

***Engaging the Graduate RN
in Quality Improvement
during a Nurse Residency Program***

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- Describe a successful RN Residency program that utilizes QSEN new graduate competencies to support safety & quality patient care.
- Describe how a quality/process improvement program for new graduate RNs improves patient care and enhances professional and organizational commitment.

RN Transition to Practice

“The current system of nursing education is not adequate to prepare today's nurses for the immediate future.”

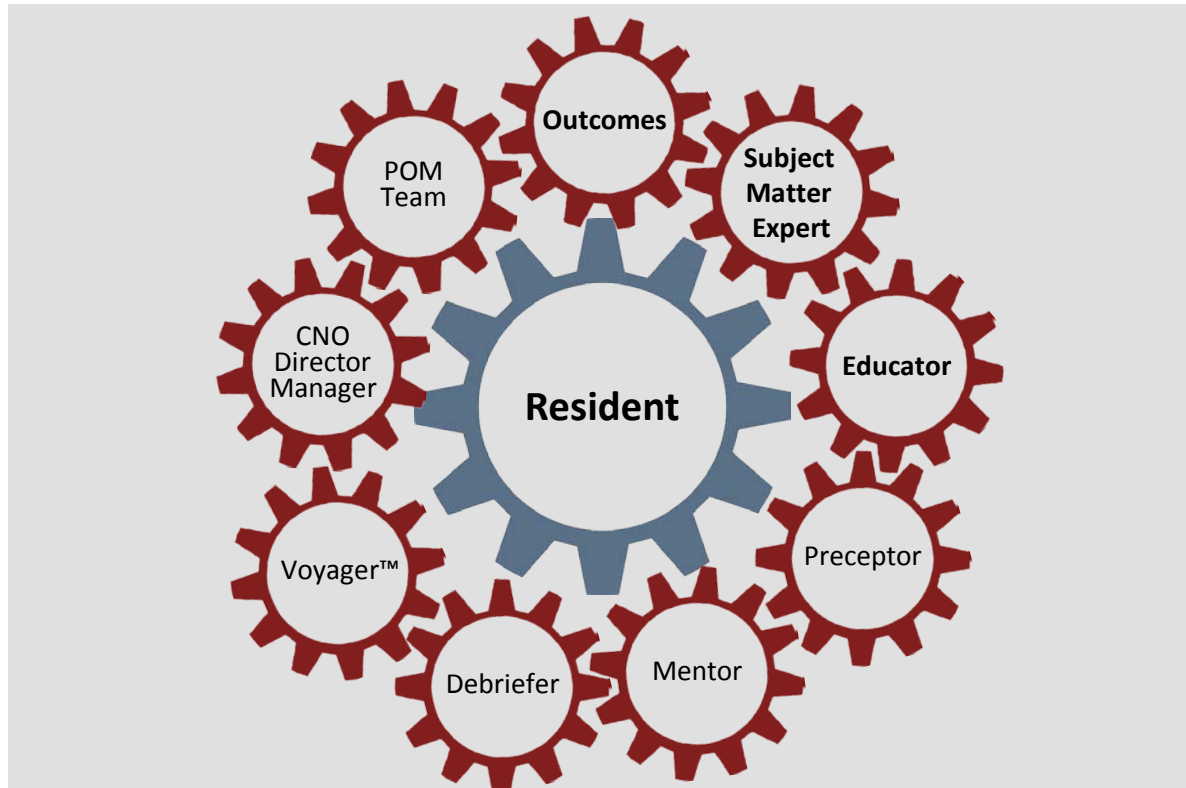
— Benner et. al.

*Educating Nurses:
A Call for Radical
Transformation
(2010)*



- National Council of State Boards of Nursing (2009)
- Carnegie Study on Nursing Education (2010)
- Joint Commission (2002)
- IOM Report 2010

**Ineffective Transition Into Practice Puts Patients,
Hospitals, and Nurses at Risk**



- *Versant is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.*

QSEN: The Residency Framework

New Graduate Competencies

- Patient-centered Care
- Teamwork & Collaboration
- Evidence-based Practice
- Safety
- Informatics
- Quality Improvement

Patient-centered Care

“Patient-centered care is about engaging the hearts and minds of those you work with and those you care for. Ultimately, it is about a collective commitment to a set of beliefs about the way patients will be cared for, how family will be treated, how leadership will support staff, and how staff will nurture each other and themselves.” patient-centeredcare.org

