



INTEGRATION OF THE ASPAN CBO INTO A SUCCESSFUL ORIENTATION CURRICULUM

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Background

Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores were consistently below benchmark in clear communication, explanation of new medications and clear and complete discharge instructions. In addition, PACU length of stay (LOS) was above benchmark. To improve scores, quality improvement projects that focused on retraining of basic PACU practices and protocols were initiated. The ASPAN CBO orientation program with post test was administered. Rooted in the most recent research, evidence based orientation provides the knowledge, skills and attitudes that correlate with performance as measured by well established standards. With the goal of increased HCAHPS, the ASPAN CBO was utilized to create a comprehensive orientation to perianesthesia care.



Objectives

- Comprehensive orientation of new staff utilizing the ASPAN CBO
- Improve PACU throughput
- Complete and consistent patient care to facilitate improved patient outcomes as evidenced by improved HCAHPS:
 - Clear communication
 - Explanation of new medications
 - Clear/complete discharge instruction

Process of Implementation

Identified deficiencies in orientation through low HCAHPS, low knowledge test scores and increase in quality improvement projects

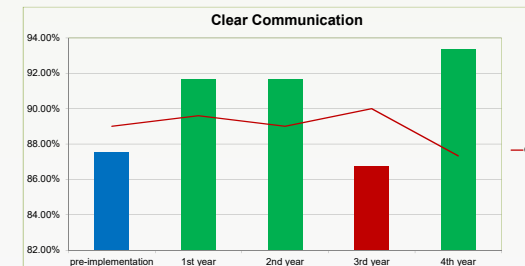
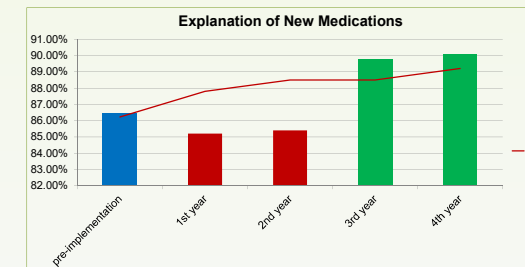
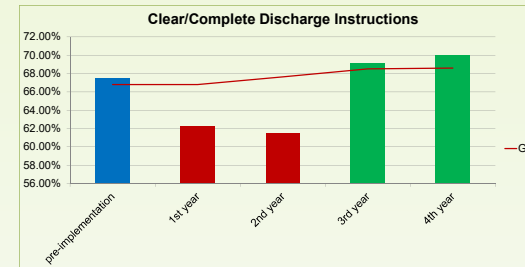
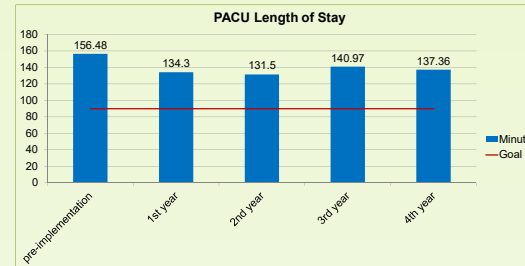
Pre implementation test of experienced nurses on basic PACU knowledge from test questions in ASPAN Competency Based Orientation and Credentialing Program.

All competencies in ASPAN program were reviewed and engineered to fit needs of the unit including addition of information from current facility policies and practices as well as reference material

Trained all preceptors on new orientation model

Incorporated the ASPAN CBO into education sessions and annual competencies based on pre-implementation test scores.

Results



Statement of Successful Practice

20+ new employees have been oriented utilizing the ASPAN CBO, 12 of those in the last year. HCAHPS scores and length of stay have trended in a positive direction. On ASPAN CBO post tests, new employees scores increased from 73% to $\geq 90\%$. Orientation continues to change and adapt according to the healthcare climate and requires diligence to realize gains in patient satisfaction, safety and throughput.

Implications

ASPAN has provided a curriculum that incorporates uniform education that encompasses information from a greater knowledge base. Utilizing this program provides information based on the most recent research and evidence. Through the development of an orientation program it is possible to provide positive patient outcomes, improved HCAHPS scores and decreased length of stay.