

## **PFI 0393 Nicholas H Noyes Memorial Hospital**

In accordance with the Clinical Staffing Committee, comprised of bedside clinical staff, clinical leadership, human resources leadership, CFO, and CNO, these guidelines were determined by the Committee to allow for appropriate staffing levels to safely provide quality care to the patients we serve.

The plan for providing nursing care is consistent with the general mission of UR Medicine | Noyes Health and the focus is on individualized, quality health care. Nursing department staff and leadership actively participate on all hospital and medical staff committees to collaborate with representatives from other healthcare disciplines and administrators in striving for that goal. The Nurse Administrator is a member of the Senior Management Team, communicates regularly with the Medical Executive Committee and Management Team, and collaborates with other leaders in designing, ensuring appropriate delivery of, and evaluating the effectiveness of and customer satisfaction with services provided.

Nursing at UR Medicine | Noyes Health is exemplified by the UR Medicine | Noyes Health mission, "Committed to excellence in all aspects of health care."

The definition of nursing as stated by The American Nurse Association (ANA) is: "Nursing is the protection, promotion, and optimization of health and abilities, prevention of illness and injury, alleviation of suffering through the diagnosis and treatment of human response, and advocacy in the care of individuals, families, communities and populations."

Nursing care, as practiced by Registered Professional Nurses, involves the diagnosis and treatment of human responses to actual or potential health problems with nurses functioning in the role of assessors, planners, teachers, counselors, practitioners, and supervisors of other caregivers.

### **REGISTERED NURSE**

The role of the Registered Nurse includes, but is not limited to:

1. Assessing patients using a holistic approach
2. Collaborating with providers and other members of the healthcare team to provide quality patient care
3. Providing patient and family education
4. Carrying out medical regimes as prescribed by credentialed providers
5. Setting mutual goals with patients and families
6. Planning individualized nursing care using appropriate nursing diagnoses and interventions
7. Providing direct patient care as established by the plan of care
8. Evaluating and documenting patients' responses to care
9. Delegating and supervising nursing activities

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10. Identifying patients' discharge needs and making individualized plans in collaboration with the Social Workers and the Patient Care Managers

### **LICENSED PRACTICAL NURSE**

The practice of nursing by a Licensed Practical Nurse shall mean the assumption of responsibilities and performance of nursing care, within the educational background and capabilities of the practical nurse under the direction of the Registered Nurse, Nurse Practitioner, Physician's Assistant, or Physician.

The role of the Licensed Practical Nurse includes:

1. Collecting data on individual families or groups and communicating findings to the Registered Nurse
2. Collaborate with RNs, other LPNs, and Nursing Assistants to provide quality patient care
3. Carrying out medical regimes as prescribed by credentialed providers
4. Updating Care Plans
5. Providing direct patient care as established by the nursing care plan
6. Evaluating and documenting patients' responses to care

### **SCOPE OF PRACTICE**

Nursing care is provided in several different units at UR Medicine | Noyes Health. Each of the following sections contains a description of the unit, method of providing care, and master staffing.

## **SURGICAL SERVICES**

### **PATIENT POPULATION**

The population of this unit includes patients throughout the life span from infancy through adulthood who require general, GYN, ENT, Ophthalmic, Orthopedic, Urologic Surgery, or diagnostic exams (i.e. GI, Endoscopy). Outpatient, inpatient, and AM Admitted surgical patients are cared for in this unit. The department also serves as an outpatient area for minor surgeries, Outpatient Infusion, Interventional Radiology, Pain Management, and other scheduled procedures.

### **MODEL OF CARE**

The RN staff provides total care for patients undergoing surgery throughout the perioperative continuum. The LPN staff and scrub techs provide care in the scrub role.

### **OPERATING ROOM AND PACU (PHASE 1) RECOVERY**

RN staff from the OR are also oriented to the PACU and all rotate as needed. Each OR is staffed with an RN who serves as the Circulating Nurse. An OR Tech or RN with competency to fulfill the Scrub Nurse role is assigned to each patient who has a procedure in the OR. Additional staff may be assigned depending on the complexity of the procedure. PACU is staffed with RNs at all times and is adjusted for patient volume and acuity.

### **KNOWLEDGE AND SKILL LEVEL OF NURSING STAFF**

All RNs working on this unit are graduates of accredited RN programs and licensed or eligible for licensure to practice in New York State. All RNs demonstrate proficiency in medication administration and obtain a passing score on a medication administration exam. Basic communication skills and physical assessment skills are reviewed during orientation and remedial teaching is done if needed. ACLS and PALS are required to work within the unit. The nursing staff develops expertise in the assessment and care of the perioperative patient.

