Nursing Education Services Learning Needs Assessment & Implementation Plan

August 2013-July 2015

Topic	Identified Need	Education	Target Audience	Target Dates	Outcomes
SOURCE OF IDENTIFIED EDUCATION NEED: QUALITY DASHBOARD/POLICY AND PRACTICE CHANGES					
Restraints	Quality data and regulatory changes prompted changes in UVAHS restraint policy. Policy changes that included new information on and use of specific restraint types called for education.	Restraint committee oversaw new policy implementation. Nurse educator was assigned to the committee to assist with education plan. Computer-based learning** module and hands-on classes assigned and conducted for target audience.	RNs, CNS, LIP, UAP[*]	1/30/14-ongoing in orientation and nursing skill fairs	Compliance reports for nursing staff show 90-100% staff education. Fluctuations in staff vacancy and hiring account for part of variation.
Suicide Prevention	Policy review led to changes aimed at increasing patient and direct care staff safety.	Information passed during Unit Huddles and a CBL was assigned.	All LIP and Patient Care Services staff	6/14-8/31/14	Monitoring compliance with policy including documentation and assessment of patient and environment through education database and chart review.
Pain Reassessment	Quality Dashboard.	Information passed during Unit Huddles and a CBL was assigned. Article posted in Practice News. Covered in orientation and NCO. Also topic in NRP.	All RN, CNS, LIP staff	Ongoing	Nursing Indicator dashboard shows poor compliance with goal of reassessment within allotted timeframe for opiods and other pain medications. Goal is >90%, compliance range is 4-85%.
Inpatient Falls	Quality Dashboard	Topic covered in NRP, orientation and NCO. Periodically reviewed in PNSO committees briefs.	RNs, CNS, LIP, UAP[*]	Ongoing	Housewide falls rate/1000 patient days is under target for past 8 calendar quarters.
Medication Safety	Quality Dashboard	Topic covered in NRP, orientation and NCO. Periodically reviewed in PNSO committees briefs. Specific topics identified by Nursing Quality Committee reports and	RNs, CNS, LIP, UAP[*]	Ongoing.	No specific metric for any one medication. Observation audits on medication administration are conducted periodically.

Topic	Identified Need	Education	Target Audience	Target Dates	Outcomes
		reviews of QR reports and by NES Learning Needs Assessment. Example: high risk for error and/or hazardous drugs include anticoagulants, blood, chemotherapy, insulin and vaccines. These have been addressed by developing processes (nurse-driven heparin nomogram), CBL and videos, educating via Practice News.			
Catheter Assoc. UTI	Quality Dashboard	Education updates are ongoing. Videos demonstrating use of CHG baths were assigned in 2013. Metrics and practice news on subject published in Practice News multiple times in 2013-2014. Latest endeavor has been to discover root cause of CAUTI through Be Safe methodology. Standard Work procedures have been established and dissemination of information is underway.	RNs, CNS, LIP, UAP[*]	On-going.	Above target in first quarter of 2014, but within expected performance target.
Catheter Assoc. Blood Stream Infections	Quality Dashboard . Performing statistically significantly below maximum target for past 4 quarters.	Videos demonstrating CHG baths assigned. Education put out via Practice News. Central line care skill demonstration required annual competency with verification required at Skill Fair.	RNs, CNS, LIP, UAP[*]	On-going education.	Quality Dashboard shows MC performing as expected.
Hand Hygiene – hospital beds overall	Quality Dashboard.	Periodic compliance rates published and discussed during PNSO committee briefs. Dashboard metrics and policy provided during Nursing Orientation	All UVAHS staff	On-going	Continue to be just slightly below target compliance of 90.
Awareness and	Quality Dashboard Quality	"EKG as a VS" education	RNs, CNS, LIP,	On-going	Continue to be above target

Exhibit OO6.a

Topic	Identified Need	Education	Target Audience	Target Dates	Outcomes
management changing patient condition. Mortality O/E.	Priorities (Q17) – Rescue. Dashboard shows significantly above target rate for past 8 quarters.	being delivered via unit inservices. CBL to be produced. Topic is in NRP curriculum and is discussed during nursing orientation. Mock codes being conducted on units.	UAP[*]		rate.
Sepsis Alert	Quality Dashboard. Mortality due to sepsis mortality continues to be one of highest causes of death at UVAHS.	There is a Q17 committee working on this topic and an education plan will be developed. In meantime, nurses on the MET team have begun educating through unit inservices.	RNs, CNS, LIP, UAP[*]	Under development – target date for CBL assignment is August 2014.	TBD
Immunization Compliance	Quality Dashboard. Data collection behind, but indicators are this compliance rate is lagging well below target rate.	This a Q17 initiative. NES directly involved with CBL design and implementation. Scripting being developed on how to talk to the reluctant patient. Same to be developed as video. This is an interdisciplinary endeavor.	RNs, CNS, LIP, UAP[*]	Under development – target date for CBL and scripting is August 2014.	TBD
Glycemic management	Quality Dashboard. Below target compliance rate for past 8 quarters.	This is a Q17 initiative. An education plan is to be developed.	RNs, CNS, LIP, UAP[*]	TBD	TBD

