

Raising the Professional Practice Through a Warm Handoff Pilot Baldwin Park Medical Center

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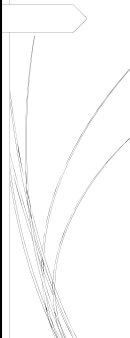
Learning Objectives

At the conclusion of this presentation attendees will be able to:

- Understand the importance for warm handoffs within a department.
- Describe the steps to develop a handoff tool.
- Explain the learnings and barriers that were involved with the pilot.

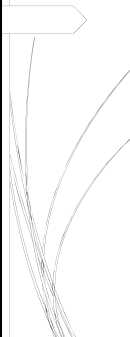
Nursing Strategy

- To unite and align our 50,000 nurses under one vision, set of values and professional practice model across all seven regions and across the continuum.
- This will enable us to standardize where there is evidence and elevate nursing practice across the entire organization.
- So that regardless of where a member enters our system they will know they have been cared for by a Kaiser Permanente nurse.



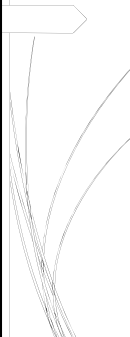
Voice of Nursing at Baldwin Park Medical Center

- Baldwin Park Shared Governance Model



Voice of Nursing in Baldwin Park Medical Center

- Staff:
 - Nurses included in the process
 - Happy
 - Valued as a nurse
 - Opinion matters
 - "People actually cared about what I had to say"
 - Empowered as a nurse
 - Nurses have a say on what goes on in the department



Voice of Nursing at Baldwin Park Medical Center

- Managers:
 - Fast paced department
 - Location where hazardous drugs are used
 - Opportunity were the team grew together
 - Great example where the voices of all our nurses were heard
 - Nurses appreciate and thrive on opportunities like this
 - Nurses felt like they mattered
 - Thankful the department was chosen to improve the work flow.

The Role of the Nurse and the Nursing Vision

- The role of the nurse is based on the nursing vision, values and professional practice model



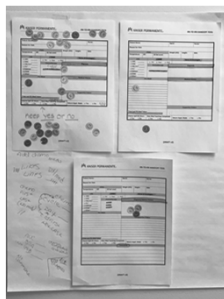
Our Journey to Raise our Professional Practice

- Regional Professional Practice Community developed a goal to improve RN to RN handoffs in the ambulatory setting
- Infusion Center at the Baldwin Park Medical Center was identified as the pilot site in September 2016
- Met with the front-line staff to look at current handoff process and the tool they were using
- Brainstormed for ideas on what we needed and useful on the tool



The Journey Continues...

- Developed potential tools from the ideas of the staff
- Staff voted on the tool they like the best
- First pilot of the tool began on 3/29/17 with 2 RNs
 - Started small but effective



Where are we now?

- Made real-time changes to tool with feedback from the RNs
- Spread the updated tool to another 2 RNs
- Will continue to test out the tool and spread to more RNs
- Spread to more ambulatory departments



Thank you the Infusion Center Nurses!

