

## **A Walk in Their Shoes: Understanding the People We Work With**

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**Abstract Background Information:** The Perioperative Department at East Hospital is comprised of a fourth and second floor Pre/Post/OR. East Hospital Perioperative Services has not had the opportunity to allow their new staff to shadow and understand their co-workers' roles. As a new educator to the unit, it was a goal for me to have new staff shadow the perioperative and the perianesthesia roles. Allowing our staff to job shadow within the department helps them understand their co-worker's daily routines and how their roles affect patient experience.

**Objectives of Project:** This was an opportunity for new staff in the operating room and in the perianesthesia department to get a chance to learn what their team members do in their role. By understanding their co-worker's roles, they learn how their jobs affect the other areas. Secondly, this was a chance for new team members to meet current staff within the department and build relationships.

**Process of Implementation:** I created working calendars to shadow in on the units with the OR or the pre/post teams. Orientees understood that the goal of the experience was to gain a better understanding for their co-workers roles and how they impact the patient's experience. I worked with the charge nurses to ensure orientees would be able to shadow experienced staff members who have been with the department for at least two years and felt comfortable explaining their roles. Prior to shadowing, new staff rated how well they felt they understood the roles of the other department and then again after shadowing. During our orientation meetings, we had open discussions on their shadow experiences. A new graduate surgical technologist was included in this group to shadow in central sterile supply.

**Statement of Successful Practice:** All new staff members had an increase in understanding of their co-worker's roles and how their jobs affect the patient experience.

**Implications for Advancing the Practice of Perianesthesia Nursing:** By allowing the staff to shadow in the different areas, this creates teamwork and understanding for both departments. This provides more exposure for staff to understand the practice of perianesthesia nursing and gain an appreciation of their work. Ideally, this project could expand to other departments within the hospital to shadow in perianesthesia departments.