

BACKGROUND

- Effective **self-scheduling practices** are essential to ensuring optimal staffing levels, staff satisfaction, patient outcomes, and overall operational efficiency in the PACU.
- Self-scheduling practice in the PACU involved the **combination of paper-based and electronic self-scheduling (eSelf-scheduling)** by the staff, resulting in increased administrative workload, limited accessibility, and being prone to error.
- The implementation of Kronos addressed these challenges by providing transparency, encouraging nurse autonomy, and improving accessibility. However, the shift selection capability was a challenge
- PICO Question:** How does the use of eSelf-scheduling alone, compared to the combination of paper-based and eSelf-scheduling, influence nursing satisfaction with self-scheduling practice?

METHODS

This is a Quality Improvement project



(October 2024)
Pre-intervention

Collaboration with PACU leadership & Kronos rep to design scheduling templates, training and plan roll-out

Data collection-survey to assess RNs needs and satisfaction

(Nov 2024-Jan 2025)
Intervention

Information sharing- Staff in-services of Kronos

Hands-on didactic-sessions for real-time experience and troubleshooting

Roll out of Kronos self-scheduling in PACU

(Feb-April 2025)
Post-intervention

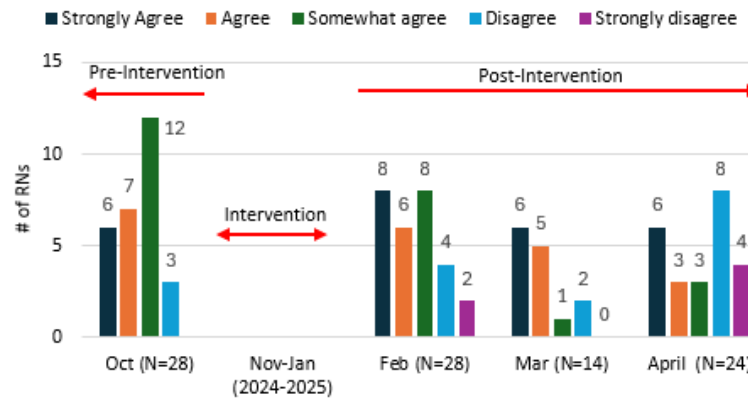
Collaboration with the Kronos rep to troubleshoot unmet expectations of staff

Data collection - survey to assess RN needs and satisfaction

KEY FINDINGS

- Kronos increased accessibility and autonomy, but usability gaps emerged
- Misalignment with staffing needs, as the system did not meet users' expectations for shift selection capability, a key feature for self-scheduling
- Ongoing communication between the PACU schedule committee and Kronos representatives was needed to improve unmet expectations

Q2. Kronos makes self-scheduling easier



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Additional Survey Results



RESULTS

- Pre-intervention, staff perceptions were generally positive, with nurses recognizing some benefits. However, overall satisfaction remained moderate, not strongly endorsed.
- Post-intervention, although more nurses expressed satisfaction with Kronos, a significant proportion reported dissatisfaction. Over time, negative perceptions increased, especially by April, 50% indicated disagreement that Kronos made scheduling easier.

DISCUSSION

PACU nurses' hesitancy to adopt Kronos exclusively is not unique. Reliance on paper-based scheduling, combined with Kronos' functional limitations, made resistance understandable.

This aligns with the Technology Acceptance Model (TAM), which emphasizes that perceptions of ease of use and usefulness of technology drive technology adoption. Kronos' limitations reduced both, contributing to the reluctance to fully accept the system.

The upcoming transition to UKG offers an opportunity to address these gaps. By better aligning with nurses' scheduling needs, this change has the potential to enhance satisfaction and adoption.

REFERENCES

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