SOURCE OF IDENTIFIED EDUCATION NEED: NEW MEDICAL DEVICES

Topic	Identified Need	Education	Target Audience	Target Dates	Outcomes
Accucheck Machine - Roche	New Machines that eliminate maltose, galactose, and xylose interference (see FDA alert August 2009).	Super-Trainer Model - Unit-based Super-Trainers attended class; company trainers worked together with unit Super-Trainers to train staff. Education attendance recorded in NetLearning. Practice News information.	RN, UAP	Q2 2013	Machines implemented and all staff trained. Ongoing training accomplished through skill fairs and super trainers. Competency assessed annually.
Antibiotic Distribution Bell System (Mini-Bag Plus)	More Antibiotics will be distributed from Pyxis using the Mini-bag plus system; Nurses will now need to assemble the two parts; prior to this they came assembled from the Pharmacy.	Company provided sweep-the-house inservices (unrecorded); Practice News segment	Inpatient RN	Q3 2013	All units trained by vendor. Ongoing training provided in nursing orientation at unit level.
Aspen Collar Re-Education	Nurses expressing dissatisfaction with collar in that they do not understand how the collar works; observations by NMD clinical liaison that verified need for education; Annual re-education	Company provided sweep-the-house inservices (unrecorded)	Nurses, OT/PT Inpatient units, OT/PT department, 2 clinics, and TCH	Q1 2013	Affected units trained. Was not reassessed in 2014, but will be in 2015 in .
Chair Alarm - Posey	Current chair alarm is no longer supported by company; new chair alarm selected; new alarm works very differently from old alarm; education needed	Company representative provided scheduled inservices; attendance was recorded in NetLearning. Device covered in Nursing Clinical Onboarding class (NCO).	Inpatient staff who care for patients at risk for falls, PT, OT	Q1 2013	NetLearning CBL viewed. Ongoing education via NCO.
IV Catheter - BD Insyte Autoguard BC	New IV insertion needle that prevents blood exposure to staff inserting the IV catheter. New catheter feels different when inserted as well as blood control feature only works	Unscheduled inservices provided by company representatives; Video, animation and resources posted to PNSO focus area and IV insertion procedure.	All staff that insert peripheral Is.	Q2 2013	Inservices provided at time of implementation. Continued education for new staff via NCO.

Topic	Identified Need	Education	Target Audience	Target Dates	Outcomes
	once.				
MRx ET CO2 Upgrade	One to two Phillips Defibrillators per unit will be upgraded with new ET CO2 (capnography) monitoring capabilities.	Required staff Education: 3 part CBL - Part 1-2 required for all RTs and Nurses, Part 1-3 Required for MDs and MET nurses, Part 3 ICU nurses and HODs encouraged to complete; vendor inservices; attendance recorded;	RNs, CNS, LIP,	Q1-3 2013	Continuing education as need identified. CBL and live information passed during orientation.
Radical 7 & 57 Machines	Currently Radical 7 machines being upgraded with touch screens; staff need to know the new workflows associated with the upgraded machine.	Company provided inservices; attendance recorded	RN, CNS		Q3 2013
Roll Belts - Posey	This belt provides a quick release buckle and does not rely on clinician knowledge of 'quick release knot' for regulatory requirements, education, and/or safety assurance. Staff need to be aware of this new feature.	Practice News article; e-mail to Restraint Trainers; Device incorporated into Restraint Trainer classes. Staff trained by unit restraint trainer.	RN, UAP in inpatient areas except NICU	Q2 2013	Topic covered during orientation.
Mouth Care Kits - Sage Q-care	Device will help reduce Ventilator Associated Pneumonia; Staff need to know how to effectively use the new kits.	Super-trainer Model through the VAP Prevention Team; Training to occur at team meetings; education incorporated into a VAP education session. Staff educated by unit super-trainer; competency check off	RN and RT	Q4 2013	On-going education is unit specific and covered in unit orientation.
Spiros re-education	Spiros device re-education needed as staff are reporting to their nurse educators that they do not know how to use	Vendor to provide inservices by sweeping the identified units; in-service attendance unrecorded.	RNs; staff who administer hazardous drugs – inpatient units	Q1 2013	On-going education is unit specific.

