Perceptions of Patient Care Techs (PCTs) on Teamwork and Competency as it Relates to Patient Care
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Problem:
Patient Care Techs (PCTs) play a pivotal role in providing quality care to patients in the acute care setting. Their abilities to provide this care often go unrecognized or validated by interdisciplinary teams.

Evidence:
A literature review revealed the importance about how teamwork and continuing education impacts job satisfaction and patient safety. Several studies documented the importance of teamwork in relation to the work environment. One study depicted how PCTs expressed increased job satisfaction in relation to newly learned skills.

Strategy:
An interdisciplinary team was established and consists of two PCTs identified as leaders from their departments and a Nurse Educator facilitator. These members are visible and accessible to staff throughout the hospital and frequently meet to strategize agenda items for upcoming PCT meetings.

Practice Change:
• Monthly PCT meetings are enhanced to include opportunities for competency and professional development.
• PCTs are encouraged to join Professional Practice Councils.
• Frequent formal and informal meetings of the interdisciplinary team to discuss key issues impacting PCTs.
• PCTs are encouraged to bring change ideas from their respective units for group discussion and implementation consideration.
• Staff unable to attend a PCT meeting can be checked off on monthly competencies by meeting with one of the leader PCTs from the interdisciplinary team.

Evaluation:
A one-year post-implementation evaluation tool will be administered to PCTs in April 2013.

Results:
Informal monthly feedback over the past year suggests the program enhancements have achieved improvements in the areas of PCT perception of teamwork and competency.

Recommendations:
Consistent staff attendance at monthly PCT meetings is vital to continue the advancement of the role of PCT. Improved leadership support and PCT accountability will ensure better attendance and participation at meetings.

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**Lessons Learned:**
Better attendance occurred as a result of e-mail communications with managers and PCTs one week prior to PCT meeting.

**Bibliography:**


