Nurse-Physician Council; Improving Nurse- Physician Relationship Towards a Better Staff Performance and Patient Care

Outpatient Department -Obstetrics and Gynecology Division

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DEFINITION

Problem Statement The Nurse- Physician council was established in Dec 2015 by Outpatient Nurses as an action plan to improve working collaboration between nurses and doctors. During the 2014 RN survey by NDNQI, nurses' satisfaction rate for Nurse- Physician interaction was 4.32 below the Magnet mean 4.67.

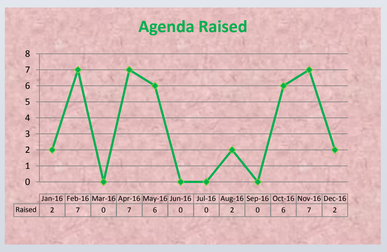
Problem Aim The purpose of this council is to (a) optimize the quality of the nurse-physician relationship through self-team development initiatives thereby improving the communication process; (b) make recommendations for the professional development of the nurses and physicians in order to deliver evidence-based practices, and (c) serves a self-regulating body to address issues and concerns in the unit

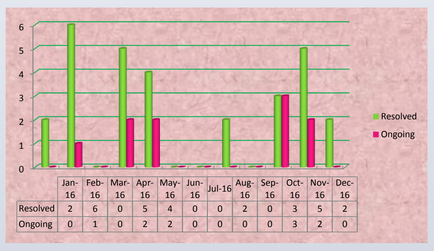
Council members: Two Nurse Representatives; one Physician Representative; Council Facilitator, OPD Head Nurse; OPD Lead Physician (Council representatives are rotated every quarter)

IMPROVEMENT STATEGIES

✓ Communication Junction

1. OPD Management Meeting- Nurse and Physician representatives are able to attend and raise current issues and recommendations to the OPD management team.





2. Sharing is Caring-The first project of the council where Nurse and Doctor representatives attend the Doctors Daily report on a monthly basis. The main purpose of this meeting is to ensure updates are communicated to both nurses and doctors in a timely manner.

Sharing is Caring

Date	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
Status	Done	Done	Done	Done	Done	Not Done	Not Done	Done	Done	Done	Done	Done

✓ Joint Education

• Nurses and doctors work together proactively with a unified goal to optimize the benefits of the available educational resources.

1. Patient Education

Breast Cancer Campaign

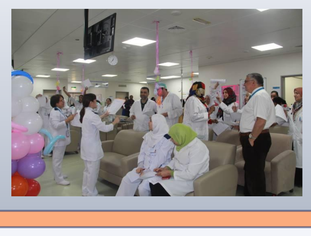
Hand Hygiene Hour

Patient-centered Initiative

2. Staff Education

Joint Learning
- Symposium
- Nursing Grand Rounds
- Case studies
- Teaching Rounds

✓ Team Building

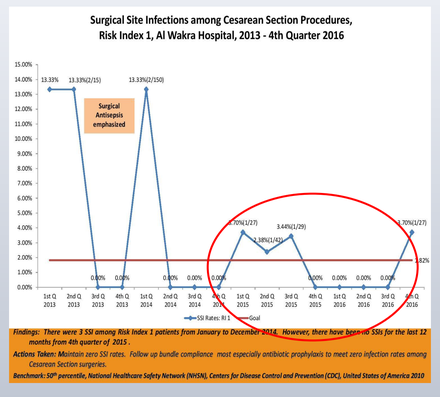


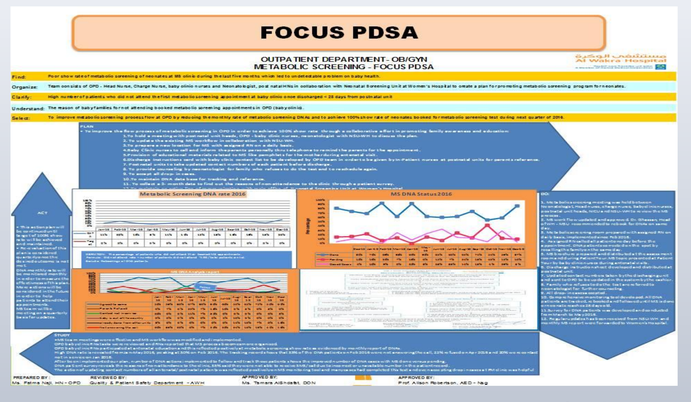
✓ Shared Action Plans for Quality Improvement

