

CREATING AN INNOVATIVE COMPETENCY MODEL FOR THE PEDIATRIC PACU: A NEW VALIDATION APPROACH

Team Leaders: Lisa Shoemaker, BSN, RN, CPN, Cheri Aure, BSN, BS, RN
Charlotte Bloomberg Children's Center, Johns Hopkins Hospital, Baltimore, Maryland

BACKGROUND INFORMATION:

- The Pediatric Post Anesthesia Care Unit wanted to decrease time spent on developing and completing competencies while making staff more individually accountable.
- The Pediatric PACU launched a new competency model based on the dynamic framework of Donna Wright.
- This competency timeline spans throughout the year.
- The goal was to innovatively demonstrate verification methods of the chosen competencies and hold staff accountable for completion by placing the responsibility on each staff member for validation.
- Survey Monkey revealed an increase in staff satisfaction with regards to the new model.
- The Pediatric PACU has been 100% compliant with competencies for the last two years.

OBJECTIVE:

- To introduce a new competency model that would hold staff individually accountable, increase staff satisfaction and create 100% compliance for completion.

IMPLEMENTATION PROCESS:

- Work teams were created
 - Competencies were chosen based on needs in four categories: New, Changes, High Risk and Problematic.
 - A timeline was put together that expanded throughout the year to guide staff in completion of the competencies.
 - Each work team created new, innovative ways to make competency learning fun and educational.
 - Our chosen competencies included communication with handoff of care, acute pain management, emergency resuscitation, central line care and external ventricular devices.
- All nurses were educated on the process prior to implementation.

SUCCESSFUL PRACTICE:

- Standardized process of completing unit competencies in compliance with hospital regulations and national standards.
- All competencies were completed by staff on time and positive feedback was given by staff.

IMPLICATIONS:

- The model created a model of staff accountability, increased staff engagement in their own learning and empowered the staff to determine their unique specialized post-anesthesia/critical care education and competencies.
- Implementing this new model has increased staff satisfaction and has promoted a more positive attitude toward completing competencies each year.