

RULES OF 3 TEAM - A GREAT FIRST IMPRESSION!

- Develop a “room readiness” team/process to assure the room is in order and the equipment, etc. the patient will need is in the room
- Admission Staff can greet and take to the room in the first **3 Seconds and 3 Minutes. Use the resident's name.**
- Nursing and Admissions together can give the patient their “Welcome Basket” to be opened later. The Welcome Basket should have the Resident's name on it.**
- A Licensed Nurse and Nursing Assistant are usually the ones who need to be *with* the patient (using the resident's name and accurate care information provided prior to admission by the Admission staff) during the first **30 Minutes** for the immediate getting safely settled which includes, toileting, comfort/pain, food/drink and equipment needed.
- In the **FIRST 3 HOURS OTHER TEAM SUPPORT** is needed **WHEN A NEW PATIENT IS BEING ADMITTED** to assure the **OTHER** patient's needs are met at this time when the Nurse and Aide are with the new Patient. The other support can be provided by other Nursing Staff, Housekeepers, Activity Staff, Unit Secretaries, Laundry, Dietary, Maintenance, Business Office, Administrative Support Staff, and Therapy Department Staff. How they can help will be a joint effort by this team and the staff from these departments. Call lights are an obvious choice, along with helping with meal service.
- In the remainder of the **First 3 Hours** the following could be a likely scenario based on discussion:
 1. A Licensed Nurse has to immediately inspect and complete Data Collection about the newly admitted patient to assure their medical condition is stable and there are no unidentified needs and they are SAFE. The Nurse also needs to reconcile the Physician's Orders/ Data Collection with the Nurse Practitioner (Assessment) to assure accuracy and completeness.
 2. By the end of the first 3 hours, a Dietary (Advance) Supervisor or Server will need to assure the correct meal was served and was satisfactory to the customer. Sometimes the Supervisors in Dietary serve the new patient their first meal.
 3. By the end of the first 3 hours, a Nursing Supervisor and Evening Administrator will check on the new admission to assure their admission experience is satisfactory and they are safe (they need a checklist of what to check on and ask).
 4. By the end of the first 3 hours, Dietary and Therapy may need to do a “little” assessing to assure safety but should not complete an entire “assessment” if at all possible. Other team members should also not overwhelm the patient and family in the first 3 hours with questions.
 5. At the end of the first 3 hours, a yet to be identified person/department such as Social Services or Activities/Recreation gets to help the patient and family open and review the contents of the “Welcome Basket” and orient the person to their room and the dining room.
 6. In the first 72 hours the Shift Supervisor and Evening Administrator will round daily (Time of Day?) on all new admissions with front line staff caring for the patient. Each time they round the key question is, “Are you satisfied with the first day, second day, then third day of their care and service?”
 7. In the first 72 Hours the Activity Staff will assure haircare needs, bathing/spa, manicure/pedicure, guest meals for families, and leisure time needs are met.
 8. In the first 72 Hours the Advance Shift Supervisor will round on all new admissions daily to assure meals are satisfactory (Time of Day?)
 9. In the first 72 Hours Therapy will determine the level of therapy intervention needed/ordered and reconcile this with the patient/family expectation.
 10. In the first 72 Hours Maintenance, Housekeeping, and Laundry Staff will round on the new admissions daily to assure expectations are met in their respective departments. (Time of Day?)

11. Every evening the Licensed Nurse makes contact with the New Admission's Family/Responsible Party with a GOOD NEWS call or personal contact to let them know how things are going (so they don't just get called with *bad news*).
 12. In addition, on weekends (Friday evening to Sunday night) the facility will have a staff person assigned as the "conciierge" to assure they are acting as Julie McCoy on the Love Boat to assure our customer's expectations are being met. This person will coordinate the weekend for the new admissions from the past week to assure satisfaction.
 13. At the end of 3 Days, Admissions does the 72 Hour Survey (Were you satisfied with your first 3 Days of Care and Service?)
 14. The Business Office? The Administrator and DNS? The Unit Manager?
- Celebrate, recognize, and reward the implementation of this plan and keep telling the story of successful experiences by newly Admitted Patients and their families.
- Team-Based Admission Assessment will be a part of this process – it will start as a pilot on one or two residents a week and evolve to all Admissions on this Unit by the end of the plan.