

Is Their Foundation Firm or Will It Crumble? Preparing Patient Care Techs to Positively Impact Patient Outcomes



Northeast Georgia Health System

Purpose

To better prepare patient care techs (PCTs) during orientation with the intent to decrease Serious Safety Events (SSE) and adverse patient events. By creating a strong foundation, PCTs will be better able to address situations thus improving patient care and outcomes.

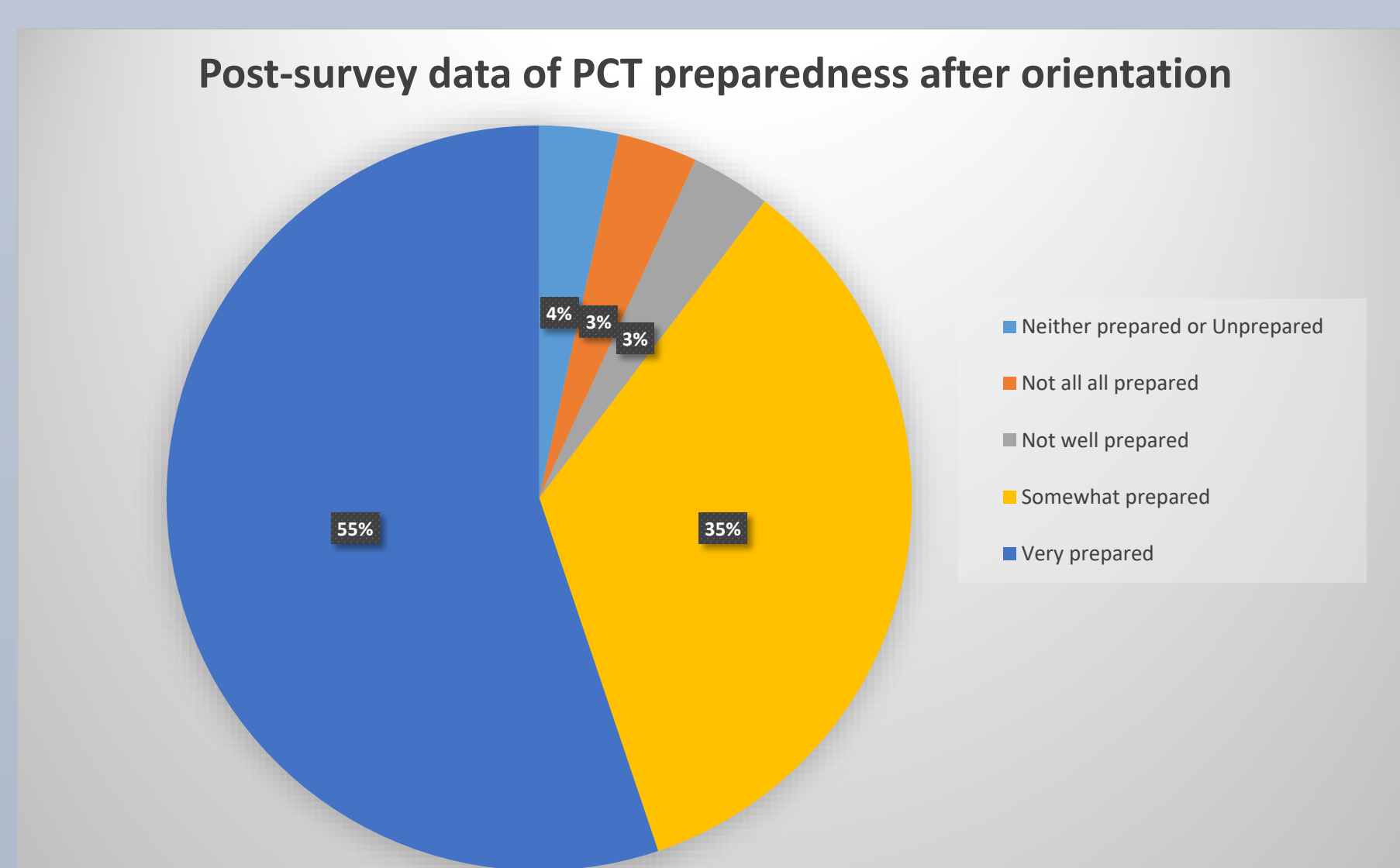
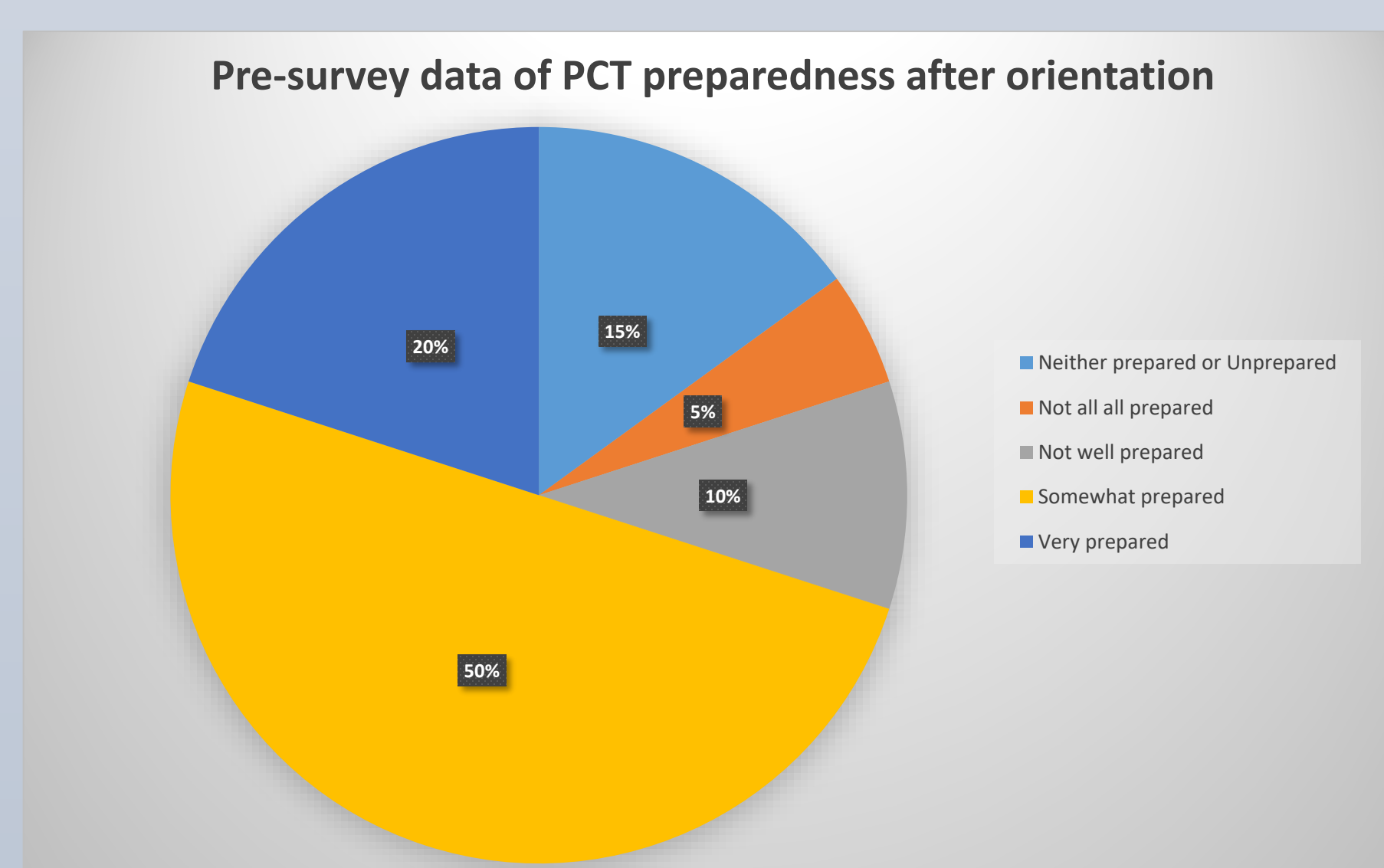
Background

