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Frontline Engagement to Increase Efficiency & Decrease Risk of Staff Injury in an Oncology Vascular Access Department

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City of Hope

Purpose

Discuss how one outpatient vascular access specialty oncology department in Southern California engaged frontline staff to improve clinic efficiency & decrease repetitive motion.

Relevance/Significance

The Vascular Access Department (VAD) department's primary service is central line access and blood specimen collection. This sterile procedure involves multiple steps and repetitive motion of the upper extremities. **The department averages 250 appointments a day and experienced 12% growth in 2022**. Repetitive motion coupled with the clinic's bustling volume was a recipe for inefficiencies & staff injury. Collaborative problem solving was needed to address these issues without increasing wait time or staffing resources.

Strategy and Implementation

1. Nurse leaders worked with frontline staff to identify pain points in efficiencies and greatest drivers of repetitive motion.
2. The team identified the size of the port access kits as limiting efficiency as flow was consistently interrupted to restock their supply carts. The kit included exorbitant packaging that added to the amount of repetitive motion.
3. Nurse leaders identified team members to represent staff's needs.
4. Nurse leaders and the staff representatives met with the supply vendor to collaborate on a design that would enhance efficiency and decrease repetitive motion.

The redesigned port kit increased supply cart storage by 50% which increased workflow efficiency and reduced restocking frequency.

Staff survey showed improved efficiency, reduced repetitive motion, and increased satisfaction.

There were no active repetitive motion-related injuries reported during the implementation.

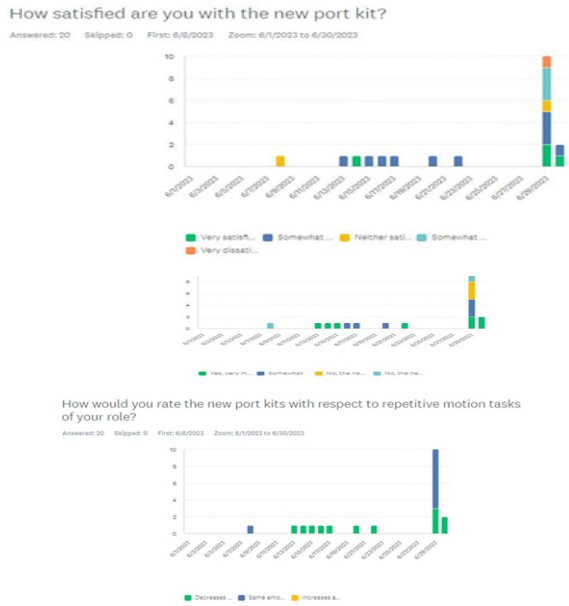
MAGNET RECOGNIZED
AMERICAN NURSES CREDENTIALING CENTER

Redesigned Port Kits





Frontline Staff Survey Post- Implementation



Implications for Practice

Staff engagement plays a critical role in solving issues that directly impact the work that they do. Nursing leadership operational understanding paired with frontline staff perspective provides a recipe for expedient problem identification in order to quickly move to solutioning. Staff input and feedback ensure meaningful interventions are implemented with sustainable and successful outcomes.