Interview and Interdisciplinary Issue Identification

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Interview and Interdisciplinary Issue

**Summary**

The person I selected for the interview is Adam, who has been in the nursing profession for over 20 years. He has served as a charge and an ER nurse for 13 of those years and transitioned over to a position in the management of the healthcare institution that he worked in. Some of the duties that Adam has to perform as a nurse manager include overseeing, organizing, and supervising nursing personnel with direct patient care. He is also responsible for creating the schedule for the nursing staff, leading and coordinating staff meetings, and taking care of the budget for the department.

One issue that the Adam has to mentioned to me is increased wait times at ER triage. The emergency wing of a hospital is one that is in constant chaos and activity throughout the day. Hence it can be difficult to have an understanding of just how many healthcare professionals or nurses are needed to effectively handle each and every case that comes through the doors of the hospital. This difficulty also applies to the various sections within the department, such as the triage section. Another issue is delays in workflow in other departments within the healthcare organization which in turn translates to longer wait times. For instance, delays in the lab can translate to longer wait times for test results to come in to the ER so that they can aid in attending to a patient and healthcare delivery. Together, these issues translate to an increase in the number of patients in the emergency department at any given time, increased visit times, and patient wait times.

We discussed that within the organization, all departmental heads, head of the ER doctors, and charge nurses hold meetings once a month discuss any issues and try to find solutions to these issues. One of the proposed solutions was to switch up the physician and nurse shifts. There are three shifts within the organization, night, mid, and day shifts. Both night and day shifts would remain the same. However, the mid shifts that usually commences at 10 am will have one nurse at 10 and another at 11 am. The nurses that get in at noon will have one come in at 1 pm and another will get in at 4 as opposed to 2 pm.

Another idea was to add another mid-level provider that will fill in as from 4 pm to 4 am. The provider can either be a nurse practitioner or a physician assistant. The main goal of these changes was to facilitate or rather ensure that peak hours had the necessary supply of nurses to assist in managing situations as they arise.. If these healthcare professionals clustered their orders, the nurses would be in a position to finish their tasks efficiently.

**Identification of Issue**

The primary issue of contention within the department is increased patient wait times and inefficient workflow between the various departments as earlier identified. Charge nurses can be in a better position to collaborate with the organization's management to identify the busiest hours by using an interdisciplinary approach. Healthcare professionals and the management of the organization can adjust the schedule as needed and assign and schedule staff as needed as well.

According to Malec et al. (2018), interdisciplinary collaboration is essential to deliver safe and quality care to patients. An interdisciplinary approach offers healthcare professionals the opportunity to make adjustments to the shifts to increase or decrease the number of healthcare professionals available based on the evidence available. The organization can apply a variety of fixes and solutions to help manage the situation. However, implementing an interdisciplinary approach will yield the most desirable results.

**Change Theories**

There are a variety of change theories that can help find a solution in an interdisciplinary approach. However, one theory that is most applicable is Lewin's change model. According to Waddell et al. (2019), it is one of the original models of planned change that Lewin developed. The model has three main concepts to it. The unfreezing stage, which is raising awareness on the issue, then the changing stage, where there is the introduction of benefits of change, new ideas, training, and education. The last stage is the refreezing stage that sets the newly implemented changes as the new normal (Wojciechowski et al., 2016).

The unfreezing stage in this instance would be informing the relevant people and managers of the need of having a more efficient workflow and increased nurses’ numbers to handle the patient needs at peak hours. The change stage comprises of the relevant healthcare professionals and leaders meeting and coming up with solutions that include making adjustments to the shift schedules and the need for healthcare professionals to cluster their orders. The last stage, the refreezing stage, comprises the implementation and application of the proposed adjustments and changes to the orders and shifts and sticking to the new changes on a daily basis to address the issues that arise.

**Leadership Strategies**

A democratic leadership approach can help aid in the adoption of a solution to the problem the healthcare facility faces. This leadership approach involves every member of the interdisciplinary team in the finding of a viable solution to help address the issue. According to Iqbal et al. (2015), a democratic leader asks the members of the team for opinions and suggestions instead of dictating what they need to do. A democratic leadership strategy is the best choice as team members and the management can work together and offer suggestions and input based on their experience and qualifications and work towards finding the best possible solution to an issue.

**Collaboration Approaches**

The best collaborative approach would be interprofessional collaboration. Nurses are able to communicate and share their opinions with physicians on level footing concerning the issue of clustering patient orders within the emergency department to facilitate efficient and faster workflow. The charge nurses can also communicate with the nurse manager sharing their ideas on the need for adjusting nurses' schedules. It is essential for all professionals from different fields to work together towards solving an issue as they bring different perspectives to improve patient and healthcare outcomes. According to Sullivan et al. (2015), interprofessional collaboration is important in healthcare as it brings improvement to access, quality, and the value of healthcare.

In conclusion, one issue that the department has to contend with is increased wait times at triage. The emergency wing of a hospital is one that is in constant chaos and activity throughout the day. Another issue is delays in workflow in other departments within the healthcare organization which in turn translates to longer wait times. The primary issue of contention within the department is increased patient wait times and inefficient workflow between the various departments. Lewin's change model is the most applicable change theory. A democratic leadership approach can help aid in the adoption of a solution to the problem the healthcare facility faces.

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