

Developing a New PACU Overnight Extended Recovery Unit (ERU) Unit Through Mentorship and Empowerment

Ian Trefethen, BSN, RN, Evelyn Kelleher, BSN, RN, CPAN, Charlene Salvi, BSN, RN, CPAN

Background

- 171-bed community, Magnet®, teaching hospital that is part of a large integrated health system sought creative solutions to rising capacity issues.
- Leadership decision made to create a new Extended Recovery Unit (ERU) for the post-surgical population.
- Goal to build an accelerated discharge pathway for clinically appropriate patients without utilizing inpatient space.
- Under the mentorship of an experienced clinical leader a group of staff was formed to operationalize the unit.

Purpose

- Develop a staffing model, a patient care checklist, and enhanced the environment of care to support efficiency, patient safety, and patient experience.

Process

Group Forming:

Formation of a work group. Individual peer mentorship led by unit Clinical Leader and group collaboration to outline, assign, and prepare for distinct roles within the unit.

Review of evidence:

Review of outcomes from a previous ERU pilot, pertinent literature, ASPAN professional society guidelines, and lessons learned from a sister institution

Collaboration:

Collaboration with interdisciplinary team members and the Patient and Family Advisory Committee and Patient and Family Relations to help enhance the environment of care for ERU patients.

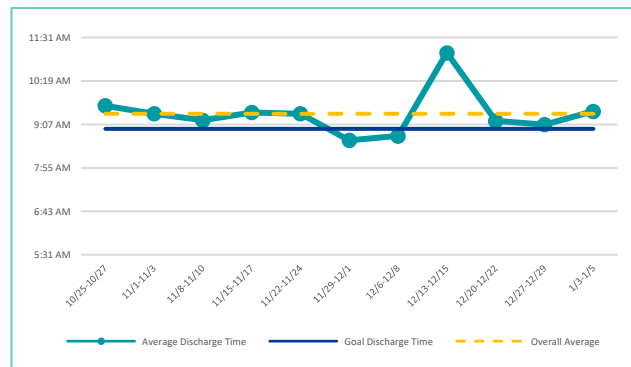
Tools:

Microsoft Teams site was central electronic resource used for communication and resources.

Result:

ERU successfully caring for up to 5 patients each night with average discharge time before 9:30am, <13% rate of transition to inpatient space, no OR hold associated with ERU and high patient satisfaction scores.

Average Discharge Time



Patient Experience

Question	Mean
How would you rate the physical space?	8
How would you rate the quality of care you received?	10
How would you rate your overall experience?	9
What could we do differently to improve your experience?	Themes: Communication, space

Statement of Successful Practice:

- The Perianesthesia PACU ERU team, supported by clinical leader mentorship, demonstrated a high level of autonomy in building a staffing model, environment of care enhancements, and care checklists to successfully open a new PACU ERU.

Implications for Advancing Practice

- Staff empowerment, collaboration, and mentorship using an evidence-based approach can be a formidable instrument in building new care processes. This can contribute significantly to efficiency for hospitals and safe, excellent care for patients.