

Solution: Nights is About Rounding: A Pragmatic approach

Organization: Franklin Square Medical Center

Type: Acute Care

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IDENTIFICATION:

Nurses who work night shift often have to come during the day to attend an educational session or a meeting. It is important for night nurses to receive critical information in a timely fashion to ensure a high-level quality patient care across the entire 24 hr patient day. Though these nurses opt to work night shift for a specific reason, they have little or no choice but to come in during the day, which disrupts their ability to maintain their normal sleep/wake cycle. Night shift nurses have described this situation as a barrier. The challenge is how to facilitate night nurses involvement in educational sessions and meetings, which is essential in promoting patient safety, without disrupting their sleep pattern.

The objective is to '*bring to light*', the predicament of nurses who '*work in the dark*'. The Knights of the Square was instituted as a council to focus on bringing opportunities for growth and development to nurses that work night shift. The central goal of Knights of the Square is to help the night shift nurses feel valued, participate in professional growth activities, and to contribute their ideas to the coordinating council as well as leadership groups, and to ensure safe patient care.

PROCESS:

The Knights of the Square Council is designed to reach night shift nurses by identifying one or two core members from each unit as Council members. These representatives will speak for, and bring back information to the rest of the staff on their units. Communication of educational updates and policy changes to the staff will be achieved by the Knights of the Square Council representatives rounding on their units during their night shift. This is a practical approach that works for night shift nurses, as opposed to expecting the staff to leave their unit for a meeting during the night or attend a meeting on dayshift.

SOLUTION:

The Knights of the Square Council has fostered a better relationship among the night shift nurses. As a result of its coordinating council, there is better communication between the leaders and the educators working during the dayshift and the Knights of the Square. All new policies, procedures, forms, and other information are now much more quickly disseminated to the night shift staff from the outset. Enhanced communication with the night shift staff will improve patient safety

To date, there are 23 core members in the Knights of the Square Council. The Council has provided ongoing in-service education to other staff by their core member from the Knights of the Square. Furthermore, 161 night shift staff received Flu vaccine brought to them during their shift by the council members. In addition to intra-organizational initiatives, the Knights of the Square have also been active in enhancing the charitable vision of the Franklin Square Hospital.



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For instance, the Council collaborated with the Linen Department and donated 300 Blankets to Homeless Shelters in October 2008, and raised \$500 dollars for Healthcare for the Homeless for Christmas donation. Overall, since the inception of the council, many of the night shift nurses now feel represented and valued. More importantly, swift communication with night shift nurses promotes patient safety as well as nursing satisfaction.