

**spn**

## Promoting nurse empowerment and collaboration to increase throughput and efficiency

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Denise Brown MS, BSN, RN, CPN, NE-BC

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**Top pediatric health system**

**Strong performance**  
More than 110-year history of providing care exclusively to children from birth to adulthood

**Dedicated team**  
More than 3200 nurses and 11,000 team members provide care to more than 369,000 children annually

**Leading experts**  
Two award-winning pediatric hospitals with 700 total licensed beds and 60 locations provide primary, specialty and subspecialty care

**Academic affiliation**  
Multiple academic research partners and joint pediatric enterprise affiliation to UT Southwestern Medical Center

**Magnet Designated**  
4 times Magnet designated, first achieved in 2009, with redesignations in 2013, 2018, and 2023

PROPRIETARY AND CONFIDENTIAL

**children'shealth.org**

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## Presentation Roadmap

**spn**

Background Problem Purpose    Team, Process & Methods    Interventions    Results    Key Takeaways

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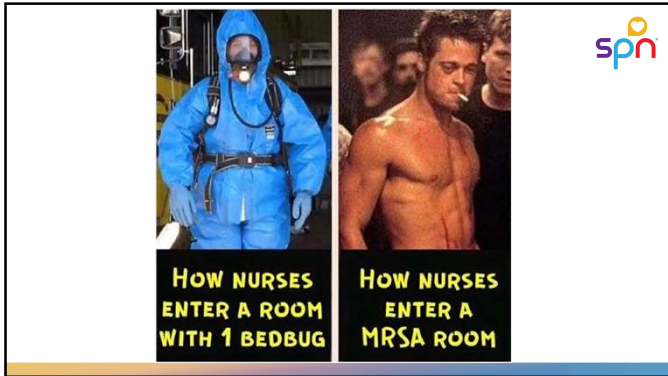
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**AT1**

