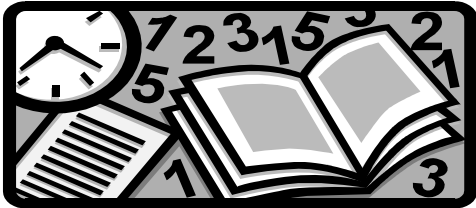


Management Techniques and Problem Solving for Health Unit Coordinating



Introduction

- HUC manage certain facets within their job. Such as:

Nursing Unit
supplies/equipment
Activities at the nurses'
station
Performance of certain tasks
TIME.

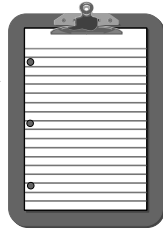
- HUC don't directly manage people.

Management of Nursing Unit Supplies and Equipment

- Proper management will enhance delivery of care.
Ex. Batteries burnt out, minor
Emerg. equip. not available, serious
- Besides nurses' station and pts. Rms.
Kitchen
Linen Room
Medication Room
Utility Room
Waiting Room
Treatment Room
Visitor Waiting room
Conference Room
Employee Lounge
Report room
- Report room

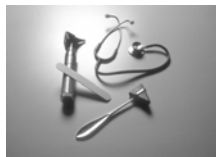
ManagingThe Nursing Unit Supplies

- Stock only the supplies needed.
- Overstocking can result in waste, (outdated)
- Understocking can cause waste of both time and energy.
- Keep a **standard supply list** see pg 97
- To determine amt. of supplies needed, compare amt. left on shelf with amt. on **standard supply list**, and requisition the difference.
- Maintain a **supply needs list** on the nursing unit bulletin board, and instruct all nursing personnel to record supplies that are low.
- Use the list as a **reference** when ordering.
- Store supplies conveniently, frequently used items in most accessible area.



Management of Equipment

- Check all standard equipment for working order at beginning of shift, flashlights, ophthalmoscopes, otoscopes, stethoscopes, etc.
- Return all equipment to proper storage.
- Maintain computer terminals. Printer ink (dispose properly), paper.
- Update computer information about patients at the same time as any patient transaction occurs.
- Pneumatic tube systems, post directions
- Imprinter device, letters clear, file correctly and immediately after use.



The Nursing Unit Reference Materials

- PDR, hospital formulary, policy/procedure manuals, MDS.
- May need a **unit log book** to sign out books on a busy unit.
- Keep manuals up to date, insert revised materials, discard outdated.
- Keep doctor's roster current.



General Nursing Unit Equipment

- Furniture, electrical fixtures, bathroom equipment, etc,
- Be aware of replacement lists.
- If frequent repair is needed, ask manager about replacement.
- Make rounds 1-2X a wk. on unit equipment, practice preventive management.
- Request repair from maintenance.
- If immediate, notify maintenance by pager/telephone.



Patient Rental Equipment

- Reusable equipment (suction machines, traction) is usually rented daily from another department.
- HUC to return equipment to proper department promptly, to discontinue charges to patient.
- Any equipment brought from home needs to be checked for safety by maintenance.



The Nursing Unit Emergency Equipment

- Check it daily, and immediately after use to restore ASAP.
- Where are the fire extinguishers, how do you operate them?
- Know emergency codes.
- Know procedure for hazardous spill.



Management of the Activities at the Nursing Station

- **Patient activity sheet** - prepare beginning each shift from Kardex or change of shift report.
- Record time client/chart leaves unit and destination. When returns, draw line through recording.
- Include diagnostic procedures, surgeries, discharges, transfers, no visitors/phone calls, DNR, isolation, don't release info.



Visitors

- Immediately stop what you are doing when a visitor approaches the nursing station.
- Communicate pertinent information, respond to their questions/requests, initially handle complaints.
- Never discuss patient's medical condition.
- Refer any questions that you can't answer to the nurse. Don't say "I don't know," or "I'm not allowed to give out that information."



Steps to follow when with a visitor complaint

- Listen carefully/attentively- hostility is not directed to you.
- Ask pertinent objective questions, and gather as many facts as possible. Be caring!!
- Respond to complaint accordingly by saying "I understand what you are telling me, or "I understand how you feel." Don't say "that is not my job, or "I wasn't here yesterday."
- Get the nurse if they appear the least bit angry or anxious. Acknowledge their anger.