Topic	Identified Need	Education	Target Audience	Target Dates	Outcomes
	the device including the procedure for priming the line with saline or when to use the device; also one unit reporting that device is not attaching correctly to the ports.		and neuroradiology		
Suction Regulator - Ohio Medical	The Push-to-Set suction Regulator is a new piece of equipment; Staff need to understand the features, operation, and troubleshooting techniques	Vendor provided scheduled inservices; attendance recorded; Staff also provided video and educational flyers; procedure updated;	RNs, UAP, RT in ICU areas	Q2 2013	On-going education at unit level/orientation.
Supply Stations - Pyxis	All clean supply rooms will be outfitted with Pyxis Supply stations and JITrBud devices; staff need education on how to operate the supply stations and understand the concepts behind the JITrBud system.	Vendor provided scheduled inservices; attendance recorded; Staff also provided video and educational flyers; procedure updated; CBL created	RNs, UAP, RT, HUCs, Techs in inpatient units and departments	Q 3-4 2013 Q1 2014	On-going at unit level/orientation. CBL may be assigned by unit manager.
Video Router - Stryker HD ConnectSuite (OR only)	New video system that staff need to know how to use.	Drop-in education sessions provided for staff by the vendor. Attendance recorded.	All staff who work in the two OR rooms that were upgraded – OR staff nurse circulators, VETS team members and clinical engineering	Q2 2013	Training completed. Topic covered in orientation for new staff.
Wound & Ostomy Products - Hollister Ostomy Bag & Remedy Nutrashield moisture barrier cream	New ostomy bag that does not require cutting - thereby saving nursing time. Cream requires only a thin layer to accomplish moisture protection - staff usually apply too much cream and then have to rub vigorously to	Vendor provided sweep-the-house inservices for both devices. Instructional flyers posted on PNSO Nursing Focus Areas and in associated skin/ostomy procedures	RN, UAP, CNS – inpatient units	Q3 2013	Vendor training completed. Topic covered for new staff during NCO.

Topic	Identified Need	Education	Target Audience	Target Dates	Outcomes
	remove cream which hinders skin integrity.				
Wound & Ostomy Products - EndoForm Collagen Dressing & Hydrofera Blue Dressing (Hollister)	Collagen dressing is used to treat partial and full thickness wounds, pressure ulcers, venous ulcers, and donor sites. Floor nurses will be responsible to change the dressing but it must be left in place for several days to provide optimal therapy. Dressing change cycle is different than other dressings. Education needed.	Vendor provided sweep-the-house inservices	RN, UAP, CNS – inpatient ICU and	Q1 2014	Vendor training completed.
EKG Disposable leads	Disposable EKG leads will replace our current re-usable versions. Disposable leads will reduce infections; disposable leads can be re-processed. Staff need education on how to attach the new leads to the monitors and the re-processing procedure	Vendor to provide sweep-the-house inservices; Flyer/brochure provided for staff	RN, CNS, UAP, Anesthesia, CRNAs, staff responsible for attaching EKG monitor leads to patients- all inpatient units with telemetry capability.	Q1 2014	Vendor training complete.
ICP Monitor Upgrade - Integra Camino 2	The current ICP monitor will no longer be able to be serviced; new machine has touch screen capability and improved nursing workflow. Staff need to be educated on the new features, workflows and troubleshooting techniques.	Vendor to provide scheduled inservices; attendance recorded; Flyer/brochure provided for staff	RN, CNS, MD in specific acute care, ICU, ED and PACU areas.	TBD – 2014	

Topic	Identified Need	Education	Target Audience	Target Dates	Outcomes
Needless Connector - Kendall	The Q-Syte IV cap that was previously used did not connect safely to the Spiros adaptor. A hazardous drug spill prompted implementation of a newer and more secure IV cap. The cap has new features and the technique for attaching syringes is slightly different.	Vendor provided sweep-the-house inservices	RN, all staff that administer IV medications – inpatient units and outpatient departments that administer IV medications	2014	
Mepilex Border Heel Dressing	Staff currently using Mepilex Sacral dressing on heels to protect heels from pressure ulcers. Staff need to be aware that an appropriate device is now available.	Vendor provided sweep-the-house inservices; informational flyers and brochures provided as well as an application video.	RN, CNS, UAP– inpatient units	Q1 2014	Training provided. Education provided in NCO.
Monitoring Technology - Phillips monitors	All old GE bedside monitors being replaced with new Phillips monitors. Nursing staff need to be educated on new monitor features, workflow, and troubleshooting techniques	Vendor providing unit-based inservices as monitors are installed. Attendance recorded. Educational materials and user quick reference guides and operations manual being left with unit.	RN,CNS, LIP, RT, MDs	Ongoing through 2014	Training ongoing. Competency verification in skill fair in 2015.
On-Q	This device provides continuous intercostal nerve block for pain control in rib fracture patients as well as thoracotomy patients. Nurses need to know about the device and troubleshooting techniques.	Vendor providing sweep-the-house inservices. Educational materials and user quick reference guides provided.	RN – STBICU, 6E and TCV	On-going unit-specific	
OpSite Post-op Visible Dressing (Smith & Nephew)	This is a post-op dressing that allows for visualization of the incision through the dressing. It has replaced our current Primapore post-op dressing .	"Sweep-the-house" inservices provided by company representative. Flyer/Brochure provided.	RN, MDs – L&D, 6E, 8C, OrthoSurgery	Q1-2 2014	Unit specific training being completed. Incorporate into Annual Competency and/or OCAE form as needed.

