

Enhancing Staff Accountability: Implementation of a Compliance Tracking Database across UMMC Perioperative PACUs

Kelsey Bickley, BSN, RN, CPAN, and Ashley Garcia, MSN, RN, CPAN
General PACU, Downtown Campus

RELEVANCE & SIGNIFICANCE

- Compliance tracking in the Post Anesthesia Care Units (PACUs) was a fragmented and inconsistent process
- Managers manually forwarded reports to unit-based Senior Clinical Nurse (SCN) teams for follow up
- Leaders did not have access to a centralized source of information, creating difficulties tracking information and holding staff accountable in a timely manner

PURPOSE

- Primary Objective: improve manager and unit leader satisfaction through implementation of an easy-to-use compliance tracking system
- Secondary Objective: improve staff satisfaction and ease of use through implementation of an easy-to-use compliance tracking system

STRATEGY

- We developed a centralized and editable electronic database of staff members and their associated compliance due dates for the following units:
 - General PACU (GPACU)
 - Trauma PACU (TPACU)
 - Pediatric Surgery Center (PSC)
 - North Prep and Recovery Unit, and Endoscopy (NPRU/Endo)
- This database adapted from a similar tool used by Medical ICU
- Contains customizable functionality
- Workflows send reminder emails to unit leaders as due dates approach
- Workflows send reminder emails directly to staff members with instructions for renewal
- Expiration dates color coded for easy visual identification as due dates approach

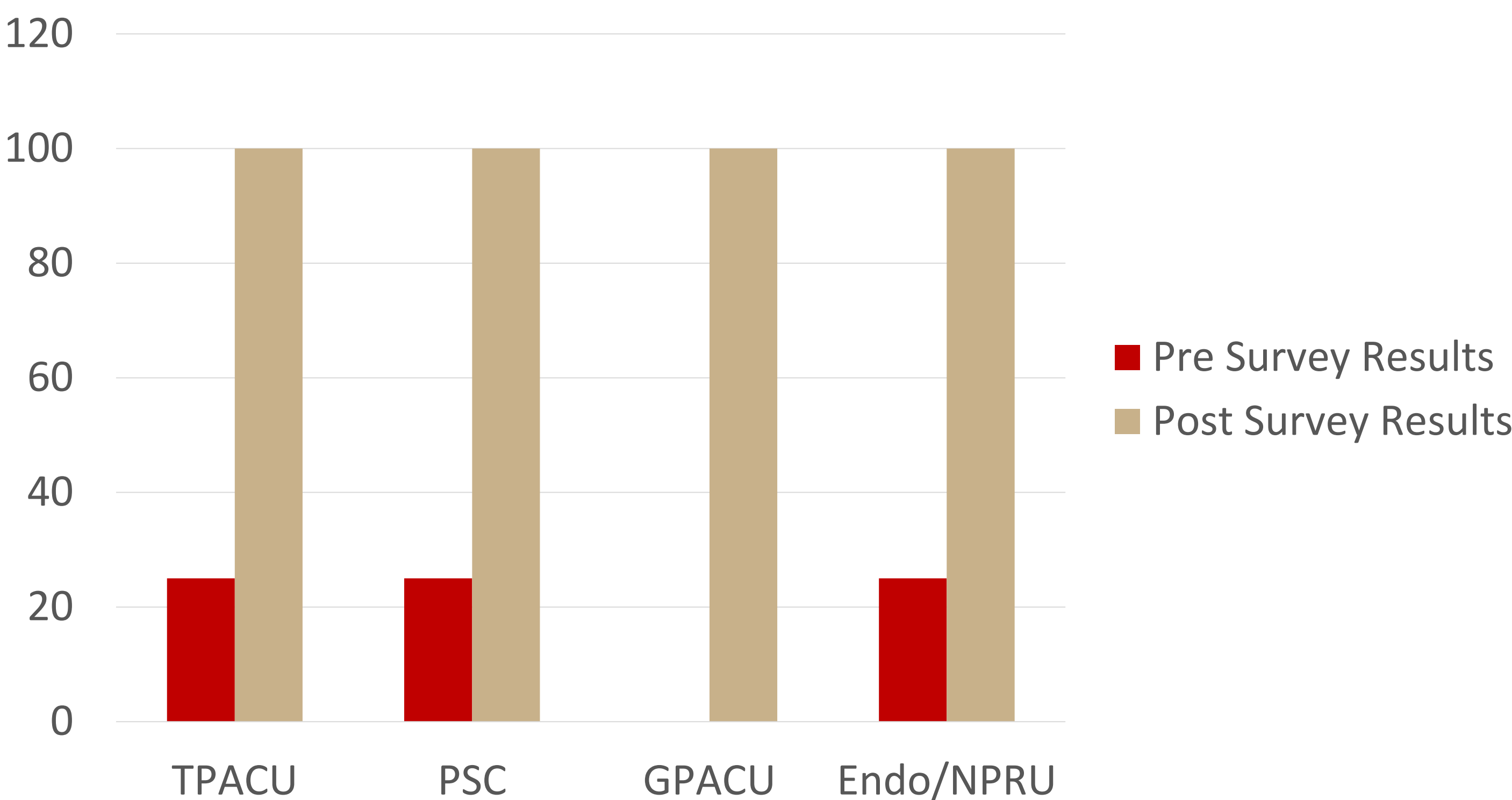
IMPLEMENTATION

- Pre-implementation surveys sent to leadership teams and staff members of each unit on satisfaction and current compliance tracking process
- Education provided at unit staff meetings with additional mentorship to unit leadership
- Data populated into each unit's database by project leader and unit-based leader
- Automations built to send customized reminder emails to both unit leadership and staff at regular intervals

EVALUATION & OUTCOMES

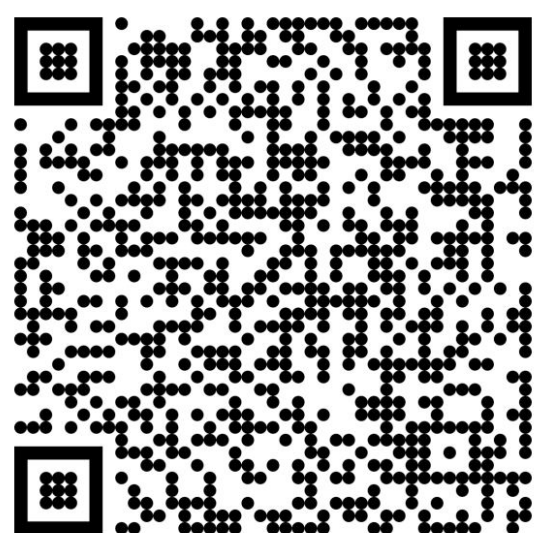
- Post implementation surveys sent to both unit leaders and unit staff approximately 3 to 6 months after implementation
- Surveys indicated increases in satisfaction among unit leaders

Table 1. Pre and post survey responses to: "Current and Up to Date Information About Compliance Items Is Readily Available."



- Database interface reported as more user-friendly for unit leaders.

Full pre and post implementation survey data available by scanning QR code:



DISCUSSION

- Most units had poor response rates by staff to the post implementation surveys, preventing interpretation of data with confidence
- Compliance tracking process is now streamlined and automated
- Database promotes clear and transparent communication between managers and unit SCNs.
- Staff members are empowered to take timely action to renew compliance

NEXT STEPS

- Dashboard shared with additional hospital units in perioperative division and in other divisions
- Digital documents will be added to dashboard for easy access and quick reference
- Continue to reinforce use. Not all unit leaders adapt easily to new processes.

REFERENCES

- References available by QR code provided

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