

System Integration: Nurses Taking It To the Next Level

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Introduction/Problem

The Institute of Medicine (IOM) Report: Path to Continuously Learning Health Care (2012) emphasizes the importance of a system wide focus on training and resources supporting continuous learning for health professionals. Identifying a means to ensure delivery of consistent high-quality education to nurses across organizations is not only critical for patient care, it may also strongly impact nurses’ perception of their work environment. Despite mounting evidence supporting health system learning, there are many cited challenges associated with operationalizing and implementation. Synchronous video conferencing (SVC) technology is one method that allows nurses to share continuing education and best practices across a health care system without travel, increasing cost or adding resources.

Aim/Goal

The purpose of this quality improvement project was to evaluate the feasibility and impact of synchronous nursing education programs (Nursing Grand Rounds) between Beth Israel Deaconess Medical Center and Beth Israel Deaconess Milton Hospital .

The Team

- Shelley Calder Program Director Ambulatory and Emergency Nursing Education BIDMC
- Laurie Bloom Associate Chief Nurse Professional Development & Research BIDMC
- Karen Stockbridge Director Of Professional Development BIDH Milton
- Lynne Cronin VP Nursing / CNO BIDH Milton
- David Baker Media Services

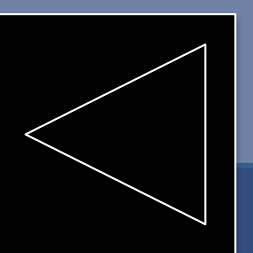
The Interventions

- The main intervention related to this quality improvement project was the delivery of live (synchronous) Nursing Grand Rounds (NGR) between BIDMC and BIDH Milton.
- Media services supported the NGR sessions and the use of Polycom, a web based application which supports synchronous video conferencing.
- Through the use of synchronous video conferencing and leveraging BIDMC NGR, nurses at BIDH Milton were able to attend and participate in NGR without having to travel to BIDMC .
- Four separate sessions were offered , 95 Milton nurses attended
- The Nursing Grand Rounds provided education related to the following topics:

	NGR PROGRAMS
5/8/10	Ethics Rounds: Hastening Death or Comfort Measures
5/10/17	Defining the Future: BIDMC Nurses Lead the Way on Dyspnea Study
6/21/17	Ethics in Transplant: Organ Donation
10/17/17	Care of the Transgender Person

For more information, contact:

