSE

Put personal belongings in breakroom → Go to Safety Briefing, read notes and sign → Look on white board for assignment → Obtain a report sheet

Write down assignment on report sheet

OFF-GOING NURSE

Turn in Phone and Tracker
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A. OFF-GOING CHARGE NURSE
   - Call staff at home, notify staffing if unable to get ahold of
   - Did all staff show up?
     - No
     - Yes
       - Help answer call lights
   - Write staff name on exception log
   - Did any staff have a late out?
     - Yes
     - No
       - Help answer call lights

B. ON-COMING CHARGE NURSE
   - Create phone list for oncoming Nurses and HCA's
   - Tape Phone list on back of phones
   - Place phones and trackers on desktop for staff to get
   - If phones or trackers not picked up find nurse/HCA and hand them the phone

C. HUC
   - Create phone list for oncoming Nurses and HCA's
   - Tape Phone list on back of phones
   - Place phones and trackers on desktop for staff to get
   - If phones or trackers not picked up find nurse/HCA and hand them the phone

D. OFF-GOING NURSE
   - Wait for on-coming staff to finish safety brief and get assignment
   - Find Nurse then can proceed
   - Find Nurse to give report to
   - Go to bedside and do handoff report
   - Finish late cares and charting
   - Write name on board if late out
   - Get belongings from breakroom
   - Clock out at the machine outside the unit and go home