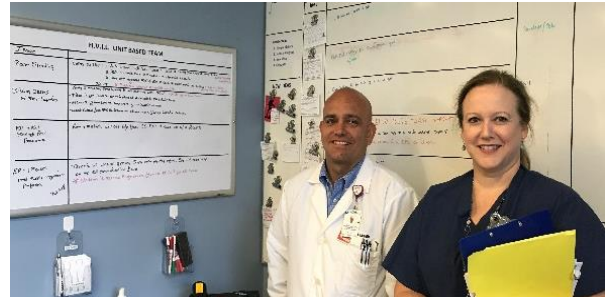


# Heart and Vascular Interventional Lab Unit-Based Team: Improving Communication and Skills

**Co-leads:** Kathy Girouard, coding specialist;  
Pete Lancette, Director; Sue Maddalena, Lead  
RT

**Committee:** Cathy Oliveri, RN; Susan Millette,  
RN; Cheryl McGowan, RT; Nina Kokansky, PCA;  
Mary Blair, RN; Mary Ann Stand, RN; Lisa Allen,  
RT; Chris Wiggin, RN; De Drapeau, IT; Maureen  
Shea, RN, CarryAnn Patterson, RN; Kelley  
Saucier, RN; Gail LaPlante, RN

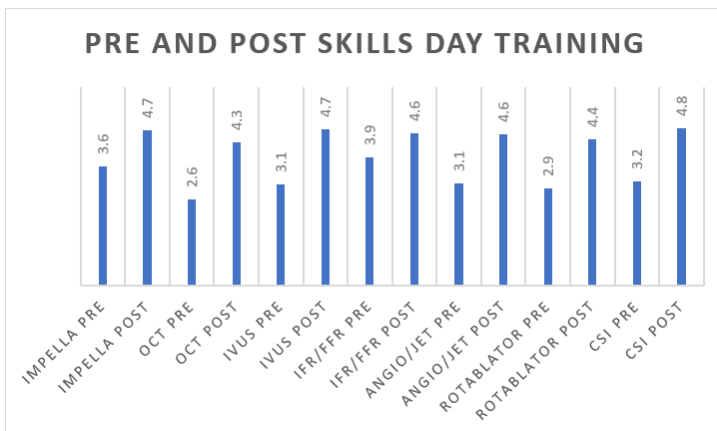


**Problem 1: No communication system** for distributing information about new or discontinued equipment, backordered supplies, workflow changes, or staffing concerns.

**Improvement:** The UBT initiated a **Daily Briefing** for all department staff before the first cases start. Staff discuss cases for the day, raise issues, ask questions, and share information. The briefing started in the hallway outside the procedure rooms it recently moved so as to occur in front of the department's **Visual Management System**, which includes the UBT Board, Idea Board, and department metrics.

**Problem 2: Lack of confidence using new or existing equipment among staff.**

**Improvement:** The UBT organized a **"Skills Day"** with vendors so staff could gain hands on experience under expert eyes outside of the procedure room. Follow-up self-assessments by staff showed meaningful improvement in their confidence levels, so the department



decided to schedule three Skills Days per year.

**Additional improvement projects that the UBT is making progress on:**

- **Keeping the rooms stocked and maintained**
- **Supply billing issues** around the Wavemark/Epic interface
- **Best positioning of staff and equipment** around the patient during procedures