

Collaboration with Adfinitas Health Providers Boosts Job Satisfaction Among Nurses at Charles Regional Medical Center

HOSPITAL OVERVIEW

University of Maryland Charles Regional Medical Center (UM CRMC) is a 98-bed medical center with 373 medical staff delivering compassionate, award-winning care to Charles County and the surrounding communities for more than 80 years. UM CRMC is a partner hospital of Adfinitas Health and all of the medical center's physicians and APPs are employed by Adfinitas.

Dana Levy, MSN, RN is Chief Nursing Officer at UM CRMC and credits Adfinitas providers with the high level of job satisfaction among her nursing staff at the medical center. "Adfinitas providers are the kind of people you can always call and freely have any conversation," she says. "They are engaging and easy to talk to." In the age of COVID when so many front-line staff are leaving the industry, having a positive working relationship between nurses and physicians is extremely important.

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Dr. Ivelisse Michel has been the lead Adfinitas hospitalist at UM CRMC for the 10 years Levy has been there. "Dr. Michel leads by example and tries to model behavior that she expects from the providers," Levy says. "For example, she will work nights and weekends to best understand the experience her providers face during the off shifts, and will not ask her staff to do things she is not willing to do herself." Levy says this is important because the hospital's nighttime staffing and resources can be very different from daytime.

Levy says one of the things she appreciates most about Adfinitas is that they match each provider's strengths to the roles and areas in which they're placed. She says they have a great team mentality. "It's never 'us versus them.'" Levy says she appreciates that Adfinitas providers are so willing to collaborate with her nurses. "They are much more engaged and always take the time to talk with the nurse."

Levy says, when Adfinitas assigns providers to a specific area, the providers get to know the nurses in that area, which helps increase rapport. That, in turn, reflects positively on the patient experience.

Levy also appreciates that Adfinitas providers conduct multidisciplinary rounds every day, where they welcome and listen to nurses' suggestions; bedside nurses, case management nurses, as well as palliative care nurses. This team centered care approach is important for the success of the patient's plan of care.

In addition to great physicians, Levy says Adfinitas has "phenomenal nurse practitioners" as well. She says both the NPs and the physicians are great advocates for patient care and very patient centered. "They are very forward-thinking and always prioritize the needs of the patient." When nurses are confident that their duty of patient advocacy will be recognized, they experience a greater sense of job satisfaction.

Patient experience is the top focus at UM CRMC and Adfinitas embraces this focus as well. Levy likes that Adfinitas is willing to "put some skin in the game." She says, "They have invested in data collection and do their own patient surveys." These surveys give patients the opportunity to name providers and nurses, and offer input on facility satisfaction issues, giving Adfinitas real-time feedback on how patients feel about their providers. Adfinitas then uses this feedback as part of its efforts to continually improve the patient experience.



"Adfinitas providers are among the top performers in patient satisfaction and they have no difficulty recruiting and retaining the very best quality providers and nurse practitioners."

Dana Levy, MSN, RN is Chief Nursing Officer at University of Maryland Charles Regional Medical Center