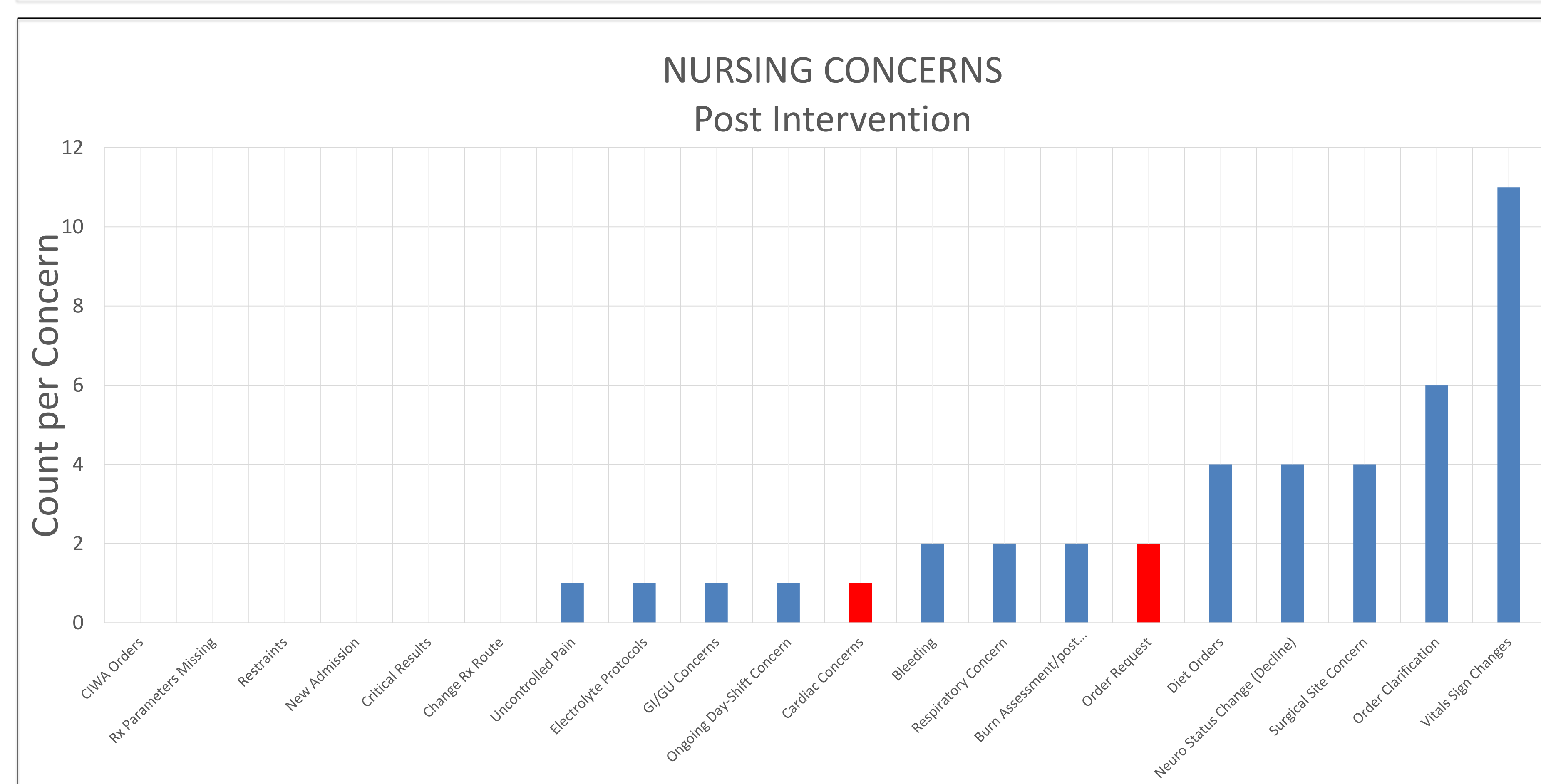
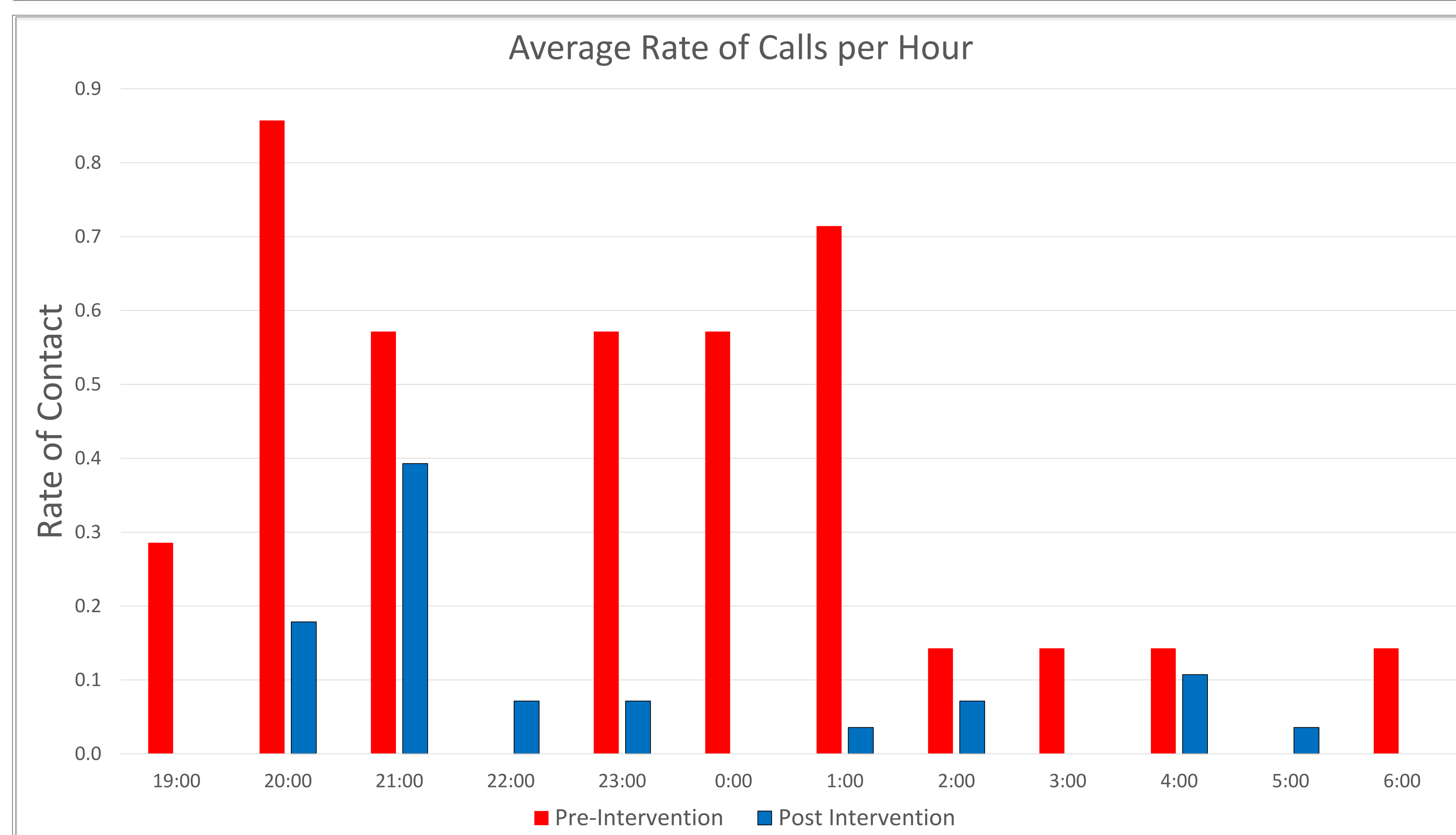
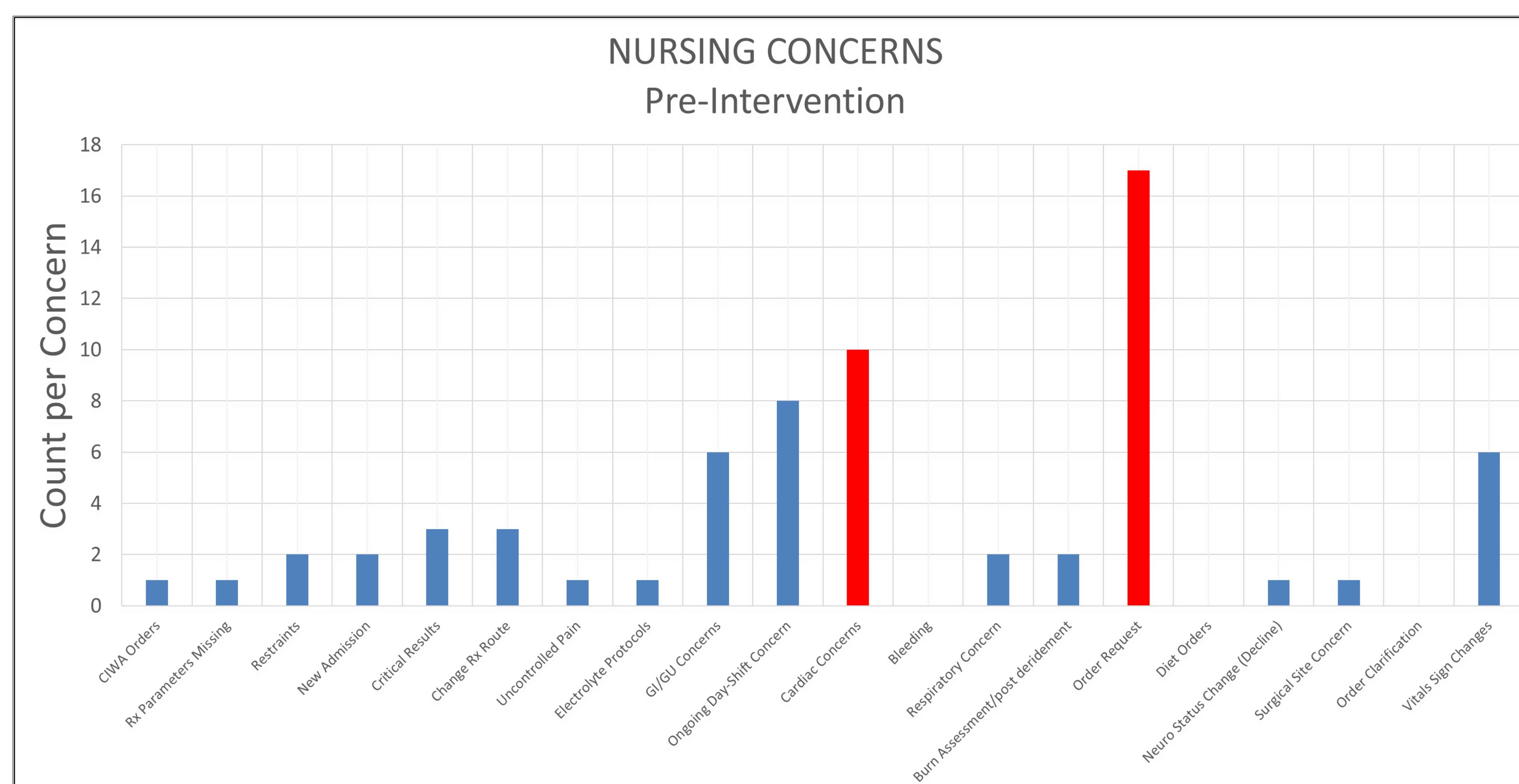


# Reducing Burnout Related to Night Shift Calls to Physicians: A Process Improvement Project



## Conclusion

Prioritization education decreased calls to physicians at night, improving nurse and physician satisfaction



## Significance Statement

The aim of this process improvement project was to reduce calls to physicians at night

## Data Results

- 23 common "Nursing Concerns" were identified and cataloged
- Post-Intervention:
  - Average rate of calls per hour decreased from 0.31 to 0.09 overall
  - Urgent calls increased by 0.01%
  - Calls to Burn Team were reduced by 55%
  - Total "Nursing Concerns" decreased 45.87%, from 10 to 5 overall
  - Non-urgent concerns decreased by 86%
  - Ideal rounding times 2100/0200

## Lessons Learned

- Reprioritization resulted in proactive calls
- Nurses Reported:
  - Improved communication
  - Expedited response time
- Physicians Noted:
  - Decrease in nightshift calls
  - Satisfaction with the interventions instituted
- RNs & Physicians collaborated to initiate frequent patient rounding at ideal times
- Certain non-emergent "Nursing Concerns" can be deferred and addressed during daytime rounds