

Medical/Surgical Skills Day Improves Nurse Competence and Satisfaction

Betsy Hannam, BSN, RN-BC; VA Portland Health Care System, Portland OR
Audra Pfund, MS, RN, CNL; Kaiser Permanente, Hillsboro OR



U.S. Department of Veterans Affairs
Veterans Health Administration
VA Portland Health Care System



Background

Nurses on a 26 bed Medical-Surgical Unit voiced feeling too stretched at the bedside to stop and learn new skills or complete competencies with real attention. The Unit Shift Leader and Clinical Nurse Leader created an optional 8 hour “Skills Day” for staff to come in and have uninterrupted time to complete competencies, refresh old skills, and learn new skills.

Objectives

Our goal was to improve nurse satisfaction and competence by creating a one-stop-shop of uninterrupted time to complete annual competencies, brush up on requested skills, and learn new skills.

Methods

The Unit Shift Leader (USL) and unit Clinical Nurse Leader (CNL) informally interviewed nurses to receive input regarding skills they needed reinforced and then introduced new skills that were relevant to Med/Surg to create the agenda. The class was offered six different days to allow for day and night RNs to find a time that fit their schedule.

Skills covered ranged from annual competencies (blood product administration, epidural, N95 respirator fit testing) to skill refreshers (NIH stroke scale, trach care, central line maintenance, wound care) to new skills (how to work with aggressive dementia patients, Bedside Mobility Assessment Tool). Multidisciplinary collaboration created the opportunity for daily guest speakers from facility subject matter experts to come network and educate the bedside RNs on these topics.

Results

2018 Skills Day was held for a single inpatient unit (9C), with a total of 35 participants. The average pretest score, comprised of content questions from topics to be discussed during the day, was 57% and post test scores (same content questions) averaged 80%. When comparing pre and post test scores, 94% improved or remained the same. RNs were also given an evaluation at the end of the day where 100% of staff noted Skills Day as beneficial and 97% requested to repeat next year.

A neighboring Med/Surg unit asked to join Skills Day in 2019. In 2019, with a total of 57 participants (from 9D & 9C), the average pretest score was 68% and average post test score 85%. 97% of scores improved or remained the same. Noted from evaluations, 98% reported the class as beneficial, and 96% requested to repeat next year.

Looking forward to Skills Day 2020, where a third med/surg unit would now like to join.