Topic	Identified Need	Education	Target Audience	Target Dates	Outcomes
Ostomy Barrier	Moldable ostomy barrier that prevents skin breakdown at the site	Vendor provided sweep-the-house inservices. Educational materials provided.	RNs, CNS, LIP, UAP–inpatient units	Q1 2014	Training completed. Continuing education in NCO.
PICO - Groin Wound VAC	Negative pressure wound vacuum system that is specific for groin incisions and wounds. This device is disposable. Nurses need to understand now to turn off and troubleshoot the device.	Practice News article; procedure created	RN, CNS – STBICU, VIMU/4C & TIMU/4W	Q1 2014?	Unit specific tracking.
PYXIS ES Machine & ES link	Current PYXIS machines being upgraded and a new remote ES link is going live. Nurses need to be aware of the changes to the Pyxis workflow and how to use the ES link.	Super-trainer module used; company representative providing training for super-trainers and staff as each unit is upgraded with new equipment.	RN, CNS-inpatient, outpatient clinics	2014	Ongoing training.
	PYXIS Temperature Monitoring System	This system will alert unit staff that unit medication refrigerator temperature is out of range. Staff need to know how to log-in to the system and document the intervention performed. Required CBL created for staff to complete.	RN, CNS and HUCs	Q1-3 2014	Pending
Radical 7 upgrade - continued	Currently Radical 7 machines being upgraded with touch screens; staff need to know the new workflows associated with the upgraded machine.	Company provided inservices; attendance recorded	RN, CNS, LIP	Q?	
SOURCE OF IDENTIFIED LEARNING NEED: 2013 LEARNING NEEDS ASSESSMENT SURVEY					
High Risk Medications	#1 cited learning need. RNs want to have better	Q17 Glycemic Control group established to	All RNs, MD, LIP who	Q17 group project - Q2	Glycemic control below target on MC Quality

Topic	Identified Need	Education	Target Audience	Target Dates	Outcomes
	understanding of pharmacology, risks, interactions and nursing actions of high risk drugs. Insulin #1 high risk drug – most med errors associated with.	establish guidelines and build education plan. NES Nurse Residency Program Medication Safety class curriculum broadened to include more information on insulin. Curriculum taught by pharmacist safety officer. Insulin and Advanced Medication Safety are classes offered through CEDirect online classes.	administer and/or order insulin	2014?

Other education is ongoing. | Dashboard.

Medication errors related to insulin administration TBD |
| Managing the Changing Patient Condition. | #2 identified learning need was for mock codes. MC Quality Dashboard shows Rescue rate slightly under target. | Life Support Learning Center supporting mock code practice on units. NES Nurse Residency Program | RN, CNS, UAP | On-going. | TBD |
| Management of the Intermediate Care Patient | As intermediate care units are being opened, skill and knowledge competencies to safely care for this patient population must be verified. Many acute care nurses who will care for this new patient population have a knowledge deficit in this nursing area. | An NEC II has been assigned to address Intermediate Care Unit education needs. A Progressive Care Core Curriculum course of study was developed using the AACN curriculum as basis. On-going continuing education is provided. A PCCN certification site license was purchased. A PCCN certification review course was conducted in June 2013. | Intermediate Care RN, CNS | On-going | PCCC class is in the 2nd year of availability. Approximately 50 RNs have attended the class. |

Abbreviations

CAUTI		Catheter associated urinary tract infection
CBL		Computer-based learning
CHG		Chlorhexidine
LIP		Licensed independent practitioner
MA		Medical Assistant

Exhibit OO6.a

MC	Medical Center
MD	Medical Doctor
NCO	Nursing Clinical Onboarding
NES	Nursing Education Coordinator
NRP	Nurse Residency Program
O/E	Observed/Expected
PCA	Patient Care Assistant
PCT	Patient Care Technician
PNSO	Professional Nursing Staff Organization
QR	Quality Report
RN	Registered Nurse
TCH	Transitional Care Hospital
UAP	Unlicensed Assistive Personnel
UVAHS	University of Virginia Health System