Enhancing Education through Communication

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Fox Chase Cancer Center Temple Health

NPD

Inquiry

- The Nursing Professional Development & Practice Innovation (PDPI) team reported a lack of communication and clarity when receiving education requests.
- It had been reported two NPD specialists were working on the same project unknowingly
- It was identified that a more efficient education request process was needed.

Purpose

Aim/Objective

- Identify the gap in communication between the nurse leaders and Nursing PDPI team for education requests
- Implement an efficient process for nurse leaders to submit an education request to the Nursing PDPI Department
- Evaluate the process for nurse leader education request submission and make improvements based on feedback.

Goals:

- Long-term goal of enhancing communication between nurse leaders and the Nursing PDPI team for a quicker turnaround time of education; sustaining the PDPI Education Request Form

Summary of Evidence or Background Information

- Lack of Nursing PDPI team productivity; duplicate efforts found for multiple projects
- Informal surveying of Nursing PDPI team found that current process (requests via email) were unorganized, sporadic, and not equitably divided among Nursing PDPI team members
- Nurse leaders expressed frustration at lack of communication and length of time for project completion

Recommendations

Implementing a simplified version of the form for the direct patient care nursing staff to easily contact the Nursing PDPI team

Questions or Requests for Nursing Professional Development Team:

Model

- Quality Improvement Project
- Plan-Do-Study-Act (PDSA): Planned a new approach to education requests; Implemented an electronic form for streamlining the process; Reviewed the outcome to see if the implemented form was effective; Revised as needed, continuing the process
- Professional Development Decision Tree for Education Issues - Debbie Buchwach: used as a framework for the Nursing PDPI Education Request Form creation

Implementation Plan

Implemented the PDPI Education Request Form

Project Details

- Needed to streamline the process for the entire Nursing PDPI team to be contacted by nurse leaders for education requests & to prioritize the work to be completed
- Created an electronic Nursing PDPI Education Request Form in Microsoft Forms for all nurse leaders to access with input from the Nursing PDPI team; utilized Debbie Buchwach's Professional Development Decision Tree For Education Issues as a framework.
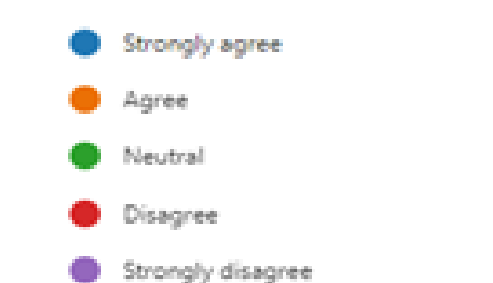
Professional Development & Practice Innovation: Education Request Form

Timeline

- **July 2023**: Informally surveyed the Nursing PDPI team on the current process of education requests from nurse leaders. The process was detailed as "unorganized," and, at times, "duplicate work." was being done

- **September 2023:** Implemented an electronic Nursing PDPI Education Request Form.. Formally introduced the form at the Nursing Leadership Council immediately prior to the "Go Live"

- **January 2024:** Surveyed the nurse leaders and the Nursing PDPI team for feedback on the form; concluded that continued communication of the form is needed, as well as a more immediate response from our team to make them aware of the PDPI member who will be leading their project

- **February 2024:** Feedback communicated to the Nursing PDPI team & a shared Excel sheet was created within Microsoft Teams to depict project ownership & updates. This additional shared file allows for an equitable process of project ownership and has helped the Nursing PDPI team more efficiently determine who should lead the current requested education project(s)
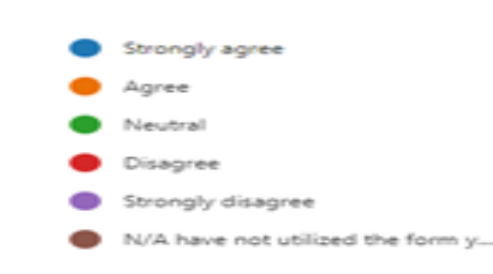
Outcomes

1. The PDPI Intake Form is a more efficient process for meeting education needs within the nursing department.
   More Details

● Strongly agree	3
● Agree	2
● Neutral	0
● Disagree	0
● Strongly disagree	0

1. The PDPI Intake Form is a more efficient process for meeting education needs within the nursing department.
   More Details

● Strongly agree	1
● Agree	1
● Neutral	0
● Disagree	0
● Strongly disagree	0
● N/A have not utilized the form y...	0

Future Direction/Sustainability

- Made the Nursing PDPI Education Request Form easily accessible for all nurse leaders by placing on our organization's Temple Hub website under Fox Chase Nursing Links
- When a nurse leader emails a request, the Nursing PDPI team acknowledges the request & asks the nurse leader to also input into the Nursing PDPI Education Request Form
- Will continue to survey the nurse leaders and Nursing PDPI team to constantly update the process and electronic form

References

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Acknowledgements

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