Melissa, Nursing Unit Manager

"Computer charting makes nurses task-oriented instead of patient-oriented."

ABOUT

Hospital	Medium-sized hospital - 200 beds
Department	Obstetrics
Experience	23 years on the job
Shift	Day
Patient Load	None directly
Education	Bachelors
Age	49

Melissa supervises a staff of nurses and preceptors in the obstetric care unit. Her job is to ensure that pregnant patients in crisis or delivering mothers have a safe and positive experience. This means special attention needs to be paid to both patients and families, as well as the unborn infant. She needs to make sure her team is up to date on nursing best practices and hospital policies as Obstetrics has the highest rate of litigation and cost at her hospital.

Greatest challenges:
- Patient safety due to medical errors/litigation issues
- Staff education / competency
- Running unit in a fiscally effective manner
- Sick time, turnover, and scheduling
- Occupied bed count and length of stay metrics
- P&L given beginner competence in Excel

Resources she needs most from HSTM:
- Competency assessment tools
- Resuscitation program for learners and instructors - NRP
- OB and Neonatal orientation
- CEs as a retention tool
- Outcome measures and risk mitigation training for OB
- HCAHPS and Nurse Satisfaction for her dept
- Staff recruitment and retention tools

What excites her:
- High patient/staff safety ratings (no patient harm or staff injuries)
- Happy physicians (competent staff, staying on schedule)
- High patient satisfaction ratings (CAHPS)

What workflows she engages in *most*:
- Daily nurse to patient assignments (or nurse to MD assignments)
- Supporting her team as a resource person – mentor, preceptor, unit expert
- Responding to patient/nursing staff/MD issues or complaints
- Many meetings to report occupied beds, LoS, etc.

Confidence in her job

Tech and Search skills

Stress

Mobile usage

TECHNOLOGY
- Institutional phone so her team can get in touch
- Does not carry her personal mobile phone
- Has her own workstation

RESOURCES SHE CAN ACCESS
- EMR – Allscripts
- Care Planning – ProVation Care Planning

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