

Help staff give you specific and actionable feedback

UAMS structured idea form encourages concrete and thoughtful input

UAMS's Issue Referral Form

**UAMS MEDICAL CENTER
PROFESSIONAL NURSING ORGANIZATION
Issue/Idea Referral Form**

Policy for Privacy Rights and Confidentiality of Personal Information will be followed.

PURPOSE: This form may be used by all nursing staff, councils or interdisciplinary committees to bring issues/ideas forward to the Professional Nursing Organization (PNO). Clinically focused issues/ideas may include those that affect quality, safety, ethical concerns, and patient-family centeredness. Other issues of importance are those that affect professionalism, transforming care at the bedside (TCAB), the environment of excellence (magnet), and customer service. Please use the following criteria for priority determination.

PRIORITY DETERMINATION CRITERIA (Please check box):

1. Urgent - requires immediate attention, potential to negatively affect patients/nursing practice.

2. Significant - potential to negatively affect the delivery of care/nursing practice and requires attention within 1 month.

3. Important - limited impact on direct care/nursing practice but may have an impact on finances, patient satisfaction or utilization of hospital resources and department.

Requests feedback related to specific organizational priorities

Requires staff to rate the issue based on priority, helping them consider the true importance of the idea

Requests a proposed solution, motivating staff to submit only actionable ideas

Sample initiatives

- Hardwired Medication Protocols
- Non-verbal pain management



CASE EXAMPLE

University of Arkansas for Medical Sciences (UAMS)

- 429-bed academic medical center located in Little Rock, Arkansas
 - Epic EHR
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- ▶ Leaders introduced Issue Referral Form with the goal of providing a structured form through which frontline staff can submit input; staff feedback shared directly with governance councils
 - ▶ Form prompts staff to thoroughly consider ideas prior to submission, including desired outcome and a proposed solution
 - ▶ Staff can track idea status on intranet; staff receive email when their idea moves to a new stage of consideration or implementation