

What hospitals say about Releasing Time to Care (RT2C)

Releasing Time to Care is a transformational opportunity for nursing. Health care is traveling a very rough road right now and we have to change the way we work in this environment. Releasing Time to Care has helped us refocus on why we come to work every day. My personal belief is that if I can help make my organization the best place to be a nurse, it will be the best place of all to be a patient.

Pam Steinke, RN,
Chief Nursing Executive and Vice
President for Quality,
St. Charles Health System

Releasing Time to Care is a great tool for magnet hospitals and any others that are committed to excellence in nursing.

Janiece Zauner,
RT2C Coach, Providence
Portland Medical Center

James A. Diegel,
FACHE, president and CEO
of St. Charles Health System

We are so excited to be a part of the Releasing Time to Care project. I have loved watching our frontline caregivers take ownership of the process and truly develop creative ways to improve the care that we provide to our patients. This project is an excellent example of how organizations can take the concept of the Triple Aim and make it a reality. Our caregivers know best how to improve the patient care experience, and through Releasing Time to Care they are putting that expertise into action.

Lasting innovation and improvement come when staff are fully engaged. Releasing Time to Care is a very effective way to make this happen. RT2C organizes the LEAN tools in such a way that an already excellent staff can become more efficient, more effective and happier with their jobs. We appreciate the leadership that CareOregon has shown.

Karen Logsdon, RN, MSN,
Assistant Administrator, Nursing and
Patient Care Chief Nursing Officer
Providence Portland Medical Center

WHAT IS RELEASING TIME TO CARE?

Releasing Time to Care frees up time for front line hospital nursing staff – enabling them to do the work they trained for: direct patient care.

In July 2010, four hospitals in Oregon joined the *Releasing Time to Care* collaborative, an innovative quality improvement program that is transforming nursing in Oregon and, in fact, worldwide. Led by nursing staff, RT2C increases the time nurses spend with patients, improving patient experience and contributing to safer and more reliable care.

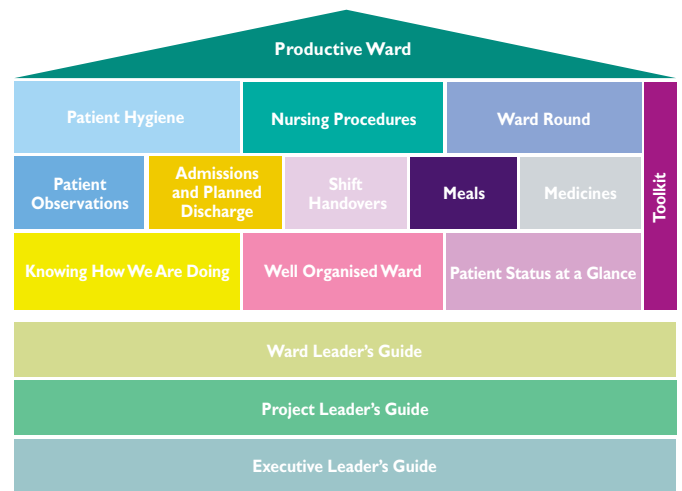


Presented in a sequential, step-by-step format, RT2C uses visual tools to track patient falls, pressure ulcers, hospital associated infections, staff injury, and other quality measures chosen by each unit team. It helps teams identify and eliminate interruptions, wasted steps and inefficient workflows. These tools help teams focus on staff satisfaction, patient satisfaction, and accountability within their units. And most importantly, they help achieve better health outcomes for patients at lower costs.

Releasing Time to Care is:

- A front-line, top-enabled approach to improving care
- Unit-based to preserve your unique culture while standardizing nursing processes
- Based on Lean principles using language created by and for nurses
- Structured, continuous quality improvement
- A way to build leadership at the front lines of care

Structure of RT2C



Equipment room before



Equipment room after

Created by the National Health Service's Institute for Innovation and Improvement in England, *Releasing Time to Care* has spread to Canada, Australia, New Zealand, Ireland, Scotland, Wales, Denmark, Netherlands and now the U.S.

WHO IS PARTICIPATING?

Initiated by CareOregon health plans, the first U.S.-based *Releasing Time to Care* collaborative includes Oregon Health & Science University, Providence Portland Medical Center, Tuality Healthcare, St. Charles Health System, the Oregon Nurses' Association, Northwest Health Foundation, and others. The learning collaborative meets quarterly to exchange experiences, tour sites, and learn new skills. Other U.S. hospitals are in the process of joining now.

What have hospitals experienced so far?

- Increased percentage of direct care time for patients
- Decreased number of patient falls
- Increased transparency and accountability through visual displays of quality measures
- Improvement in patient satisfaction
- Improvement in nurse satisfaction



HOW DO YOU GET STARTED?

Through an arrangement with the NHS Institute for Innovation and Improvement, CareOregon is able to make *Releasing Time to Care* available to hospitals throughout the U.S. The program consists of:

- Two days of classroom training at CareOregon, followed by one or two days visiting demonstration sites.
- Six months of bimonthly webinar support as your hospital's pilot unit implements the program's three foundational modules.
- A Train the Trainer course for the hospital staff responsible for spreading the program across your hospital.
- Participation in the RT2C collaborative.



AN APPLICATION IS REQUIRED

Who Should Attend? Teams from the hospital's pilot unit, including the Chief Nursing Executive, Nurse Manager, Direct Care Nurses and Coach/Facilitator.

What's the Timing? Two new training groups are planned for fall 2011. For more information, contact Barbara Kohnen Adriance at kohnenb@careoregon.org.

For more information about RT2C, go to <http://pdx.be/CareOregonRT2C>



CareOregon

CareOregon is the convener of the *Releasing Time to Care* collaborative in the state of Oregon. As the state's largest Medicaid managed care organization, CareOregon invests in promising initiatives, such as *Releasing Time to Care*, that improve population health, improve the experience of care and lower costs.