Consistent Assignment

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Internal Operations Project

Background
Research suggests that consistent assignment of Registered Nurses (RNs), Licensed Practical Nurses (LPNs), and Certified Nursing Assistants (CNAs) improves clinical, workforce, and organizational outcomes. Consistent assignment occurs when residents are consistently cared for by the same caregivers. The creators of a Tale of Transformation, seemed to be well a head of the curve by implementing this into stage 3 and 4. Overall, this model would bring Sheboygan Progressive Care Center into stage 3 according to Tales of Transformation survey.

Importance of Issue
Consistent assignment means a resident receives care from the same nursing staff 80% of the time. Consistent assignment allows staff to develop closer relationships with residents in their care and with co-workers.

The goal of consistent assignment results in the following benefits:
- Residents receive better care because staff are more knowledgeable about their needs and preferences
- Residents feel more secure knowing that they will receive care from someone who they know
- Staff see how their skill, experience and knowledge of the residents makes a difference in residents’ lives
- Staff are better able to implement care plans and are more likely to notice changes in residents’ health, which can prevent larger health problems
- Work becomes easier because staff are more accustomed to the residents’ schedule, needs and wishes

Consistent assignment is innovative because it provides a strong foundation for resident-centered care because it fosters the strong development of relationships, which is essential to quality of care and quality of life.

Methodology
Objective
The objective of implementing consistent nursing assignments is to improve staff and resident interactions, lower staff turnover, and provide more person-centered care. The overall goal of consistent assignment is to improve the quality of life and quality of care for residents.

Measures

Quantitative Methods
- Gathering previous staffing schedules for the last 3 months will provide data to compare staffing & turnover to current data after implementation
- Observe the data through a tracking system
  - Who: was working those days
  - Where: location/wing
  - When: time of day
  - What: is the workload
- Is the workload fair and in the comparable assignments?

Qualitative Methods
- Survey residents & family
- Ask open-ended survey questions
- Questions answered with (very satisfied, satisfied, dissatisfied, and very dissatisfied)
- Interview staff
- Focus group
- Analysis and evaluate performance implementing the consistent assignment

Results


Conclusions
The data collection section of the poster visualizes some of the outcomes of the project. Some main points to hit on include:
- Consistent assignment allows staff to develop closer relationships with residents in their care and with co-workers
- Staff were more attentive to resident care needs
- Residents had better care outcomes
- Overall, staff satisfaction increased
- After implementation, higher percentage of staff felt their skill, experience, and knowledge of the residents makes a difference in residents’ lives

Improvements in staffing assignment, job satisfaction, motivation, and performance occurred with the consistent staffing model. This project also improved the amount of time spent staffing by creating an excel template that was easily updated with the consistent staff. There were some adjustments made based on vacation time and sick time. If a nurse had to fill in, it was the same fill in nurse every time so the residents and families could get to know the back up nurse and build a relationship with them as well.

The implementation was rolled out on one wing first to analyze data and the effectiveness of this staffing model.

Recommendations
Consistent assignment would be very beneficial to implement on all wings in the nursing home because it provided a strong foundation for resident-centered care. The implementation has been successful thus far.

It is recommended that:
- Gather data monthly to ensure implementation is successful
- Add casual/part-time nursing staff as needed
- Collect feedback from staff, residents, and family monthly or quarterly
- Staff members, other than the DON and staffing coordinator, advocate for the implementation of consistent assignment
- Create more buy-in prior to implementation on all wings by having nursing staff help create their own schedules
- Continue using PDCA to improve and enhance the process

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