

**NEW, PROFESSIONAL, INNOVATIVE NYC BUILDING SEEKING FORWARD THINKING STAFF:
CROSS TRAIN HERE!**

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Background Information: One of MSK's strategic initiatives was to open an innovative ambulatory surgery center. The Josie Robertson Surgery Center would introduce new technologies, enhanced workflows, and a cross training staffing model to enhance both the staff and patient experience. Our task was to create and implement an educational orientation plan for all nursing staff that would meet these goals. This complex group of staff included internal and external hires with experience that ranged from new graduates through experienced perianesthesia nurses. The total amount of staff enrolled in our program was 63 nurses, 23 patient care technicians and 17 unit assistants. To accommodate these numbers a complex system of staggering start dates and educational offerings were repeated.

Objectives of Project:

- Create and implement a dynamic and sustainable educational plan
- Identify the learning needs of staff and individualize the educational plan
- Complete the orientation program on time with a group of competent cross trained staff
- Incorporate new technologies and enhanced workflow to ensure safe patient care

Process of Implementation: Nurses completed a learning needs assessment. We evaluated the results and implemented an individualized plan. Knowledge comprehension was tested utilizing a national aptitude exam (BKAT) and a dysrhythmia exam. All RN staff were trained in Presurgical, PACU, and extended recovery. Based on learning needs, staff attended a critical care and/or a dysrhythmia course, Perianesthesia Specialty Day, IV skills day, and ICU observation. A color coded spread sheet was created to map out the progress of each individual employee. The complexities of the educational plan also included facilitating training to new technologies, equipment and facility.

Statement of Successful Practice: We developed an educational plan that met the individualized learning needs of all staff, creating a cohesive group of competent cross trained staff. We successfully trained staff to a new facility, technology, and work flows to meet our goal of opening on time.

Implications for Advancing the Practice of Perianesthesia Nursing: Cross-training staff to all phases of perianesthesia care has been identified as not only cost effective, but beneficial to patient care and patient flow. A cross trained perianesthesia nurse is equipped with the knowledge and skills to intervene for a patient at any stage of care.