Organization of the Nurses' Station

- See check list pg. 90 in book
- Frequently stand back and observe the nurses' station.
- Is it cluttered, unorganized. Take time to restore all items to their original places.
- Locate forms, imprinter, charts, telephone, doctor's roster, computer terminal all within your reaching distance,



Prioritizing Tasks

- Orders involving a medical crisis take priority over all other tasks like transcribing stat orders.
- Answering the nursing unit telephone (preferably prior to third ring.
- Communicating a telephoned message for a patient to go to surgery must be done at once.
- Notify nurse and doctor of stat lab results
- Transcribing pre-op and post-op orders.
- Transcribing new admission orders and daily routine orders.
- Transcribing discharge and transfer orders.
- Performing routine tasks at the scheduled times.

Using a Memory Sheet or Note Pad

- Keep a list of all tasks that you are unable to complete momentarily on a **memory sheet**.
- A sheet of paper on which to record unfinished tasks.
- Not urgent in nature.
- See examples on pg. 104
- At the end of your shift, check that all items on your list have been completed.

Time Management



- Plan for rush periods. Busy in Am during Dr. rounds.
- Plan a schedule for routine HUC tasks. See fig 7-10 pg. 93
- Plan to perform the routine tasks such as transcribing and phone calls according to demand between routine tasks.
- Group activities - deliver specimens to lab on your way to lunch, or check charts for need of forms while filing reports.
- Delegate tasks to volunteers such as filing records.
- Complete one task before beginning another.
- Avoid unnecessary conversation
- Don't perform tasks assigned to other health personnel
- Take the breaks assigned to you.

Stress Management

- Stress – a physical, chemical, or emotional factor that causes bodily or mental tension and may be a factor in disease causation.
- Two types of stress 1. Perennial stress - wear and tear of day to day living and 2. Crisis stress - like death, divorce, and illness.
- Stress management techniques:
 - Effective time management. Ask for help when needed.
 - Don't take frustrations of others personally
 - Say "No" tactfully when you don't have time for more
- Keep your sense of humor
- Take your scheduled breaks

Managing Continuous Quality Improvement

- Requirement for JCAHO accreditation
- Dynamic process of continual change
- Responsive to economic/political change (healthcare reform, downsizing)
- The National Malcolm Baldrige Quality Award, managed by US Department of Commerce has content to fit the health care field.
- Patient Care Support Services includes housekeeping, paging, escort services, medical record and transcription services.
- Find out who has the "best practices" in HUC and put those methods to work.
- Community will be concerned with how health care is delivered by your organization



Quality Improvement Strategies

- Identify gaps between actual service provided and ideal service that could be provided.
Ex. Was all the lab work on the chart before OR, or did the OR have to look for it on computer in the operating suite?
- Ask your **Internal Customers** (those who provide healthcare services) where they think your service could be improved?
- Have you provided a method for your internal customers to communicate their needs to you?



The five Step Problem Solving Model

- Identify and analyze the problem
- Identify alternative plans for solution
- Choose the best plan
- Put plan for solution in place
- Evaluate plan after in place for a given time
- See pg 107 for explanation of each

Quality Improvement Strategies - Definitions

- **Brainstorming** - structured group activity where people tap into the creativity of the group to identify new ideas.
- **Process flow chart** - a diagram of steps in a process used to help visualize steps.
- **Fishbone chart** - cause and effect to organize brainstorming the probable causes of a good effect or a bad effect.
- **The Pareto chart**- bar chart used to show in descending order the most frequently occurring item to the least occurring. Final bar labeled "others."
- **Histogram** - a chart that displays how often differences occur in some type of measure in a process.
- **Correlation or Scatter diagram** used if there a possible relationship between changes in two sets of data.
- **The Run Chart** - used to study data obtained by plotting process performance measures to look for trends over a particular period of time. See samples pg. 95 in book.

Ergonomics and Guidelines for Prevention of Workplace Injuries

- Ergonomics – the study of work for the purpose of making the workplace more comfortable and to improve both health and productivity.
- Two types of work-related injuries, 1. Acute and 2. Cumulative.
- Computer terminal located where it will reduce awkward head and neck postures and you must look slightly downward, distance 18-24 inches.
- Sit straight in chair, feet flat on floor, and use a backrest.
- Wrists should be straight as you type, use a wrist pad.
- Shift weight in chair frequently.
- Use proper body mechanics when lifting
- Take frequent mini-stretches of your neck
- Stand, walk, and stretch your back and legs @ least q1h

Summary

- Take the step beyond “getting the job done,” and employ the techniques necessary to develop your career to its potential.