Feedback was received that inexperienced PCTs were not prepared for unit-based orientation. PCTs originally only received one orientation day prior to unit arrival with little skills practice. To respond to this need and increase learner engagement, a second orientation day was developed. Unit educators, preceptors, and new hires were surveyed to rate overall preparedness of new PCTs to provide quality care before implementation and again a year later. Fall, SSE and retention data was reviewed.

Survey

Survey prior to creating Day 2.

Please rate your perception of the preparedness of unlicensed staff (on arrival to the unit) to provide safe, quality patient care after completing Unlicensed Orientation?

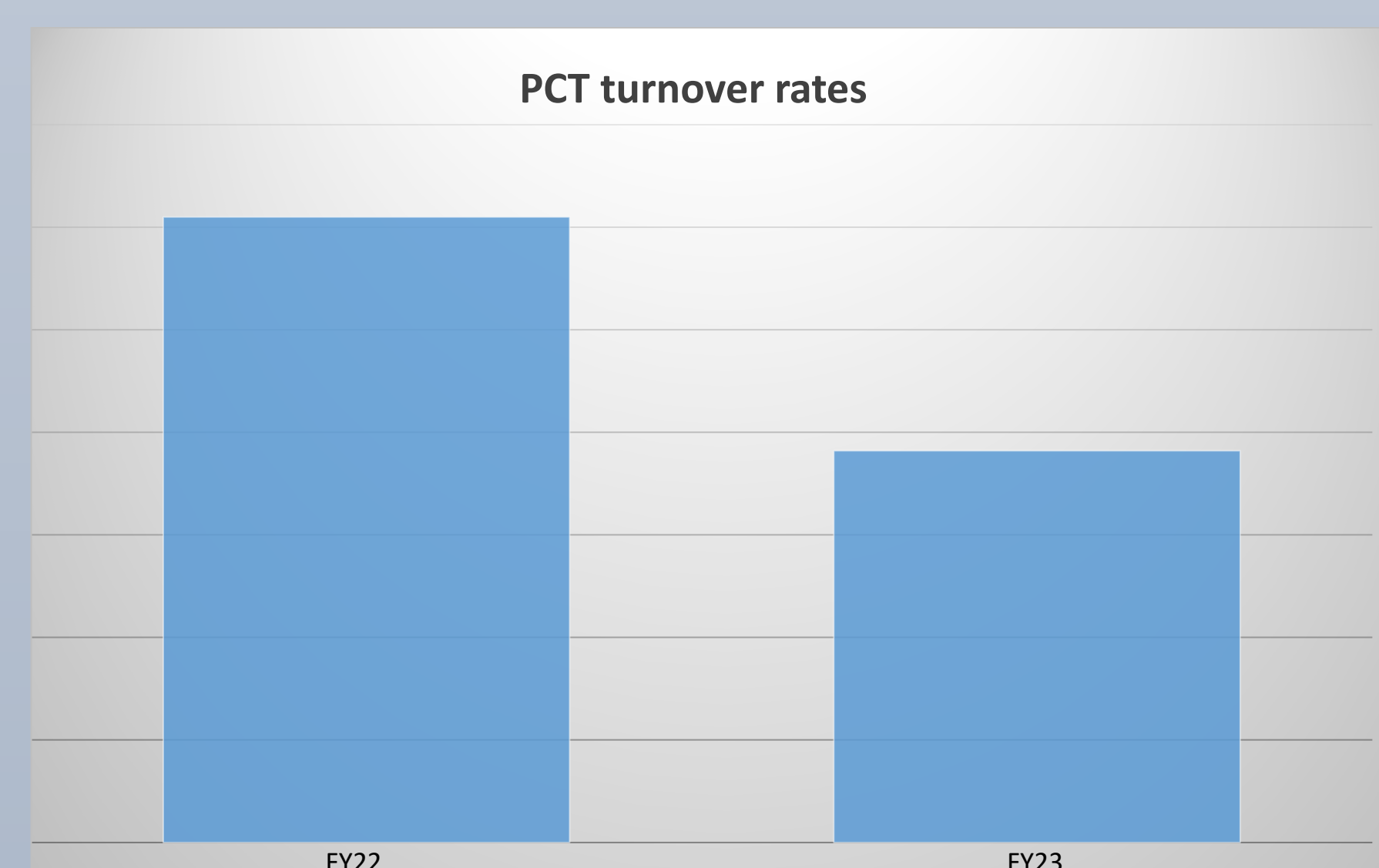
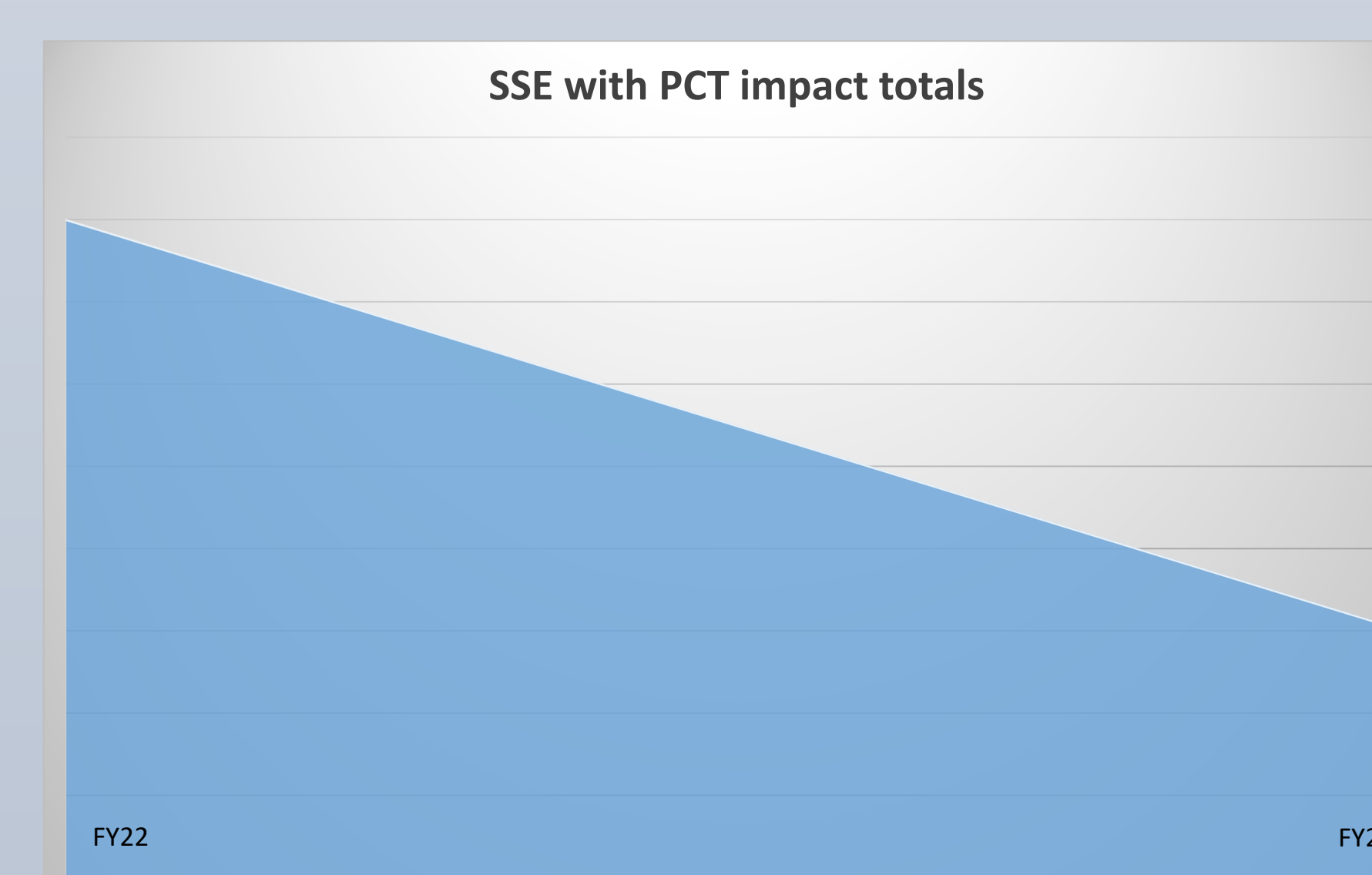
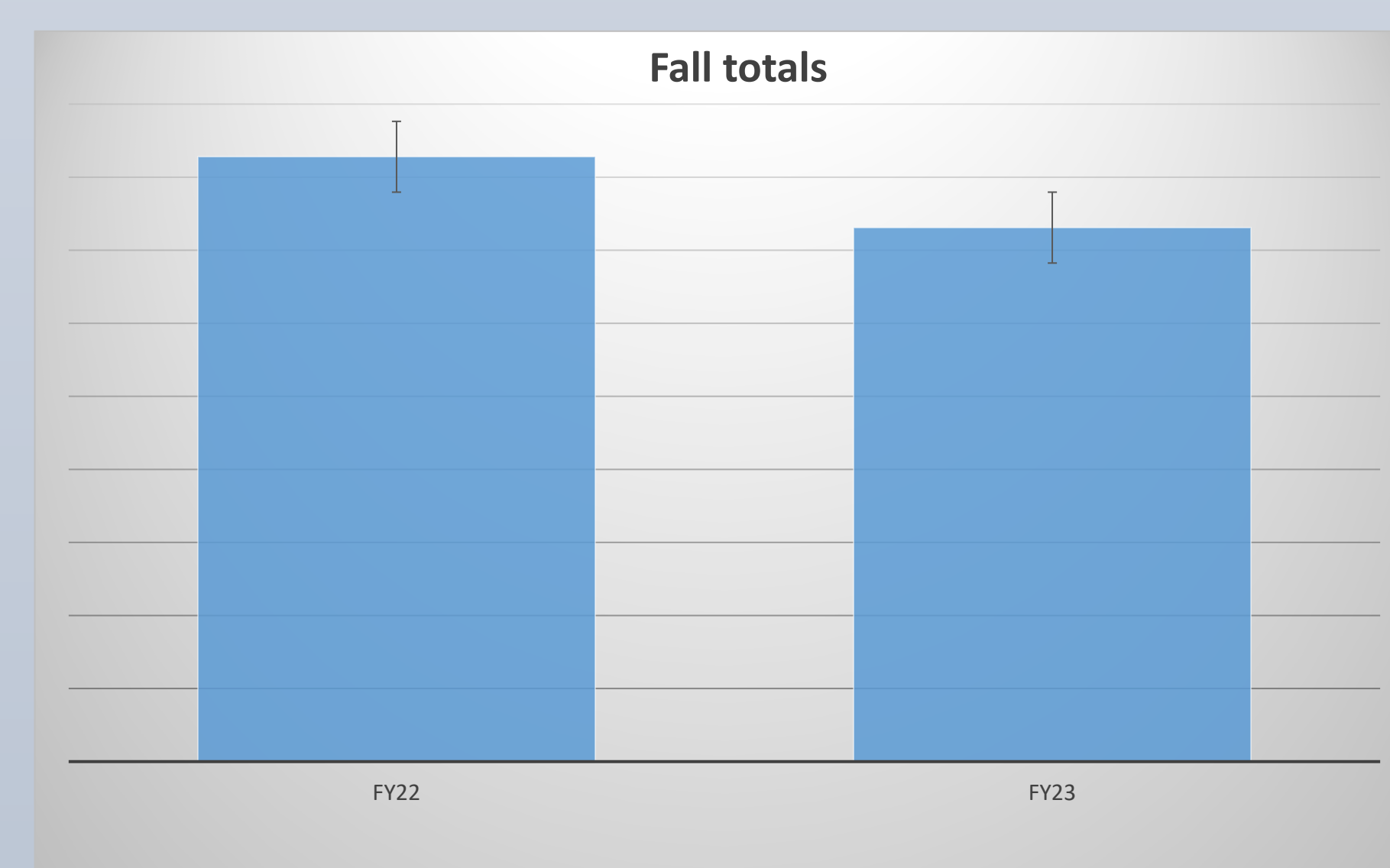


