



The Travel Nurse Experience and its Impact on the Patient Experience

January 10, 2023

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- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose '**Everyone**' in the dropdown in the chat box.
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- This program is approved for 1 PXE.
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Our Speaker



Ellen Franz, RN, MSN, CPXP
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Lutheran Hospital of Indiana

The Travel Nurse Experience and its Impact on the Patient Experience

Ellen E. Franz, MSN RN CPXP

January 10, 2023

Lutheran Hospital is owned in part by physicians.

Increased Travel Staff in 2021 and Beyond

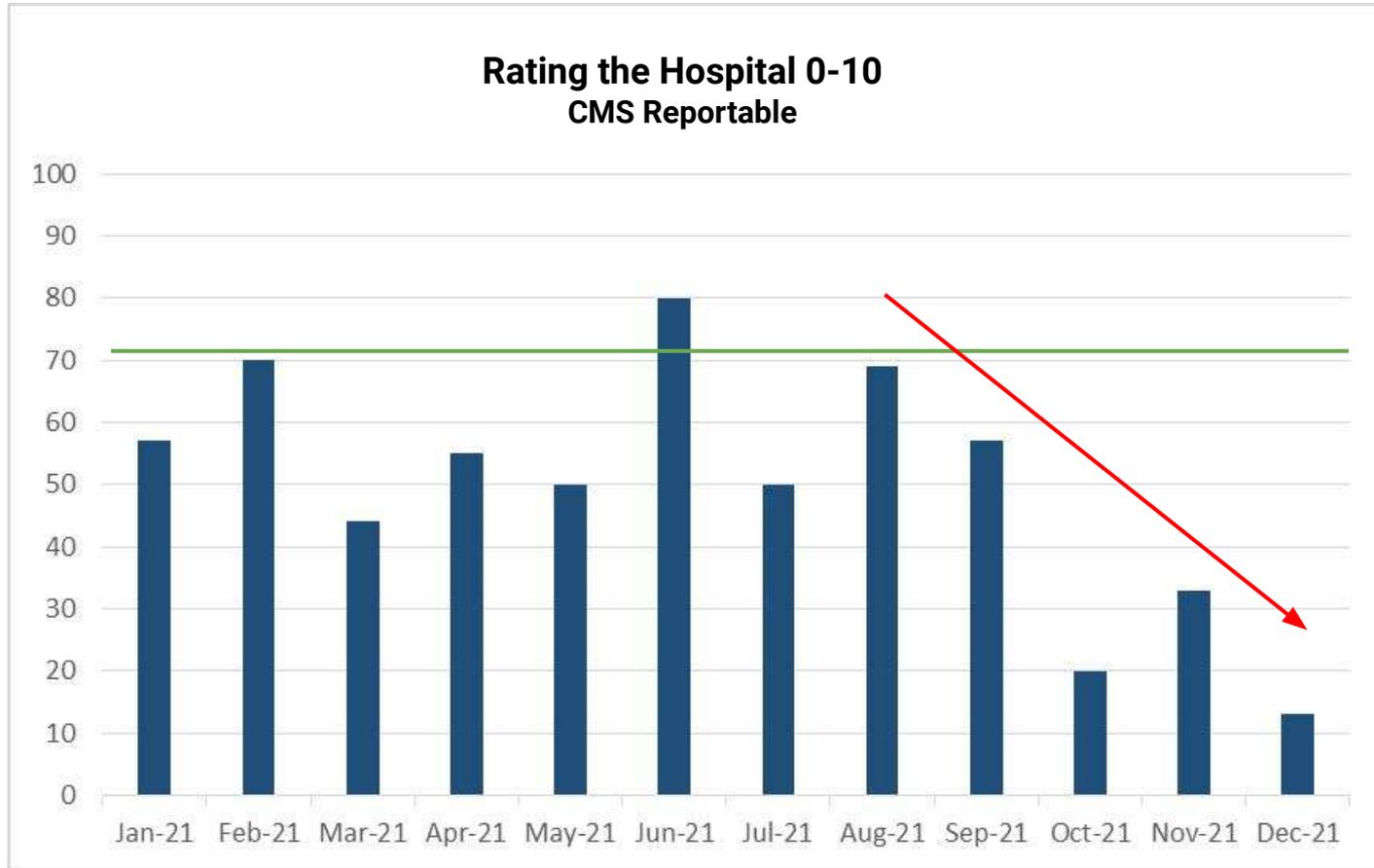
- In 2019, less than 2 percent of the entire US RN workforce was employed as a travel nurse.
- The national RN vacancy rate in 2021 was almost a two percentage points higher than 2019, at 9.9 percent.
- As of March 2022, 62 percent of hospitals have an RN vacancy rate of higher than 7.5 percent.
- The U.S. Bureau of Labor Statistics (BLS) predicted a 19 percent growth for travel nurse jobs in 2022.

