CREATING A UNIT-BASED PERIANESTHESIA NEWSLETTER
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Background / Problem Identification:
Health care organizations should proactively coordinate communication efforts so that methods of communicating are conveyed in a uniform and consistent manner within the organizational structure. In the perianesthesia setting, we have 22 different shifts and sharing information in a consistent manner can be challenging. The unit gallup poll results showed the need for more staff recognition. Although, electronic communication is in place, the newsletter has a different presentation that increased staff interest.

Objectives of Project:
The Unit-based Newsletter was created as one of the methods in improving unit communication. It includes highlights from external (ASPAN and ABPANC) and internal specialty and hospital information, staff recognition and educational opportunities. It has a quarterly theme and inspirational messages for staff.

Process of Implementation:
The Editor solicits information from unit leaders/staff and designs the layout. The unit Editorial Board reviews the final copy before it is distributed to the staff. It is distributed on a quarterly basis via email for cost effective measure.

Statement of the Successful Practice:
The newsletter started almost a year ago and the staff survey showed an overall 5 rating (1-least satisfied to 5- most satisfied) of 80% most satisfied. The quality, category, layout, presentation, and information were evaluated too. Nurses had a higher satisfaction rating compared to Support staff. Feedbacks from Support staff will be incorporated to increase satisfaction.

Implications:
The staff feedbacks provided an excellent opportunity to increase staff interest and meet unit goals in improving Gallup Poll/Staff Engagement.

Reference:
The Joint Commission Guide to Improving Staff Communication, accessed Oct 13, 2010,
http://www.pohly.com/books_healthcare_quality_improvement.html