**BACKGROUND**

Our community hospital medicine units support patients with complex medical diagnoses and multiple behavioral challenges often leading to high sick time and low staff morale. Frequent requests for workload were subjective and not validated by data. During 2017, a high number of Professional Responsibility Forms were submitted to the BC Nurses Union.

In order to improve unit culture and staff satisfaction, we chose a tool to validate "workload heaviness" and patient acuity. The Synergy Workload Assessment Tool was implemented to accommodate a variety of nursing staff ranging from novice to experienced.

**PURPOSE**

The Synergy Workload Assessment Tool was chosen in partnership with the Ridge Meadows Hospital Medicine units clinical leadership team, the University of British Columbia, and the BC Nurses Union with the collaborative goal to support accurate patient needs assessment.

**THE RIGHT CARE PROVIDER FOR THE RIGHT PATIENT AT THE RIGHT TIME**

When patient and nurse characteristics match, health care synergize, optimal patient outcomes result. Additionally, consistency and standardization of patient acuity and complexity can be achieved amongst multiple care providers on our two medicine units.

**METHODS**

**RESULTS**

We launched Synergy for three months with continuous progress and uptake of staff calculating and communicating scores. Challenges experienced:

- Changes in clinical and senior leadership
- Lack of dedicated time for education
- Periods of congestion requiring staff requested for backfill being redeployed
- Communication of inaccurate information resulting in loss of staff buy-in and engagement
- Initiation of provincial-wide patient care needs assessment tool development in Fall 2019

**OUTCOMES**

**BACKGROUND**

**METHODS**

**RESULTS**

**OUTCOMES**

**CONCLUSIONS**

While the goal of implementation of the Synergy Workload Assessment Tool was not successful, some key lessons were learned and applicable to the implementation of further quality improvement initiatives. There was anecdotal report of improved staff satisfaction and clearer communication about patient acuity and dependency. We foresee incorporating the new Patient Care Needs Assessment tool to be unproblematic.

**NEXT STEPS**

Adoption of the new Patient Care Needs Assessment Tool starting January 2020 at RMH with designated evaluation of tool effectiveness and staff satisfaction.

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