

LET'S GET DIGITAL: IMPROVING NURSE SATISFACTION WITH AN ONLINE CALL SYSTEM

Team Leader: Miranda Bishop, BSN, RN

University of Colorado Hospital, Aurora, Colorado

Team Members: Carolyn Dietrich, MS, RN, CPAN, Associate manager AIP Perianesthesia,
Michelle Ballou, MBA, MS, RN, CPAN Manager AIP Perianesthesia

BACKGROUND INFORMATION:

The Post Anesthesia Care Unit mandate nurses to take call to recover patients off hours. The process for signing up for call at our facility was outdated, imbalanced, and warranted many complaints. The schedule and call shifts were simultaneously released on paper calendars. Nurses flocked to sign up for call and view their schedule. If nurses forgot, were busy with patients or not present, they would get shifts left unassigned. It was determined that a better system and guidelines were needed to improve the process.

OBJECTIVES OF PROJECT:

The purpose of this project was to increase nurse satisfaction by implementing a new call process using an online application.

PROCESS OF IMPLEMENTATION:

A survey using a five-point Likert scale was used to determine nurse satisfaction of the paper call process. The results indicated that 64% of the staff believed the paper process was unfair, 35% found it a difficult process, and 60% felt they did not obtain desired shifts. Upon analysis, an internet website could manager call sign up. Guidelines were created that placed staff into groups instructing sign up times, rotations and groups allowing staff more time to align call shifts with their work schedules. Staff can access this website at any time of the day and on a device with internet capability.

STATEMENT OF SUCCESSFUL PRACTICE:

The survey was repeated post implementation yielding significant improvement. 69% agreed that the new process was fair, 79% believed it to be easy, and 91% felt like they received the shift the desired. Monthly call needs for the unit are analyzed along with the amount of staff required to participate, often excluding the most senior staff members. This new process has been in use for one year now and has decreased nurse complaints of fatigue, and increased satisfaction.

IMPLICATIONS FOR ADVANCING THE PRACTICE OF PERIANESTHESIA NURSING:

It is important that nurses remain satisfied in their jobs decreasing the risk of burnout. By implementing a new online sign up process and guidelines, an easier, impartial way for nurses to sign up for their call shifts that better fit their schedule emerged.