Actions done to reduce SSI for CS:

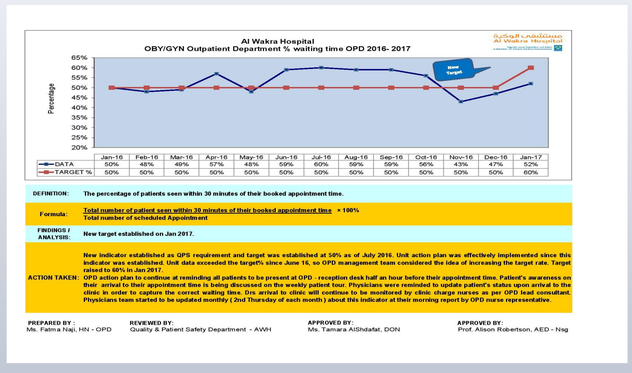
1. Preoperative MRSA screening and decolonization for all Elective and Emergency cases.
2. Chlorhexidine preoperative bath twice (night before the surgery and on the day of surgery)
3. Chlorhexidine cloths for emergency CS before being push to OB OT.
4. Chlorhexidine drying time during skin prep.
5. Antibiotic prophylaxis emphasizing on timing.
6. Chlorhexidine cloth upon discharge for 10 days.
7. Wound assessment on POD 6 in OB OPD.
8. Patients education on preventing SSI during antenatal visits.

OPD Nurses and doctors collaborated in providing Patient and Family education during antenatal visits and Post-Op Wound assessment



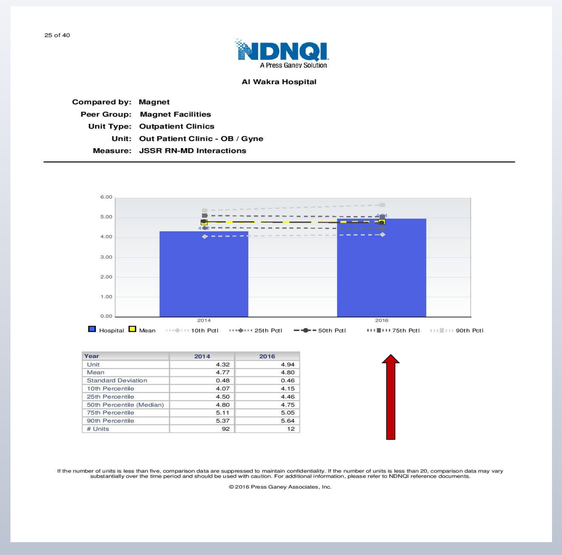


Baby Nurses in collaboration with neonatologists implement an action plan to increase show rate for metabolic screening.



Improvement in OPD Waiting Time is an ongoing joint effort by Nurses and Doctors to meet the target.

RESULTS TO DATE



2014-2016 Comparative report of RN survey on Nurse- Physician interaction has significantly improved.

RN-MD Council 1ST year survey

Total population	RESPONDENTS		
Doctors	47	Doctors	18	38%
Nurses	26	Nurses	19	73%
TOTAL	73	TOTAL	37	51%

Overall, how would you rate nurse and doctor relationship at OPD OB/GYN?		
EXCELLENT	20	54%
GOOD	17	46%
FAIR	0	0%
POOR	0	0%

How do you rate communication between nurses and doctors in OPD OB/GYN?		
EXCELLENT	20	54%
GOOD	16	43%
FAIR	1	3%
POOR	0	0%

