Education Through Virtual Methodologies: An Innovative Way to Increase Staff Compliance and Engagement

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This Performance Improvement Project shows how the use of virtual methodologies such as a monthly education page supplemented with a teaching tree increase staff engagement and compliance in completing required education topics. The problem was first identified when nursing staff of a 32 bed step-down acute pediatric unit was 10-20 percent. A look at the delivery of education through traditional methodologies such as one-on-one inservice, posters and emails were evaluated. The use of an intranet website that is updated in a monthly basis with a built-in acknowledgement form was implemented and staff compliance increased to 80 - 90 percent consistently in the last seven quarters. Nursing staff also reports a positive engagement attitude where they still have the support of members of the staff education committee in clarifying education topics and answering questions.

Background: The setting of this project is a 32 bed step-down acute pediatric inpatient hospital located in a diverse metropolitan area. Prior to the use of an intranet webpage, education materials were delivered through traditional modalities such as handouts, binders, posters and one-on-one inservice via teaching tree. Although the teaching tree was able to provide teacher-learner interaction, the method did not employ adult learning principles as members of the unit's staff education committee verbally deliver education unilaterally. Staff compliance was difficult to track because acknowledgement sheets were incomplete, separated or lost. Staff compliance on average was 25-30%.

Audience: Licensed nursing staff with various years of nursing experience ranging from less than one year up to thirty-five years.

Planning: A needs assessment survey was conducted in March 2015. Survey results and current state of education compliance were discussed in the unit-based staff education committee meetings. The nurse education manager collaborated with Information Systems (IS) team to help build a webpage platform where education topics can be uploaded on a monthly basis. Adult learning principles were applied so that the webpage is interactive and user friendly. A virtual acknowledgement form was also developed to track staff compliance.

Engagement Strategies: Education materials were synthesized to be concise and succinct. Pictures and computer graphics were used as enhancements. To incentivize staff, those who read and signed off on monthly education for three consecutive months were entered in a raffle drawing for a chance to win a prize.

Evaluation: Staff compliance increased from 30% (pre-intervention) to 46% (three months post-implementation) and then 80 – 90% for seven quarters.

Implications: Staff reports greater satisfaction on being able to read education at their own pace and staff education members were able to provide better one-on-one inservice on more difficult education topics.

Relevance: The use of an intranet webpage improved the way education was delivered. Technology is reshaping the world of healthcare by fostering a culture of lifelong learning.

Title:

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Abstract Summary:
This Performance Improvement Project shows how the use of virtual methodologies such as a monthly education page increase staff engagement and compliance in completing required education topics. The problem was first identified when nursing staff education compliance was 10-20 percent.

Content Outline:

Introduction

1. This Performance Improvement Project shows how the use of virtual methodologies such as a monthly education page increases staff engagement and compliance in completing required education topics.
2. The problem was first identified when nursing staff education compliance was 10-20 percent.

A. Prior to the use of an intranet webpage, education was delivered through traditional modalities such as handouts, binders, posters and in-service via teaching tree.

a) Staff compliance was difficult to track

b) Traditional modalities did not employ adult learning principles

B. Needs assessment was conducted in March 2015

a) Survey results and current state were discussed in unit-based staff education meetings with nurse manager

b) Traditional modalities were evaluated

C. Adult learning principles were employed in building interactive webpage

a) Virtual acknowledgement form was built to track compliance

b) Education contents came from staff

D. Staff compliance increased

a) Staff was able to read education contents at their own pace

b) Staff compliance increased from 30% (pre-intervention) to 80-90% for the next seven quarters

E. Staff Engagement Strategies

a) Staff members who read education and signed off for three consecutive months were entered in a raffle drawing for a chance to win a prize

b) Education contents were summarized and synthesized

Conclusion

a) Nursing staff reports positive engagement as they can read education contents on their own and still have the support of unit's staff education committee members for more difficult topics requires one-on-one inservice

b) Technology is reshaping the way nursing staff receives and process information

Technology is reshaping the way nurses receive and process information.

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