Residency: Nursing & HCAHPS

- Core module: Patient-Family Centered Care
- Strategy: Discussion
 - Reflect on practice
 - Identify barriers
 - Identify strengths

Wolf, D. M. et al., (2008) Effect of patient-centered care on patient satisfaction and quality of care

Teamwork & Collaboration

- Focus is on communication skills
- Poor communication negatively impacts patient outcomes
- Teamwork education is needed for all healthcare providers
- Teams share responsibility for plan of care development, decision making, and problem-solving

Residency: Teamwork & Collaboration

- Core module: Effective Communication
- Strategies: Discussion and Role Playing
- Supportive Components: Debriefing and Mentoring topics
 - *Disruptive behavior in the workplace*
 - *Healthy work environments*
 - *Multidisciplinary communication*

Evidence Based Practices

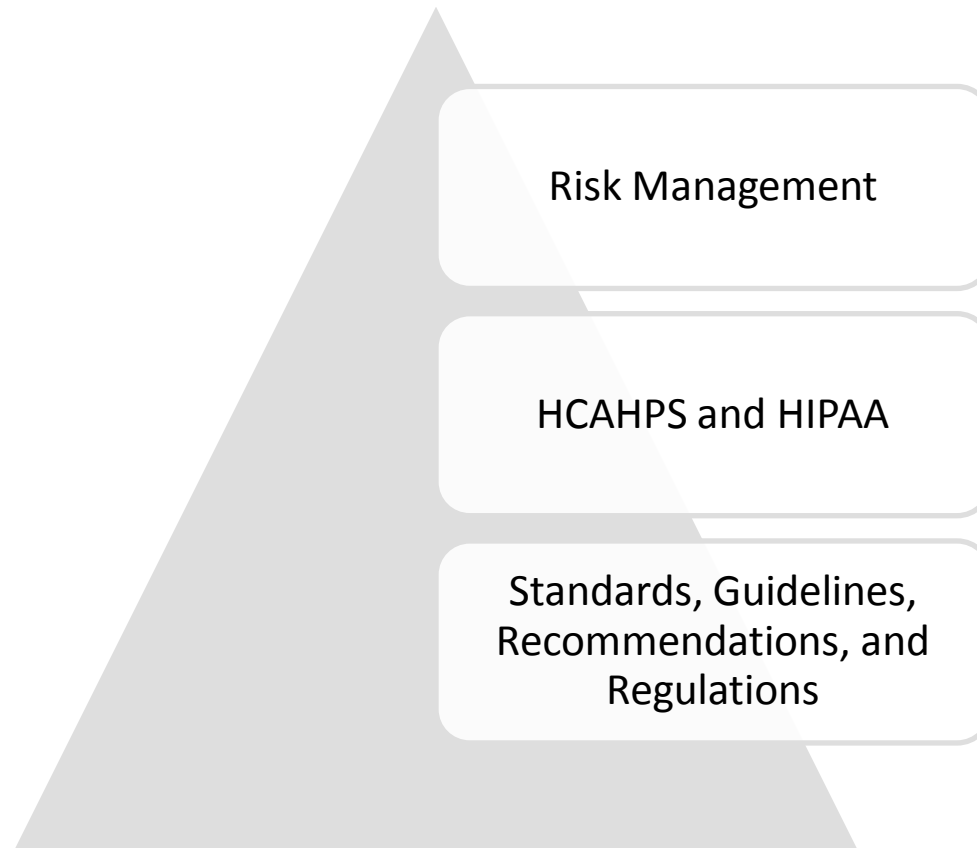
“It is critical that nursing leaders and managers, clinical leaders, and nurses across care settings engage in a lifelong pursuit of using data and information as well as research evidence to inform practice.”

Hughes, 2008

Residency: Evidence-based Practice

- Core Modules:
 - Patient Outcomes
 - Clinical Reasoning and Critical Thinking
 - Nursing Ethics and Research
- Strategies: Active participation. Join research committee, Journal clubs

Safety



Residency: Safety

“Instant Message” Activity

- In the next 60 seconds, tell me what you think of when you hear the terms “*safety and quality care*” and how it relates to “*patient outcomes*”.
- Describe a situation that you have witnessed or been involved in where safety and quality care were of concern.

Informatics

- Core Module: Informatics
- Strategies: Case study provided. Discussion questions:
 - How can technology be used in this case study to advocate for the patient/family?
 - How can errors be prevented with available technology?
 - How can decision making be supported?

