



Transform Team Communication.

Clear, Consistent, Connected.

Utilizing Visual Management Boards to Standardize Communication

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BACKGROUND

Mayo Clinic Rochester is a large academic medical center with 124 operating rooms, 7 pre/post departments, and 12 sterile processing (SPD) locations across 2 campuses. This makes effective communication across perioperative teams both essential and challenging. Feedback from staff and leaders highlighted the need to develop centralized, consistent ways to share information.

Team Formation:

- A multidisciplinary team was assembled, including representatives from the operating room, perianesthesia, sterile processing, anesthesia, quality and practice support teams, as well as a project manager.

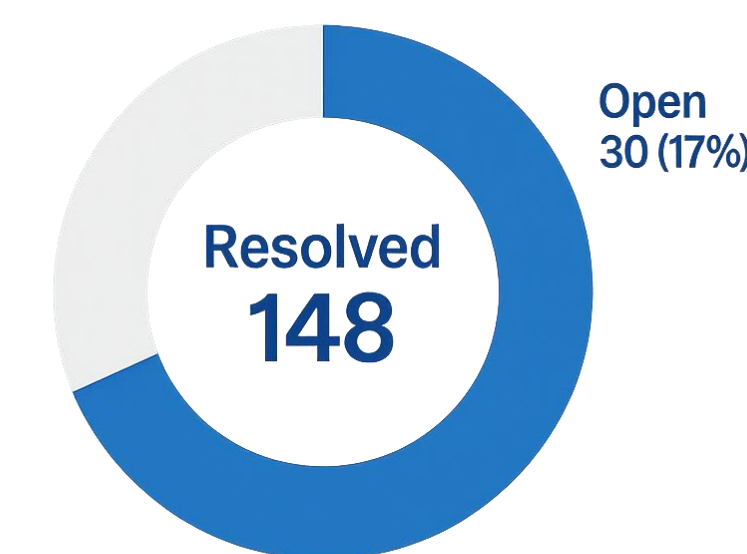
Preparation and Planning:

- Weekly meetings were held to review current communication practices and identify gaps.
- Visual management boards were identified as a solution to streamline information flow across practices and spaces.
- The team worked to develop a standardized approach for implementation.
 - Leaders identified the location of the board, which would replace existing whiteboards.
 - Boards would be installed primarily where team huddles occur.
 - Boards in the OR and perianesthesia spaces are touchscreen, while the SPD boards are view-only.
 - The anesthesia team chose to start with a virtual only option that can be accessed from any computer.

Implementation

- Installed electronic visual management boards in 42 locations across OR, SPD, and perianesthesia areas.
- Nursing and anesthesia leaders manage board content, which includes:
 - Announcements and upcoming practice changes
 - Visual tracking of issues identified by staff, such as equipment needs, from submission through resolution.
 - Quality data and project status
 - Staff recognition and celebrations
 - Upcoming team events
- Staff can view current and historical information on the board as well as any computer, providing multiple ways to access information.
- Staff can use a mobile device or computer to submit content to their area specific boards.

Issues/Communications



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IMPLICATIONS FOR PERIOPERATIVE NURSING

- Visual management boards provide a standard modality to communicate by consolidating multiple channels into one bi-directional platform, reducing miscommunication risk.
- The boards also allow for a streamlined issue escalation and resolution process, enhancing responsiveness during daily huddles.