

Week 3: Resilience and Change

Change is part of our daily healthcare environment. Clinical nursing judgements based on quality and safety, as well as protocols and standards, reflect our patient-centered care values.

- What steps could you take to develop more resilience in your practice setting?
- How might you communicate a change in practice to patients and nursing peers?

Answer

A recent change in practice at our hospital was the use of tele sitter cameras for patient safety. As with all health care facilities we experience the challenge of keeping our patients safe. This was a project that was researched and initiated because of our fall rate, high incidence of overtime being paid for support staff to sit in the patients rooms on safety watches and therefore pulling them off of the floors where they could be delivering care to a whole section of patients. Staff felt that there was an impact in quality of care due to the decrease in staff on the floors. Nurses who represented their floors at our Staffing retention advisory council were complaining about their concerns about quality of patient care with the decreased amount of support staff working on the floors because of the high number of safety watches throughout the hospital and on their units in particular. One of the nurses on our council had been employed at a hospital in the Midwest that used cameras for patient safety and suggested us researching this for our hospital. We conducted research and we located hospitals that were using cameras for patient safety and