

Fall 12-12-2014

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Stewrat, Jenna-Lynn, "Cardiovascular Intensive Care Unit Patient Transition" (2014). *Master's Projects*. Paper 81.

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Cardiovascular Intensive Care Unit Patient Transition

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Abstract

With no designated cardiovascular step-down unit at Phoenix Children's Hospital, patient transitions to acute care are inconsistent following admission to the Cardiovascular Intensive Care Unit (CVICU). We aim to improve CVICU patient continuum of care through transferring patients to a step-down telemetry unit starting October 13th, 2014 exemplified by a 95% patient satisfaction of care provided by January 1st, 2015. The progression of the project was influenced by Lippitt's theory, which includes seven phases in the change process. To accommodate post CVICU patients, the acute care unit was transformed to include cardiac monitors, telepacks, a central monitoring station, and additional supplies and equipment to provide adequate care. The nursing staff was educated and trained to ensure competency and confidence in providing care to the new patient population. Based on data from the first three weeks post implementation, the overall patient satisfaction based on follow-up calls was 94%. This data indicates that we are on track for reaching the overall goal of 95% patient satisfaction by January 1st, 2015.