Enhancing Staff Accountability: Implementation of a Compliance Tracking Database Across University of Maryland Medical Center Perioperative PACUs

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Abstract Background Information: Compliance tracking in the Post Anesthesia Care Units (PACU) within the Perioperative Department was a fragmented and inconsistent process – relying on bulky reports manually pulled by PACU management teams and forwarded to unit-based Senior Clinical Nurses (SCNs). After receiving the reports pulled by management, unit SCN teams then had to manually sort through multiple reports to find compliance expiration dates for team members for whom they were directly responsible. The SCN teams did not have access to any centralized source of information and were reliant on intermittent reports forwarded by management, creating difficulties tracking information and holding staff accountable in a timely manner.

Objectives of Project: To create a solution to this compliance tracking issue, we sought to build a centralized, accessible, and editable electronic database of current staff members and their associated compliance due dates to improve satisfaction among the General PACU, Trauma PACU, Pediatric Surgery Center, North Prep and Recovery Unit, and Endoscopy leadership teams.

Process of Implementation: Once this cloud-based database for compliance management was built and customized for each unit, the associated data was populated to the database by unit leadership teams. Automations were built to send periodic reminder emails to individual staff members and unit leadership with reminders about upcoming due dates and customized information about how to renew compliance for each item. Pre and Post implementation surveys were distributed to unit managers and SCNs.

Statement of Successful Practice: Overwhelmingly, post implementation survey results indicated increased leader satisfaction and accessibility of compliance tracking and data management post implementation.

Implications for Advancing the Practice of Perianesthesia Nursing: This PI project has improved PACU managers and unit leaders' satisfaction navigating the compliance process. The database has increased visibility and ease of compliance follow up with unit staff members. Staff members are empowered to take timely action to renew compliance. Further development will include a process for staff members to upload proof of compliance directly to this database for easy access by unit leadership.