Working Hypothesis

“...latest research shows that hospitals that improve over time in distinct HCAHPS survey measures of patient experience or employee engagement also see improvement in patients’ global ratings of their care. Further, the data reveal that there can be a compounding effect when organizations improve in *both* experience and engagement measures simultaneously.”

(Buhlman & Lee, 2019)

This was the Problem:



It Takes a Village

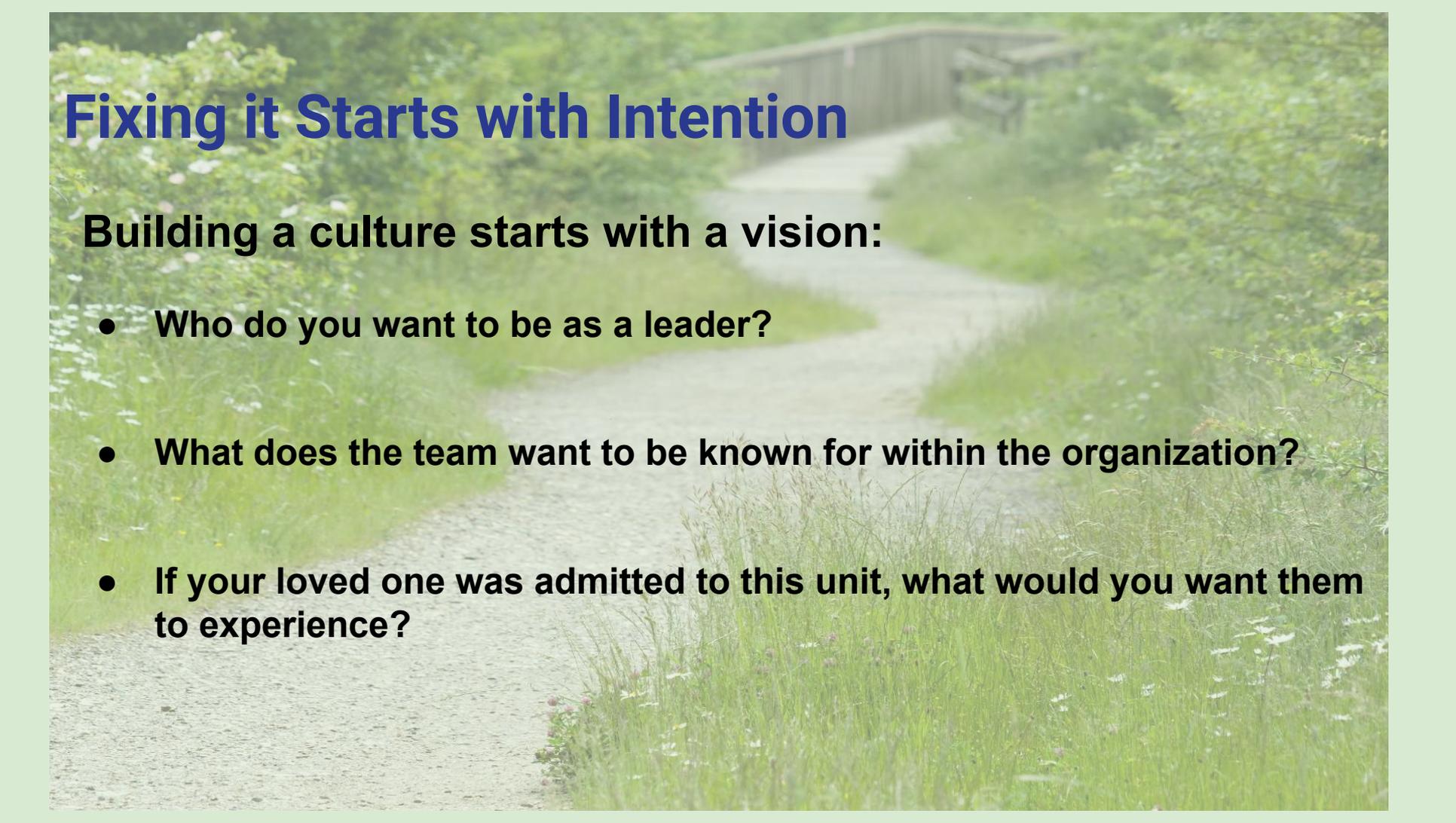


They Need to be “Lutheran Blue”

Travel staff need to identify as employees of the hospital



- **Welcoming them into the family**
- **This is how the family does things**
- **Transparent communication**
- **Similar perks**
- **Similar accountability**

A photograph of a gravel path leading through a lush green field towards a wooden building. The path is made of light-colored gravel and is surrounded by tall grasses and wildflowers. In the background, there is a wooden building with a ramp, possibly a playground or a small structure. The overall scene is bright and natural.

Fixing it Starts with Intention

Building a culture starts with a vision:

- **Who do you want to be as a leader?**
- **What does the team want to be known for within the organization?**
- **If your loved one was admitted to this unit, what would you want them to experience?**

Moving Vision to Practice

Building a team...not unlike college football!

★ **Wide variety of individuals**

- Talents
- Levels of experience
- Attitudes

★ **United in the goal**

- Patient care
- Positive work environment
- Sense of purpose

★ **Strong coaches**

- Establish trust
- Encourage
- Discover what motivates staff members



Employee Experience - Traveler Experience

- **How do you want your employees to feel about coming to work on your team?**
- **How will you create an environment conducive to that feeling?**
- **How will you nurture peers who care for each other?**
- **How will that caring for each other translate to the bedside?**

Evidence-based Best Practices

Multiple leaders in all types of industries cite the importance of engaging employees so that the work at hand is done at its highest level.

