

Implementing a Shadowing Program to Improve Perioperative Teamwork

Primary Investigators: Christina Lemanski MSN RN CPAN NPD-BC,
Anjal Pong MSN RN NPD-BC CNOR
UCSF Health, Benioff Children's Hospital, San Francisco, California

Introduction: The perioperative environment consists of pre-operative, intraoperative and post-anesthesia care areas with staff that possess specific skills and knowledge to care for patients in each highly specialized area. Staff rarely have opportunities to understand the complexities of the roles and workflows of colleagues in other areas which may impact their relationships.

Identification of the problem: In a pediatric perioperative department in an urban, tertiary care academic medical center, there were significant opportunities to improve teamwork between the perianesthesia nursing team, the operating room nursing team, and anesthesia. Misperceptions about clinical practice and workflow frequently led to ineffective communication and poor patient care collaboration.

EBP Question/Purpose: PICO question. Databases utilized. The PICO question was, "Does a shadowing experience with an operating room nurse and anesthesia provider affect perceptions of teamwork by perianesthesia nurses?" Results from a literature search in the PubMed database yielded several studies that demonstrated improved knowledge and attitudes by clinicians who shadowed other clinicians with a role different from their own. Other outcomes included improved communication (Sarver et al., 2020) and confidence in communication and perception of workflow (Johnson et al., 2020).

Methods/Evidence: All perianesthesia staff were given the opportunity to participate in the shadowing program with the support of the unit leadership team. The data collection tool was the TeamSTEPPS Teamwork Perceptions Questionnaire (T-TPQ), a validated tool from the Agency for Healthcare Research and Quality designed to measure perceptions of team structure, leadership, situation monitoring, mutual support and communication (AHRQ, 2010). Pre and post intervention T-TPQ's were completed by all participants.

Significance of Findings/Outcomes: The shadowing experience was successfully completed by 28 perianesthesia nurses; 100% of the total nurses in the department. Overall, there was a decreased number of "disagree" responses and an increased number of "strongly agree" after the shadowing experience across all categories which reflect an improvement of teamwork perceptions. Qualitative data from participant comments include themes around improved relationships between departments and an increase in understanding and perspective of their colleagues.

Implications for perianesthesia nurses and future research: Implications include opportunities for intradepartmental communication improvements to enhance patient care. An exciting opportunity for future research is intraoperative staff shadowing in the pre-operative and post-anesthesia environment.