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### Using QR Codes in the Emergency Department to Enhance Nursing Practice

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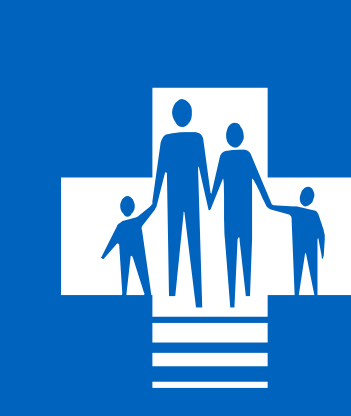
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# Using QR Codes in the Emergency Department to Enhance Nursing Practice

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## Problem

- Baystate is a Level 1 Trauma Center with more than 100,000 emergency room visits per year and 187 nursing staff to provide up to date education.
- The current healthcare environment and the volume of patients seen in our ER does not always allow for traditional education such as classroom or lectures style. An innovative and creative way to support education was needed.
- Nursing staff reported that looking for a policy or procedure is time consuming and does not quickly answer the clinical questions.
- The project was developed by the unit-based Nurse Educators to address a knowledge gap and ensure education was accessible to all shifts.
- The primary focus of this project was to provide a quick and easy resource to remind staff how to use certain equipment that was high risk low volume.
- Traditional educational material such as binders and handouts get lost or become outdated. “The use of QR codes to promote just-in-time education has shown preferential amongst staff as a more efficient way of accessing resources and is cost effective” (Marion, 2023).

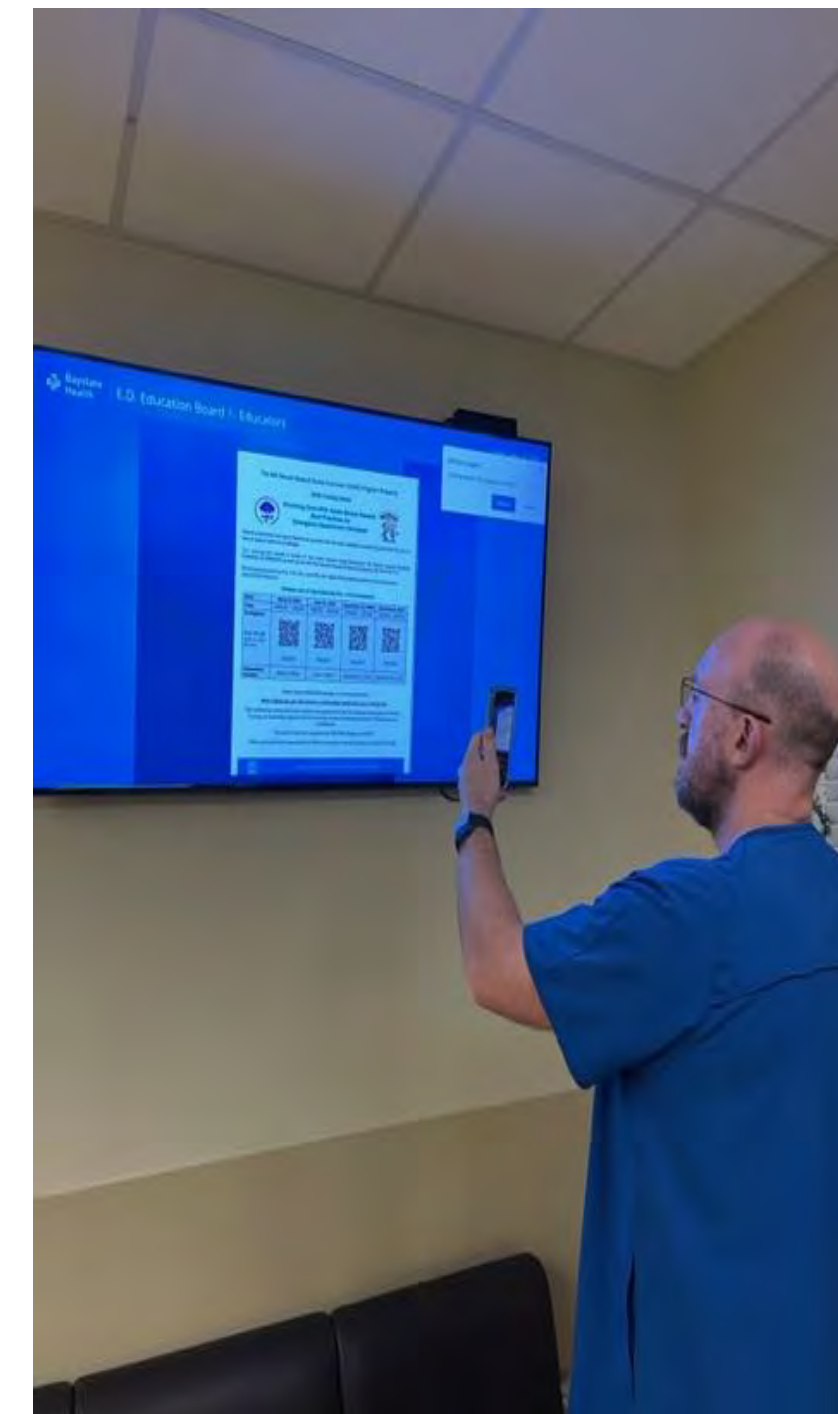
## Objective

The purpose of this project was to create accessible content, via QR codes that show a quick 5-minute video, to be used as a resource when a clinical expert was not available.



## Interventions

- The educational videos were created by members of the education team and front-line staff.
- The videos were 2–5-minutes in length. The content consisted of the location of equipment, indications for use, set up, operation of device, troubleshooting and other key information for each item.
- The videos via QR code were shared during our annual skills validations and feedback on the content and videos was received. Changes to the videos were made based on this feedback and then the QR codes were placed on a large poster in the department.



Pictured from left to right- Benjamin Duffy ED Clinical Coordinator, Kerri O'Brien RN, Hillary Morrisette RN, Carolyn Waskiewicz-Bemben RN

## Results

- Staff have access to the poster and videos in central locations throughout the department and overall feedback has been positive.
- Staff reported that this helped them find information quickly and easily with their educator describing via video how to find, operate and troubleshoot the equipment needed.
- With staff feedback, the team created cards with the QR code to the equipment itself, so an employee can retrieve a piece of equipment and scan the QR code to watch the video.
- The Nurse Educators will continue to assess for additional practice gaps and will include more videos.
- As previous studies reported, using QR codes for high-risk low use equipment improved nurses' perceptions of having adequate training on critical pieces of equipment in the emergency room (Robalino, 2021).

## Future Work

- With the success of this project, the emergency department has utilized QR codes for staff to sign up for classes, complete fillable forms and survey staff about educational needs.
- The use of QR codes is being considered for staff orientation materials and annual competencies.
- Additionally, the team is considering digitalization employee files to help support a greener environment.