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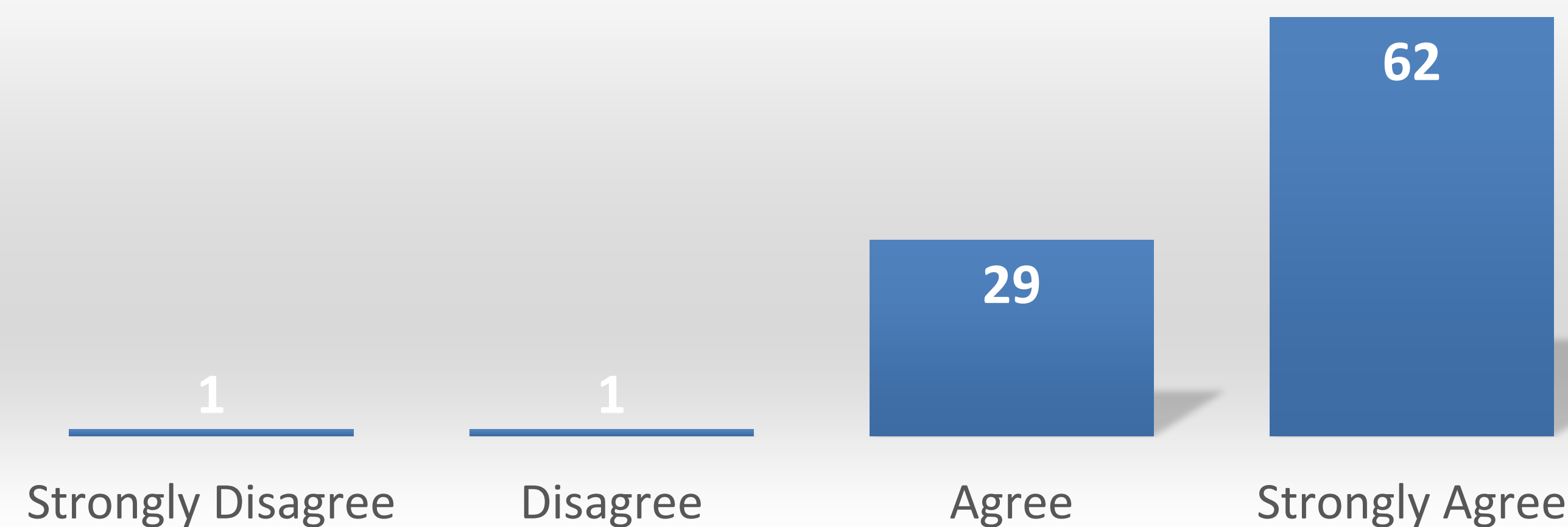
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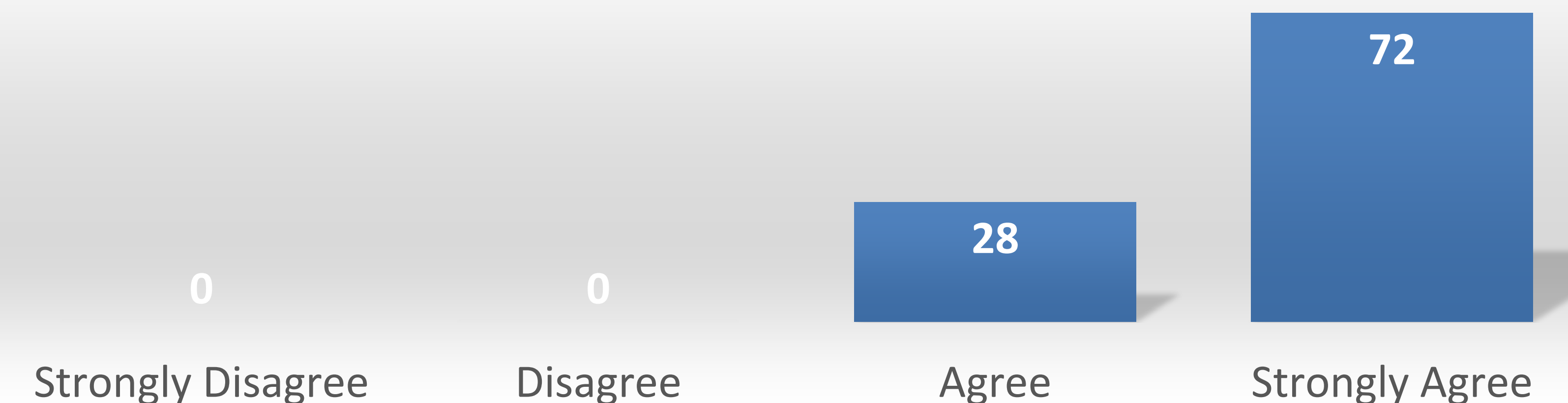
More Results/Progress to Date

SVC Technology is an Acceptable Method to Increase Nursing Education Opportunities



Participants responded that 97.9% (n= 91/ 95) either agreed (n= 29) or strongly agreed (n=62) that SVC is an effective and acceptable method to increase the amount and frequency of nursing education opportunities at BIDH Milton .

Will Attend SVC Nursing Education Programs With BIDMC in the Future



All of the participants (100%) strongly agreed (n=67,72.0%) or agreed (n=28, 30.1%) that they would attend future education sessions offered by SVC between BIDMC and BIDH Milton

Likelihood to Attend Session if Offered Only at BIDMC



65% of participants responded that it was extremely unlikely (n= 31, 33.7%) or unlikely (n=29, 31.5%) that they would be willing to travel to BIDMC to attend this educational session had it not been offered via SVC at BIDH Milton

Lessons Learned

- In a newly formed and rapidly expanding health system there are significant variations in nursing practice and educational resources .
- Synchronous videoconferencing may be an effective and accessible method to address educational needs, inconsistencies in practice and limited resources in community sites and network hospitals.
- In addition to overall satisfaction with the education provided, participants expressed a clear desire to connect with the medical center and to continue to share best practices.

Next Steps

- Investigate the feasibility of adding other network hospitals
- Identify additional educational programs suitable for delivery via SVC
- Develop tools to support nurse educators in planning and operationalizing synchronous education programs .
- Identify educational programs offered at offsite that may be of interest to BIDMC nurses .

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