

THE MOSES H. CONE MEMORIAL HOSPITAL

SURGICAL DEPARTMENT – 5700

- Primary Patient Population:** The Surgical Department meets the needs of the 23-hour observation surgical patients as well as the complex trauma and surgical patient.
- High volume patient populations include patients who have had exploratory laparotomies, hemi-cholectomies, mastectomies, Lap. Cholecystectomies, eye surgeries, plastic surgeries and selected urological surgeries.
 - Low volume populations include other types of surgical procedures, both inpatient and overnight observation as well as medical overflow patients.
 - Age groups served are adult and geriatric patients.
- Number of Beds:** 5700 is a 40-bed patient care department .
The department consists of 22 private rooms and 9 semi-private rooms.
- Nurse to Patient Ratio:**
- 1 RN to 6 patients on the day / evening shifts with the Charge Nurse out of staffing from 7 am to 7 pm.
 - 1 RN to 7-8 patients on the night shift.
- Care Delivery Model:** Nursing care includes post-surgical or medical assessment, pharmacological support, monitoring hemodynamic stability, ambulation needs and pain management. Services also include patient / family education related to post-surgical care, with an emphasis on any ostomy care needs of the patient. Pain management, respiratory and ambulation needs are a major focus in the educational process from the time of admission to discharge.
- Scheduling:**
- Scheduling options include 12, 8, and 4 hour shifts along with weekend option.
 - Positions include full time, part time and relief.
 - Self-scheduling is utilized.
- Call** No on-call time is required.
- Department Orientation and Training:** New RN staff are assigned to a preceptor for six to eight weeks. Along with a standard orientation pathway, specific department orientation is provided. Each role has a defined orientation pathway or competency/validation list that is completed prior to the person taking an independent assignment.
- RN's are required to obtain and maintain 16 hours of trauma education every 2 years. Opportunities are provided through workshops, conferences, lectures, meetings and journal articles.
 - Continuing education is a focus of staff growth and development.
 - RN III's actively work to mentor and promote staff development. Educational inservices are provided for all staff by RN IIIs, leadership, department educator and guest speakers.
- The Best Thing About this Department is:** 5700 collaborates daily with physicians, Case Management, Physical Therapy, Pharmacy and Diabetes Management to meet patient needs and promote positive patient outcomes. All patients discharged are called at home within 72 hours of discharge in order to answer any questions that may have arisen and to assess patient's satisfaction with care received. This has resulted in high patient and employee satisfaction scores.