**For SPN**

Annie Tolliver, 2026-04-01T00:27:27.046



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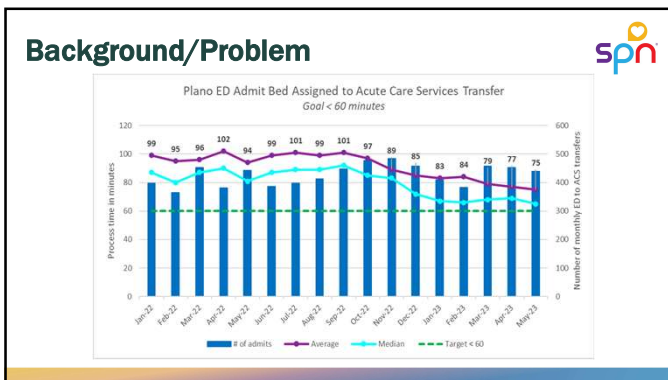
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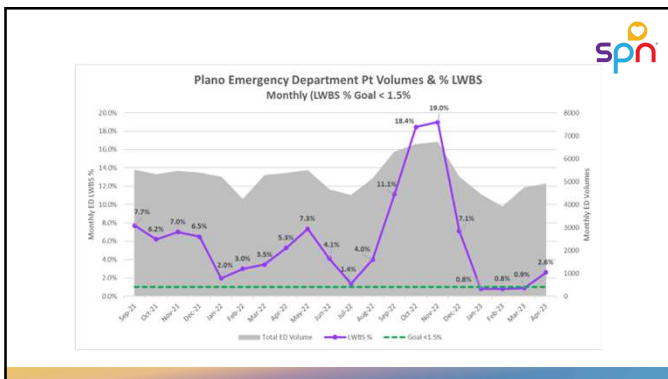
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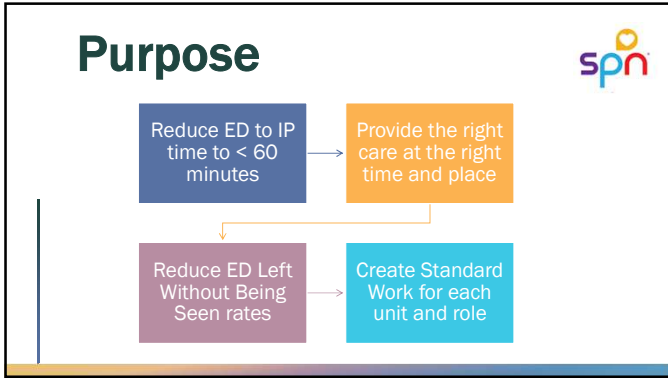
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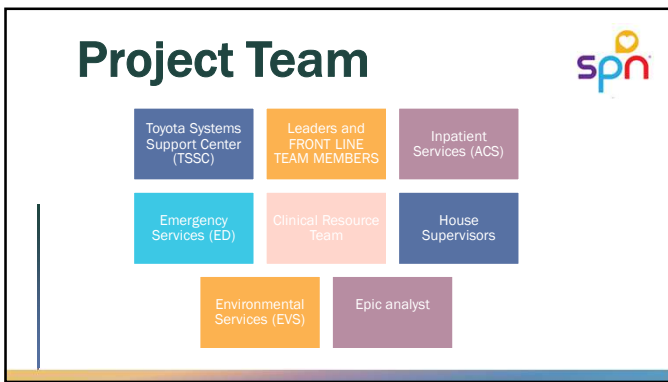
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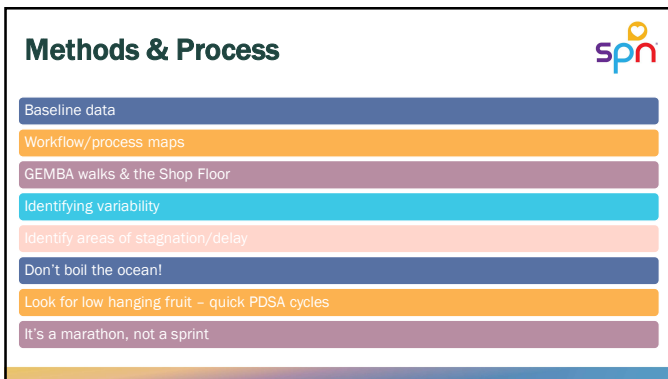
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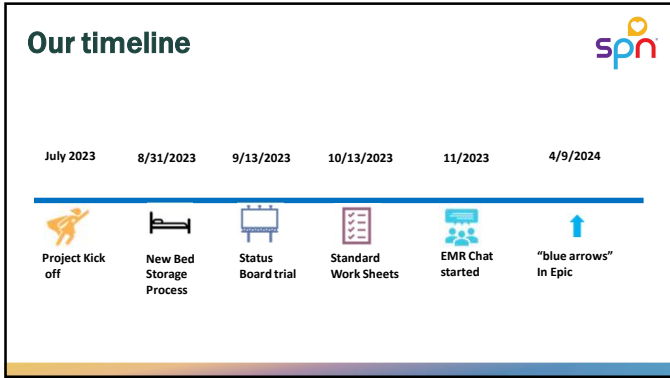
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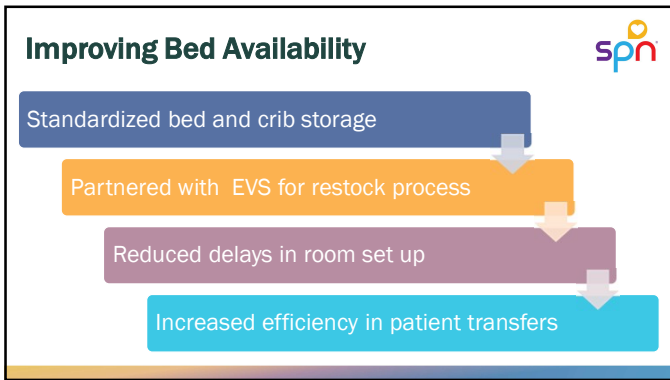
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**Background: Communication Before the Process Change**





VARIABILITY IN THE COMMUNICATION



DEDICATED TEAMS OPERATING WITHOUT A SHARED WORKFLOW



COMMUNICATION GAPS IMPACTED EFFICIENCY AND SAFETY

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**What We Did: Defining Readiness**



Created a **shared definition of readiness** by defining three critical steps

Implemented a **real-time status board**

Improved visibility, reduced calls, prevented premature transfers

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**Clear Signals, Safer Transfers**



Bed	Patient	Provider Hand Off	Nurse Hand Off	IP Room Set Up	Bed Status	Bed Req Status
PLA-11	Text, VanPlanAdmit17 (F)	↑	↑	↑	Ready	Bed Ready: PLA A2, PLA A201-1 (Ready)

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### Closing the Communication Gaps

You're getting a patient from the ED.

