



OO6 – The assessment for the continuing education needs of nurses at all levels and settings, and the related implementation plan.

Nurses' professional development and continuing education needs are addressed in a model of centralized and decentralized education.

Nursing Education Services (NES) and Organizational Development (OD) assesses, develops, implements and evaluates education to address gaps in nursing knowledge and meet changing professional needs related to competency and professional development. Learning needs are identified through three main avenues: the tri-annual learning needs assessment, evaluation and interpretation of the Medical Center Quality Dashboard; and implementation of new medical devices, policies and procedures.

- The tri-annual Learning Needs Assessment is disseminated to all PNSO staff (nurses at all levels) through a web-based survey and data collection program. Results are presented to various PNSO committees, published in Practice News and posted on the NES website. Results are used in planning short and long range education classes and programs.
- The Medical Center Quality Dashboard (MCQD) provides guidance on the issues that are important in the strategic plan and reveals opportunities for improvement in practice and compliance aimed at increasing quality of care and patient safety.
- The New Medical Device Committee handles dozens of requests per year for implementation of new devices related to patient care, documentation, safety and quality of life for staff and patients. This committee ranks each proposed initiative to determine the effect the new device may have on patient safety and nursing practice. A device with a rating of 8 or higher and affecting more than three practice areas warrants development of a formal education plan. NES has membership on this committee in order to facilitate education development.

See [Exhibit OO6.a: NES Learning Needs Assessment and Implementation Plan, August 2013-2015](#) for a full description of education topics identified through the methods described above. These apply to clinical nurses and advanced practice nurse roles (CNS and NP).

In addition to anticipating and addressing learning needs identified through needs assessment and quality reports, NES and OD practice proactive participation in the professional development and continuing education of our nursing staff. Our organization believes in lifelong learning, and NES and OD offer numerous course offerings. Educational offerings are aimed at continuing education of all nurses from advanced beginner to expert. In addition, we recognize and value the vital contributions of the unlicensed assistive staff as a force multiplier in achieving patient safety. Please



see [Exhibit OO6.b: Education Offerings by Target Audience 2014](#) for a complete list of classes, programs and review courses offered to RN, PCA and PCT staff. Leadership development courses are planned according to the evaluated needs and organizational performance. A variety of leadership courses are available. The CNO participates in executive level learning needs assessment and executive development. In addition, the CNO receives personal coaching to address personal goal setting and development.

All team members are encouraged to pursue individual professional development through offerings available by internal mechanisms as well as external offerings supported through tuition reimbursement and professional conference support.

OO6 Table 1. Learning Needs Assessment & Implementation Plan Per Level

Level	Assessment	Implementation Plan
Clinical Nurse and Advanced Practice Nurse	NES Learning Needs Assessment	NES Learning Needs Implementation Plan, Education Offering by Target Audience, External offerings
Nurse Manager and Nurse Leader	MCQD Performance Evaluation, Employee Engagement Scorecards, Individual Annual Performance Goal Setting	NES, OD, Course Offerings, Employee Engagement Impact Planning, External offerings
CNO	Executive Level assessments, Personal Coaching, Annual Goal setting	Relevant NES and OD course offerings, Employee Engagement Impact Planning, UHC, Advisory Board