Never is that more important than when providing safe, quality clinical care, wrapped in an exceptional patient experience.

Employee Rounding

- **Builds relationships**
- **Communicates the vision**
- **Celebrates successes**
- **Discovers the obstacles**
- **Provides coaching moments**

Kolourtis & Abelson of Creative Health Care Management calls this connection “attuning.” Seeing a person as a unique individual, not just a day-shift-nurse on the unit.



Wondering

Lutheran Hospital MS4 (A+)

Name	Abbey	Sara	Vikki	Lea	Christa	Brenda	Shyanne	Chels	Kellie	Vanessa	Adam	Germany	John	Lois	Madeline	Erina
Nickname	do		Vik	Sis	Christa	BS		van-van	Yo You	Henny	Ash	hey you				G
Hometown	Colorado	Indiana	Indiana	Indiana	IN	IN	INDIANA	TN	Michigan	PA	Montgomery, PA	PA	LA	VA	VA	VA
Birthday	April 26th	March 26th		Nov 1st	Oct 11th	July 31st	Feb 28	Pisco	Dec 9	Aug 12	5/1	July 30	Nov 24th	Oct 7	May 1st	Feb 22nd
Biggest Motivation	my dog	family	Ma	grads	kid	my dog	success	Compe Tony	my family	my laughter	\$	Me myself and I	my mother	myself	PEACE	family
Favorite Color	Mint Green	pink	Yellow	Khaki	Purple	Red	black	GREEN	Red	Red	Green	Aqua	Baby Blue	Red	lime Green	Tiffany Blue
Favorite Animal	dog	dog	dog	man	Cat	dog	dog	CKCS	Cats	dog	children	Shari	white Tiger	Dog	Rusty	Corgi
Favorite Subject in School	Science	Science	Science	History	English	english	science math	SCIENCE	LATIN	Math	english	History	Home School	criminal Justice	math	+ - English
Favorite Activity	Piano	shopping	shopping	shopping	shopping	Sleeping	anything outdoors	shopping	shopping	shopping	shopping	shopping	shopping	shopping	shopping	shopping
Favorite Food	hocs	hocs	hocs	hocs	hocs	hocs	hocs	hocs	hocs	hocs	hocs	hocs	hocs	hocs	hocs	hocs
Favorite Drink	Shirley Temple	pepsi	water	COKE	BSA	Red Bull	water + tea	Gf	orange Juice	pop	French 75	Cran	Pepsi Max	Diet Pepsi	Aqua Juice	Coke Zero
Dream Vacation	Italy	Hawaii	Hawaii	Hawaii	Hawaii	Hawaii	Hawaii	Hawaii	Hawaii	Hawaii	Hawaii	Hawaii	Hawaii	Hawaii	Hawaii	Hawaii
Favorite Movie/TV Show	One Tree Hill	Friends	Friends	Friends	Friends	Friends	Friends	Friends	Friends	Friends	Friends	Friends	Friends	Friends	Friends	Friends

