Perioperative Team  “Answering the Call”  
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### Background

- Bayhealth Medical Center in Delaware employs more than 4,000 employees and has a medical staff of more than 400 physicians.
- Bayhealth had to implement a process that ensured safe care of patients and a redeployment plan for staff that resulted in protection for everyone during the Covid-19 pandemic.
- The leadership team evaluated our resources and devised a plan for appropriately educating and placing staff in the areas best suited to their background and skills.

### Implementation

#### 1. Perioperative Redeployment Plan

- **Elective Surgeries on Hold**
  - Core group of perioperative staff remained on unit to care for urgent/emergent cases.
  - Created skills inventory list, match skill set with recent background and comfort level.
  - Work schedules were matched as close as possible to prior schedules.
  - Online education modules completed for inpatient documentation.
  - Documentation training from Periop staff with recent floor experience.

  **Perio Staff Filled Variety of Roles**
  - Full patient assignments
  - Partial patient assignments
  - Administered medications
  - Titrated medical drips
  - Personal care/baths
  - Assisted proning patients
  - One to one sitters
  - Communication techs, pivotal in patient/family communication
  - Covid Management team: telephone resource center for questions r/t covid exposures/quarantine, scheduled testing, and tracking symptoms of positive patients.
  - Collaborated with multidisciplinary staff to recognize patient decline and advocate for family bonding time.

#### 2. Discharging Overnight Pts

- **Elective Surgeries Resumed**
  - Minimal In-patient beds available, 2nd Covid surge occurred.
  - Perioperative staff provided 24 hour boarder care for inpatients without bed assignments.
  - Overcame inpatient documentation and discharge challenges with mentor training.
  - Boarders for PACU were present 5-7 days a week for several months.
  - Boarders for Day Surgery were present 2-3 times weekly for several months.
  - Increased on call to 24 hour coverage in Day Surgery for boarders.
  - Staffing incentives, rewards and recognitions offered.
  - Collaboration with physical therapy to discharge total joint patients.
  - Patient comfort measures provided.
  - iPads and music therapy offered.
  - Closed door rooms when possible.

  **Communication techs** supported personnel and family communication.

### Lessons Learned

- All staff members have value and individual skills that are able to be used in some capacity during a pandemic. Creating a skills inventory list is essential.
- When redeploying staff, match skill set as close as possible with required tasks. Every employee is different with unique attributes.
- Frontline staff caring for the most critical patients must be supported with as many helping hands and additional staff as possible.
- Employees seek clarity of role and responsibilities during the transition. Identify their specific duties before assignment.
- Schedule changes should be given with as much advanced notice as possible.
- Leadership support, rounding is essential.

### Successful Practices

- Improved patient care and outcomes by providing help to frontline staff.
- Improved documentation skills for perioperative staff, now able to care for in patient population.
- Mutual respect between staff and leadership.
- Cross training between pacu and day surgery.
- Improved disaster preparedness.

### Objectives

- Increase frontline staff caring for Covid patients.
- Assess staffing resources available.
- Educate Perioperative staff to assist with patient care and appropriate documentation.
- Educate Perioperative nurses to care for and discharge overnight patients within their own units.
- Devises a redeployment plan for all staff.

### Staff Comments

- “Every day that I was redeployed someone thanked me. I felt as though I was providing some relief for an already exhausted ICU staff.”
- “This is the most memorable time of my nursing career. I am closer now than I have ever been with some of my peers.”