

BEAUMONT GROSSE POINTE CCSU CHARGE NURSE

- Administration has supported a “Charge Nurse without an assignment” for CCSU on the dayshift.
- We are looking for a limited number of RN’s to be designated as the Charge Nurse on our unit.
- The goal is to provide support & consistency for the staff.
- “Charge” will be designated on the schedule. It is not intended for you to work in this role for all of your shifts.
- There will be a commitment to a monthly “Charge Nurse meeting.” This meeting will provide an opportunity to troubleshoot issues and share ideas with Charge Nurses from other units. There will be a call in line for this meeting.
- Guidelines for the Charge Nurse role are attached.

**If you are interested, please leave a note for
Sue Wolka or Eric Quenneville
by April 6, 2015.**

Susan Wolka

From: Michelle Urban
Sent: Friday, April 10, 2015 11:42 AM
To: Susan Wolka
Subject: Charge Nurse Position

Hi Sue,

Following up with our conversation, I would like to apply for the position of Charge Nurse on CCSU.

Thank you!
Michelle

Charge Interviews

Monday 4/21

0900 - 0930 Michelle Orben

0945 - 1015 Shelly Tennings

1030 - 1100 Andrea Carsters

1115 - 1145 Theresa Lopez

Panel

1. Lianne Pounders
2. Jan Szewczyk
3. Christine Cooper
4. Sue Walker

Michelle Urban 4-20-15
0900Leadership 30%

1. What interests you about this position?

Challenging position;
Has developed confidence

2. What strengths do you possess that would enable you to be successful in this position?

Past Manager - Hr of management skills and
Leadership, team work.

3. How would you describe your leadership style? What leadership qualities do you believe are needed in order to ensure our unit is successful?

Leads by example - Fair, teamwork
Work together

4. What can you do as a Charge Nurse Leader to make sure our patients are receiving the highest quality of care?

Room by patients - Listen to patients
Look at all patients needs

5. What do you think the barriers are on our unit to higher patient satisfaction scores? What suggestions can you make to improve our outcomes?

Quiet care unit -

Delegation

Communication/Interpersonal Skills/Teamwork 30%

1. How do you encourage and promote teamwork on our unit?

Help when you can, teamwork
- work together.

2. How would you recognize and reward a team member that is doing an excellent job of providing quality care?

EMAIL to see that the person
is recognized.

3. Give an example of a time when you were able to take constructive criticism.

new nurse, called DR. and he
said (Everyone has BBB) - she took lots of criticism
she learned from experience

4. What does successful communication on this unit look like to you?

- nurse to nurse report -
- call DR in a timely manner
- open to suggestions
- Ask questions

5. You disagree with a decision your boss had made. What would you do?

- figure out why decision was made. - clarity -
- common ground

Decision Making/Conflict Management 40%

1. A family member (not the PDOA) is requesting information pertaining to a patient, what steps would you take to ensure HIPAA is being followed?

— HIPAA — law — (call PDOA) get information from patients/ OTHER PDOA.

2. A patient was scheduled for a MRI yesterday; however the MRI was cancelled last minute. You are rounding the next morning at 11 a.m., the patient is upset because the procedure was delayed again. What would you do?

— SPEAK TO RN — FIRST
 — APOLOGIZE FOR Delay of test
 — Patient important
 — Call MRI — for information why cancelled —

Sound cancelled

3. How would you resolve a situation in which staff members felt that someone was not pulling their weight?

? — Examples — Observe — work day —
 SPEAK to STAFF member, what is wrong?

4. As a Frontline Nurse Leader you will be expected to ensure the staff is providing quality patient care: assessments, documentation (teaching, Core measures). How will you ensure that they are providing the quality care that is expected of them and how would you handle a staff member that is continually noncompliant?

check — Core Measures DASH Board —

— Teaching protocol — time management

— Educate nurse —

Michelle Urban 4-20-15
0900

Leadership 30%

1. What interests you about this position?

More challenging. Instructing & coaching.

2. What strengths do you possess that would enable you to be successful in this position?

Manager for Tier 2 company.
My leadership skill. Loves to be on a team.
Looks @ prior experience
Process quality

3. How would you describe your leadership style? What leadership qualities do you believe are needed in order to ensure our unit is successful?

To be fair, foster teamwork, separate business & pleasure.

4. What can you do as a Charge Nurse Leader to make sure our patients are receiving the highest quality of care?

Lead by example, Round on pts.
allow pt to verbalize.