In a relationship-based health care culture, we have a genuine curiosity about each other.

The first step in building a cohesive team is learning about who is on the unit.

It's not just about the skills they bring, but who they are as individuals: who did the travelers leave behind? Where are our common points?

Looking from the Traveler's Perspective

Some questions always remain the same:

Who will I sit by at lunch?

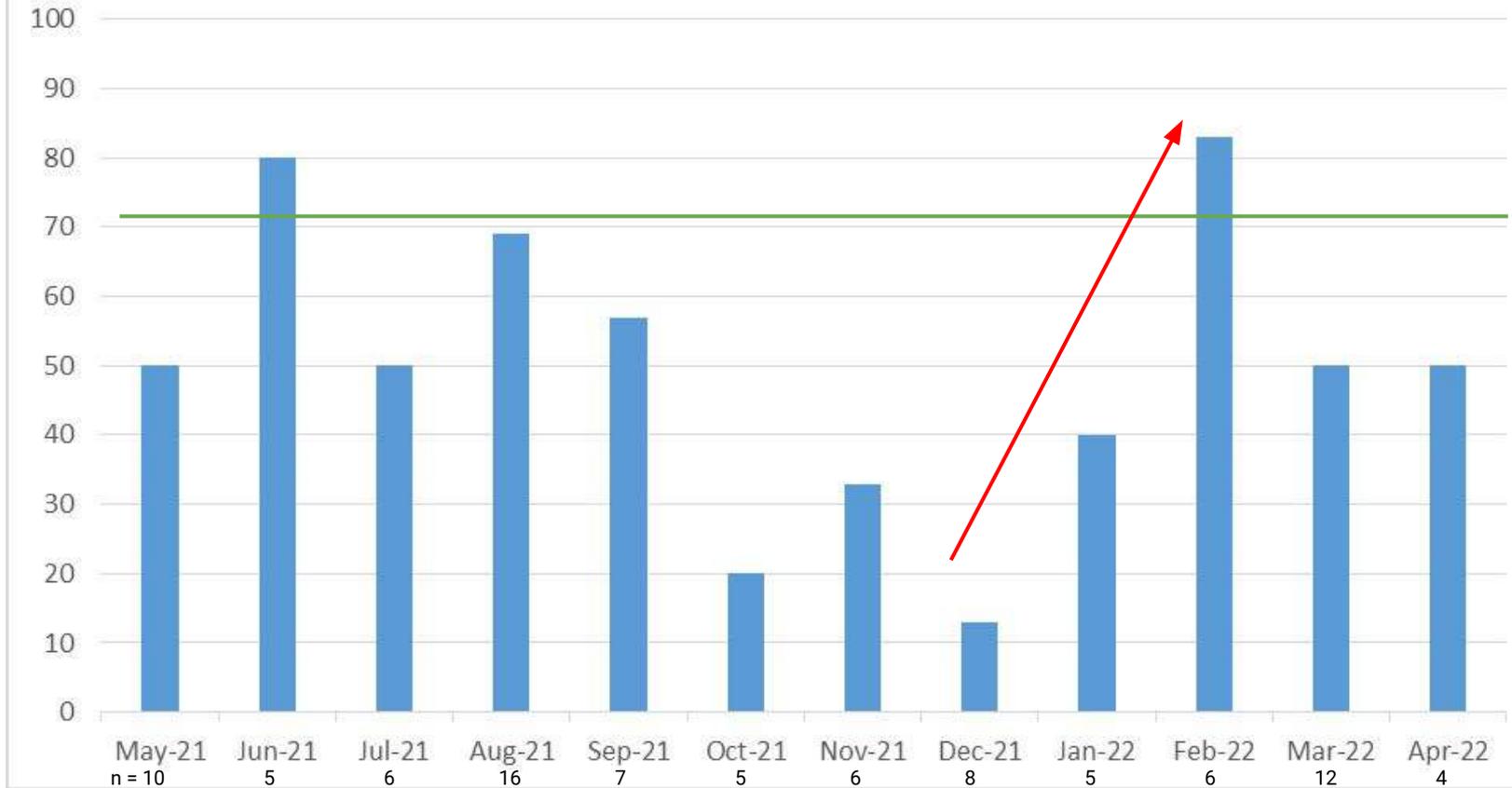


Don't take comments or attitudes personally.



Learn about your area and where the best places are to get the basics.

Rating the Hospital 0-10 CMS Reportable



Principles of Relationship-Based Health Care Cultures (CHCM)

Attuning - The most foundational of all practices. Nothing else can happen without this first important step.

Wondering - This keeps us curious and prevents judgments. Supposition divides us.

Following - Listening for unspoken content. Allowing the other to have their emotions and simply acknowledge them.

Holding - This is the key to relationships.