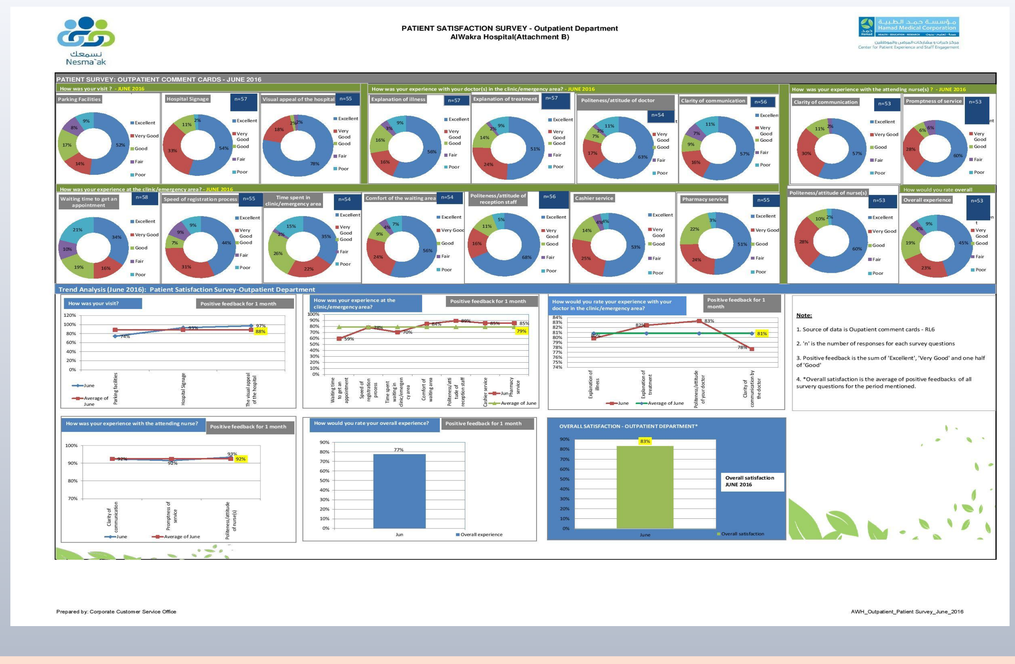
Do you agree that information from other professional groups is very important in your job?		
YES	37	100%
NO	0	0%

Do you agree that RN-MD council projects and initiatives help in improving the Nurse-Doctor relationship in OPD?		
YES	36	97%
NO	0	0
NO ANSWER	1	3%

Are you interested to participate in other projects initiated by the RN-MD council like the Joint Learning and Team Building activities?		
YES	33	89%
NO	3	8%
NO ANSWER	1	3%

If yes, please put your name	Your comments/feedback
DR Myada	
Dr Sufia Athar	Excellent initiave
alex valinton	
gene	
Dhouha ayari	Thank you
ADLINE REBELLO	
jeena george	its helps to increase the relationship between doctors and nurses.nice to be the part of team
Fatima Naji	Looking to have more initiatives between RN-MD to promote RNs satisfactions and patient's care as well.
Dr: Fathia Balluz	excellant communication between nurse & physicion at OPD OB/GYN in Alwakra .H
sanaa alhassan	
razieh moosa	
Sindu Jacob Christian	Great work by the nurses to take this initiative. Keep it up
shadi al huroub	
Dincy Daniel	RN MD counsil helps to improve the communication between Doctors and Nurses.By implimenting educational activities it will helps to enhance knowledge and confidence towards the work.
Zarina Saludo	Excellent project.
Lissimol Scaria	
Irene	
A	looking forward for more participant in the council, and more recommendation how to improve our services.
Shahana	wonderful project
M.Ayman Hamcho	
Dr. Ahmed Rezk Elzayyat	Antenatal classes for patients with Both : Dr. & Nurse participation
DR Manoj Mohan	
fahed nattouf	I want to thank every nurse in our department especially OPD for their cooperation with the doctors
Dr Yousra Siam	Keep it up OPD team! Very kind, beautiful nurses
jafna abdul latheef	
Hiba Satti	Well done
chandrika mendonca	good project
Shry	Let us consider Research as our next area of Focus since we have already projects for communication and education in place.
Huda	Well done
	Your team is really hardworking and more responsible
Dr. Muhannad Chehab	Dr. Muhannad Chehab

As part of the first year evaluation for this initiative, the council ran an online survey to measure satisfaction rate related to the activities initiated from the Nurse- Physician Council



OUTCOMES/LESSON LEARNED

- Maximizing nurse-physician collaboration creates a satisfying work role thereby improving staff performance.
- The challenge is to make the most of interactions in order to utilize the best knowledge and abilities of all health team members and produce a positive patient outcome.
- Significant improvement in survey results signifies a healthy working environment.

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