

2024 VIZIENT CONNECTIONS SUMMIT

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Co-Caring: An Innovative Care Model

Sylvain Trepanier, DNP, RN, CENP, FAONL, FAAN

SVP, System Chief Nursing Officer

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Learning Objectives

- Discuss current workforce supply and demand from a world view.
- Identify key elements to develop a return on investment that supports the implementation of a new model of care.



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A simple black outline map of the world's continents is centered on the page. The map is used as a background for the text.

State of Healthcare Workforce Supply and Demand

**We will
require 13 M
nurses by
2030
worldwide**

**2.1M more
healthcare
jobs by 2032**

TURNOVER IS
BETTER..... DON'T
BE FOOLED

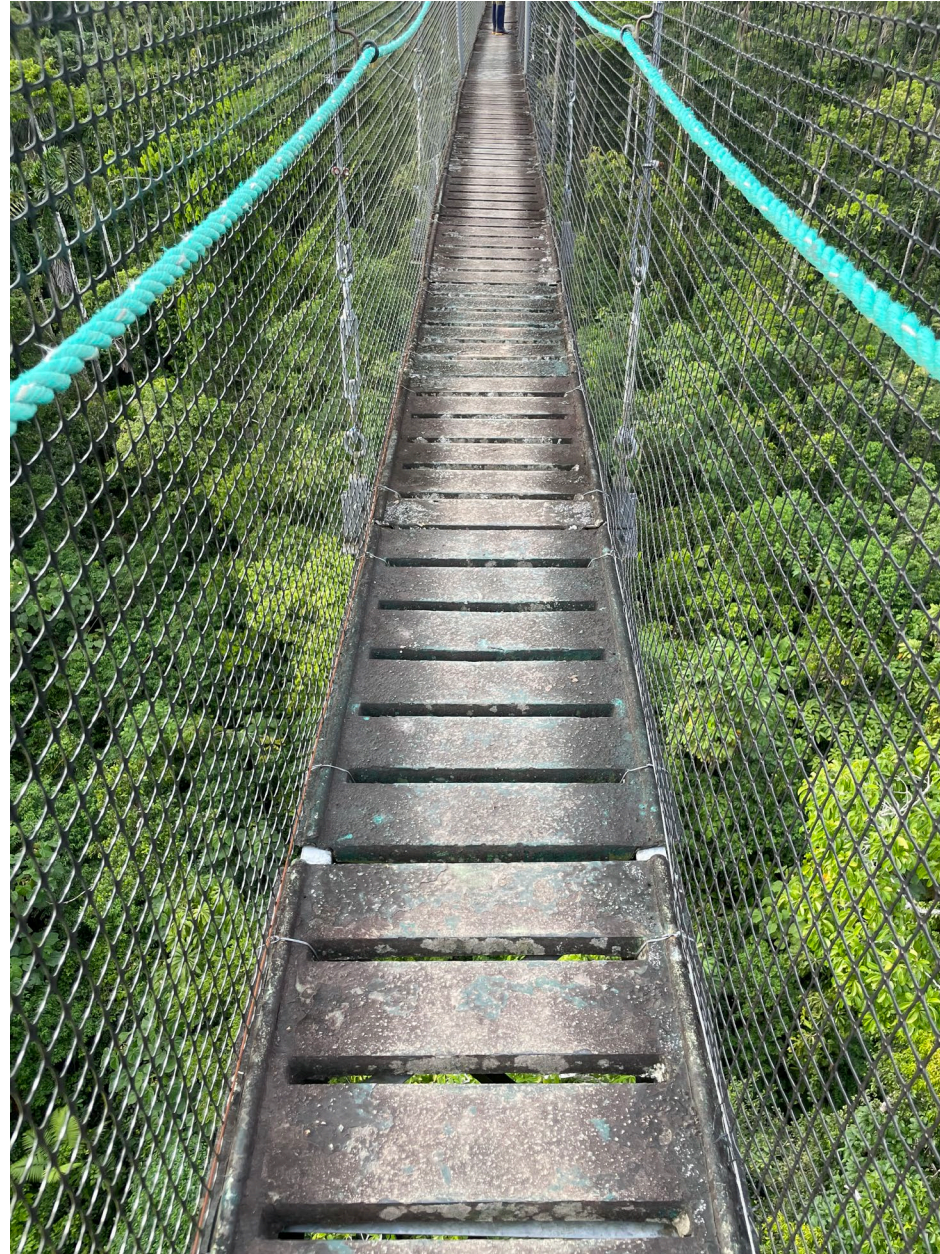


Photo taken by S. Trepanier

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Innovation is Required to Survive

