

Nursing: Meeting the goals of the future, transformational state of the U.S. healthcare system.

A White Paper on point-of-care nurse competencies and the business of caring.

Bob Dylan once sang “the times they are a changing”. While this is probably true for many key issues and challenges of the day, it is particularly true for the U.S. healthcare system.

Whatever you may think of the Affordable Care Act (ACA), its dual objectives of creating more accessibility to healthcare for more, if not all, Americans, and lowering the costs of healthcare are laudable and possible. By most measured indicators, the U.S. has among the best, if not the best, healthcare resources of any nation. However, access is select, patient outcomes are not consistently as good, and costs are higher than in other developed nations.

There is no denying that ACA has issues that need corrective change if we are to accomplish its goals. Experience tells us that more than one silver bullet is needed to move forward and achieve progress toward these goals. Recent research indicates that “point-of-care” nurse competency, particularly as new evidence based best practices and new technologies emerge, is indeed one of those silver bullets. Research is clear that strong performance in nurse sensitive indicators drives better patient outcomes. In a market where consumers have choices, positive results on nurse sensitive indicators support differentiating healthcare organizations based on patient outcomes. Strong performance by point-of-care nurses is not only important to consumers, it can also lower healthcare organizations’ cost of care.

As Accountable Care Organizations (ACO) expand and industry leaders in both government and private payers work to accelerate progress towards the “Triple Aim of better health, better care, and lower costs”, more and more healthcare organizations are realizing that the nurse competency “silver bullet” is important to execute and can yield a significant financial return. Nurses are far and away the largest sector of the healthcare workforce and the one patients interact with the most. Nurse education and competency positively correlate with improved patient outcomes. Therefore, supporting and encouraging continuous development of nursing staff competency is a logical step to improve an organization’s performance. This is especially true in view of payers’ recent move away from fee for service payment model toward value based purchasing where third party payment can be withheld based on poor patient outcomes.

Nurse Development Resources (NDR), a suite of 5 resources created by Galen Center for Professional Development (GCPD), is an evidenced based, cost effective tool to support nurse competency. NDR is designed to assist with onboarding of new hires, especially Nurse Residents, experienced new hires to the organization, internationally educated nurses, and nurses transferring to different service lines within the organization. NDR ensures continuing competence among experienced longer tenured nurses, as well as those newer to practice.

NURSE DEVELOPMENT RESOURCESSM *The Nation's Health Depends on Nursing[®]*

Healthcare organizations require systems that document competency assessment and outcomes. NDR features include a state of the art digital dashboard for “real time” competency assessment, and a cumulative “transcript” that records and tracks evaluations year over year, thus eliminating files of paper. NDR offers flexibility to healthcare organizations by allowing other internally developed or externally acquired specialty resources to be housed on its learning management system which eliminates duplication of records. All nurse competency assessment can be included to create a single evaluative data base of your nursing staff.

The curriculum that NDR offers includes evidence based best practice modules that focus on National Patient Safety Goals (NPSGs), reducing hospital acquired conditions (HACs), increasing core measure compliance, improving patient outcomes, and increasing patient satisfaction. As changes are made to nurse sensitive indicators, NDR seamlessly updates the curriculum to reflect the most current evidence. Then NDR curricula modules focus on specific barriers and topics that point-of-care nurses face when meeting quality and safety standards. The interactive vignettes demonstrate why and how to execute high quality care.

Most importantly, NDR addresses, in a sensitive and appropriate manner, how a nurse’s actions and commitment to quality impacts the financial position of their healthcare organization. We call this “The Business of Caring”. The NDR learning module on this important subject can serve as the basis for internal discussion with all professional point-of-care staff.

NDR provides an additional presentation aimed at the C-suite (CEOs, CFOs and CNOs) that includes an overview of the three cost reduction streams that NDR impacts, and the paradigm shift in NDR’s pricing versus the cost of other products marketed to support residency and other nurse development opportunities. These factors combine to generate extremely attractive ROIs for the healthcare organization.

NDR and its team are committed to working closely with those individuals responsible for onboarding new nurses and their nursing education team, to support and prepare them for the implementation of NDR in a mutually agreeable format and timeframe, as well as help them manage and evaluate their existing staff competence.

To learn more about how NDR can support the development of your point-of-care nursing staff, please go to www.nursedevelopmentresources.com and request an overview presentation. One of our staff will call you in a timely manner to determine a mutually agreed upon time for a presentation. We look forward to showing you how NDR can support your quest to improve patient outcomes and strengthen your organization’s financial health.