Agendas

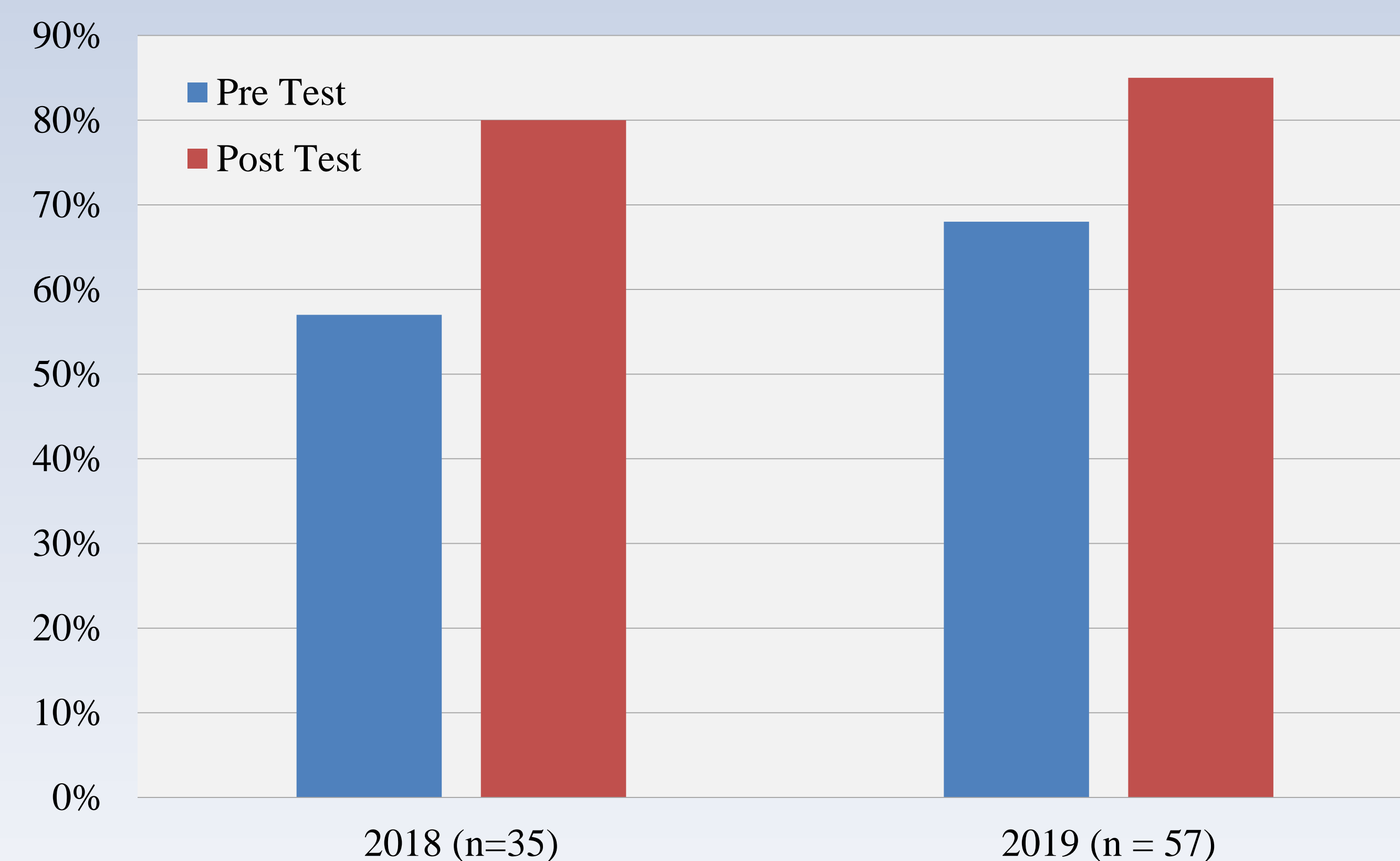
2018

2019

Time	Topic	Presenter	Location
07-0715	Introduction, sign-in & pre-test	Audra	9C-109
0715-0745	Stroke NH Stroke Scale	Molly Archer, Stroke CNS	9C-109
0745-0815	Dance	Keith Keller	9C-123
0815-0845	Code Cart Review	Adam Turigliatto, RT	9C-123
0845-0900	Trach Education	Adam Turigliatto, RT	9C-123
09-10	Blood Transfusion Competency / Heparin Refresher	Audra & Betsy	9C-109 & 9C-105
10-11	Ostomy Education Wound Care Products	Stephanie Luker, RN, WOCN Robyn Czaplala, RN, WOCN	9C-109
11-1130	Lunch Group 1 Fit-Testing Group 1	Julie Gulchof/ Audrey DeBoo	9C-109
1130-12	Lunch Group 2 Fit-Testing Group 2	Julie Gulchof/ Audrey DeBoo	9C-109 & 9C-105
12-13	Epidural Competency	Audra & Betsy	9C-109 & 9C-105
13-1330	Central Line Education	Keith Keller	9C-109
1330-1345	Blood Transfusion Competency	Keith Keller	9C-109
1345-1445	Safe Patient Handling Competencies	Unit Peer Leaders Audra, Shonita, Tayana Tereisa, Katie Phillips Nora, Graciele	9C-105
1445-1520	BMAT Education	BMAT Workgroup Member: Anastasia Rose & WMAO senior nursing students	9C-109
1520-1530	Wrap-up, Post-Test, Evaluations	Thank you so much for attending!!	9C-109

Time	Topic	Presenter	Location
07-0715	Introduction, sign-in & pre-test	Audra	9C-109
0715-0745	Stroke NIH Stroke Scale	Molly Archer, Stroke CNS	9C-109
0745-0815	Trach Education	Breanna Woodrum, RT	9C-123
0815-0845	Intensivem Recertification	Mark Fromm, RT	9C-109
0845-0900	Break		
09-10	Ostomy Education Wound Care & Products	Robyn Czaplala, RN, WOCN Stephanie Luker, RN, WOCN	9C-109
10-1030	How to work with Aggressive Dementia Patients	Courtney Covey Lewis, RN, SC Nurse Manager	9C-109
1030-11	Heparin One Highlights	Betsy Hannam / Audra Pfund	9C-109
11-1130	Group 1: Lunch Fit-Testing: Julie Gulchof / Audrey DeBoo Career Talk: Keith Keller		9C-109
1130-12	Group 2: Lunch Fit-Testing: Julie Gulchof / Audrey DeBoo Career Talk: Keith Keller		9C-109
12-1230	Group 1: Fit-Testing Career Talk: Keith Keller		9C-109
1230-13	Group 2: Lunch Fit-Testing: Julie Gulchof / Audrey DeBoo Career Talk: Keith Keller		9C-109
13-1330	Epidural Competency	Betsy Hannam / Audra Pfund	9C-109
13-1330	Central Line Education	Keith Keller	9C-109
13-1330	Blood Transfusion Competency	Keith Keller	9C-109
1330-1345	Code Cart Review	Keith Keller	9C-109
1345-1445	Safe Patient Handling Competencies	Unit Peer Leaders: Shonita, Tayana, Tereisa, Nora, Graciele	9C-105
1445-1520	Chest Tube Education	SD RNs: Peter Rowan, Paula Kent, Tom Ho, Stephanie Keller, Sandra Jaramila, Lon Silveira	9C-109
1520-1530	Wrap-up, Post-Test, Evaluations	Thank you so much for attending!!	9C-109

Skills Days 2018/2019 Average Test Scores



Conclusions

Skills Day allowed nurses to improve competence and focus on their practice without the stress of a patient assignment. This also gave them the rare opportunity to network with a neighboring inpatient unit and build relationships. Having unit leaders prepare and involve multiple disciplines to teach skills showed an innovative team approach to learning and support of professional development for the team.

Acknowledgements

This material is the result of work supported with resources and the use of facilities at the VA Portland Health Care System.

This project work was conducted at Portland VA Healthcare System

The contents of this presentation do not represent the views of the U.S. Department of Veterans Affairs or the United States Government.

Contact Information

Betsy Hannam, BSN, RN-BC
Assistant Clinical Manager 9C & Patient Flow
VA Portland Health Care System
Betsy.Hannam@va.gov

Audra Pfund, MS, RN, CNL
3rd Floor Med-Surg Manager
Kaiser Permanente Westside Medical Center
Audra.k.pfund@kp.org