

A Division of Select Medical

BUILDING A STRONG NURSING TEAM: TRENDS TO IMPROVE QUALITY OF CARE

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INTRODUCTION

High quality care and staff satisfaction result when there is a good working environment, adequate resources, effective communication, teamwork, and leadership support.



PURPOSE OF UNIT COUNCIL

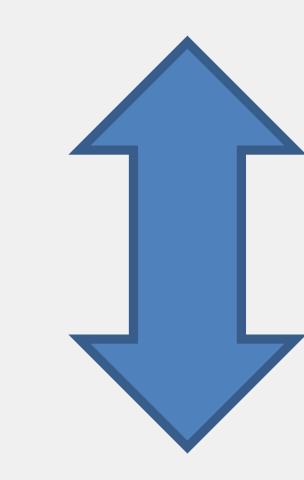
- Building communication between all staff members
- Developing teamwork so that all staff members feel comfortable bringing up ideas to improve the unit
- Improving staff satisfaction and a sense of belonging by establishing open communication between staff members and leadership using teamwork

STAFF MEETINGS

- Staff meetings are held on a quarterly basis and all can participate and give their suggestions and ideas
- Staff members that cannot participate give their suggestions to the Unit Council Chair who prepares the agenda accordingly
- The meetings are open discussion and communication between nurses, rehab assistants and the goal is to improve the unit and give quality of care to the patients
- The suggestions are presented to the Unit Manager by the Chair and are reviewed

TEAMWORK AND COOPERATION

• Teamwork and cooperation



- Effective Communication
- Improve work quality
- Decrease staff injuries
- Increase patient satisfaction
- Building a sense of well-being within the group

TEAMWORK FACILITATES FALL PREVENTION

- Staff members can prevent falls on the unit by:
 - Working together
 - Being accountable to help each other
 - Communicating about patient needs
 - Monitoring one to one supervision patients is challenging but staff members cover each other during break times to prevent falls



STAFF SATISFACTION

- Friendly and helpful work environment results in staff satisfaction and patient safety
- Educating staff members and updating their knowledge by having in-services
- Availability of education/resource materials to develop their expertise
- Keeping the supplies and equipment available and up to date to improve workflow

SENSE OF BELONGING AND LEADERSHIP

- Precepting incoming new nurses gives them a sense of belonging and helps build a team on the unit
- Preceptors develop confidence in their proficiency and develops their leadership while sharing their expertise

CONCLUSION

Positive helpful work environment, coworker support, pleasant working habits, teamwork and leadership

WILL RESULT IN:

- Job satisfaction
- Patient satisfaction
- High Quality of care
- Fall prevention