### **STAFF TO PATIENT RATIO**

Intraoperative: One RN Circulator and one LPN or RN scrub or Surgical Technician per patient.

PACU/Phase 1: One RN per 2 patients unless the patient requires more intensive assessment (e.g. pediatric, immediate post-operative phase)

### **PREOPERATIVE AND PHASE 2 RECOVERY**

### **KNOWLEDGE AND SKILL LEVEL OF NURSING STAFF**

All RNs working on this unit are graduates of accredited RN programs and licensed to practice in New York State. All RNs demonstrate proficiency in medication administration and obtain a passing score on a medication administration exam. Basic communication skills and physical assessment skills are reviewed during orientation and remedial teaching is done if needed. Competency in IV therapy is demonstrated during the orientation process. A minimum of 2 years of nursing experience is required. The nurses in this unit develop expertise in the assessment, care, and instruction of pre-and post-operative patients. ACLS & PALS is required to work within the unit.

### **STAFF TO PATIENT RATIO**

The RN/Patient ratio is approximately 1:4.

## **PRETESTING**

### **KNOWLEDGE AND SKILL LEVEL OF NURSING STAFF**

The Pre-operative RN is a graduate of an accredited RN program and licensed to practice in New York State. The Pre-operative RN is experienced in the care of the patient pre-op, and post-op and demonstrates proficiency in EKG and phlebotomy skills.

## **EMERGENCY DEPARTMENT**

### **PATIENT POPULATION**

The population of this unit includes patients throughout the life span from infancy through adulthood who require emergency treatment.

### **MODEL OF NURSING CARE**

A Primary focus of care including a triage system is utilized.

### **KNOWLEDGE AND SKILL LEVEL OF NURSING STAFF**

All RNs working on this unit are graduates of an accredited RN program and licensed to practice in New York State. All RNs have at least one year of med/surgical experience. ACLS and PALS are required within one year of employment. All RNs demonstrate proficiency in medication administration and obtain a passing score on a medication administration exam. All RNs demonstrate competency in IV therapy during the orientation process. Basic communication skills and physical assessment skills are reviewed during orientation and remedial teaching is done if needed. RN staff will complete required stroke education upon hire and annually.

## **MEDICAL/SURGICAL UNIT (36 Beds)**

(Includes Primary Stroke Center)

### **PATIENT POPULATION**

The population of this unit includes patients throughout the life span from infancy through adulthood with general medical diagnoses such as CHF, COPD, Diabetes Mellitus, pneumonia, cardiac conditions, or patients awaiting placement. Patients requiring GYN, General, ENT, Ophthalmologic, Orthopedic, or Urologic Surgery with a stay greater than 8 hours may also be admitted to this unit.

### **MODEL OF NURSING CARE DELIVERY**

A mixed model of Primary Care and Team Nursing utilizing RNs, LPNs, CNAs, and PCTs. The Medical/Surgical Unit utilizes Primary Care Nursing with an RN staff. Each licensed professional is assigned a group of patients. The nurse delivers direct patient care including medication administration, IV therapy, patient education, documentation, and physical care. Nursing care is assigned to a particular group of patients based on the staffing mix for the shift. LPNs work under the directive of an RN as assigned. RN staff is responsible for coordinating patient care, providing support to other members of the nursing staff, and assigning care according to skill level and patient need with consideration of continuity of care. A Certified Nursing Assistant/PCT is assigned to assist with the physical care of patients. In addition, a charge nurse is assigned for both days and nights. A mixed model of nursing care allows for

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high-quality of care and promotes professional practice while offering flexibility to accommodate daily changes in the patient's needs for nursing care.

### **KNOWLEDGE AND SKILL LEVEL OF NURSING STAFF**

All nurses working on this unit are graduates of accredited Nursing programs, and licensed or eligible for license to practice in New York State. All nurses learn and/or demonstrate competency in medication administration within their scope of practice and obtain a passing score on a medication administration exam. ACLS is required within one year of employment for all RNs. All nurses demonstrate competency in IV therapy, Basic Life Support, and the use of emergency equipment during orientation. Basic communication skills and physical assessment skills are part of the orientation process. Nursing staff will complete required stroke education upon hire and annually. Remedial teaching is done as needed. The nurses in the Medical/ Surgical Unit develop expertise in the assessment, care, and instruction of patients with acute and chronic medical diagnoses as well as the assessment, care, and instruction of pre- and post-operative patients.

