

Learning Objectives

- 1) Discuss key strategies of the nurse/paramedic care delivery model and how they impact patient flow and staffed bed capacity.
- 2) Explain the impact this model has on recruitment and labor expenses in lieu of using exclusive nursing resources.
- 3) Describe the impact of this model on employee satisfaction.

Problem

1. 50% Emergency Department RN vacancy rate.
2. Unsustainable labor costs (travel nurses).
3. ED volumes returning to pre-Covid levels.

Goals

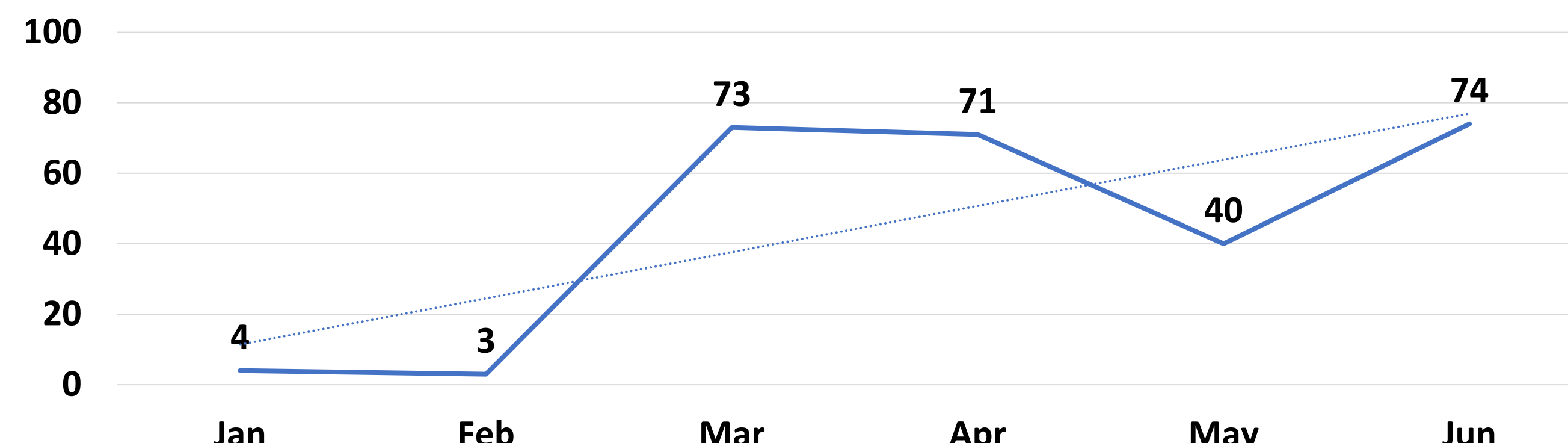
1. Stabilize Emergency Department labor costs.
2. Increase ED staffed bed capacity.
3. Improve patient flow metrics.
4. Increase overall rating of patient satisfaction scores.
5. Improve clinician satisfaction.

Changes Implemented

1. Contacted North Carolina Board of Nursing for clarification regarding paramedic scope of practice.
2. Converted open/unfilled RN FTE's to paramedic FTEs.
3. Adjusted ED skill mix and staffing model.
4. Developed 4 phase implementation plan (over 1 Year).
5. Developed comprehensive paramedic and RN education.
6. Revised relevant ED policies and procedures.
7. Developed Medical Director role for oversight.
8. Ongoing monitoring for revisions to implementation.

Outcomes

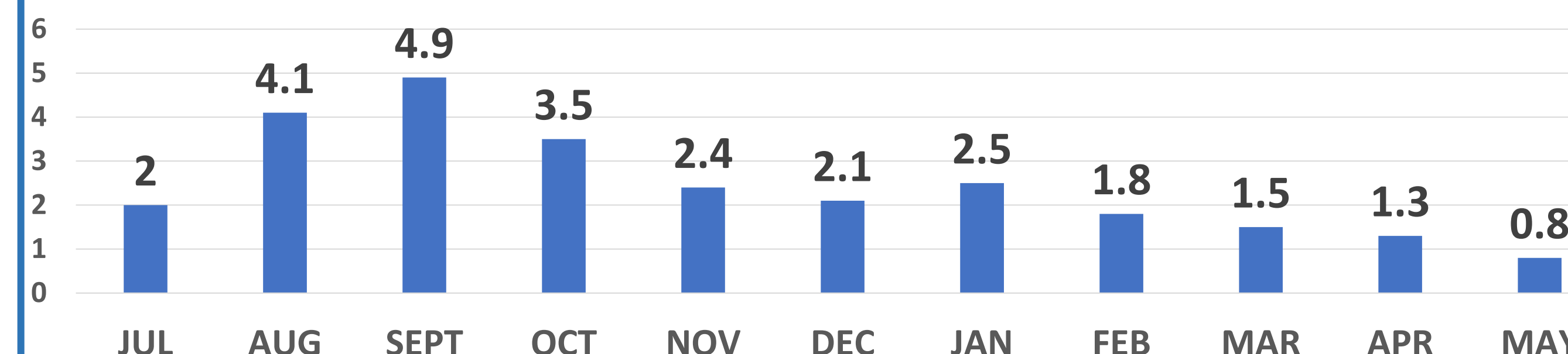
Nash UNC Emergency Department Overall Rating of Care Score 2022
PG Top Box Percentile Rank



FTE's by Skill Mix

Skill	Current	Proposed	Change	Ave Hourly Rate	\$ Change Impact
RN Permanent	45.23	53.23	8	\$38.62	\$642,636.80
RN Contract	16.26	5	-11.26	\$125.00	(\$2,927,600.00)
Paramedic	13.16	40.16	27	\$21.70	\$1,218,672.00
Support	16.71	16.71	0	\$14.31	-
Total FTE	91.36	115.1	23.74		(\$1,066,291.20)

Nash ED LWBS % FYTD 2022



Financial impact

1. Projected savings of 1.06M.
2. Decreased orientation costs for paramedics vs. nurses.
3. Improved LWBS rate increased billable revenue.

Lessons learned

1. Staff involvement and support necessary for success.
2. Need for market adjustment for paramedic salaries.
3. Department leaders should fully understand the paramedic scope of practice.
4. Patient flow is positively impacted by a team approach.
5. Patient satisfaction positively correlates with team model.

References

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McDonald, S. (2020). Why paramedics are now needed in the emergency room. *Hartford Healthcare*. <https://healthnewshub.org/why-paramedics-are-now-needed-in-the-emergency-room/>

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