The purpose of this project is to assess satisfaction and effectiveness between PACU staff and transport team regarding use of transport for patient transport instead of PCA’s. Both departments elected to trial using transport team for patient transport while using PCA’s for their certified duties in PACU. Anonymous surveys were distributed to department staff.

The new system requires the PACU Charge RN to submit a request via Navicare for transport dispatch. The purpose of using transport team verses PCA’s is to allow PACU PCA’s to efficiently complete duties necessary to assist nurses in PACU. This change allows PCA’s to be readily available for direct patient care duties such as getting blankets, SCD machines, and temperatures for patients. They’re available for blood draws and any running necessary to facilitate the recovery process. PCA’s now can perform HUC duties and Liaison duties to facilitate family centered care. The change has also reduced the need for as many PCA’s in PACU reflecting budget improvement.

The evaluation is department relations improved. PACU PCA’s perform their PCA duties while transport team transports with a better understanding of PCA job duties. First evaluation showed staff satisfaction and approval of new process increase from 69% to 75%. The long term plan is to continue new process and re-evaluate quarterly for improvement needs and possibly a new job description for PACU PCA’s.