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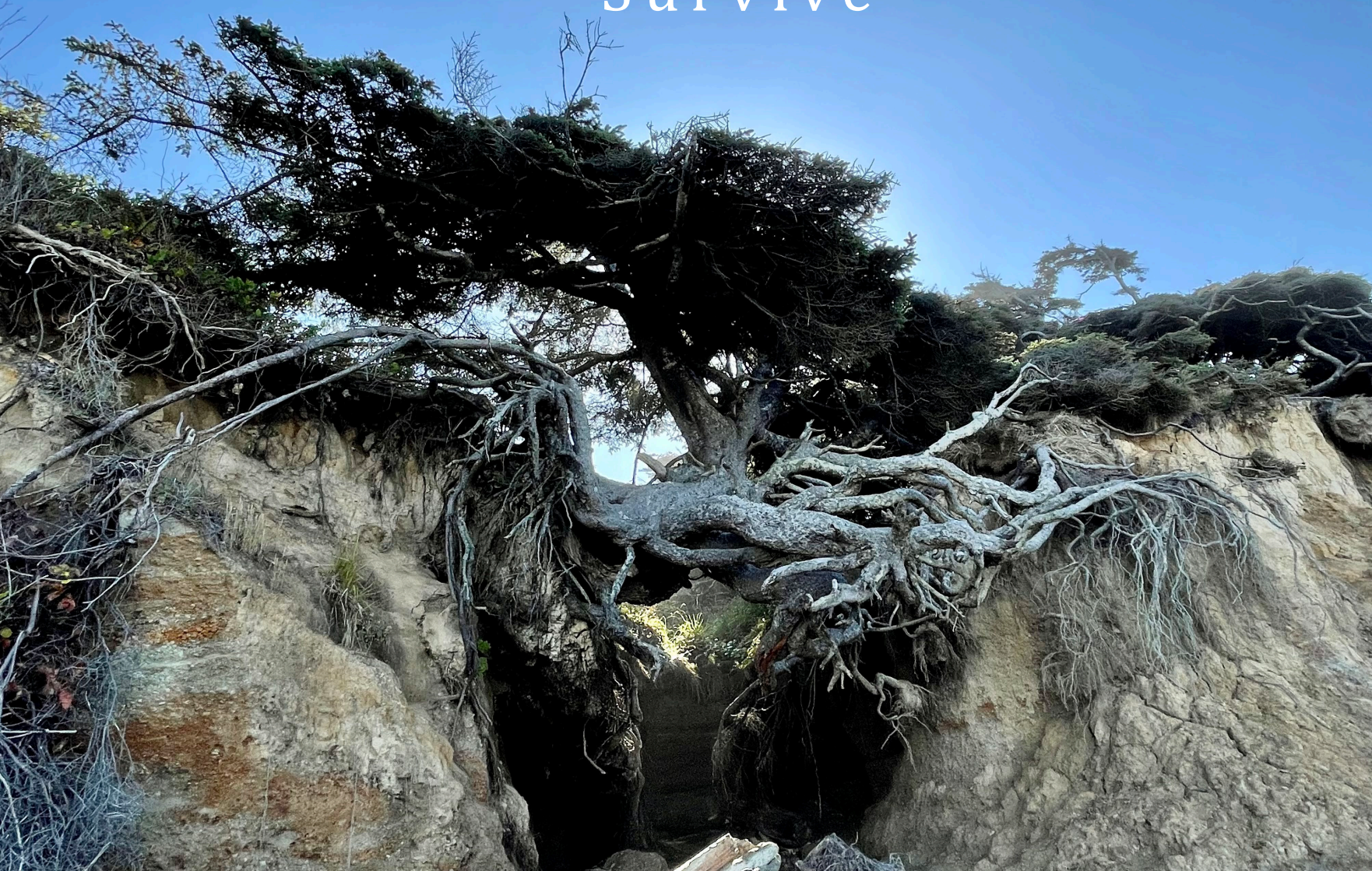


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Six Strategies to Promote Creativity and Risk-taking

