

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

VA



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

VA PORTLAND
HEALTH CARE SYSTEM

MAGNET
HOSPITAL
NURSING
EXCELLENCE



KEEPING THE
PROMISE

Introduction

Nurses voiced feeling too stretched at the bedside to stop and learn new skills or complete competencies with real attention. It is critical for Med/Surg units to provide dedicated, uninterrupted time to complete ongoing training and mandatory competencies, and practice skills.

Objectives

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 evaluate skills learned through pre- and post-tests.

Methods

The USL and CNL informally interviewed nurses to receive input regarding skills they need reinforced and then included mandatory competencies that were relevant to Med/Surg to create the agenda. The class was offered 6 days to allow for day and night RNs to find a time that fit their schedule. Competencies and skills included Blood Administration, Epidural Infusions, Chest Tube Management, Central Line Maintenance, Care and Management of Tracheostomies, Wound Care, Safe and Patient Handling, and more! Content experts from multiple disciplines were invited to educate staff to help address knowledge gaps.

Results

2018 Skills Day was held for a single inpatient unit, with 95% participation (n=35 out of 37 RNs). Average pretest score, comprised of content questions from topics discussed, was 57% and post test scores (same content questions) averaged 80%. 94% of test scores 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 89% participation (n=57 out of 64 RNs), the average pretest score was 68% and average post test score 85%. 97% of scores improved or remained the same. 98% reported the class as beneficial, and 96% requested to repeat next year. Skills Day 2020-2022 on hold due to COVID. Looking forward to Skills Day 2023, where a third med/surg unit would like to join.

Conclusions

Skills Day allows nurses to maintain competencies and improve knowledge in areas of interest without the stress of a patient assignment. Having unit leaders organize and lead the skills day, with involvement of content experts from multiple disciplines, showed to be a successful and innovative team approach to support professional development.

Special Thanks to Skills Day Subject Matter Expert Presenters

Molly Archer RN – Stroke CNS
Adam Turigliatto RT – Trach education
Robyn Czekala RN – Wound Care
Willis Ward RN – PICC education
Christina Vann RN– Safe Patient Handling
Peter Nowak RN, Paula Nett RN, Stephanie Keller RN, Sandra Skoro-May RN, Lori Ditmore RN – Chest Tubes
Sherri Atherton RN – Infection Prevention


Acknowledgements

This material is the result of work supported with resources and the use of facilities at the VA Portland Health Care 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 Betsy.Hannam@va.gov
Audra Pfund Audra.K.Pfund@kp.org

			
April 8 th -10 th & April 17 th -19 th 07-1530 9C-109			
Time	Topic	Presenter	Location
07-0710	Introduction, sign-in & pre-test		9C-109
0710-0745	Stroke	Molly Archer, Stroke CNS	9C-109
0745-0815	NH Stroke Scale Dance Trach Education	Brenna Woodrum, RT Mark Brown, RT	9C-123
0815-0845	Telemetry Recertification	Betsy Hannam	9C-109
0845-0900	Break		
09-10	Ostomy Education Wound Care & Products	Robyn Czekala, RN, WOCN Patrick Grieser, RN, WOCN	9C-109
10-1030	How to work with Aggressive Dementia Patient's	Courtney Covey-Lewis, RN SC Nurse Manager	9C-109
1030-11	Heparin Drip Highlights	Betsy Hannam / Audra Pfund	9C-109
11-1130	Group 1: Lunch Group 2: Fit-Testing: Career Talk with Keith	Fit-Testing: Julie Guichot / Audrey DeBoo/Melinda / Soheil/Dana Edwards Career Talk: Keith Keller	Fit-Testing 9C-123 Career Talk with Keith 9C-109
1130-12	Group 2: Lunch Group 1: Fit-Testing: Career Talk with Keith	Fit-Testing: Julie Guichot / Audrey DeBoo/Melinda / Patrick/Dana Career Talk: Keith Keller	Fit-Testing 9C-123 Career Talk 9C-109
12-1230	Epidural Competency	Betsy Hannam / Audra Pfund	9C-109
1230-13	Central Line Education	PICC RNs:	9C-109
13-1330	Blood Transfusion Competency	Barb Crawford, Willis Ward	9C-109
1330-1345	Code Cart Review	Keith Keller	9C-109
1345-1415	Patient Assessments	Keith Keller	9C-109
1415-1445	Safe Patient Handling Competencies	Christina Vann, Erin Whisman or Unit Peer Leaders: SC, Shavon, Tatyana, Teri, Nora, Gracie, April, Audra, BJ, Mike	9C-105 or 9C-123
1445-1520	Chest Tube Education	SD RNs: Peter Nowak, Paula Nett, Tran Ho, Stephanie Keller, Sandra Skoro-May, Lori Ditmore	9C-109
1520-1530	Wrap-up, Post-Test, Evaluations		9C-109

Thank you so much for attending!!
During breaks or if sessions end early, Keith available to answer questions about career (ways to get involved, opportunities available to staff, ADN to BSN options, proficiencies, etc)