

## **Building PACU Nurses' Confidence in Taking Call: Streamlining the On-Call Process**

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**Abstract Background Information:** This project was developed to streamline the PACU on-call process, ensuring it was clear, consistent, and reproducible by any staff member, while also building nurse confidence in decision-making during call shifts. At our facility, a growing number of new PACU nurses, changes in anesthesia staff, and variability in operating room (OR) staff revealed significant gaps in confidence, education, communication, and coordination during on-call shifts.

**Objectives of Project:** This initiative aimed to build and strengthen nurse confidence, clarify expectations, and enhance collaboration among PACU, anesthesia, and OR teams.

**Process of Implementation:** A comprehensive on-call binder was developed to provide step-by-step guidance—from signing up for call shifts to following policies and ASPAN staffing guidelines. A new standardized handoff process between call shifts was implemented to ensure continuity and communication. Additionally, a proactive “huddle” was established involving the OR charge nurse and anesthesia to identify potential throughput issues before they occurred.

To further support staff readiness, a mandatory call class was introduced to orient PACU nurses to the updated guidelines, logistics, and expectations. The class included discussion and review of case scenarios to promote critical thinking, clarify decision-making during call, and reinforce policy awareness. All participants signed an attestation upon completion to confirm understanding and accountability.

**Statement of Successful Practice:** While post-implementation outcome data is still being collected, early feedback indicates improved nurse confidence in taking call and increased adherence to established policies and guidelines. Staff also reported a clearer understanding of the operational and logistical challenges that can arise during call hours, leading to more effective problem-solving and communication across departments.

Streamlining the on-call process and creating a reproducible, team-based approach proved vital in building confidence, consistency, and collaboration

**Implications for Advancing the Practice of Perianesthesia Nursing:** This initiative demonstrates that with structured education and standardized tools, PACU nurses can feel more equipped, empowered, and supported when taking call.