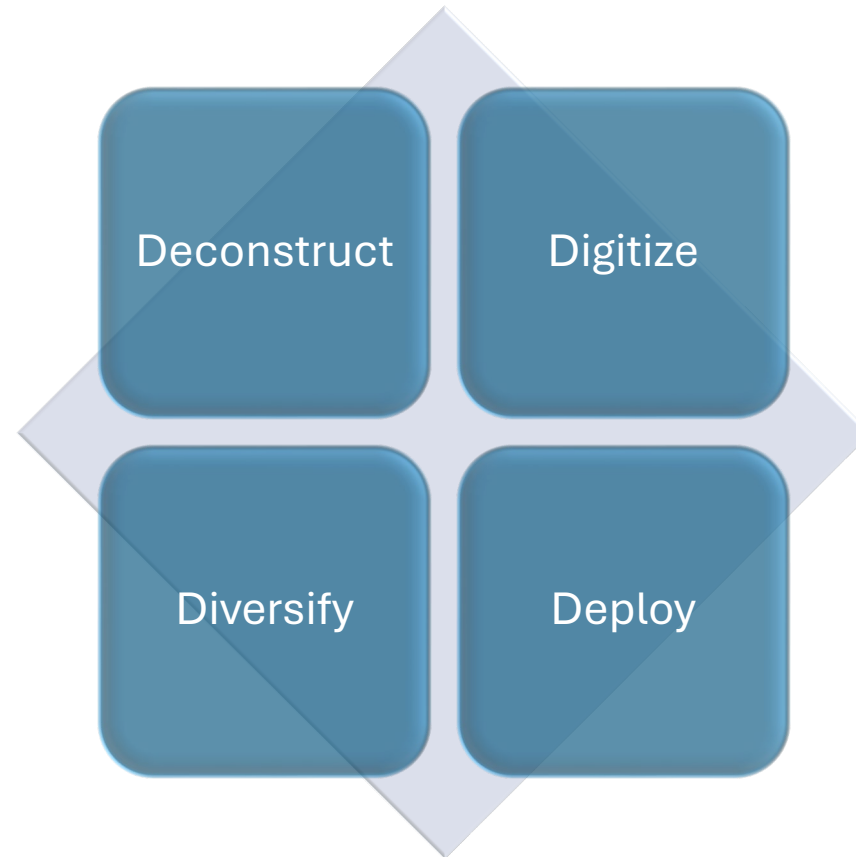


De Marco, N. (2023)

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Providence's 4 D Model to Transform HealthCare

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Idiosyncracies



Defined as a mode or behavior or a way of thought peculiar to an individual, a group, a community (APA, 2018)

Photo taken by S. Trepanier

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Working Differently: Deconstructing Everyone's Role

What are the most meaningful aspects of the job?

What can only a physician/nurse/tech do?

What can be taken off a physician/nurse/tech's plate?

What can be done in other ways?

Considerations:

- Technology
- Understanding and working to the top of practice and competency
- Redistributing workload to allow more time with patients