5. What do you think the barriers are on our unit to higher patient satisfaction scores? What suggestions can you make to improve our outcomes?

Just environment. - Delegation

Communication/Interpersonal Skills/Teamwork 30%

1. How do you encourage and promote teamwork on our unit?

Lead by example, teamwork or we fall apart.

2. How would you recognize and reward a team member that is doing an excellent job of providing quality care?

Send Email to Sue + Marie.

3. Give an example of a time when you were able to take constructive criticism.

*When she was newer nurse.
Talking to Dr. Dudas.*

4. What does successful communication on this unit look like to you?

*We do a really good job.
open to other suggestion
Prob c person - go to that person.
Advocate for pt.*

5. You disagree with a decision your boss had made. What would you do?

*Try to figure out why decision was made.
Go to policy - talk to Boss.*

Decision Making/Conflict Management 40%

1. A family member (not the PDOA) is requesting information pertaining to a patient, what steps would you take to ensure HIPAA is being followed?

1 person is spokes person.

2. A patient was scheduled for a MRI yesterday; however the MRI was cancelled last minute. You are rounding the next morning at 11 a.m., the patient is upset because the procedure was delayed again. What would you do?

*Talk to nurse who has pt.
Call MRI to find out why.
offer apologies. call service excellence.*

3. How would you resolve a situation in which staff members felt that someone was not pulling their weight?

Ask for examples of what they mean or observe the behavior.

4. As a Frontline Nurse Leader you will be expected to ensure the staff is providing quality patient care: assessments, documentation (teaching, Core measures). How will you ensure that they are providing the quality care that is expected of them and how would you handle a staff member that is continually noncompliant?

*Rounding - talk to pt. Look @dash board.
Help people w time management.*

Michelle Urban

4-20-15 0900

Leadership 30%

1. What interests you about this position?

- challenge "new"
- instructing/helping
- combines attributes

2. What strengths do you possess that would enable you to be successful in this position?

Hx Mgr - Quality Mgmt x 10 y
equipped leadership skill
team focus.

- (3) strengths
1. Team App.
 2. Quality
 3. ask

3. How would you describe your leadership style? What leadership qualities do you believe are needed in order to ensure our unit is successful?

Style

Example - Set an example
- Fair
- Foster team approach.

Separate / personal
work

4. What can you do as a Charge Nurse Leader to make sure our patients are receiving the highest quality of care?

Lead by Example - Quality care on the floor
rounding tool - Opportunities to listen/express
Being available

5. What do you think the barriers are on our unit to higher patient satisfaction scores? What suggestions can you make to improve our outcomes?

Volume - Encourage quiet.

Beliefs - still old attitudes of nursing in the community
delegation - learning to delegate more effectively

Communication/Interpersonal Skills/Teamwork 30%

1. How do you encourage and promote teamwork on our unit?

lead by Example - readily available to assist

2. How would you recognize and reward a team member that is doing an excellent job of providing quality care?

- Big Fan of expressing "Shining Star" items.
- Verbally + Email

3. Give an example of a time when you were able to take constructive criticism.

① BBB - followed direction
Dr Duda →

4. What does successful communication on this unit look like to you?

- We actually do a good job on the unit.
- include all details in report
- timely calls to doctor
- open to suggestions, speaking up, chain of command.

5. You disagree with a decision your boss had made. What would you do?

- there are times of disagreement.
- Clarification of rationale
- speak out loud about disatisfied.

Decision Making/Conflict Management 40%

J 1. A family member (not the PDOA) is requesting information pertaining to a patient, what steps would you take to ensure HIPAA is being followed?

- Ph - Inform HIPAA - decline

C 2. A patient was scheduled for a MRI yesterday; however the MRI was cancelled last minute. You are rounding the next morning at 11 a.m., the patient is upset because the procedure was delayed again. What would you do?

- First - talk to RN - details about event - "communication"
 - Apologize.
 - Reassure NP
 - MRI - confirm appt. / get details
 Service Excellence.

S 3. How would you resolve a situation in which staff members felt that someone was not pulling their weight?

- speak to the nurse - "hearsay"
 - observe
 not

me 4. As a Frontline Nurse Leader you will be expected to ensure the staff is providing quality patient care: assessments, documentation (teaching, Core measures). How will you ensure that they are providing the quality care that is expected of them and how would you handle a staff member that is continually noncompliant?

