

Riding the Wave: Recruitment, Retention and METS



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Benefits to Patients

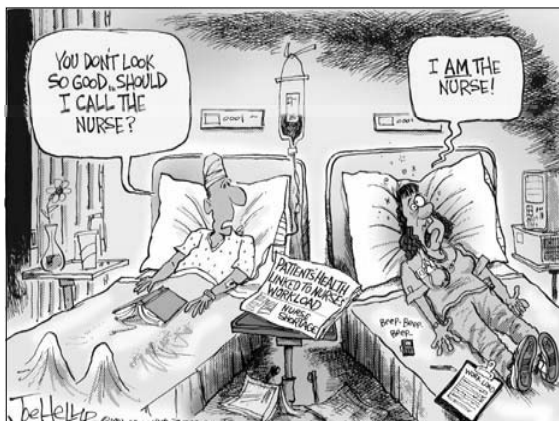
- Rapid expert response to their needs
- Quality improvement opportunity identification
- Other patients on unit aren't cheated out of care

Challenges facing Nursing

- Availability of RN's
 - Still in midst of a shortage of nurses
- Availability of well developed RN's
 - Nursing workforce is aging
 - Experienced nurses moving away from the bedside
 - Inexperienced nurses often do not have ability to recognize subtle changes
- Limited resources to support RN's

What frustrates a Nurse?

Anything that gets in the way of delivering the care that the patient needs



The "Novice" nurse

- Lack of clinical experience to draw from
- Lack of confidence
- Developing organizational skills
- Building collaborative relationships

The "Experienced" nurse

- High acuity assignments
- Charge responsibilities
- Mentor for new staff
- Knowledgeable resource for all



"Nurse, get on the internet, go to SURGERY.COM, scroll down and click on the 'Are you totally lost?' icon."

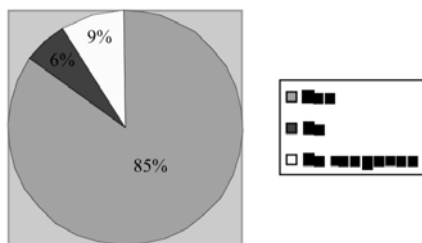
Benefits of MET for Nurses

- Supports "novice" and "experienced" nurses
- Developmental opportunity as part of the team
- Gives tool to get what is needed for patient STAT!

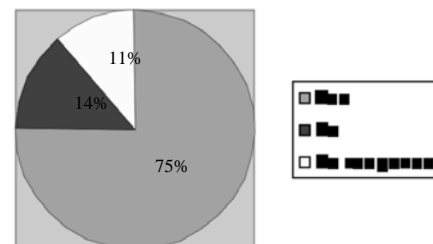
Nursing Implications

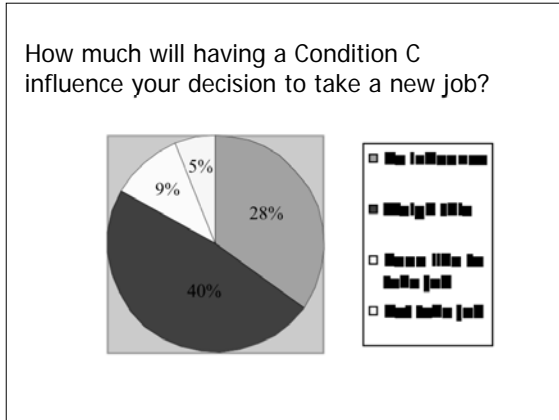
- Nurse empowerment
 - Can activate the team based on judgment
- Nursing support
 - Help reduces potential for "domino codes"
- Nurse satisfaction
 - "Our Nurses are never alone" "...I know help is just a phone call away"
 - "...I know help is just a phone call away"

Does Condition C program improve patient care?

