

# Quality SHINE Academy

Safety, High-quality care, Improvement, Nursing collaboration, and Engagement



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## BACKGROUND

### Registered Nurses (RNs) in acute care hospitals face significant responsibilities:

- Managing complex patient care
- Increased acuity
- Emotional and physical stress of short staffing and long hours

### Nursing Assistants (NAs), as unlicensed professionals:

- Act as extensions of RNs
- Help alleviate pressures by assisting with patient care

### Knowledge gap identified:

- Understanding the process measures in Institute for Healthcare Improvement (IHI) bundles
- Role of these measures in improving patient outcomes

## PROJECT AIM

Develop and implement an ECU Health System learning collaborative to train NAs in the IHI bundles and auditing process. By June 1, 2024, show 85% or higher in post training sessions knowledge assessment.

## PROJECT DESIGN/STRATEGY

A four-hour Quality Academy learning collaborative was designed for NAs, focusing on SHINE (Safety, High-quality care, Improvement, Nursing collaboration, and Engagement). The curriculum covered an introduction to:

- quality frameworks,
- fostering a safe environment,
- understanding the rationale behind IHI bundles,
- conducting audits,
- entering data into the AMP system.

A budget of \$700 was allocated for swag bags, lunch, and materials to support the collaborative.

## CHANGES MADE (PDSA CYCLES)

### Plan:

- Form a committee
- Design the curriculum
- Invite team members

### Do:

- Conduct training at community hospital sites
- Enroll in AMP for audits
- Complete audits in real-time with nurse champions

### Study:

- Assess computer space needed for data entry
- Evaluate NAs' enjoyment of 1:1 instruction
- Identify time and resource requirements

### Act:

- Initiate a second PDSA cycle
- Develop and distribute a report for audits to end users
- Share the design with all NAs in the system
- Include gas cards as incentives
- Encourage program graduates to participate



### Plan:

- Review surveys and feedback
- Identify knowledge gaps
- Engage with stakeholders
- Analyze results from AMP audits and identify barriers

### Do:

- Update PowerPoint with screenshots
- Change speakers
- Incorporate ED-specific audits
- Allocate more time for storytelling

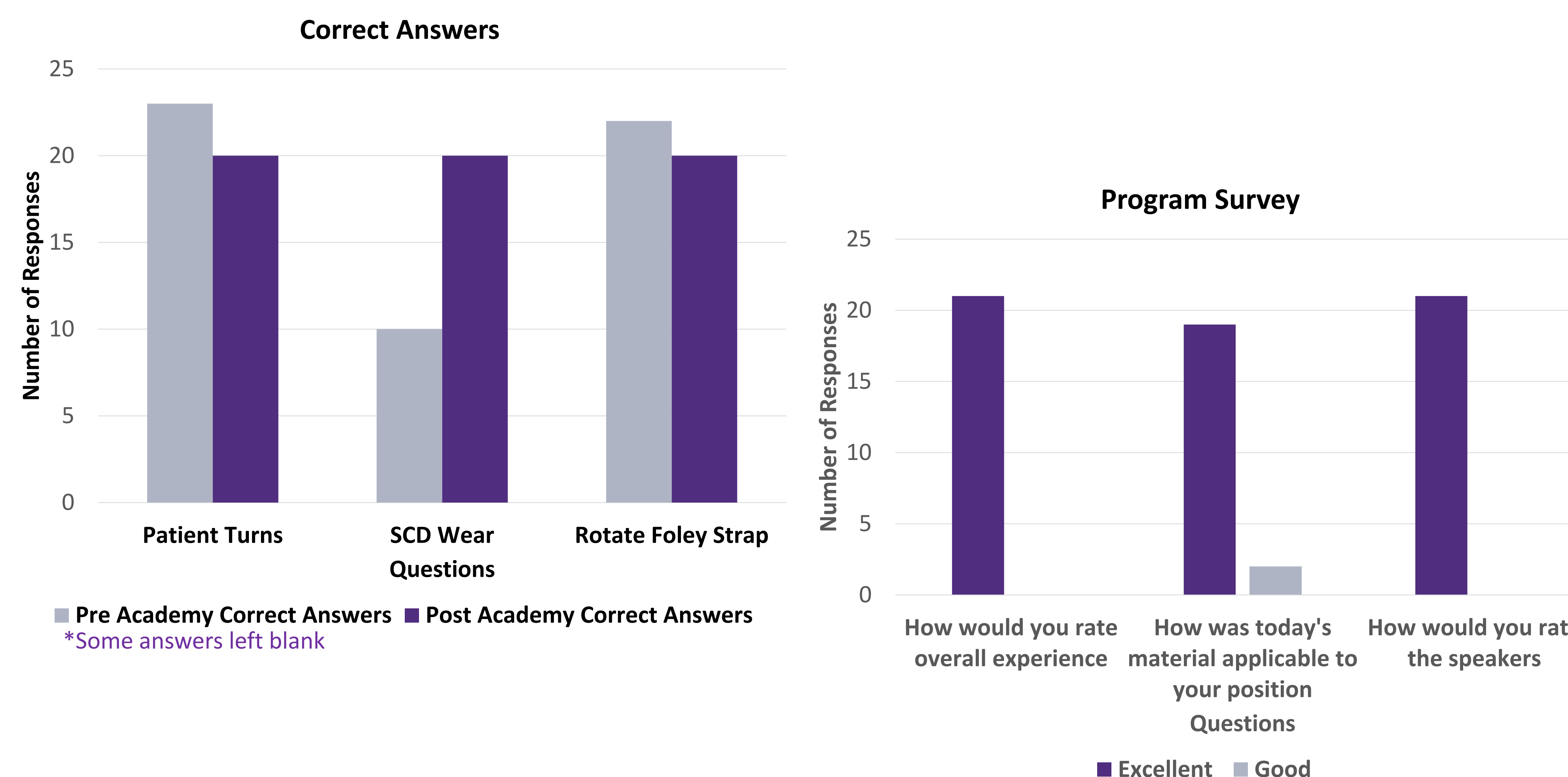
### Study:

- Analyze AMP data
- Enhance interaction

### Act:

- Partner with ECU Health to strengthen collaboration

## RESULTS/OUTCOMES



## LESSONS LEARNED

- The Quality Academy successfully addressed the knowledge deficit among NAs regarding IHI bundles and process measures.
- NAs expressed a better understanding through completing the picture of “Why” they do certain tasks.
- By actively engaging NAs in QI initiatives, the program fostered collaboration, trust, and teamwork.

## NEXT STEPS

- **Program Evolution:** This initiative has undergone significant development to encompass all NAs, ensuring comprehensive educational coverage and skill enhancement.
- **Funding Requirements:** There is a critical need for increased funding to support the ongoing education and professional development of NAs. Enhanced financial resources will enable the expansion and improvement of training programs.
- **Data Collection and Performance Improvement:** It is imperative to integrate NAs into data collection processes and our broader Performance Improvement efforts. Their involvement is essential for accurate data gathering and the successful implementation of quality improvement strategies.

## ACKNOWLEDGEMENTS

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