

## **The Visibility Board: Empowering Nurses with Information**

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**Abstract Background Information:** In 2024, PACU prepared for regulatory visits, including Magnet redesignation and Joint Commission survey. Anxiety was observed among PACU nurses about interviewing with appraisers. This project was implemented to identify the causes of anxiety, increase RN confidence, and improve unit performance. A survey revealed a knowledge deficit about unit performance, hospital goals, and unit projects, as the cause of the RNs' anxiety.

**Objectives of Project:** To improve PACU RN confidence and readiness for regulatory visits and improve unit performance through a redesigned Visibility Board and establishment of a Visibility Board Champion.

**Process of Implementation:** Conducted pre- and post-implementation surveys to assess

- RN knowledge and confidence
- Redesigned visibility board to align content with hospital objectives
- Disseminated information to staff through various communication forums
- Visibility Board content displayed 24/7 on unit
- Updated in real-time by Visibility Board champion
- Collaboration with other unit champions to obtain data on performance indicators
- Evaluated data and intervened accordingly

**Statement of Successful Practice:** Pre-implementation (December 2023) survey findings revealed that 3% of RNs felt "Extremely Confident," 17% "Very Confident," 46% "Somewhat confident," 17% "not so confident," and 17% "not at all confident" in speaking with an appraiser (N=35). Furthermore, unit performance in post-op discharge call completion rate was 38% (Goal = 95%), Pain Assessment on transfer/discharge compliance was 40% and Pain reassessment compliance was 54% (Goal = 95%).

Post-implementation (Jan-March 2024), the number of PACU nurses who felt "Extremely Confident" and "Very Confident" in speaking with an appraiser increased. RNs' confidence levels peaked in February with 40% reporting "Extremely Confident" & 28% "Very Confident" (N = 40), which coincided with the Magnet Appraiser visit. In March, Post-op discharge call completion rate increased to 88%, Pain assessment on transfer/discharge increased to 88%, and Pain reassessment compliance increased to 62%.

Leveraging the Visibility Board as an RN resource was a successful intervention in improving confidence. Limitations include a participation decrease in the last post-implementation survey. The Visibility Board and Visibility Board Champion improved RN confidence level in interviewing with appraisers and improved unit performance metrics.

**Implications for Advancing the Practice of Perianesthesia Nursing:** Implications for Perianesthesia Nurses/Future Research: This project supports an accessible resource of information for RNs to reference to improve their confidence and nursing practice.