Transforming Care at the Bedside (TCAB):

A new era in nursing for Western New York... and beyond
What Is TCAB?

• AIM: Improve clinical outcomes and quality of care on hospital units

• Includes major focus on engaging and empowering front-line staff

• Based on experience and successes of individual TCAB hospitals across the US, a regional approach launched 2010
WNY TCAB Hospitals

• Brooks Memorial Hospital
• Erie County Medical Center
• Jones Memorial Hospital
• Kenmore Mercy Hospital
• Mercy Hospital
• Mount St. Mary’s Hospital and Health Center
• Roswell Park Cancer Institute
• Sisters of Charity Hospital – St. Joseph Campus
Goals ... and Measurement for Success

Transforming Care at the Bedside

Safe & Reliable Care
• Decrease in falls and harm from falls
• Prevent Pressure Ulcers

Team Vitality
• Reduced Voluntary RN Turnover
• Optimize Clinicians and Staff Communications
• Create Front-Line Teams with the Authority to Act & Make Changes to Improve Care at the Bedside

Patient Centered Care
• Customize Care to Patient’s Needs, Values and Expectations
• Patients are willing to recommend the hospital
• Involve Patients & Families on Advisory Groups and Committees

Value-Added Care Processes
• Increase RN time in direct patient care
• Improve Workflow in Admission and Discharge Process


Aligning Forces for Quality | Improving Health & Health Care in Communities Across Western New York
An initiative of the P² Collaborative of Western New York and the Robert Wood Johnson Foundation
TCAB Innovations

• Multidisciplinary rounds at the patient’s bedside, which include the patient and family members

• Standardizing change of shift reports and improving handoffs

• Use of a color-coded system used to balance RN patient load

• Streamlining documentation and creating forms for all disciplines to use

• Creating more liberalized diets where patient choice and preferred meal times are honored

• Rapid response teams to effectively intervene when a patient’s condition deteriorates

• Quiet Time

• Hourly rounding for better pain management
Select Results to Date for TCAB Pilot Units

• Pilot units reduced full resuscitation codes to 0%

• Pilot units reduced moderate or severe harm from falls to 0%

• Average turnover rates for RNs and advanced practice nurses on the TCAB pilot units dropped from 5.8% to 3.4% (58% decrease)

• The percentage of time registered nurses spent in direct patient care increased from approximately 40% to greater than 50%
For More Information

www.p2wny.org
www.rwjf.org/qualityequality/af4q/
www.af4q.org

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