

## **TEAM BUILDING: A CLIMB TO PERIANESTHESIA EXCELLENCE**

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Our ambulatory surgery unit was historically above the 95<sup>th</sup> percentile for patient satisfaction scores. For many consecutive years, awards were given to our department for excellent nursing care. In response to declining PRC (Professional Research Consultant) scores, we took the challenge to dissect the issue.

Each perianesthesia nurse was surveyed and asked to define and describe nursing excellence. Over 90% of staff portrayed nursing excellence as working in a team. We decided it was necessary to focus our efforts on team building. We met with our Human Resource Consultant and the Director of Outpatient Surgery to expand our mission.

Our first objective was to engage staff in team building exercises. We wanted staff to be aware of the unit's varied cultural, religious and generational differences. The exercises focused on appreciating the individual strengths that support the team as a whole.

Our second objective was to develop a code of conduct. Behavioral expectations were developed by a task force of staff members based on feedback from the survey as well as brainstorming during a staff meeting.

Our third objective was to survey the patients and their families to obtain their definitions of nursing excellence. These responses were shared with staff.

This project is an ongoing effort to bring the team together and reunite staff around excellent care. Our goal is to increase our patient satisfaction as evidenced by increased PRC scores.

Working as a team makes us stronger and more cohesive. It improves our practice and improves patient satisfaction.