

Vascular Lab Unit-Based Team: Spreading Competency to Improve Access; Aligning to Department Metrics

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Problem 1: Uneven staff competencies caused difficulty scheduling techs for patient access at all Vascular locations and staff dissatisfaction. Vascular staff perform 31 types of studies, rotating through 5 different locations.

Improvement: Starting with a baseline self-assessment of techs' confidence in all studies, the **UBT prioritizes training for techs** through a complex schedule pairing more and less experienced techs at a location.

COMPETENCIES ACHIEVED TO DATE

TECH	CDS	TCD	ARS	ARS EXC	VDS	RFK	AAA	EVAR	FEN	MES	PDR	RDS	BPG	AK FEM	FEM FEM	UE DIGITS	Native LE starts
A	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
B	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
C	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
D	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
E	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
F	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4
G	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
H	5	2	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
I	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
J	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1
K	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	3 areas
L	5	2	5	5	5	5	5	5	5	5	5	5	5	5	5	5	2 areas
M	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	3 areas
N	5	2	5	2	5	2	5	2	2	2	5	3	4	2	3	2	1

August 2018

Waiting time is reduced for patients, though the UBT has been unable to find a way to measure this. However, they have developed or significantly revised 17 competency forms, and tech competencies have increased, as shown at left. An informal survey of the staff revealed 85% to agree that “this project is resulting in an improvement in the distribution of workload among staff”.

Problem 2: Uncertainty about how many and which staff should be at work in the case of severe weather led to confusion and wasted effort.

Improvement: The UBT drafted a department policy on inclement weather that

- synched with med center policy and the SHARE contract
- balanced the importance of performing important tests with concerns about patient and staff safety

A winter storm hit a few weeks after the department reached consensus, allowing them to test and then improve the policy.