

SCRUBS THURSDAYS Feedback March 27, 2019

February Experiential Support focused on Whiteboards

Completion % whiteboards observed:

Wave 1 units	Wave 2 units
100% x 1	x 3
90% x 5	
85% x 7	
80% x 6	
75% x 5	x 5
72% x 1	

Barriers:

- placement of whiteboard in some rooms make it hard to access
- dried out markers
- comfort round updating not filled out on clock
- flow is quick in assessment bays, only time to fill out nurse name, date on board. Similar issue in the ED.

Patient Feedback:

- whiteboard info is valuable but not always updated
- WB placement in some rooms not easy to see
- who their nurse was very important
- markers for family to use WB – they didn't know WB was for their use also

Staff Responses:

- thankful for visiting
- receptive to show their unit –showcase, brag
- suggested staff also visit other units as well to decrease barriers and help understand patient status at different stages of their journey, helps make things more collegial

General Scrubs Thursdays feedback:

- ideas gleaned from other units eg. Fall sign placement (hooks), processes
- being "there" to help nudge staff eg. fill out whiteboards
- one nurse Googled how to write Chinese symbols and translations on WB so patient and nurse could better communicate
- seeing electronic Care Rounds