

CLINICAL NURSES AS 500P CHAMPIONS

Process Improvement and standardization of work designed by frontline nurses as 500P Champions

Standardized Bedside Carts

The opening of 500P provided an exciting opportunity for process improvement and standardization of work within the organization.

One of the areas in which standardization was implemented was between all Stanford intensive care units (ICU) with the initiation of standardized nursing bedside carts. Supplies are an essential part of a nurse's workflow, and in the ICU having supplies at the bedside is essential for patient care. Bedside carts are designed to contain the items that nursing staff need throughout their shift. Prior to 500P, each ICU (D1 CCU, E2, E29) had its unique bedside cart. These three carts were different sizes, had differing drawer placements, and contained different supplies. When a nurse was in an unfamiliar unit, the search for supplies would take up a lot of their time. **Elisa Cueno**, Clinical RN II from D1 CCU, said, **"One of the biggest challenges when floating to other units was the inability to find supplies promptly."** This lack of uniformity and the expansion of the total number of intensive care units from 3 to 5 with the opening of 500P required the implementation of a new standardized bedside cart. **The goal of this project was to allow ICU clinical staff to focus more on their patients when floating in between units and less on supply gathering.**

With the opening of 500P, there was an increase in the number of intensive care units and an upsurge in the number of nursing staff, so a bedside cart project team of 3 ICU nurses was developed. **Josh Dodson** (Clinical RN II from E2, ICU), **Elisa Cueno** (Clinical RN II from D1, CCU), and **Heather Pulley** (Clinical RN II from E29, ICU) were the frontline champions for the rollout of new ICU bedside cart. E2 was the first unit

to pilot the carts. The pilot team took into consideration the new architectural design of the ICU rooms when selecting a new size and style of the cart. It was also important to the team to involve the frontline ICU staff when making decisions about the cart. According to Josh, "It was imperative to create a mock-up of the new cart and allow staff to give feedback. We placed a sample cart at the front desk for two weeks to allow for that feedback. There was also a supply chain showcase to observe the carts at the SHC atrium. **As a champion, I felt empowered to be a voice for the ICU staff during this change.**" The bedside cart champions also worked closely with the supply chain team. "The supply chain team was receptive of feedback before and after the implementation of the bedside cart," Elisa stated. Josh echoed this as well. "The interdisciplinary teamwork between the nursing and supply chain was instrumental in this implementation. With each rollout to the 300P ICUs from March to June 2019, the supply chain was extremely open to feedback on how we could improve workflows."

The execution of the bedside cart project had a great impact during the transition to 500P. Staff felt at ease when moving from 3 to 5 ICUs, knowing that they would be familiar with their physical surroundings if needing to float to another unit. Additionally, this project has brought forth more opportunities to standardize within the organization. Josh shared, **"It was a great feeling to be a voice for the front-line staff who utilize the bedside carts every day for their patient care."**