

# The How To's of Engaging Frontline Staff Using a Pocket Card



Kathleen R. Stevens<sup>1</sup>, Robert L. Ferrer<sup>2</sup>, Amanda R. Sintes-Yallen<sup>1</sup>  
<sup>1</sup>Academic Center for Evidence-Based Practice, <sup>2</sup>Department of Community and Family Medicine, University of Texas Health Science Center San Antonio



- **System Level Commitment**
  - CNO Buy-In
  - Manager/Director Buy-In
  - Frontline Staff Buy-In
    - Champions
    - Staff Meetings
    - Research team onsite
- **Identification of Frontline Staff**
  - Anyone with patient contact who observes a small problem that interferes with providing optimal patient care
  - Not exclusive to nurses
- **Introduction of Project to the Frontline Team**
  - Personal invitation and explanation of how to participate through a letter
  - Posters with branded logo with key promotional messages
  - Reminders in key locations to engage in pocket cards (time clock, e-mar carts, locker rooms, lounges)
- **Collection Process**
  - “Survey Box”
  - Location, location, location
  - Extra pocket cards available
- **Pocket Card Data Collection Duration**
  - Minimum of 4 weeks to have sufficient data
  - One card per participant per shift worked
- **Benefit to Participants & System**
  - Create awareness of frequency and type of small problems encountered on a daily basis
  - Provide an opportunity for frontline staff and administration to engage in quality improvement