

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

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BACKGROUND

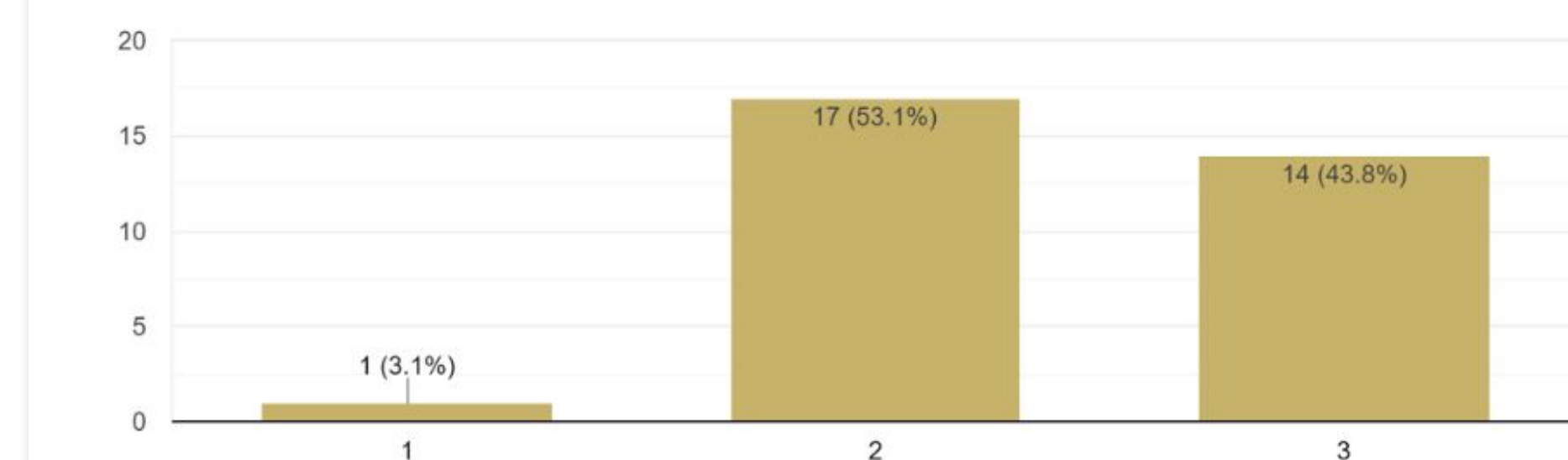
Perianesthesia nurses are essential to supporting patient care after hours and on weekends. However, inconsistent on-call processes, unclear policies, and non-standardized communication can reduce nurse confidence and create challenges in interdisciplinary teamwork.

At our facility, several factors highlighted these gaps:

- Growing number of new PACU nurses
 - a. 37.5% of participants reported less than 1 year of call experience
- Changes in anesthesia staff
- Variability in OR workflow
- Inconsistent understanding of expectations during call shifts

These issues created opportunities to improve education, coordination, and confidence.

Figure 1: Data from pre-learning survey



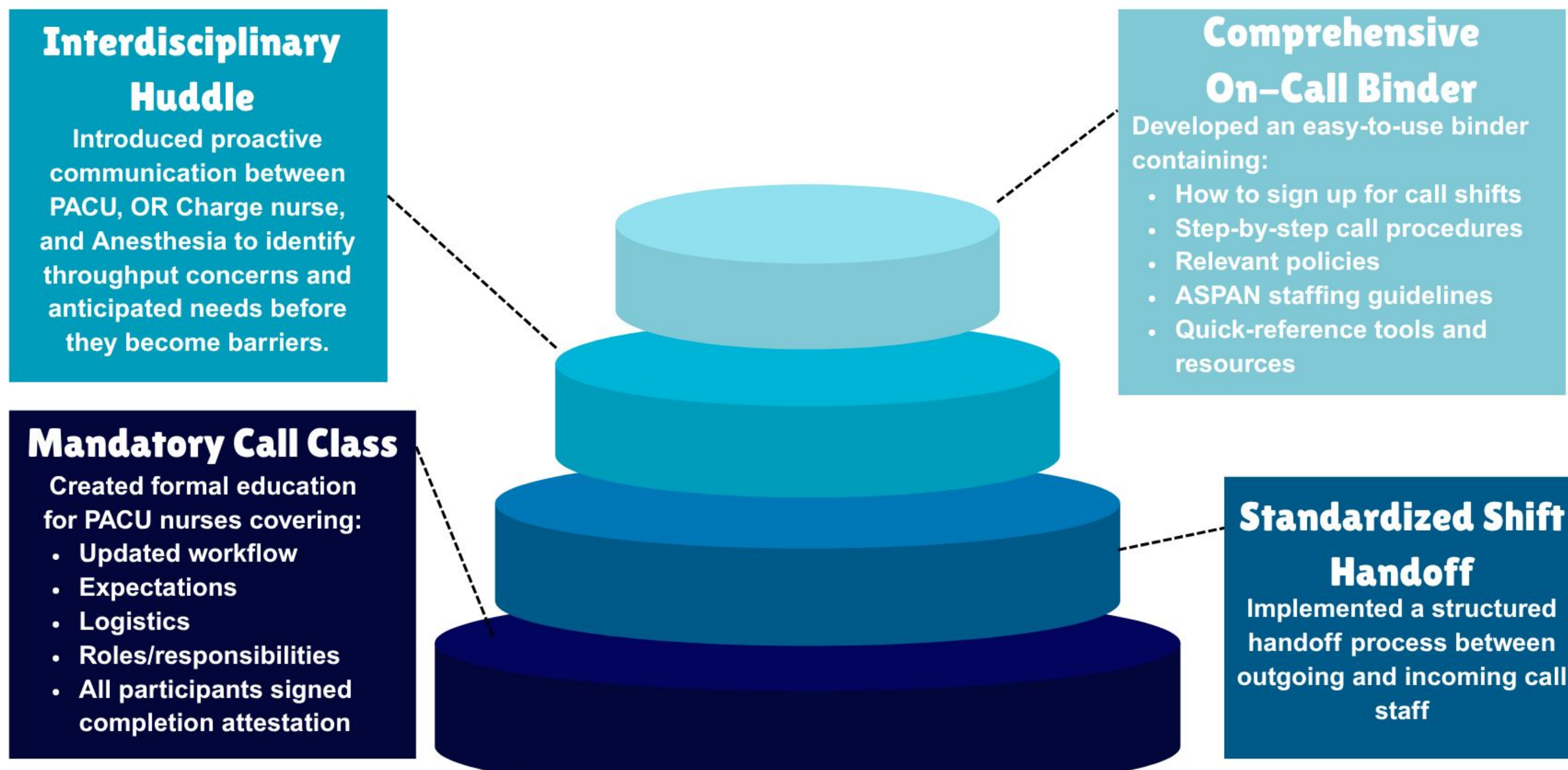
How confident are you in making independent decisions related to patient care while on call in the PACU? [1: Not comfortable 2: Moderately Comfortable 3: Very comfortable] 32 Responses