ACS RN: With another patient, will review in a few minutes.

ACS PCT: Room is ready.

ACS HN: Handoff complete.

ED RN: Pt is on the way.

ED HNIC: Pt transferred.

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### Standard Work Built by the Teams Who Do the Work



Who	Steps (Work Sequence)	Key Points	Reason	Pictures
CH	1. CH receive call from Access Center	Answer change of missed call, CH calls back if CH not able to call back AC will call in 10 mins, AC calls back. After AC 2nd attempt, AC will assign nurse.	communication b/w CH&AC	
CH	2. CH informs Access Center on open assign	Consider Patient type/ acuity on unit. Nurses workload	allowing for grave time in case of abnormalities	
HIC	3. HIC receives automated bed assignment page	information includes PT name, age, admission diagnosis	CH has visibility on unit (not on resident's bed/bed)	
HIC	4. HIC or CH Start Epic Chat to include HIC, Assigned RN, CH, Adm ED HIC, and Resource RN to chat	1) PT Name, Room #, Diagnosis	Instant confirmation and acknowledgement of assignments. Share Communicate progress of admit.	
RN	5. ACS RN review (Nurses in Admissions lab	-Assign "me" to the treatment team. - From Admissions Tab- Select Nurse and off to receive. (Nurses) when (Nurses) Reviewed, select RN Sign Off. if no questions, select "no Patient floor ready to accept patient". of additional questions, choose one of the appropriate options listed. Select mode of communication and submission (document).	ED nurse can see who is assigned in ACS to patient. The RN options are to cover if ACS is Patient is ready to accept patient or not.	See Appendix A And B

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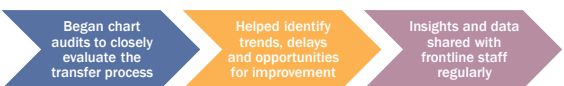
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### Ongoing Stakeholder Engagement


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## Recognizing and Celebrating Success spn

Improvement is driven by people, not just processes

Recognized teams demonstrating strong collaboration and safe, timely transfers



Celebrated success with wearable pins as visible recognition

Reinforced desired behaviors, boosted engagement, and sustained momentum

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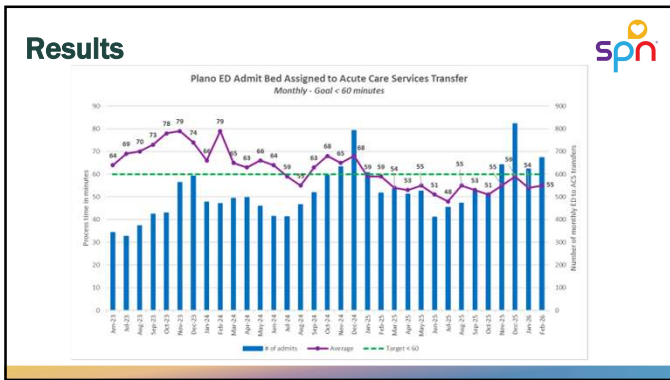
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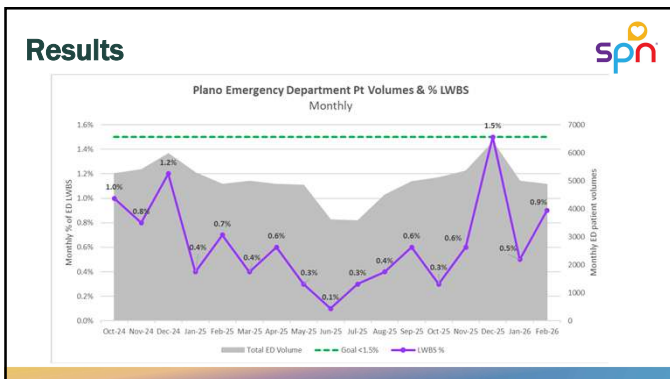
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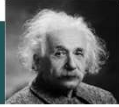
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**Key Takeaways** 

- Including frontline staff is crucial to project success
- Multidisciplinary team
- Standard Work
- PDSA, PDSA, PDSA...

"A person who never made a mistake never tried anything new."  
- Albert Einstein



- Celebrate & Recognize
- Not just for the ED or Inpatient setting

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**Key Takeaways** 

- Don't give up, **Keep Moving Forward**



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