The Nurse/Patient Ratio varies depending on the number of patients and their acuity level. Each licensed professional typically cares for 4 - 6 patients.

This staffing model is based on an average daily census (ADC) of 32 patients. For an ADC of 25 patients, there would be one less licensed staff member on days and evenings.

### **ICU/CCU (8 beds)**

(Includes Primary Stroke Center, Coronary Care, and Inpatient Acute Dialysis)

#### **PATIENT POPULATION**

Intensive Care is provided to both medical and surgical patients. The medical diagnoses include, but are not limited to MI, R/O MI, CAD, CHF, COPD, Diabetes Mellitus, and Acute Pulmonary Edema. Surgical patients who have underlying medical problems i.e., cardiac or respiratory are transferred to the ICU post-operatively following their PACU stay. Other patients who have undergone major surgery are cared for in ICU until stable. Pediatric patients may be admitted to the ICU for the convenience of the hospital, patient, and/or parent. Pediatric patients in the ICU do not require critical care services.

#### **MODEL OF NURSING CARE**

Primary Nursing with an all-RN staff is utilized in the ICU with Unit Assistant/PCT/CNA staff assisting with the physical care of patients.

### **KNOWLEDGE AND SKILL LEVEL OF NURSING STAFF**

All RNs working on this unit are graduates of accredited RN programs and licensed or eligible for licensure in New York State. ACLS and PALS certifications are required within one year of employment. All RNs demonstrate proficiency in medication administration and obtain a passing score on a medication administration exam, IV therapy, Basic Life Support, and use of emergency equipment. RN staff will complete required stroke education upon hire and annually. ICU staff are also credentialed to perform ABGs, provide care for patients on a ventilator, and use all defibrillators in the hospital. ICU staff are required to be competent in titrating vasoactive/inotropes/paralytic drips. A self-study on Thrombolytic Therapy is completed before the RN administers these drugs.

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The nurse/Patient ratio in the ICU is a 1:1, 2, or 3 ratio, based on the acuity of the patient – daily staffing includes 2.5 RNs 24/7, and a PCT/Unit Assistant 24/7.

### **NOYES FAMILY BIRTHING CENTER**

(Includes Maternity Care and Level 1 Perinatal Center)

#### **PATIENT POPULATION**

The population of the unit includes antepartum, intrapartum, postpartum, neonatal, and gynecological patients. Refer to policy Non-obstetric Patients on OB--State Code 405.21 (II).

#### **MODEL OF NURSING CARE DELIVERY**

Primary Nursing care is provided to all patients using a family-centered approach.

#### **KNOWLEDGE AND SKILL LEVEL OF NURSING STAFF**

All RNs working in this unit are graduates of an accredited RN program and licensed or eligible for a license to practice in New York State. All RNs demonstrate proficiency in medication administration and obtain a passing score on a medication administration exam. Within one year of employment, all RNs are certified in Neonatal Resuscitation. All Birthing Center staff must pass fetal monitoring certification within 18 months of hire.

#### **GRIEVANCES**

The process for submitting and addressing grievances includes displaying in each department breakroom the staffing plan for that department and who to contact (front-line staff member) if employees wish to have a situation or situation(s) addressed by the committee. When grievances are received by Committee members an ad hoc meeting will take place to determine the next steps and follow up and communication will be provided to the department relative to the grievance and follow up.

Data will be collected daily and hours per patient day will be posted monthly in each department as well as submitted to DOH annually and when requested.



**UR**  
MEDICINE

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HEALTH

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<b>Surgery</b>	Days 0700-1530	
RN	16.43	
LPN/Surgical Tech	3.13	
UAP	2	
<b>Emergency</b>	Days 0700-1930	Nights 1900-0730
RN	3.5	3.5
UAP	1	1
<b>Interventional Radiology</b>	Days 0700-1530	
RN	3	
UAP	2	
<b>Medical Surgical</b>	Days 0700-1930	Nights 1900-0730
RN	5	4
LPN	2	2
UAP	4	2
<b>Intensive Care</b>	Days 0700-1930	Nights 1900-0730
RN	2.5	2.5
UAP	1	1
<b>Birthing Center</b>	Days 0700-1930	Nights 1900-0730
RN	2	2