

The Introduction of an ICU Nurse Clinician: Successes, Challenges and Lessons Learned

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Outline

- Demographics
- Identified need for a clinician
- Role introduction & development
- Challenges met & overcome
- Lessons learned
- Conclusions



Surrey Memorial Hospital

- Situated 40 kms outside Vancouver, British Columbia
- Serves population of 400,000 people
- Second largest hospital in BC
- Tertiary non-teaching hospital
- Approximately 500 beds



Patient care therapies provided in ICU:

- Invasive/Non-invasive hemodynamic monitoring
- Mechanically ventilated patients
- BiPAP, CPAP
- HFOV
- Inotrope therapy



- Pleural chest tubes
- Sepsis protocol
- Hypothermia protocol
- CRRT
- VAC therapy dressings

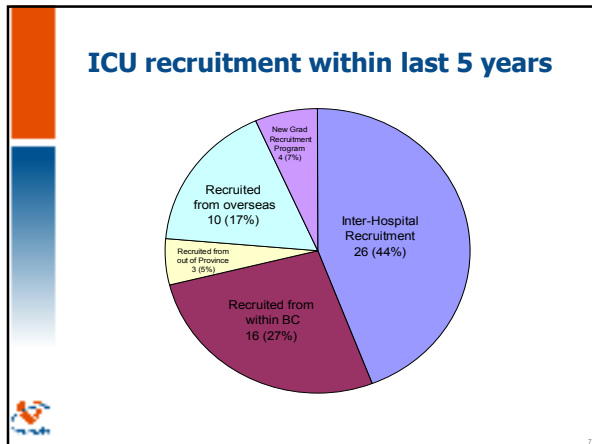


Surrey Memorial Hospital

Intensive Care Unit

- 12 beds - expanded to 15 beds in 2008
- Expected to expand to 26 beds in 2014
- RN:Patient Ratio: 1:1 or
1:2 stable vent/unvented pt.
- Approximately # of RNs : 100 (full/part/casual)





- ### Pre-existing Clinical Support
- Patient Care Coordinator (Charge Nurse)
 - Clinical Nurse Educators
 - Fellow work colleagues
 - Other specialty RN's
 - Multi-disciplinary team
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- ### ICU Clinician Concept
- Expansion of ICU
 - Increase in recruitment
 - Support for new staff
 - Support for charge nurse
 - Funding available

- ### Job Description
- Assists with:
- Planning, implementation and evaluation of the delivery of nursing care and nursing education programs
- Acts as:
- Clinical resource for staff while assisting with the provision of direct patient care

- ### ICU Clinician Role Development
- "Back to Basics" campaign
 - Bedside cover for in-services
 - Advanced care therapy support
 - Financial support access
 - Workplace field guide

- ### ICU Clinician Role Development
- Set up buddy shifts
 - One-on-one critical thinking development
 - 90-day performance appraisals
 - Competency development
 - Mentorship and support

ICU Clinician Role Development

- Intra- and inter-hospital transfers
- Code Team support
- New care initiatives & equipment
- "Practice Reminders"



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Challenges

- New role development
- Resistance to change
- Team transition
- Perceived learned helplessness

ALSO:

- No physical base
- Unit split due to renovations
- Temporary job opportunity



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Lessons learned

- More pro-active in defining own role
- Timing of introduction of role
- Bullet proof vest!
- Fly on the wall!
- No such thing as a stupid question
- Redirect enquiries



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Testimonials

"As a novice nurse, I have greatly appreciated and relied on the support and expertise of the clinician in our ICU. I spent a lot of time with the clinician learning everything from orientation and routine of the unit, to specialized skills and the critical thinking process involved in caring for the ICU patient.

The accessibility of the clinician, being present and available in the unit during the day has made a significant difference and contributed to building my confidence caring for a critically ill patient as I know that support is close by."

Lauren, New Grad RN, ICU



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"The Clinician has more time to talk to me and help me as she has no patient, no rush, had ample time to discuss my experiences and to receive feedback. Helped me settle more easily into Canadian nursing, great help in times of conflicting ideas. The Clinician should always be there, each unit provides the service differently but a Clinician is a valuable resource, not only for new recruits but also for all staff members to update and upgrade their skill and competency levels hands on."

Charles, Overseas RN, ICU



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"As a novice nurse to ICU I was nervous, scared, and feeling overwhelmed. However, these feelings were put at ease as I knew the Clinician was there to support my learning, help guide my practice and to provide critical feedback so that I could improve my practice. The fact that the Clinician was around to support my learning made the transition into critical care setting smooth, delightful and enjoyable."

Sonya, Critical Care course graduate RN, ICU



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Conclusion

- Invaluable resource at the bedside
- Reduced levels of anxiety
- Dedicated to the unit
- Integral part of future team development



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