Nursing CSI: Implementing an Innovative Methodology to Discuss Nurse Sensitive Indicators and Validate Skills

Claudia Pagani MSN, RN-BC & Nicole Rolston, MSN, RN
Objectives

At the conclusion of the program the participants will:

• Identify the educational topics for a Nursing CSI exercise
• Discuss available resources needed to conduct CSI exercise
• Discuss how to conduct a debriefing post exercise
• Evaluate effectiveness of teaching methodology
• Located in New Brunswick, New Jersey, RWJUH is one of the nation’s leading academic medical centers, providing state-of-the-art care across the full range of health care services.
• The hospital has earned significant national recognition for clinical quality and patient safety.
• RWJUH is a recipient of the prestigious Magnet Award for Nursing Excellence for more than 10 consecutive years.
• Robert Wood Johnson University Hospital has also ranked among U.S. News and World Report's "America's Best Hospitals for six consecutive years."
Orientation Revamp

• Lean Project
• Reduce orientation hours
• Reconciliation of education topics between hospital and nursing orientation was done
Nursing CSI Experience

• The aim of the Nursing CSI Experience is to make nursing orientation an informative and fun experience.
Educational Topics

• Nurse Sensitive Indicators (NSI):
  reflect the structure, process and outcomes of nursing care.

• National Patient Safety Goals (NPSGs)
  are a series of specific actions that accredited organizations are
  required to take in order to prevent medical errors

• Bedside Reporting
  opportunity for outgoing and oncoming nursing shifts to exchange
  relevant information about a patient’s care and to review plans and
  goals of treatment
Simulation

• An event or situation made to resemble clinical practice as closely as possible.
• Teaching tool: “think on their feet, not in their seat.”
Resources

- Room to hold the simulation
- Code Cart
- Mannequin (basic or simulation)
- Educators to hold the simulation
- Medical Supplies (*Foley Catheter, NG Tube, IV pump, etc...*)
- Supplies
Implementation

• A review of the literature was conducted to evaluate the use of simulations to teach topics traditionally taught in a lecture format.

• New strategies for teaching the National Patient Safety Goals and Nurse Sensitive Indicators were developed. Attention was focused on creating a hands-on learning experience that was fun and engaging while meeting specific learning objectives.
Implementation

• Feedback from the previous orientation classes was used to guide the way the education would be delivered.
• The nursing education specialist developed a poster board outlining the task for the staff nurse solve the “crime” by identifying at least 20 incorrect scenarios that needed to be addressed.
• During the exercise, the orientees were divided into two groups regardless of their years of experience, and this allowed for open communication and collaboration about clinical issues long before performing on clinical units.
Implementation

• A predetermined time frame was established for the assessment, collaboration and documentations of their findings.
• Nursing Education Specialist guided a debriefing session and brought the groups together to discuss their findings.
• Each team member presented one or two of their findings and the clinical implications.
• This allowed for an open discussion guided by the Nursing Education Specialist on protocol based on hospital policy and what’s current in the literature.
Challenges

- Getting class back together
- Space constriction
- Prepping for the scenario
Outcome

- The nurses found additional scenarios/topics that were not planned, examples were unlocked bed wheels, hand-off communication and peer review.
- Informal and formal feedback of the Nursing CSI Exercise was a preferred method of learning for nurses.
- Simulation done in a fun competitive manner encourages collaboration, teamwork and peer review at the bedside.
Lessons learned

- Shared experiences
- Promoted communication
- Assessed critical reasoning skills
- Opportunity for peer review
- Fostered team building
- Promoted mentoring relationships
- Conducted during classroom orientation period
Future Impact

• Continue to make changes to the CSI Nursing Experience based on nursing feedback and new practices.
• Create similar exercise for ancillary staff.
References


5. http://ccn.aacnjournals.org/content/24/3/46.full.pdf&embedded=true