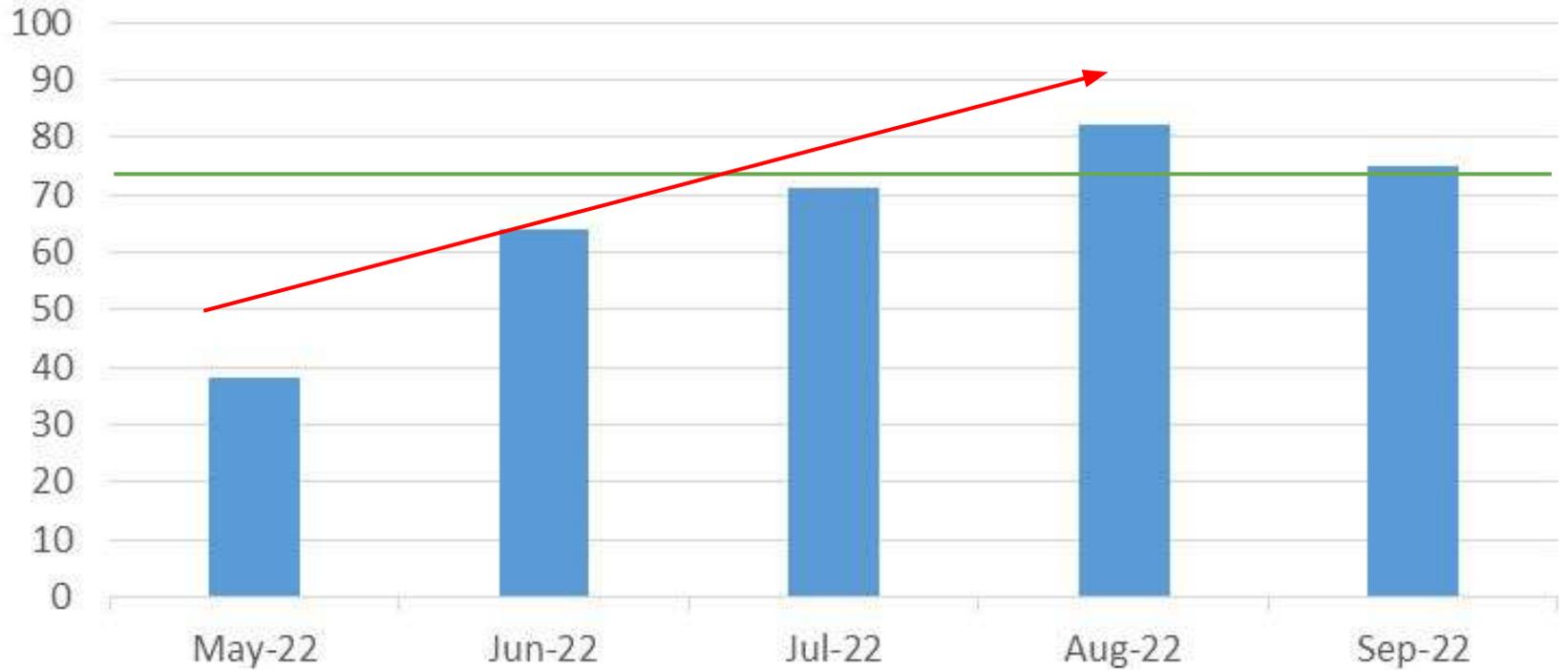
Building on What Worked

- Interim manager and incoming manager solidified a relationship conducive to a smooth transition.
- Incoming nursing manager made multiple trips to the unit, on all shifts, to introduce herself.
- Education was provided regarding changes in diagnosis, assessments, medication, and specific care for a new patient demographic.
- Opportunities for questions to be answered.
- Traded out the existing tool for one with a new name, new questions, and more opportunities to get to know each other.



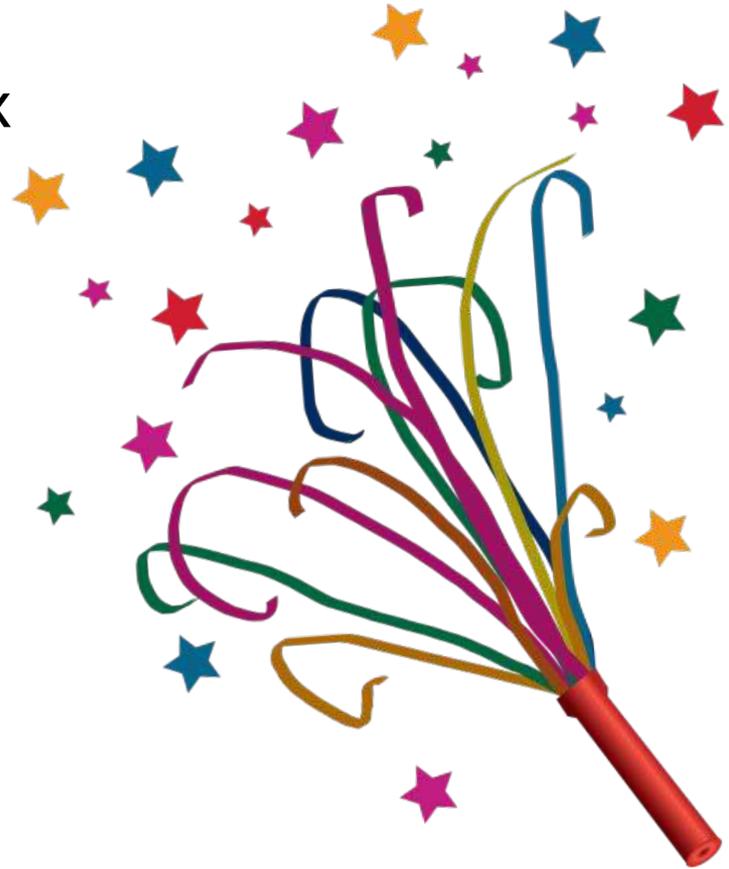
Rating the Hospital 0-10
CMS Reportable

Second Unit Change



Success!

- Initial Overall Rating Top Box went up by 37 percentage points.
- Final assessment, Overall Rating Top Box improved by 60 percentage points.
- Nurse Communication domain followed a similar trajectory.



Future Actions:



- **Travelers don't have access to any Employee Engagement surveys. What vehicle could we use to do an anonymous pulse survey?**
 - **Using Google Forms, we can create and capture the engagement pulse of travel staff - for our information, and to communicate the value of their input.**
- **Travel staff were engaged while on the unit - how do we expand that to involve them in extra unit initiatives, such as staff meetings, committees?**
 - **Being intentional about sending Google Meet invites to private emails, facilitates improved attendance for travel staff.**
- **Travel staff were not included in the corporate reward system, for staff mentioned positively in verbatims, during NLR, etc. How could we better reward them for the excellent service they provide?**
 - **Providing hospital-specific gift cards to cafeteria, coffee shop, or gift shop.**

Carrying these Efforts Forward



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Upcoming Events & Programs

WEBINARS

January 24 | Antiracism Skills to Elevate the Human Experience in Healthcare

January 31 | Incivility in Healthcare: COVID Chaos and Steps to Provide a Positive Solution

February 7 | Engaging Community and Volunteer Partnerships for Health Equity and Experience

