A “SHOT” OF QSEN FOR NEW NURSES AT COMMUNITY MEMORIAL HEALTH SYSTEM

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COMMUNITY MEMORIAL HEALTH SYSTEM

- Community Memorial Hospital-Ventura Ca
  - 242 bed regional inpatient hospital

- Ojai Valley Community Hospital, Ojai Ca
  - 103 bed inpatient and outpatient and skilled nursing facility for Ojai Valley Residents

- Centers for Family Health
  - 11 county-wide multispecialty outpatient centers serving over 275,000 people annually
From Here

To There
THE VISION

- To train and utilize new BSN grads as per diem float nurses (FLEX Team Program)

- To infuse Quality and Safety Education in Nursing (QSEN) competencies to daily nursing activities

- To improve patient outcomes and to ensure safe and effective patient-centered care
Acknowledging the Benefits of BSN Preparation

Experienced Nurses\textsuperscript{1} Satisfied With New Graduate Nurse Competency\textsuperscript{2}

\textit{n=800}

\begin{figure}[h]
\centering
\includegraphics[width=\textwidth]{chart.png}
\end{figure}

1) Nurses with at least three years of experience.
2) Responded "yes" to survey question "I am satisfied with the proficiency of new graduate nurses in the following competency area." Satisfaction with ADN proficiency is defined as the satisfaction level of experienced nurses on units with at least 70% of new graduate nurses holding an Associate's degree; satisfaction with BSN proficiency is the satisfaction level on units with 70% of new graduates holding a Bachelor's.
3) Survey Question: "Ability to prioritize."
4) Survey Question: "Communication with physicians."
5) Survey Question: "Decision-making based on the nursing process."
6) Survey Question: "Ability to work as part of a team."

Source: Nursing Executive Center New Graduate Nurse Performance Survey, 2007; Nursing Executive Center interviews and analysis.
THE WHY

- To augment the existing New Graduate RN orientation
- To bridge the gap between academia and a new grad’s “first job” as a nurse
- To decrease the higher cost of registry or traveler RNs
NEW GRADUATE NURSE FLEX TEAM PROGRAM: WHY IS IT IMPORTANT?

- First year turnover rate of 30-50% for new RNs
- Cost
  - Per new graduate RN turnover = $40,000 estimated financial loss for hospitals

Winter 2010-2011 (Oct 2010-Feb 2011)

- CMH Expense for Registry & Travelers = $1,233,258
- Ojai Expense for Registry & Travelers = $376,224
NEW GRADUATE NURSE RESIDENCY PROGRAM
FLEX TEAM:
RESEARCH STUDIES SUGGEST...

- Cost containment
  - Vacancies
  - Recruitment
  - Orientation-Training
  - Registry Usage
- Increase in quality of nursing care
- Increase in Patient Satisfaction
- Increased RN satisfaction with program
PROGRAM DETAILS

- Preceptor training for 25 RNs
- Interviewed and hired 13 BSN Graduates
- Didactic training day 1 day/week
  - Speakers Bureau of content experts
  - Hands on experiences (TPN, IV, ER Cart)
- Assigned to a “Home Location” with a Preceptor
  - Medical-Surgical Units
  - Ambulatory outpatient
  - Specialties
  - Night Shift
QSEN COMPETENCIES

Goal is to “meet the challenge of preparing future nurses who will have the knowledge, skills and attitudes necessary to continuously improve the quality and safety of the healthcare systems within which they work” (QSEN.ORG).
A “SHOT” OF QSEN

- Preceptors were self-selected or assigned
- Integrated six QSEN Domains in training
- Incorporation of QSEN in Clinical Evaluation
  - Performed at monthly intervals
- New Nursing Orientation inclusion
  - Binder and Training
- Under development
  - Applicable QSEN competencies for Nurse Tech/CNAs
Fall Prevention: provides baseline knowledge and skills to assess patient risk for falling, and to manage this risk to prevent falls.

OBJECTIVES:

- Identify patient fall risky factors and the nursing assessment of these risk factors using an evidenced-based assessment and risk rating tool
- Implement interventions to prevent patient falls
- Evaluate the effectiveness of interventions to prevent falls
- Discuss key strategies to effectively manage clinical and system issues to prevent patient falls
- Review CMHS and unit data on patient falls to improve practice
Graduate Nurse Program Competency Assessment Tool: Floor/Unit: 

Transition RN Name: ____________________________

Preceptor RN Name: ____________________________ Date: _______

Evaluation period: Initial 1 Month 2 Months 3 Months (Circle One)