↳ Rounding - "sense"
 (4)

dashboard

- exception

Conflict c pt/families

- explain Core measure
 - help time wgmt
 - help c ppr work

(not neutral)

Michelle Urban

4-20-15 0900

Leadership 30%

1. What interests you about this position?

Challenge, Enjoy instructing, teaching & helping
combines all attributes.

2. What strengths do you possess that would enable you to be successful in this position?

was a manager prior to this x 13 yrs, 10 yrs as a manager of people.
has leadership skill - taking this skill to a new level
(2) Loves teamwork. (3) Always reserves if she doesn't know answer.

3. How would you describe your leadership style? What leadership qualities do you believe are needed in order to ensure our unit is successful?

set example - others to follow, foster teamwork approach.
Separate outside life/business good of teamwork
Separate friendship.
Fair assignments.

4. What can you do as a Charge Nurse Leader to make sure our patients are receiving the highest quality of care?

Lead by example, get to know pt - know on them.
allow pt to express concerns. Listen to pt.
Be aware for pts & let them know Ns will address their concerns.

5. What do you think the barriers are on our unit to higher patient satisfaction scores? What suggestions can you make to improve our outcomes?

Cannot please some pts/family

- 1) Quietly - close doors
- 2) N/A - pts think Ns should be at the time.
Delegation - for floor Ns smooth

Good Advocate
Report to MD.

Communication/Interpersonal Skills/Teamwork 30%

1. How do you encourage and promote teamwork on our unit?

led by example. jump in help NCA/PA.
everything falls apart if no teamwork.
help others understand their role on team.

2. How would you recognize and reward a team member that is doing an excellent job of providing quality care?

let person know when they have done something well/
emails sent to leadership.
ex. snow day - wrote email. thanked staff.

3. Give an example of a time when you were able to take constructive criticism.

LBSM - new onset - call Doctor Stat order.
Dr. Delar explained that she not needed to call
him Stat. Learned appreciate it.
work on practice.

4. What does successful communication on this unit look like to you?

Open
- speak up
- advocate for pt
Report vs - vs - include details.
Call Dr in timely manner.
talk to person if problem.
open to other suggestions
Speak up when issue/problem
don't let it fester.

5. You disagree with a decision your boss had made. What would you do?

try to figure why decision is made.
go back to policy/procedure. Clarification.
- felt strongly - go to source don't understand
these are the reasons why.

Decision Making/Conflict Management 40%

1. A family member (not the PDOA) is requesting information pertaining to a patient, what steps would you take to ensure HIPAA is being followed?

inform person - Law cannot break into our phone. - general
Call PDOA. - one person giving out info

2. A patient was scheduled for a MRI yesterday; however the MRI was cancelled last minute. You are rounding the next morning at 11 a.m., the patient is upset because the procedure was delayed again. What would you do?

talk to RN in charge of pt - What's going on.
explain MRI - emergency came up.
they are important, working on MRI
Call MRI - Are you taking pt.
Listen to pt. Apology. Call Sec. Excellence to visit pt.

3. How would you resolve a situation in which staff members felt that someone was not pulling their weight?

Talk to each staff indiv. Get examples.
observe person to see if Val detected.
Take person aside. - explain - talk to them. other staff - not feeling well.

4. As a Frontline Nurse Leader you will be expected to ensure the staff is providing quality patient care: assessments, documentation (teaching, Core measures). How will you ensure that they are providing the quality care that is expected of them and how would you handle a staff member that is continually noncompliant?

Rounding on staff.
Core measure dashboard - talk to employees
Importance - barriers to complete.
help them at unit they
the best.

Beaumont Health Systems

RN Patient Care Assignment CCSU

Crash Cart / Defib:

Team 1: 230-239 Team @ 240-250

Pyxis:

Andrea

Date:

June 14 2015

Telemetry:

Shift:

Days

Name-Position	Phone	Break Lunch	Patient Care	Break Cover
Russell Bostic	6214	II	232B 233A 235A 230B	ChrisC
			4	
Chris Cooper	6211	I	231A 231B 238B 233B	Russell
			4	
Natalie Olsen	6212	II	234B 239B 236B 241B	Megan
			4	
Megan Burns	6215	I	237A 237A 245A 246B	Natalie
			4	
Edna Kouzarkas	6217	I	248 vent	Bob
Evan S "C"	6218		247A 247B	3
Bob Kaelzer	6216	II	240B 244A 243A 244B	Edna
			4	
Lauri Rowland	6213	I	249 vent 250 vent	Andrea
			2	
Andrea Carstens	6210	II	change	Lauri