Problem
• Communication in the perianesthesia area was inconsistent and unreliable, relying on word of mouth, emails, huddles and staff meetings
• This process led to staff frequently asking repetitive questions of charge nurses
• There was a need to establish a communication process that would provide up-to-date information about:
  • Patient census
  • Special patient considerations
  • Daily staffing and staff competencies
  • Equipment availability or issues
  • Other unit specific information

Setting
• 171-bed Magnet® designated community teaching hospital partner of Brigham and Women’s Hospital located in Boston, MA
• Member of the Mass General Brigham integrated healthcare system
• FY21: 11,732 surgeries

Project Objective
• To improve the delivery of readily available, accurate information through the use of visual resource guides enabling perioperative staff to take ownership of unit centered issues to create a safer, efficient, and more productive work environment.

Process
• **Step 1:** Identified a need to improve communication practices
• **Step 2:** The Perianesthesia Clinical Lead Group collaborated with the Quality Improvement Manager to create new communication tools to address identified staff and unit needs through two Visual Management Boards and a Phone Tree Badge Buddy

Daily Visual Management Board
• Color coded, white board displayed in a central location
• Provides staff with ‘at-a-glance’ unit information
  • Daily staffing
  • Patient census & special considerations
  • Equipment and supply issues
  • Future staffing needs
• Updated daily and as needed throughout the day

Procedural Board
• Dry erase magnetic board located near the visual management board
• Lists RN staff and competency status for PACU procedures
  • Green: Competent
  • Yellow: In progress
  • Red: Requires education

Phone Tree Badge Buddy
• Frequently called departments with phone number and pager information

Statement of Successful Practice
• Visual Management Boards provide an efficient strategy to accurately disseminate important unit information to staff
• Phone Tree Badge Buddy cards empower staff to easily find information and identify appropriate resources to independently manage issues to support quality patient outcomes
• Staff report feeling more prepared for their shift with accurate information about the unit, staffing, and the patient population
• Staff also report that they feel more prepared for the patients being cared for in the unit

Implications
• Perianesthesia nurses are in a unique position to develop cost effective, innovative communication tools that enhance non-verbal communication to create a safer, efficient, and more productive work environment.

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