<table>
<thead>
<tr>
<th>COMPETENCIES</th>
<th>Novice</th>
<th>Adv Beginner</th>
<th>Competent</th>
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<tbody>
<tr>
<td><strong>PATIENT CENTERED CARE</strong></td>
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<tr>
<td>1. Conducts comprehensive psychosocial and physical health history that includes patient’s perspective and considers cultural, spiritual, social considerations.</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>2. Complete understanding and interpretation of assessment data.</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>3. Able to anticipate risks related to assessment data.</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>4. Integrates knowledge of pathophysiology of patient conditions.</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>5. Decision making is based on sound clinical judgment and clinical reasoning</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>6. Advocates for patient as appropriate in multidisciplinary team discussions.</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>7. Recognizes changes in patient status and conducts appropriate follow up.</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>8. Prioritizes actions related to patient needs and delegates actions if appropriate</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>9. Establishes rapport with patients and family.</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td><strong>SAFETY</strong></td>
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<tr>
<td>10. Demonstrates safe practices related to medication administration including rights, verification of allergies, two patient identifiers, read-back process, independent double checks for high alert medications.</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>11. Demonstrates the safe use of equipment appropriate to setting such as IV set up, pumps, etc</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>12. Educates patient on safety practices when administering medications, drawing blood, starting and IV, using PCAs.</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>13. Communicates observations or concerns related to hazards to patients</td>
<td>1</td>
<td>2</td>
<td>3</td>
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1. **Novice**: Beginner with no experience
2. **Adv Beginner**: Demonstrates acceptable performance, recurring meaningful elements
3. **Competent**: Gains prospective from planning own actions, More aware of long term pt goals
<table>
<thead>
<tr>
<th>Skill, Knowledge &amp; Organization</th>
<th>Policy &amp; Procedure</th>
<th>Proficiency Level</th>
<th>Learning Plan:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Review</td>
<td>Novice</td>
<td>Adv Beginner</td>
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<td></td>
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<td>1</td>
<td>2</td>
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<table>
<thead>
<tr>
<th>Comletion &amp; final evaluation of skill:</th>
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<tbody>
<tr>
<td>Nurse Tech can safely perform</td>
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<td></td>
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</table>

<table>
<thead>
<tr>
<th>Organizing Day</th>
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<tbody>
<tr>
<td>Checks assignment sheet for patient assignment</td>
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<tr>
<td>1 2 3</td>
</tr>
<tr>
<td>Determines turning routine for patients</td>
</tr>
<tr>
<td>1 2 3</td>
</tr>
<tr>
<td>Collects items for AM care</td>
</tr>
<tr>
<td>1 2 3</td>
</tr>
<tr>
<td>Collects items for isolation rooms in advance</td>
</tr>
<tr>
<td>1 2 3</td>
</tr>
<tr>
<td>10 minute break in AM and PM as assigned</td>
</tr>
<tr>
<td>1 2 3</td>
</tr>
<tr>
<td>30 minute lunch break as assigned</td>
</tr>
<tr>
<td>1 2 3</td>
</tr>
<tr>
<td>Has well-planned interventions and flexibility</td>
</tr>
<tr>
<td>1 2 3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication</th>
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<tbody>
<tr>
<td>Gets report from team leader and off-going tech</td>
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<tr>
<td>1 2 3</td>
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</tbody>
</table>
EVALUATION OF NEW GRAD-FLEX TEAM RN

- Class evaluation
- Monthly evaluation with Preceptors
- Monthly QSEN Evaluation from Preceptor
- Clinical Competency Skills Checklist
- Casey-Fink Post evaluation Completed
RESULTS FROM THE NEW GRADS

**Liked**
- Flexibility
- Support
- Gaining confidence
- Sense of belonging
- Topic collaboration
- Transition tools
- Monetary gain

**Didn’t like**
- Full patient load early in training
- Float training too early
- Policy access at home
QUALITY INDICATORS

*One Med Error by Flex Team RN*
COST: FLEX TEAM VS REGISTRY JAN – MAR 2012

SAVINGS OF $135,432

<table>
<thead>
<tr>
<th>Department</th>
<th>Flex Team</th>
<th>Registry</th>
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<tr>
<td>CMS Med-Surg</td>
<td>$67,680</td>
<td>$153,408</td>
</tr>
<tr>
<td>CMH Mother-Baby</td>
<td>$20,160</td>
<td>$45,696</td>
</tr>
<tr>
<td>Ojai Med-Surg</td>
<td>$19,080</td>
<td>$43,248</td>
</tr>
</tbody>
</table>

Savings of $135,432
OUTCOMES FOR CMHS...

- Enthusiastic, professional & competent RNs
- Financial savings
- Potential increase in patient satisfaction
- Pre-trained RN Pool when positions open
- Supportive of local BSN programs
- Staff are more satisfied (Not Floating)
- Very appreciative New Grads
COST SAVINGS

- Program costs = $130,000
- 1Q 2012 = $130,000
- 1Q 2012 New Grads worked 300 shifts
- Annual Savings = $400,000
People need to be reminded more often than they need to be instructed.

-Samuel Johnson
QUESTIONS
REFERENCES


5. Commission on Collegiate Nursing Education,(2008) Standards for Accreditation of post-Baccalaureate Nurse Residency Programs

6. QSEN.org, retrieved May 3, 2012
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