

**MASSACHUSETTS GENERAL HOSPITAL
NURSING & PATIENT CARE SERVICES**

**REVISED
ATTENDING NURSE GUIDELINES
March 2019**

1. Overview

Because of the rapid nature of healthcare delivery and growing evidence on methods to improve outcomes, we believe that an experienced clinical staff nurse is better positioned to orchestrate the necessary connections between the interdisciplinary care team and patients and families. With the aims of improving care that is safe, timely, equitable, efficient, effective, and designed to meet the needs and expectations of patients and families, we believe the role of the Attending Nurse (ARN), can support the goals of the care team by navigating the unknown, closing system-related gaps, and providing aspects of care that may normally not be completed due to workload and time constraints.

The Attending Nurse (ARN) will work with the entire healthcare team to facilitate and coordinate this seamless delivery of patient care. The ARN is a consistent patient/family and health care team member who supports and collaborates with the clinical staff nurse, attending physician, case manager and all of the members of the team. These coordinated efforts are continuous throughout a patient's care.

2. Attending Nurse Responsibilities

- 2.1.1 Participates in daily interdisciplinary rounds: consisting of responding clinician, nursing and case manager (and other team members based on patient population) to identify and resolve barriers that would prevent an efficient, effective and timely discharge.
- 2.1.2. In collaboration with clinical nurse and health care team, revises the patient care goals to meet discharge plan.
- 2.1.3 Coordinates with clinicians for timely decision-making to advance plan of care and connects clinicians to optimize handoffs across the continuum.
- 2.1.4. Based on patient population and clinical needs, meets with patient and family on a consistent basis regarding plan of care for discharge. May participate in and/or facilitate family meetings.
- 2.1.5 Other responsibilities informed by the patient's plan of care.

3. Unit Specific Guidelines

- 3.1.1. Number of Attending Nurses: Number of patients the ARN follows can be based upon the patient population, unit workload, unit-specific decisions and/or combined ARN/ Resource nurse role.

3.1.2. Specific outcomes and measures may be followed. These may include:

- HCAHPS scores
- LOS
- Readmission rates

3.1.3. Work hours of Attending Nurse: Considering the capacity constraints, challenges with coordination of discharges and LOS having a consistent presence of the ARN role on the team will support continuity, efficiency, coordination and satisfaction.

4. Other Areas the ARN may influence

4.1.1 Increases data collection on key clinical information (e.g., medication reconciliation, advance directives, discharge data)

4.1.2 Works collaboratively to establish support service standards (e.g., bed turnaround, timely handoffs).