New Models of Care



Team-Based Care in the Practice Setting

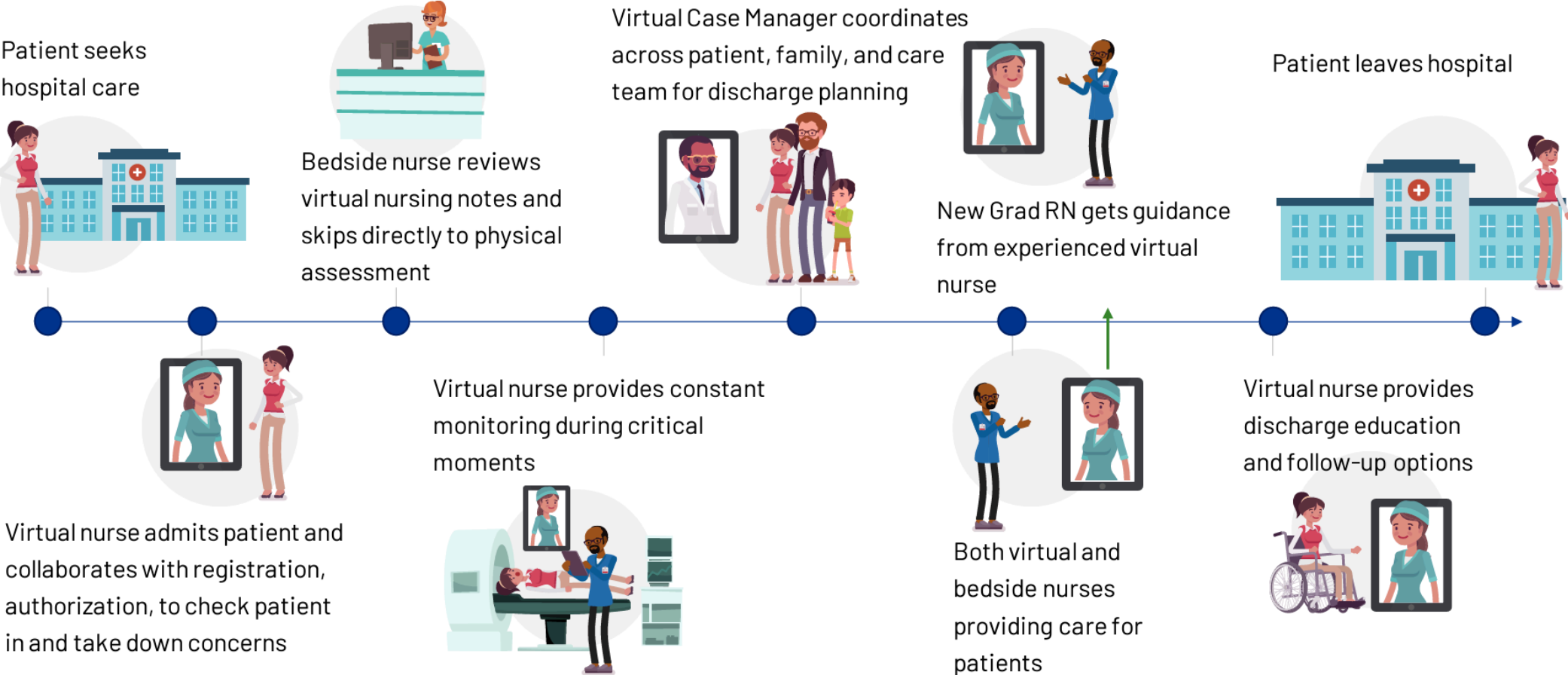


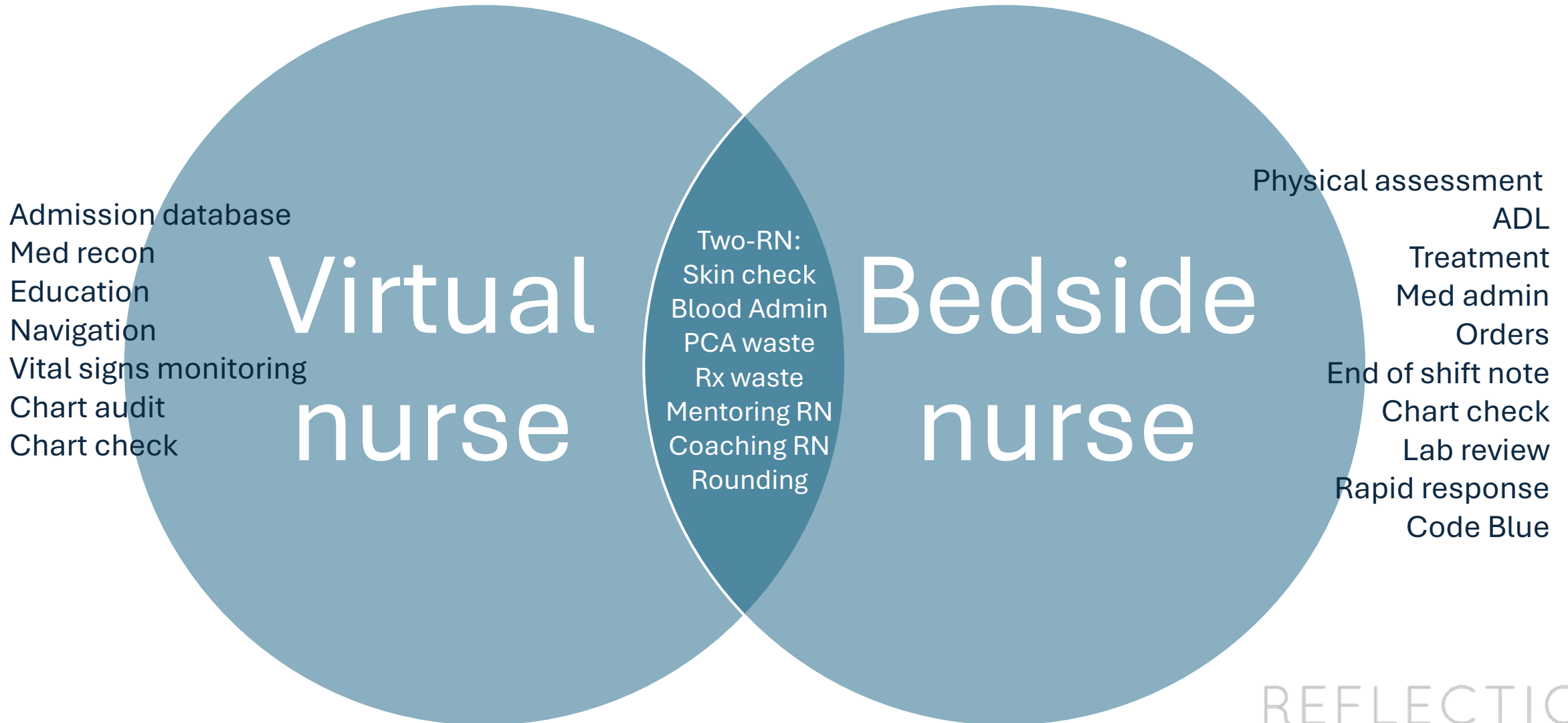
Co-Caring Model in the Acute Care

Virtual Team
Collaborative Team (RN + partner)

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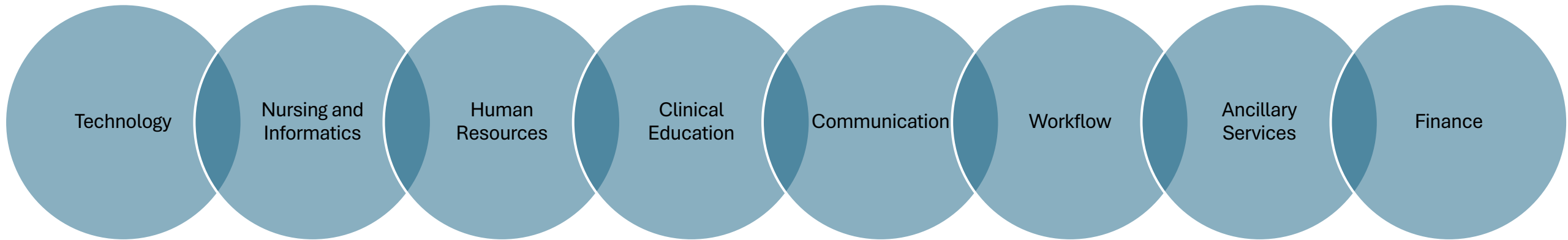
Envisioning our future to virtual nursing enabled acute care





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Creating a New Model Requires Coordination



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Potential outcome metrics for Virtual Care Units to explore post pilot

Primary outcomes: (1) improved caregiver experience and (2) improved patient experience



Quality

- Falls
- CAUTI
- CLABSI
- HAPI
- C-Diff
- Mortality
- Failure to Rescue
- Readmission rates



Workforce

- Burnout
- Turnover
- Vacancy



Experience

- Caregivers
- Patient
 - HCAHPS
 - Communication
 - Compassion
- Physician



Stewardship

- Cost per patient day
- Turnover costs
- Length of stay
- Total operational beds
- Scale of the investment

Lessons Learned

Change management, inclusion, and communication is key

Excellent leadership is crucial: set your people up for success

It's hard to let go

Include bedside nurses early in the process and inspire them to be bold

Nurses need to re-learn how to delegate

Key Takeaways

- **Innovation is required to survive**
- **Safe Staffing via new models of care**
- **Leadership presence is critical**
- **Courage, Compassion, and Empathy is the lifeline to success**

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Photo taken by S. Trepanier

References

American Psychology Association (2018). APA Dictionary of Psychology. Idiosyncrasy. Retrieved on July 30, 2024 from <https://dictionary.apa.org/idiosyncrasy>

De Marco, N. (2023). Six Strategies For Encouraging Creativity and Risk-Taking. Retrieved on July 2023, 2024 from <https://www.forbes.com/sites/forbestechcouncil/2023/06/21/six-strategies-for-encouraging-creativity-and-risk-taking/#:~:text=Six%20Strategies%20For%20Encouraging%20Creativity%20And%20Risk-Taking%201,Workspace%20...%206%206.%20Set%20Realistic%20Goals%20>

Trepanier, S., Schlegel, S., Salisbury, C., Moore, A. (2023). Implementing a Virtual Team Model in the Acute Care Setting. *Nursing Administration Quarterly*, 47(3), 249-256.

Questions?



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