The Collaborative Power of ED Observation Unit Nursing
Dr. Crystal Crewe DNP, RN
Nurse Manager Clinical Decision Unit
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Objectives
❖ Discuss the importance of collaborating with your team
❖ Analyze why putting your team first improve both patient and staff satisfaction
❖ Identify signs and symptoms that your team is burnt out
❖ List at least 3 ways to find joy in the workplace

VCU Health
❖ 779 Bed Urban Academic Medical Center
❖ Located in Richmond, Virginia
❖ Founded in 1838
❖ 3 Time Designated Magnet Facility
❖ 11,000 Employees (2900+ Nurses)
❖ Active Beacon Award Units – 15
❖ Daisy Nominated Nurses – 2,735 ('19)
❖ 16 bed Observation Unit in ED

Collaborating with your Team

Patient Acuity Tool
❖ Currently using ESI (Emergency Severity Index)
❖ Does not meet needs for observation area

To Keep Your Team Motivated, Put Them First!
### Patient Satisfaction
- Patient Experience Call Backs
- Press Ganey
- Rounding at the Bedside

### Patient Feedback
<table>
<thead>
<tr>
<th>Friendliness/courtesy of nurse</th>
<th>Very Poor</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount of attention nurse pays to your special or personal needs</td>
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<tr>
<td>How well the nurse keeps you informed</td>
<td></td>
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<tr>
<td>Nurse is sensitive/responsive to pain</td>
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</tbody>
</table>

### Staff Satisfaction and Recognition
- Nominate a Nurse
- The Diamond Award
- C.N.A. Bed, Bath and Way Beyond!

### Signs and Symptoms of Burnout
- Burn Out
- Tired
- Overwhelmed
- Stressed
- Unhappy

### Finding Joy in the Workplace
- Relax
- Refresh
- Recharge

### The Watson Room
Showing Gratitude

“Gratitude is not an attitude. Gratitude is something that flows out of you when you are overwhelmed by what is being given to you.”

What gratitude can I focus on today?

Summary

1. Collaborate with your team regarding anything pertaining to their workflow
2. Invest in and advocate for your staff
3. Identify and find ways to address burnout
4. Relax, refresh, recharge
5. Show gratitude

Crystal.crewe@vcuhealth.org
804-828-4313

QUESTIONS?