Implementing Primary Nursing in a Perioperative Department

Author: Sherri Thomas BSN, RN

Vision

• The vision of implementing Primary Nursing was to create and execute a plan for the patient to have one nurse in each phase of care (ASU, OR, PACU) who would focus on the patient’s plan of care and its management.

Goals

1. Have primary nurse in each phase of care
2. Improve communication and continuity among interdisciplinary team

Inspiration

As a department, it is recognized that patients and families verbalize the information to the care team that is the most important to them. It is a reality that pieces of information can get lost through the transitions of the department. Staff was inspired to implement Primary Nursing with the understanding that the patient and their family would continue to receive an excellent quality of care and a stronger rapport between the Primary Nurse and the patient and/or their family.

Infrastructure

• TEAM format for daily staff assignment
• Surgical Service assigned to team member during shift
• Assignments based on
  1. Number of patient’s per operating room
  2. Number of discharges per surgical service
• Communication board in ASU designating Primary Nurse
• Primary Nurse with picture on communication board
• Tent cards on patient’s bedside table to identify Primary Nurse
• Patient audits including
  1. Was Primary Nurse identified
  2. Were patient’s concerns addressed
  3. Were patient’s goals met

Education

• Initiated, implemented, supported by nurse manager
• Manager held “team huddles” to explain process and benefits
• Weekly staff meetings for further education
• Staff given opportunity to provide ideas
• Opportunity for staff to voice successes and failures

Evidence

• Inpatient and ambulatory audits performed
• Inpatient visits made day after surgery
• Ambulatory post-operative phone calls
• Questioned patients about Primary Nurse identification
• Customer satisfaction scores increased after implementation
• Perioperative unit received Patient Satisfaction Award twice

References


Project Workgroup: Sue A. Burke BSN, RN, CNOR; Allison Capek ST, TS-C; Robert Cherry PCA; Jane Czekajewski BSN, RN, CNOR; Daniellie Darling BSN, RN; Megan Greer BSN, RN; Billi Grooms RN; Shane Jenkins ST; Brenda Kendall BSN; MS, RN, CNOR; Alice Krumm BSN, MS, RN, CNOR; Bethany Ross OR Tech; Samantha Schirzinger BSN, RN