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**Objective:** Upon completion of the lecture, attendees should be better prepared to:

- Recognize the value of evolving the Burn Unit Charge Nurse role
- Realize the impact of a role change and how it can affect staff satisfaction

**Abstract:**

**Introduction:** In 2016, in an effort to improve employee and patient satisfaction, our burn center revised the roles and expectations of burn charge nurse to become a shift coordinator. Our center redesigned the shift coordinator job description to better meet the needs of patients and provide better support to nursing staff. Our shift coordinator policy was updated to reflect these changes.

**Method:** Prior to implementation, charge nurses were expected to take a full patient assignment and maintain other responsibilities to include monitor staffing; act as educational resource to staff members; maintain multidisciplinary communication; and assess burn patients in emergency department. With the new shift coordinator model our shift coordinators do not take a patient assignment and are more readily able to assist with post-operative recovery needs; attend multidisciplinary rounds/conference; provide wound care oversight; assist with the discharge process; provide RN support for bedside procedures and traveling; provide staff lunch/dinner break relief; serve as a resource to see patients in ED and provide wound care; and are available to take the admissions if needed. This model has allowed our centers shift coordinator to ensure patient and employee needs are being met effectively.

**Results:** This new shift coordinator model has improved our centers employee satisfaction as reflected in our employee engagement survey results as seen in Table 1. Employees feel they have adequate support at the bedside and are able to better utilize the shift coordinator as an educational resource. Newly hired nurse’s report they feel supported and appreciate the time the shift coordinator is able to provide as a resource. Our staff satisfaction has improved also as a result of this new role.

**Conclusion:** With the support of the organization and area leadership we have been able to fully implement this new model. Feedback from our bedside nurses, our shift coordinators, and our employee engagement survey indicate increased employee satisfaction with our centers new shift coordinator staffing model.

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Rajiv Sood – Speakers Bureau: Avita

<b>Survey Question</b>	<b>2014 Response</b>	<b>2017 Response</b>
I Have the equipment and other resources I need to provide best possible patient care	Yes – 66.7%	Yes – 78%
At work I am able to do the best possible job	Yes – 68%	Yes – 76%
My patient load is never too high to provide the quality of care I strive for	Yes – 33%	Yes – 61%
I will not be looking for a position elsewhere in the next year	44%	67%