PURPOSE

To improve PACU nurses' confidence in taking call by:

- Standardizing workflows
- Clarifying policies and expectations
- Enhancing communication among PACU, OR, and anesthesia teams
- Creating a sustainable, team-based call process

INTERVENTIONS



IMPLICATIONS FOR PRACTICE

A standardized, educational, and collaborative approach to call readiness can:

- Improve staff confidence
- Reduce uncertainty
- Strengthen teamwork
- Support efficient patient throughput
- Enhance after-hours patient care delivery

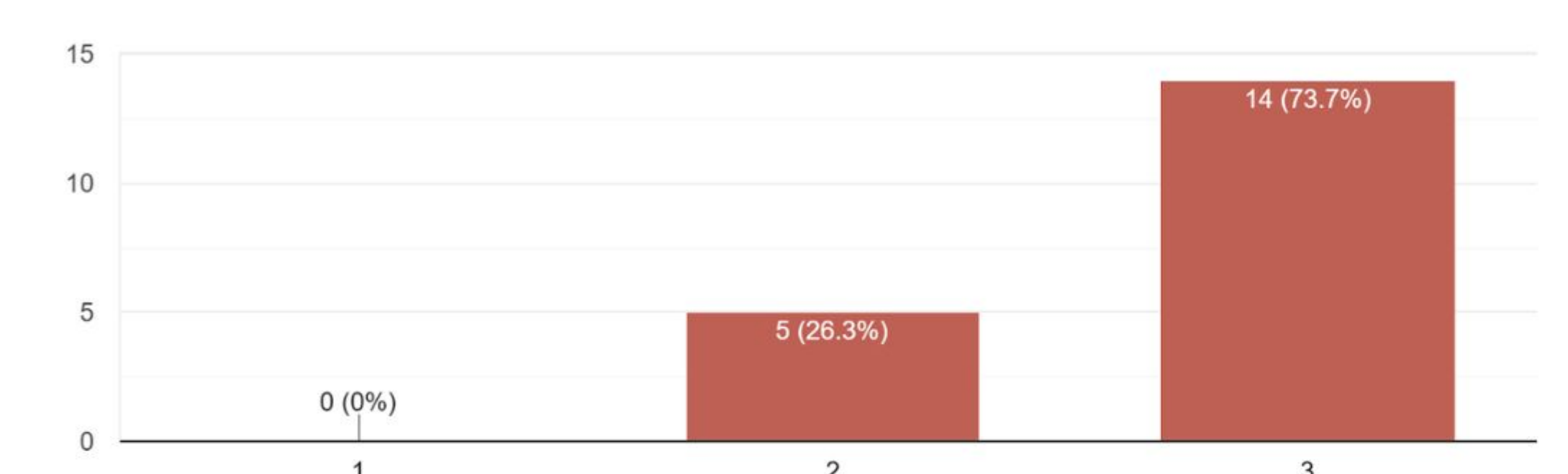
“The call binder has brought to light policies and procedures that have gone by the wayside with the covid-19 pandemic, anesthesiologist staffing issues and PACU staff turnaround. It is a great resource for those that are new to taking call”



CONCLUSION

Streamlining the on-call process through clear education, proactive planning, and standardized tools helped PACU nurses feel more equipped, empowered, and supported. This project demonstrates how thoughtful process improvement can strengthen confidence and collaboration across perioperative teams.

Figure 3: Data from post-learning survey



How confident are you in making independent decisions related to patient care while on call in the PACU? [1: Not comfortable 2: Moderately Comfortable 3: Very comfortable] 19 Responses

EARLY OUTCOMES

Although formal post-implementation data is pending early feedback demonstrated:

- Increased nurse confidence taking call
- Improved adherence to policies
- Better understanding of call logistics
- Stronger communication between departments
- Greater sense of preparedness and support

Figure 2: Data from post-learning survey

I have a clear understanding of what is expected of me in my role while on call in the PACU. 19 Responses

