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Lean workcell can enhance the educational effects of QSEN in ward practices

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Statement of the Problem: Our Nursing Department changed its system of care delivery in hospital wards from team nursing to lean workcell nursing in April, 2015 with expectations to apply this in all wards starting in March, 2016. The main objectives are, 1) to reduce walking distance between patient's beds and the nurse's station, and 2) to increase the nurse's "caring time" at patient's bedside. The University of Pittsburgh Medical Center's (UPMC) Department of Nursing consulted with Aso Iizuka Hospital (AIH) on Quality and Safety Education for Nurses (QSEN) which AIH then incorporated into the New Graduate Nurse (RN) Residency Program in April, 2015. Both QSEN and the lean workcell philosophy put their priority on patient-centered care delivery.

Purpose: The purpose of this study is to report on the synergism of QSEN and the lean workcell within the hospital setting.

Method: A clinical evaluation (CE) of new nurses was performed by experienced nurses in the same ward in June and September of 2015 and 2016. The CE was to score 22 items through the view point of knowledge, skills, and attitudes (KSA's).

Findings: The mean CE scores in June were 0.50 ± 0.19 in 2015 (n=85) and 1.69 ± 0.49 in 2016 (n=81) ($p < 0.001$). The mean CE scores in September were 1.72 ± 0.63 in 2015 (n=84) and 2.62 ± 0.34 in 2016 (n=81) ($p < 0.001$). Thus, the CE scores were statistically significantly improved in 2016 when the lean workcell system had been applied and standardized across all wards in the hospital.

Conclusion: The lean workcell system can enhance QSEN application providing new nurses more time to spend collaborating with experienced nurses around the patient's bedside.

Biography

Yuka Moriyama started working as an ICU Nurse at Aso Iizuka Hospital (AIH) in 1987. After the clinical experience as a nurse, she completed Nursing Teacher-Training course by Health, Labor and Welfare Ministry in 1993. Since then, she was involved in Nursing Education as an Instructor in Aso Medical and Welfare Fukuoka College, also as a Curriculum Coordinator in Aso Nursing College for more than 10 years. She assumed the position of Director of Nursing Department, AIH in 2015. Now, she leads over 1,000 nurses there. AIH was established in August, 1918, having 98 years of history and is the Central General Hospital in Chikuhō Area (450k population) providing primary to tertiary care with 41 Departments.

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