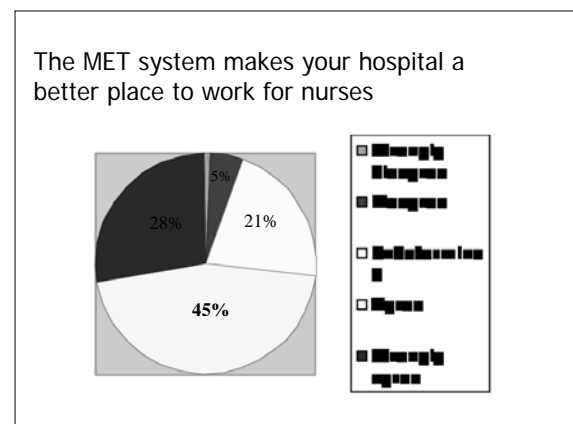
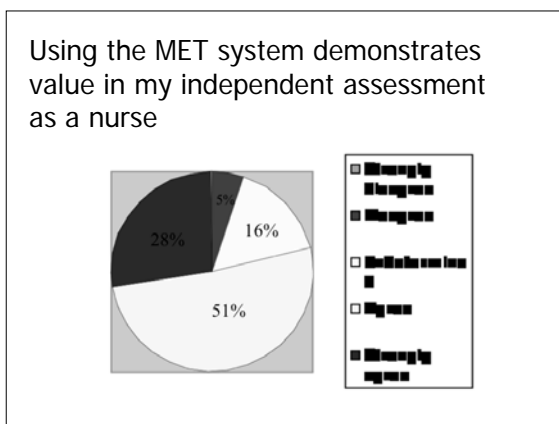
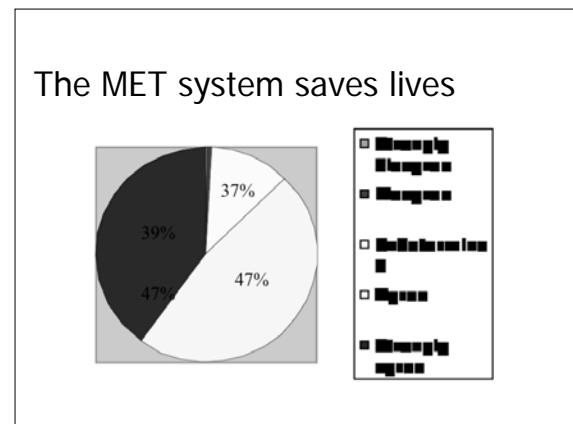
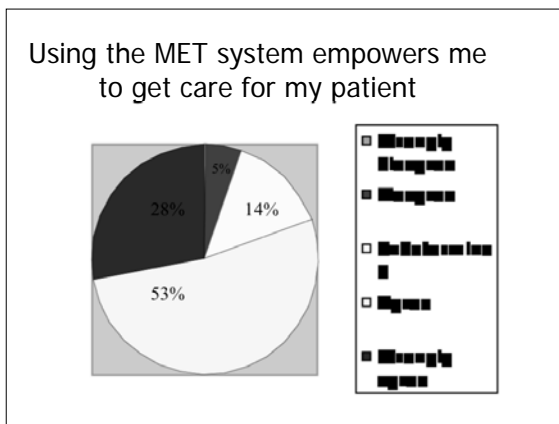


