Objectives

• Communicate key concepts of the American Organizations of Nurse Executive’s position on future care delivery.

• Identify trends influencing provision of nursing care delivery.

Objectives

• Discuss future care delivery models to facilitate nursing practice and quality outcomes.

• Describe the characteristics needed by nurse leader to lead this change.

Historical Perspective

• Case method – 20th Century
  – 1 nurse 1 patient, met all needs from household duties to patient care

• Functional method - Great Depression 1930’s
  – 1 nurse did vitals, 1 did all baths - directed by Head Nurse

• Team Nursing – 1950’s
  – Additional assistive personnel

Historical Perspective

• Total Patient Care- 1970-80’s
  – RN or LPN assigned to meet all needs

• Primary Care Nursing – 1980’s
  – 1 RN assigned to patient for LOS

• Modular Care – mid 1980’s
  – RN as team leader of module, designed space and supplies

• Case Management
  – Primary Nursing, Differentiated Practice

Where are we today?

• Less nurses available
• Aging patient population
• Chronicity of illness
• Increase in evidence based practice
• Proliferation of new medical information and technology
Technology is right around the corner.

Where are we today?

- Increase in severity of illness
- Acute care role changing to “stabilize and transition”
- Increase in multidisciplinary approach
- Increase in regulatory requirements
- Financial constraints – declining reimbursement.

AONE Guiding Principles for Future Patient Care Delivery

- The Core of Nursing is knowledge and Caring.
  - Innovation is key
  - Lifetime career not a job
  - Multidisciplinary integration will change

AONE Guiding Principles for Future Patient Care Delivery

- Care is user based.
  - Directed by the patient/population respecting diversity of health care beliefs
  - Patient is driver, care moves to and with patient
  - New arenas of practice.

AONE Guiding Principles for Future Patient Care Delivery

- Knowledge is access based.
  - Shift from knowing to knowing how to access knowledge.
  - Knowledge is changing daily
  - Define the elements of information literacy for nurses

AONE Guiding Principles for Future Patient Care Delivery

- Knowledge is synthesized
  - Shift from critical thinking to critical synthesis
  - Synthesis occurs as care is coordinated across settings, disciplines.
  - Access knowledge based on individual patient needs.
AONE Guiding Principles for Future Patient Care Delivery

• **Relationships of care**
  – Knowledge and care is grounded in relationships with patient/populations
  – Relationships of care will be multidisciplinary
  – Defined to include:
    • Generational differences
    • Diversity
    • Interdependency

AONE Guiding Principles for Future Patient Care Delivery

• The “virtual” and the “presence” relationship of care
  – Know when to be present or be virtual
  – Understand need based on outcomes sought
  – Create new tools for building “virtual infrastructure”
  – Guard value of human relationship

AONE Guiding Principles for Future Patient Care Delivery

• Managing the Journey
  – Role of coordinator/advocate
  – Assist patients in navigating the complexity of healthcare
  – Requires integration and facilitation in context of caring

Design Steps of Future Care Delivery

• Define the work in the future
• What are the roles needed to do the work
• Education that is required to create the role to do the work.
  – CNL
  – DNP
• Work collaboratively with other disciplines

**Other Criteria for Consideration in Planning**

• Each unit may need an different patient care model based on:
  – Experience of nurses determines supervision
  – Leaders span of control
  – Acuity of patients
  – Severity of illness
  – Length of stay


Other Criteria for Consideration in Planning

• Advanced Practice Nurses
• Skill mix
• Roles of assistants/charge nurses
• Support staff
• Case Management

Future Care Delivery Models

Open discussion

Sometimes we can’t see what is needed because we are living in old paradigm

Role of Nurse Leader in Future Care Delivery

- Change Agent
  - The care delivery model is considered an instrument of change
- Visionary
  “A leader takes people where they want to be. A great leader takes people not necessarily where they want to be but where the ought to be”. (Rosalynn Carter)

ADAPTIBILITY

COURAGE

Do one brave thing today... then run like hell.
Challenges Identified

- Strong business plan
- Effective communication plan
  - Message regarding need for change
  - Approachability of CNO - rounding, listening
- Organizational agility
  - Culture-“how to get it done”
  - Nurse Champions

"The high road to service is traveled with integrity, compassion and understanding...people don't care how much we know until they know how much we care."

THANK YOU!
ANY QUESTIONS!