# PRIORITIZING CARE

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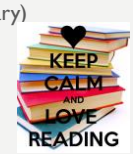
## OBJECTIVES

- Describe individual styles to increase organizational skills
- Define methods that will improve personal time management
- Identify ways to organize to make more effective use of available time
- Identify time management strategies for increasing high pay off, high priority activities
- Discuss Pareto's 80/20 rule as it relates to time management in a clinical setting
- Identify the negative and positive aspects of procrastination

## RECOMMENDED READING

- Marquis (8th ed.); Chapter 9, pp 181-203 (on reserved in the library)



## TIME MANAGEMENT

*"Knowing how you manage when you are there [at work]… impacts how your work should be done when you are not there."*

*Florence Nightingale*

## OBSTACLES TO TIME MANAGEMENT

- Unclear goals
- Lack of respect
- Procrastination
- Perfectionism

Lack of prioritization
Ineffective communication
:Lack of organization
Fear of failure

## TIME MANAGEMENT TRAPS

- Trying to accomplish too much
  - –Lack of delegation
- Lack of self discipline
  - –Not setting deadlines
- Personal disorganization
- Too much talk
  - –Not accomplishing tasks

## TIME MANAGEMENT

- Concept of time
  - Actual
  - Perception/Cultural
  - Contextual

## TIME MANAGEMENT

- What is the culture of nursing and health care in regards to time?
- Give examples (Discussion)

## STEPS OF TIME MANAGEMENT

- Planning
- Prioritizing
- Re-prioritize

## PLANNING

- Plan in advance
  - Integrate as part of daily activity
  - "Fail to plan-plan to fail"
  - Based upon prudence
- Examples

## PLANNING

- Gather all supplies and equipment
- Group activities
- Use time estimates
- Document as soon as possible
- Always strive to end workday on time

## HOW DO YOU PRIORITIZE YOUR CLINICAL DAY?

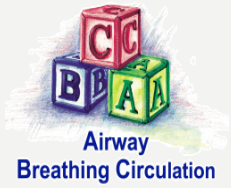
- First priority
  - Immediate treat to survival or safety
- Second priority
  - Client or family ask for help

## PRIORITIZING TASKS

- ABCD
  - "A" - Do it now
    - Cannot wait
  - "B" - Necessary, but can be done later
  - "C" - When you get to it
  - "D" - Do not worry about it

## PRIORITIZING CARE

- First priority
  - Airway
  - Breathing
  - Circulation




## PRIORITIZING

- Second priority
  - Safety
- Third priority
  - Comfort
  - Healing
  - Teaching

## PRIORITIZING

- "Don't do", "do later", "do now"
- Procrastination

## PRIORITIZING

✓AIDET

✓Customer satisfaction as a priority

✓Organizational expectations

## PRIORITIZING

- Patient centered care
- Safety concerns
- Preventing NEVER events

## TOP 10 SENTINEL EVENTS IN 2015

1. Unintended retention of a foreign body (116)
2. Wrong-patient, wrong-site, wrong-procedure (111)
3. Fall (95)
4. Suicide (95)
5. Dialysis-related event (76)
6. Operative/post-operative complication (76)
7. Other unanticipated event (including asphyxiation, burn, choked on food, drowned or found unresponsive) (56)
8. Unassigned (54)
9. Delay in treatment (46)
10. Perinatal death/injury (42)

## REPRIORITIZE

✓Based upon changing conditions and emerging priorities

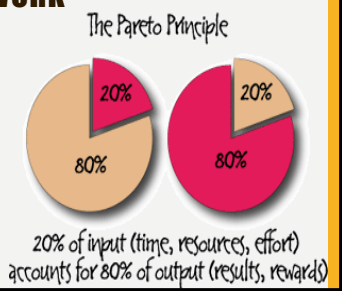
- Rank ordering priorities

## SETTING GOALS

- Nurses' goals vs Patient goals
- Nursing Process
  - –Short-term goals
  - –Long-term goals

## ORGANIZING WORK

- Pareto's 80/20 rule
  - 20 % → 80 %
- Lists and schedule
- ABC system
  - A
  - B
  - C




## EFFECTIVE TIME MANAGEMENT

- Establish a goal
- Organized worksheet
- Anticipate
- Use resources
- Right Attitude
- Learn to say "No"
- End the workday on time
-

## INCREASING EFFICIENCY

- Measurement of productivity
  - Examining outcomes
  - Reviewing results
  - Finding ways to streamline processes

## INCREASING EFFICIENCY

- Evaluate task list
- Time - motion Study
  - –Wasted time
  - –Not enough time
  - –Expectations
- Spaghetti diagram

## INCREASING EFFICIENCY

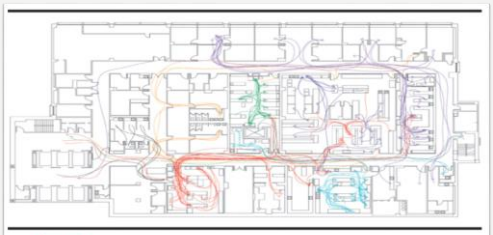
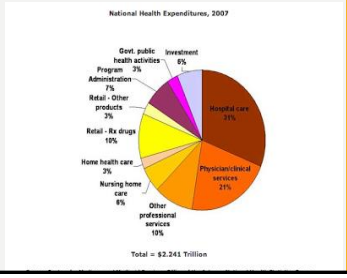


FIGURE: This is an example of a spaghetti diagram. The diagram got its name because of how it resembles a pile of tangled noodles. It shows a movement path in a room and also is used as a waste observation tool.

## INCREASING EFFICIENCY

- Work flow issues
- Proficiency
- Set limits



## RESOURCES

- Kelly (3rd ed.): Chapter 18, pp 424-447
- Wywialowski (3rd ed.): Chapter 4, pp89-110

## ROOM FOR IMPROVEMENT