CONNECTION CALLS/PX CHATS

January 18 | Lost Belongings Workgroup

February 10 | PX Chat: Diversity, Equity, and Inclusion

PROGRAMS

February 1-22, 2023 | Foundations of Volunteer Management

February 7-28, 2023 | CPXP Preparation Course

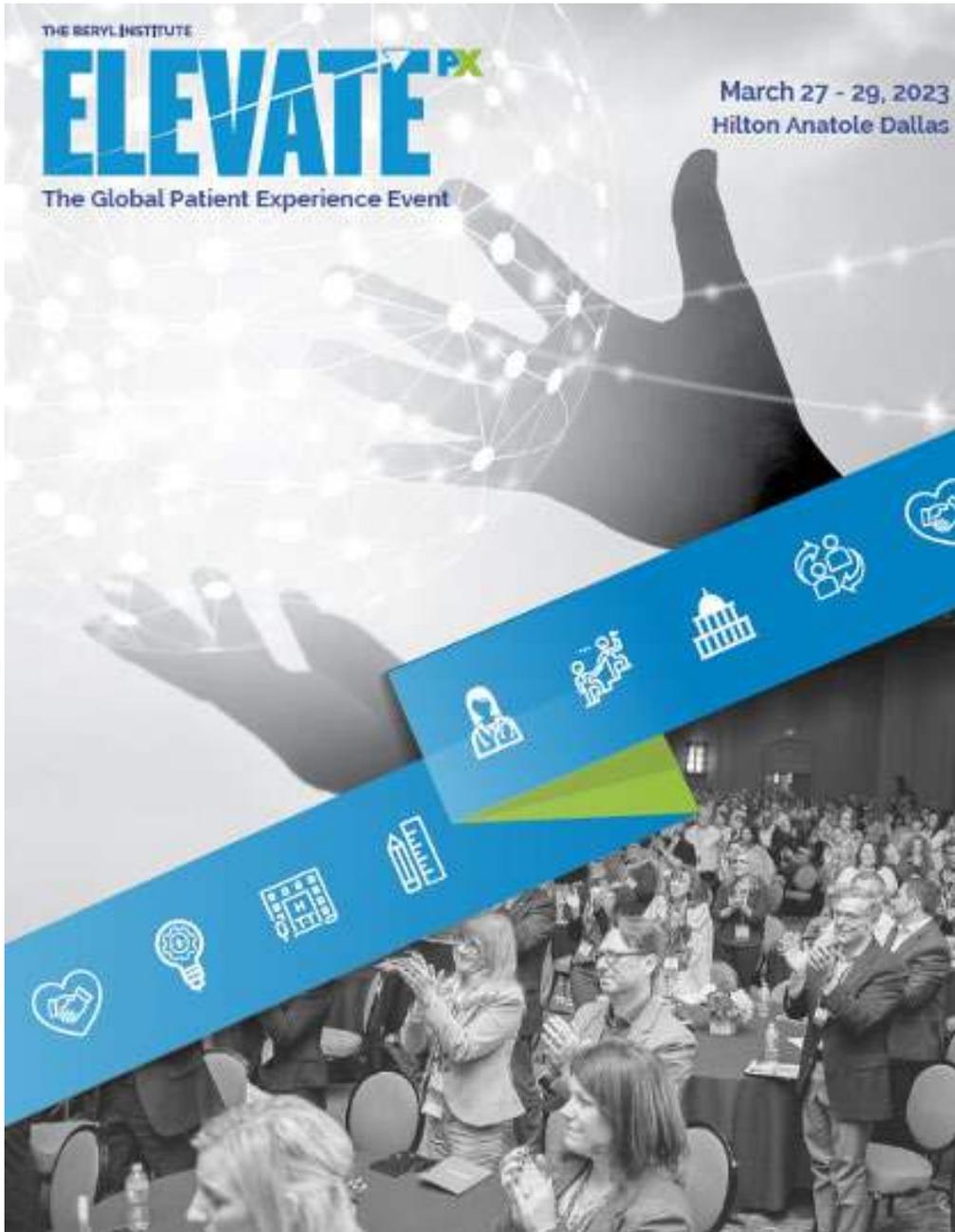


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KEYNOTE SPEAKERS



Karen Grimley



Dr. Alfredo Quiñones-Hinojosa



Shola Richards



Rebekah Taussig

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Thank you!