Debunking the Myths of PACU Nursing Documentation

Mark Templonuevo, BSN, RN, Elsy Puthenparampil, DNP, RN-BC, CPAN & Soo Ok, MSN, RN

Background
A review of the department’s documentation compliance data showed inconsistent practices in particular categories such as:
- Assessment
- Vital Signs
- Medication Administration
- Nursing Care Plan

The department identified the need to provide education on documentation accuracy, while regularly monitoring and evaluating documentation compliance. A decision was made to formulate a committee to standardize the auditing process, in order to sustain the compliance benchmark.

Objective
The goal of this project was to improve overall PACU documentation compliance by June 2021. The focus was to increase documentation compliance by 10% in the identified categories. The overall aim was to achieve documentation compliance of 90% in all PACU areas and have long-term sustainability.

Implementation
- Solicited volunteers for monthly meetings with leadership team
- Created a unit-based skills checklist for all nurses
- Created electronic format for efficiency in chart auditing
- Audits conducted monthly on 5 nurses per PACU unit
- Developed Peer-to-Peer Feedback Form for immediate real-time feedback to expedite improvement
- Leadership team conducted weekly audits on 20 random charts
- Results discussed in leadership meetings
- Trends and compliance percentages reported

Quality Tools
The fishbone diagram was used to identify potential sources of noncompliance in documentation. The data was obtained from staff feedback, observation & chart auditing. The cause-and-effect diagram helped us focus on reversible causes and formulate interventions necessary for improvement.

Results
The identified categories of deficient documentation have improved by more than 10%. Over a period of over 25 months, documentation compliance in the focused areas increased by >10% compliance in those categories.

Education and skill checkoff for standardized documentation practices improved efficiency. Review of the audit tool, creation of guidelines for auditing and monthly meetings also enhanced the auditors’ engagement and satisfaction.

Implications for Perianesthesia Nursing
Streamlining documentation expectations can improve documentation practices and sustain compliance. Some best practices include:
- Training new nurses during orientation with auditors to show documentation expectations.
- Develop a checklist for Nurses to ensure complete documentation and use as a resource at bedside.
- Reward best practice by recognizing 100% compliance in monthly audits.

Acknowledgements
Jingle Alcazar; Marissa Aquino Gado; Lady June Averenecado Boholst; Dayane E Broen; Gifty Cherian; Araceli Flores; Jaya Jacob; Anita Jogee; Anna Mae T Josue; Santi J Kopram; Sherly Koshi; Lara Grace Estrada Lao; Melki Lava; Kristen J Manukul Vito; Floline Mendonca; Marjorie Chiu Mira; Marie Antoinette Lavina Pacis De Dios; Sasha M Ramirez; Llana Saquiton; Maria Sharon Sarmiento; Manjul R Sebastian; Almes Silarath; Justine P Thomas; Chelsea G Woods; Farlynn Zimmerman

Quality Tools
The fishbone diagram was used to identify potential sources of noncompliance in documentation. The data was obtained from staff feedback, observation & chart auditing. The cause-and-effect diagram helped us focus on reversible causes and formulate interventions necessary for improvement.

Resources
- Inconsistencies in documentation practices
- Inconsistent in coaching
- Inconsistent in auditing practices
- Inconsistent in Resource Nurses
- Inconsistent in Leadership Team
- Inconsistent in Auditors

Processes
- Lack of - Vital Signs - Medication Administration
- No normal resources for reference for RNs or Auditors
- Unclear documentation practices outlined in policies, guidelines, etc.

People
- Nurses
- Auditors
- Leadership Team
- Resource Nurses

Results
The identified categories of deficient documentation have improved by more than 10%. Over a period of over 25 months, documentation compliance in the focused areas increased by >10% compliance in those categories.

Education and skill checkoff for standardized documentation practices improved efficiency. Review of the audit tool, creation of guidelines for auditing and monthly meetings also enhanced the auditors’ engagement and satisfaction.

Implications for Perianesthesia Nursing
Streamlining documentation expectations can improve documentation practices and sustain compliance. Some best practices include:
- Training new nurses during orientation with auditors to show documentation expectations.
- Develop a checklist for Nurses to ensure complete documentation and use as a resource at bedside.
- Reward best practice by recognizing 100% compliance in monthly audits.

Acknowledgements
Jingle Alcazar; Marissa Aquino Gado; Lady June Averenecado Boholst; Dayane E Broen; Gifty Cherian; Araceli Flores; Jaya Jacob; Anita Jogee; Anna Mae T Josue; Santi J Kopram; Sherly Koshi; Lara Grace Estrada Lao; Melki Lava; Kristen J Manukul Vito; Floline Mendonca; Marjorie Chiu Mira; Marie Antoinette Lavina Pacis De Dios; Sasha M Ramirez; Llana Saquiton; Maria Sharon Sarmiento; Manjul R Sebastian; Almes Silarath; Justine P Thomas; Chelsea G Woods; Farlynn Zimmerman