

# New White Boards on L&D

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## **The Problem**

White boards are used on L&D to identify what staff is on call that day, as well as for commonly needed phone numbers and administrative contact information. Original boards were placed high up at the practice assistant's desk. If staff needed to change who was available/on call, they needed to reach around the PA and climb on a stool to change the board. This led to great potential for falls and/or back injury, as well as some staff not consistently updating the board.

## **Aim/Goal**

- To make more clear who is on call and how to reach them
- Make it easier to keep board updated by all staff
- Clarify who to call for clinical situations such as an emergency or a meconium delivery.
- Quickly needed phone numbers (NICU) readily available to any staff at the nurse's station.

## **The Team**

- Earl Stephen Practice Administrator
- Barbara Stabile RN Nurse Manager
- Toni Golen Medical Director
- All L&D staff, including physicians, anesthesiologists, nurses and practice assistants.

## **The Interventions**

- Proposed idea for changing white boards and asked staff at team meetings to brainstorm what was important information and where they thought it could best be seen.
- Draft new white board template and buy new white board
- Contact "All kinds of signs" to produce new signage.
- Review and revise new signs as we worked with them for a few weeks and identified what information was not initially put on boards.

## **The Results/Progress to Date**

- Signage is easier to read
- Staff is not putting themselves in danger to keep the information updated.
- Staff seems to be happy with new signs
- Signs are much easier to read, easier to find the number you need.

## **Lessons Learned**

- Mock up signs and tried out before deciding on final format
- Placement of boards on walls dictated by other things on walls as well.

## **Next Steps/What Should Happen Next**

- Continue to solicit staff feedback.
- Have MD's put a marker on board when they are off the L&D unit or at home

