

Sarah Bennett — Nurse Manager



ABOUT

Sarah graduated with a BSN degree and has spent most of her 13 year nursing career in acute care. She was promoted to Nurse Manager two years ago. She oversees a team of nurses and ensures smooth patient care on her floor.

GOALS

- To ensure patients receive quality care.
- Efficiently allocate resources and staffing.
- Foster team communication for enhanced patient care.

CHALLENGES

- Coordinating with multiple departments for a single patient's care.
- Dealing with the limitations of the current shared Excel document, which lacks real-time updating capabilities.
- Keeping track of patients' current status for daily meetings.

HOW PATIENT FLOW HELPS

- Provides a real-time view of each patient, helping in resource allocation.
- Facilitates communication with the care coordination team, ensuring a unified approach to patient care.
- Replaces the shared Excel, streamlining the information-sharing process.

USER JOURNEY WITH THE APP

Morning Check-In

- **Login & Dashboard Overview:** At the start of the day, the dashboard provides her with an overview of the patients on her floor, including new admissions and discharges scheduled for the day.
- **Quick Status Updates:** The list view lets Sarah quickly see any urgent patient statuses flagged by night shift nurses, noting critical care needs to be ready for the morning meeting.

Morning Meeting with the Care Team

- **Reviewing the Patient List:** Sarah reviews each patient on a large display with the app's list view with her nursing team, highlighting changes in medical responsibilities and discharge plans.
- **Assigning Tasks:** Sarah assigns specific tasks to members of her nursing team, ensuring that they are informed of any special requirements or care coordination efforts needed.

Mid-day Review

- **Real-time Updates:** After rounds, Sarah takes a moment to update patient statuses in the app, keeping each patient's care plans up to date.
- **Collaboration with Care Coordinators:** Sarah coordinates with David Nguyen, the Care Coordination Manager, and his team using the app, discussing any needs regarding nutrition, pharmacy, or other departments.

Afternoon Check

- **Preparing for Discharges:** Sarah reviews the app to see which patients are scheduled for discharge. She ensures that all care responsibilities have been met and the necessary arrangements, like transportation, are in place.
- **New Admissions:** Sarah also checks on new patient admissions scheduled for later. She uses the app to gather initial information and make any necessary preparations.

Evening Handover

- **Briefing the Evening Shift:** Sarah meets with the evening shift nurses before leaving. She briefs them on any changes or important notes for each patient using the list view on the app.
- **Final Updates:** Any last-minute updates or notes are added to the app, ensuring the night shift team has all the necessary information to provide continued care.