Quality Improvement

- Indicators: highlight areas of concern.
- Measures: provide structure, quality, and outcomes
- Benchmarking: measure and compare
- Data: collect, disseminate, and utilize

The CUMC Experience



RN Residents at 22nd Annual Research Day,
Co-sponsored by CUMC



Versant Alumni Reunion

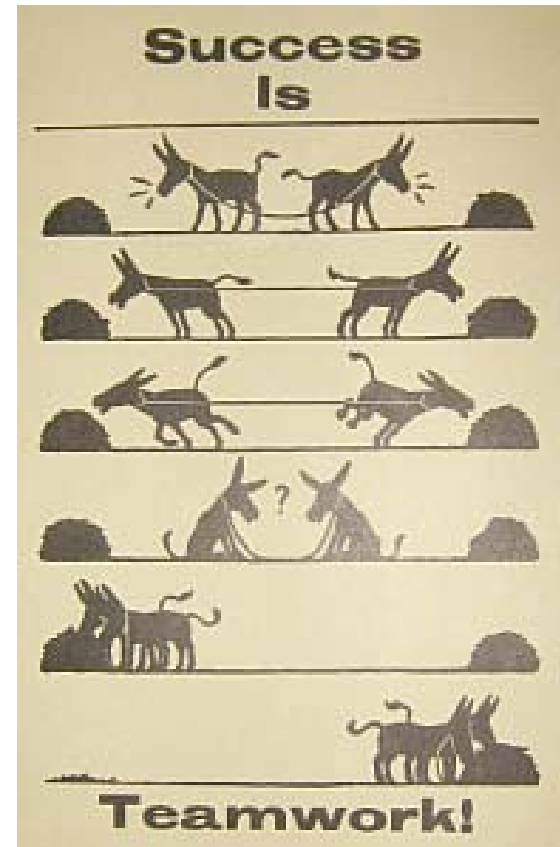


Erin Heisler,
Versant RN Residency
Manager

The Vision for Staff

- Increased involvement = increased satisfaction
- Professionalism
- Commitment
- Loyalty

Goal: improvement in patient care and staff satisfaction



biggsuccess.com/big-articles/success-is-teamwork/

Parallel Projects

- **Project Improvement**
- **Staff driven teams** of bedside caregivers were created to implement rapid cycle change
- Multidisciplinary
- **Topics:**
 - Reduction of Falls
 - Skin Integrity
 - Pain
- **RN Residency**
 - Organizational Commitment
 - Staff Engagement
 - Newly graduated nurses have strong desire to embrace practice
 - Past cohorts provided feedback on professional development and growth

How QI/PI teams function:

- **Consistency and ownership**
 - People at the table who are involved in the process every time.
- **Drill down to uncover real obstacles and causes of variation**
 - “why?” “why?” “why?” “why?” “why?” “why?”
- **Ongoing until reach the goal**
 - Measure your results
- **Celebrate**
 - Recognize small, quick wins to keep momentum
 - Establish benchmarks for big wins

QI Teams and the Residency

- Supportive Components (Mentor Circles and Debriefing) need depth and application
- Resident requests to know more about being involved
- Success with attending Shared Governance
- 18 week structure allows for scheduling to attend
- Early involvement generates continued/future involvement

Resident Questions: On Erin's Napkin

- How will attending quality improvement committees impact care you provide?
- What did you see or hear during today's quality improvement team meetings that you wish to share?
- How does quality improvement enhance professional and organizational commitment?

“Going to the meetings really kind of helps you focus on what’s important in patient care”

- Katie RN Resident

“If there’s something that I notice on the floor that I feel like needs attention, I now know that I could come to one of the process improvement meetings and I could offer that suggestion”

- Jenny, RN Resident

“...wanting to improve healthcare and improve patient care. Especially as nurses, I think that's huge for us. And so I think that improves your commitment to the hospital and to your job and to your patients as well, because you want to do what’s best for them and get them well as quick as possible”

- Kirby, RN Resident

“I think a huge, huge factor in healthcare and patient safety is communication, and with miscommunications comes misunderstandings, and it was very apparent during the meeting, because we have got all these different people from different units and we have an hour to talk about each subject. And the subjects like fall risks, you think, how are you going to talk about all of this in an hour and it takes the subject and it picks it. You pick it apart in these things and all these things surface that you didn’t even realize, you didn’t know. And so it brings people from all these different areas and really gives you a better understanding, because problems really come from misunderstandings. So I think it would just help everybody to kind of be on the same page to really talk about everything as in depth as they do during those meetings”

