Summary

The WNA Organizational Affiliate Dialogue Forum on Priority #1 - Identify nursing care delivery models that support nurses, and their delivery of quality care took place on Monday December 4, 2023. The agenda item for the Dialogue Forum included discussion on clarity of the issue, what is known about the issue, and identification of ideas.

Clarity of the issue

Care delivery models are needed that combine high-tech and high-touch for high quality care using an inclusive and integrated approach for patient and nurse satisfaction, reduction of practice pain points and improved outcomes. Also, innovating our care delivery models does not require a complete redesign. Rather a focus on changing specific components of the care delivery model and evaluating the impacts of those changes. The *Future of Nursing 2020–2030*, *Charting a Path to Achieve Health Equity,* identified that achievement of health equity in the United States built on the nursing capacity and expertise.
What we know about the demand for nurses in Wisconsin can be found in the *2022 RN Workforce Report.*

"Retaining RNs in the workforce is critical. RNs employed as a nurse (84.0%) dropped slightly compared to 2020 (85.3%), while those who retired (8.2%) increased compared to 2020 (7.5%). Also of concern is the nearly 30% of RNs who intend to continue providing direct patient care for less than 5 years this is a new trend." (Zahner, S. J., Pinekenstein, B., Henriques, J., Merss, K. B., LeClair, J., Alnuaimi, N., & Krainak, K. 2023)

Causes of the nursing shortage

- Aging Population resulting increase demand for nursing care
- Nurse retirements
- Leaving direct care
- Nursing education cannot keep up with demand.
- Workplace conditions (hours, staffing ratios, stressful environment (Workplace violence, lack of orientation/on-boarding, documentation)
- Competition for other health care workers.
- Lack of resources to support quality care.
- The impact of Covid on nursing workforce increased care demands that existed prior to pandemic.

Recruitment challenges:

- Provide flexibility in work schedules to accommodate varying needs and preferences, such as part-time, full-time, or flexible hours.
- Positive Work Environment: Promote a positive and supportive workplace culture, emphasizing teamwork, collaboration, and a healthy work-life balance.
- Demonstrate a commitment to diversity and inclusion, creating a welcoming environment for nurses from various backgrounds.
- Recognition Programs: Implement employee recognition programs to acknowledge and reward the hard work and dedication of nursing staff.
- Continuous Feedback: Provide regular feedback and communication throughout the recruitment process to keep candidates engaged and informed.
- Increase diversity of the nursing workforce

Impact of technology
- Electronic Health Records (EHRs) can support care.
- Telehealth and Telemedicine - remote patient monitoring, virtual consultations, and telecommunication between healthcare providers and patients. Follow-up care, monitoring chronic conditions, and providing healthcare services to patients in remote areas, Remote patient assessments and discharge provided by nurses.
- Communication Tools: Streamline collaboration and care coordination.
- Simulation: Improve clinical decision-making.
- Robotic assistance: Support direct care, transportation of supplies, medication.

Team-Related Nursing Models:
- Recognize and value of seasoned and experienced nurses:

- Salary, Flexible work, Mentor, Preceptor, Tax credit for nurse preceptors

Ideas

Addressing the nursing shortage requires a multifaceted approach, involving efforts to increase the capacity of nursing education programs, improve working conditions, and implement policies that support and retain nursing professionals.

Adopting and integrating technology into nursing practice can contribute to more efficient, accurate, and patient-centered care. It's important for healthcare professionals to stay updated on emerging technologies and adapt their practices to leverage these tools effectively.

Support models that highlight the importance of effective communication, collaboration, and coordination among healthcare team members, ultimately leading to improved patient outcomes and satisfaction.

Promote and support nursing innovation that support nursing care delivery and patient satisfaction.

Salary, Flexible work, Mentor, Preceptor, Tax credit for nurse preceptors

Resources

ANA nursing task force recommendations on innovative model for care delivery: https://www.nursingworld.org/~4ac522/globalassets/practiceandpolicy/nurse-staffing/nurse_staffing_task_force_project_echo_session_3_handouts_-_innovate_the_models_for_care_delivery.pdf

Wisconsin 2022 RN workforce survey report. 2023, Zahner, S. J., Pinekenstein, B., Henriques, J., Merss, K. B., LeClair, J., Alnuaimi, N., & Krainak, K. (https://wicenterfornursing.org/wp-content/uploads/2023/07/2022-RN-Report.pdf