

Standardization of the Resource Role

Introduction/Problem

- Currently, on medical surgical units at BIDMC, there is no standard process for training resource nurses which leads to missed work and errors
- The staff and patients could be negatively affected if a resource nurse is not proficient in managing all the aspects of the job
- Lack of standard or role ambiguity causes confusion and differing expectations around the responsibilities of the resource nurse
- Literature shows role ambiguity leads to high stress, burnout, increased turnover, decreased job satisfaction and poor organizational commitment

Aim/Goal

- To standardize orientation to the resource role by providing a standardized step by step guide
- To use the standard work tool to reinforce the standard for nurses currently practicing in the role
- To improve role development in resource nurses as well as increase job satisfaction
- Implementation of the standardized step by step guide will be over a 6 month time period during which a pre and post survey will be circulated to show improvement in job satisfaction and decrease in role ambiguity

The Team

- Alice Bradbury RN, MSN
- Kimberly Cross RN, MSN
- Sandra Sanchez RN, MSN

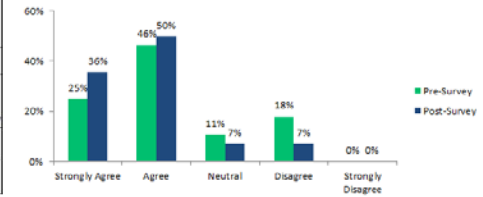
The Interventions

- Procured baseline data from staff and resource nurses regarding their perception of the role via survey monkey
- Created standardized work document that outline tasks and expectations of the resource role in addition to how to complete them
- Implemented documents and provided education of new resource nurses as well as staff currently practicing in the role
- The standardized work was used for 5 months and a post survey was conducted

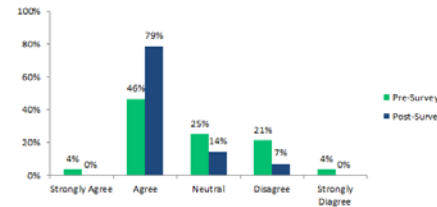
Results/Progress to Date

Major Step	Key Points (Exclude tasks and steps to be collected)	Reason(s) Why
1. Notify Unit Liaison/Supervisor	23. Notify Unit Liaison/Supervisor	18. Notify Unit Liaison/Supervisor
2. Prepare for the role	24. Prepare for the role	19. Prepare for the role
3. Prepare for the role	25. Prepare for the role	20. Prepare for the role
4. Prepare for the role	26. Prepare for the role	21. Prepare for the role
5. Prepare for the role	27. Prepare for the role	22. Prepare for the role
6. Prepare for the role	28. Prepare for the role	23. Prepare for the role
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8. Prepare for the role	30. Prepare for the role	25. Prepare for the role
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10. Prepare for the role	32. Prepare for the role	27. Prepare for the role
11. Prepare for the role	33. Prepare for the role	28. Prepare for the role
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63. Prepare for the role	85. Prepare for the role	80. Prepare for the role
64. Prepare for the role	86. Prepare for the role	81. Prepare for the role
65. Prepare for the role	87. Prepare for the role	82. Prepare for the role
66. Prepare for the role	88. Prepare for the role	83. Prepare for the role
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68. Prepare for the role	90. Prepare for the role	85. Prepare for the role
69. Prepare for the role	91. Prepare for the role	86. Prepare for the role
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75. Prepare for the role	97. Prepare for the role	92. Prepare for the role
76. Prepare for the role	98. Prepare for the role	93. Prepare for the role
77. Prepare for the role	99. Prepare for the role	94. Prepare for the role
78. Prepare for the role	100. Prepare for the role	95. Prepare for the role

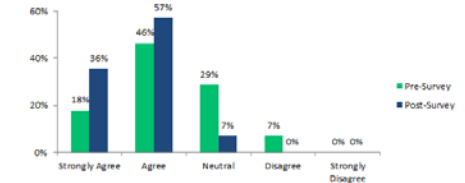
I have a full understanding of the current roles and responsibilities of the resource nurse



Different resource nurses do their work in similar fashion



As a staff nurse, I have a solid expectation as to what I can expect from the resource nurse



Lessons Learned

- Simple written and/or visual instructions aids in training staff to perform a new role in addition to increasing consistency of job functions
- Standard work improves awareness among all staff regarding expectation of the resource nurse
- Limiting role ambiguity creates improved job satisfaction and comfort performing in a new role

Next Steps

- Present standard work and findings at nursing leadership council
- Share the original standard work to other areas to work off of in order to create standard work specific to their work areas
- Edit and adapt standard work to cardiology/medicine population needs versus vascular population