RN Resident

Improved patient outcomes
Enhanced patient experience

Nursing Outcomes

- *Awareness*
- *Productivity*
- *Knowledge*
- *Empowered*
- *Satisfaction*

**Unit Focused
Outcomes**

- *Communication*
- *Teamwork*
- *Satisfaction*
- *Commitment*

Residency Measurement Instruments

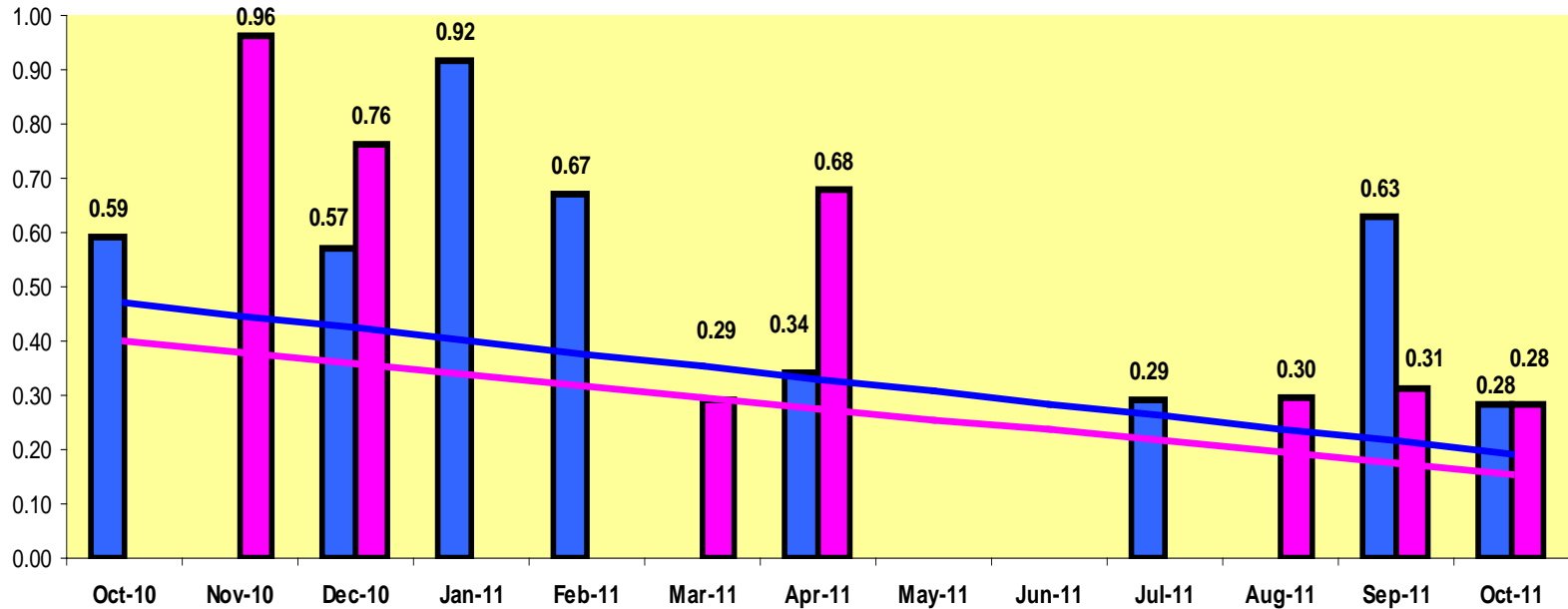
- Competency
- Satisfaction
- Confidence
- Empowerment
- Autonomy
- Role Dissonance
- Group Cohesion
- Organizational commitment
- Turnover intent

Employee Engagement Survey 2011

- Where I work, we set clear performance standards for quality: 11% improvement
- Quality of care we provide is what I would want for a family member: 13% improvement
- My hospital values my contribution: 15% improvement
- **My ideas and suggestions count: 25% improvement**

CUMC most improved hospital in the Tenet Healthcare system!

■ Skin Integrity per 1000 pt. day ■ Fall with Injury per 1000 pt. day



Resident Alumni Leadership

- Co-chair of Skin Integrity Team
- Co-chair of Fall Prevention Team
- Chairperson of Recruitment and Retention: Shared Governance
- 5 Unit Based Council Chairpersons
- 3 Clinical Nurse Supervisors
- 5 Residency Alumni named 2012 Nurse of their Unit

QUESTIONS?

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Engaging the Graduate RN

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