Power Hour for Techs: The Series
Tess Magalong, BSN, RN, CMSRN
Frances Utley, RN, CMSRN
Baylor University Medical Center at Dallas, Dallas, Texas

BACKGROUND
Unlicensed Assistive Personnel (UAP) are integral to delivering care to our patients. At our hospital, there was not any structured continuing education program aside from the initial orientation. Care delivery practice was inconsistent. Senior nursing leadership supported the concept of creating a structured and high impact continuing education process.

PROCESS
- A team of unit based educators was formed
- Needs assessment was conducted
- Topics are chosen and presented quarterly
- Various teaching methodologies utilized
- Staff recognition for attendance and participation

Topics:
- Tools for Teamwork
- My Role Defined
- Teaming up with OT (Occupational Therapy)
- What would you do?
- Do you have time for purposeful rounding?
- What is wrong with this picture?
- Diabetes: What’s in it for my patient?
- Do you “C” me?
- Extreme Makeover: Skin Edition
- We’re not getting any younger
- Meeting of the minds
- Stop, look and listen
- The Ultimate Experience
- Are you lost in time and space?

Teaching Strategies
- Interactive activities
- Role play scenarios
- Hands on demonstration
- Videos
- Lecture – minimum use
- CSI (staff favorite)

Implications
Educating and engaging UAP optimizes patient outcome by improving teamwork and effective communication, application of best practices therefore enhancing the patient experience which affects employee satisfaction.

Power Hour Team
Jim Beveridge, RN, PCCN
Kathy Blake, BSN, RN
Peg Gordon, BSN, BA, RN
Cindy Hale, BSN, RN
Patricia Rogers,
Carmen Schiltz, BSN, RN, CPAN
Chelsea Webb, BSN, RN, CMSRN
Karen Wright, MSN, RN
Cathy Zmolik, BSN, RN, OCN

REFERENCES