Methods

After reviewing survey results and data for PCTs impact, the identified education gap included patient-centered skills, communication, and escalation processes. These identified issues were used for creation of simulation scenarios, gamification, and hands-on practice. The second day of orientation was implemented on June 10th, 2022. Since go-live, 570 patient care techs have attended day 2.

- Standardized patients are used in simulation scenarios related to patient decline and escalation to the RN
 - Pressure injury
 - Abnormal vital signs, low urine output
 - Low Blood Sugar, change in level of consciousness
 - Mobility complications/fall prevention
- Escape room allows PCTs to implement patient complication prevention strategies
- Code Cart scavenger hunt used to identify items and facilitate basic life support strategies
- Communication videos are viewed and discussed regarding escalation of patient concerns to RN
- Skills stations
 - Manual blood pressure
 - Telemetry application practice
 - Foley: care, emptying and removal
 - External catheter placement
 - Urine sampling from a foley catheter
 - POC lancet practice
 - Intravenous catheter removal
 - Air transfer mat and chair device
 - Chest compression and defibrillation pad placement

Results



Comments From New Hire PCTs

- "Honestly, I learned so much. Best orientation I've ever had!"
- "To work as a team and communicate with coworkers is very important"
- "Hands-on use of equipment and looking through the crash cart helped me feel more confident"
- "Simulations on live actors with real scenarios was a wealth of knowledge"
- "I learned to pay attention to every little detail and don't hesitate to escalate issues"
- "I felt more confident in my skills in order to give my patients the best possible care"
- "I learned what to do in difficult situations"
- "Being hands on is a huge help and will help when being in the real world rather than going in blind"
- "As a new PCT it is very helpful to have a skill you have never performed on a real patient be apart of the skills lab"
- "The escape room was a fun experience. It helped me better understand patient safety"

References

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