

INTEGRATION OF THE ASPAN CBO INTO A SUCCESSFUL ORIENTATION CURRICULUM

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Background Information: In a 25 bay post anesthesia care unit (PACU), an uptick was noted in quality improvement projects that focused on retraining of basic PACU practices and protocols, as evidenced by falling Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores and lengthening PACU throughput. A review of the current orientation was assessed, and it was determined the current orientation was failing to meet the needs of the unit. Based on the most recent research, evidence based orientation provides the knowledge, skills and attitudes that correlate with performance, including amplified HCAHPS and throughput. A general PACU knowledge test was administered to all staff utilizing the ASPAN competency based orientation program, with results averaging 73%. With a competency based orientation that is based on evidence based practice, several objectives were identified.

Objectives of Project:

- Through incorporation of the ASPAN Competency Based Orientation and Credentialing Program (ASPAN CBO):
 - Improve PACU throughput
 - Complete and consistent patient care to facilitate improved patient outcomes as evidenced by improved (HCAHPS) scores:
 - Clear communication
 - Explanation of new medications
 - Clear/complete discharge instruction

Process of Implementation:

- Identified deficiencies in orientation through a test of all nurses on basic PACU knowledge from test questions in ASPAN CBO.
- All competencies in ASPAN program were reviewed and engineered to fit our needs.
- Added information from current facility policies and practices as well as reference material.
- Trained all preceptors on new model.

Statement of Successful Practice:

- Improvement in HCAHPS top box percentage:
 - Clear communication: 90.03% pre-implementation to 91.68%, 91.65%, and 89.23% three years post.
 - Explanation of new medications: 86.45% pre-implementation to 85.2%, 85.4% and 89.75% three years post.
 - Clear/Complete discharge instructions: 67.5% pre-implementation to 62.3%, 61.5% and 69.15% three years post.
- Improved efficiency
 - From average PACU length of stay 156.48 minutes pre-implementation to 134.30, 131.35 and 140.97 three years post.

- While there are improvements, orientation continues to change and adapt to the changing environment and requires diligence to realize gains in patient satisfaction and throughput.

Implications for Advancing the Practice of Perianesthesia Nursing:

- Providing a program from the professional organization:
 - Incorporates uniform education nationwide
 - Encompasses information from greater knowledge base
- Education is based on most recent research and evidence
- Education aids in positive patient outcomes and improved HCAHPS