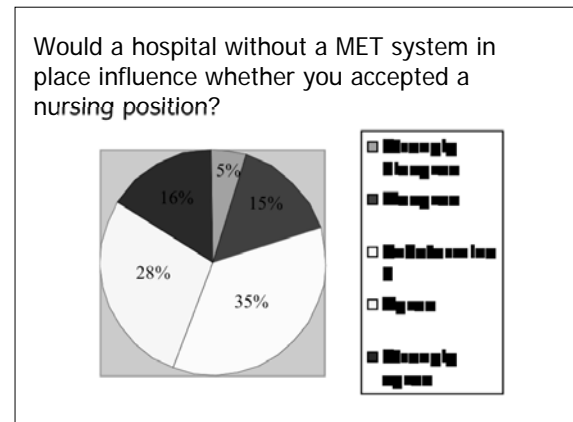
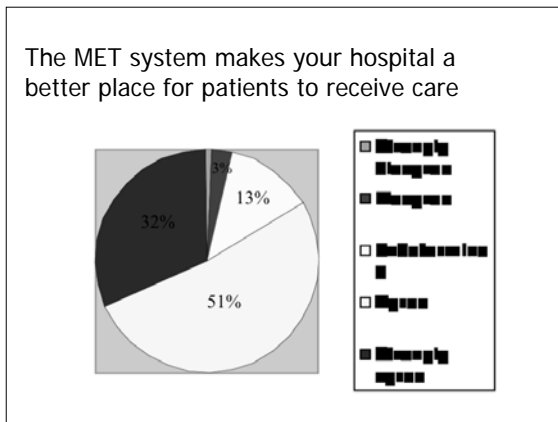
Does Condition C program improve RN workplace?





- ### Quotes
- "...I know help is just a phone call away."
 - "It has prevented further deterioration in several of my patients' conditions."
 - "...helps me feel more comfortable in my practice."
 - "...resource especially for medical/surgical and telemetry nurses who have multiple patient loads."
 - "...I feel it has improved critical situations 100%. I truly believe it has saved lives."





- The "Rip tide"
- Repercussions
 - "why did you call that code!"
 - Not using objective criteria
 - "I can handle it!"
 - Resource allocation
 - "We are too busy"

- Swimming across the "Rip"
- Positive reinforcement
 - Thank you's
 - Negative enforcement
 - Questioning those who challenge by leaders
(VP, Medical Director, Division Chair)

- Avoiding the "wipeout"
- Review of team performance
 - Refining processes
 - What else needs fixed?
 - Keep the MET in the spotlight
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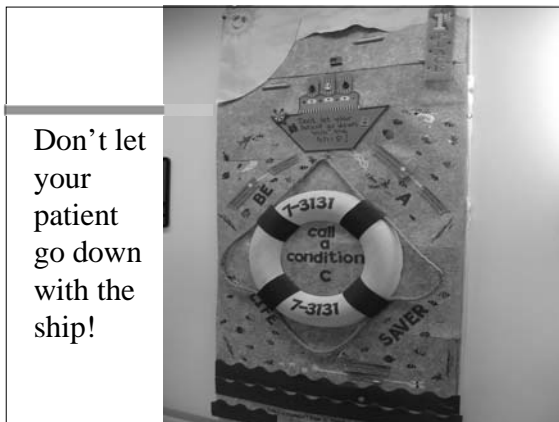
Re-Education

- **Condition C = CRISIS.**
- **Condition A = ARREST.**
- **Just a Reminder...**
- Criteria to consider when initiating a.
- "Condition C."
- Respiratory.
- Heart Rate.
- Blood Pressure.
- Acute Neurological Changes.
- Other Changes.
- **Don't Hesitate With Your.**
- **Patient's Fate!!**



She was pleased to see that the 100th anniversary of the American Nurses Association was celebrated. She was proud to see that the 100th anniversary was celebrated by the American Nurses Association. She was proud to see that the 100th anniversary was celebrated by the American Nurses Association. She was proud to see that the 100th anniversary was celebrated by the American Nurses Association.

May 10, 1900. 100th



Don't let your patient go down with the ship!

Our Nurses are never alone

UPMC Presbyterian values and trusts your judgment as a Nurse!

As a Nurse at UPMC Presbyterian you have a unique tool called the "Condition C". This tool empowers you to respond to your patients in trouble. The "Condition C" (Crisis), allows you to call for immediate emergency help...anytime, anyplace. Our "Condition C" response has reduced the number of unexpected "Condition A"'s (cardiac arrest) by 30% and decreased unexpected hospital mortality by 27%. "Condition C" is a lifesaving resource literally at your fingertips!

The most important practical lesson than can be given to nurses is to teach them what to observe.

Florence Nightengale