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Changing Practice: Investigating the Benefits of Using an Online Evaluation for CNE Programs

Aaron J. Loeb, MBA, MS, RN-BC

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Background

- Anyone who has either held the role of Nurse Planner or assisted with completion of a Continuing Nursing Education (CNE) documentation packet possesses firsthand knowledge of the intricacies surrounding successful documentation completion.
- In November 2013 a learning needs assessment was conducted in order to begin internal program enhancements targeting the current group of 14 nurse planners. A common theme was to make processes faster, create more user friendly documents, and streamline information.
- In May 2014 the evaluation process improvement began by piloting the SurveyMonkey® online evaluation method.

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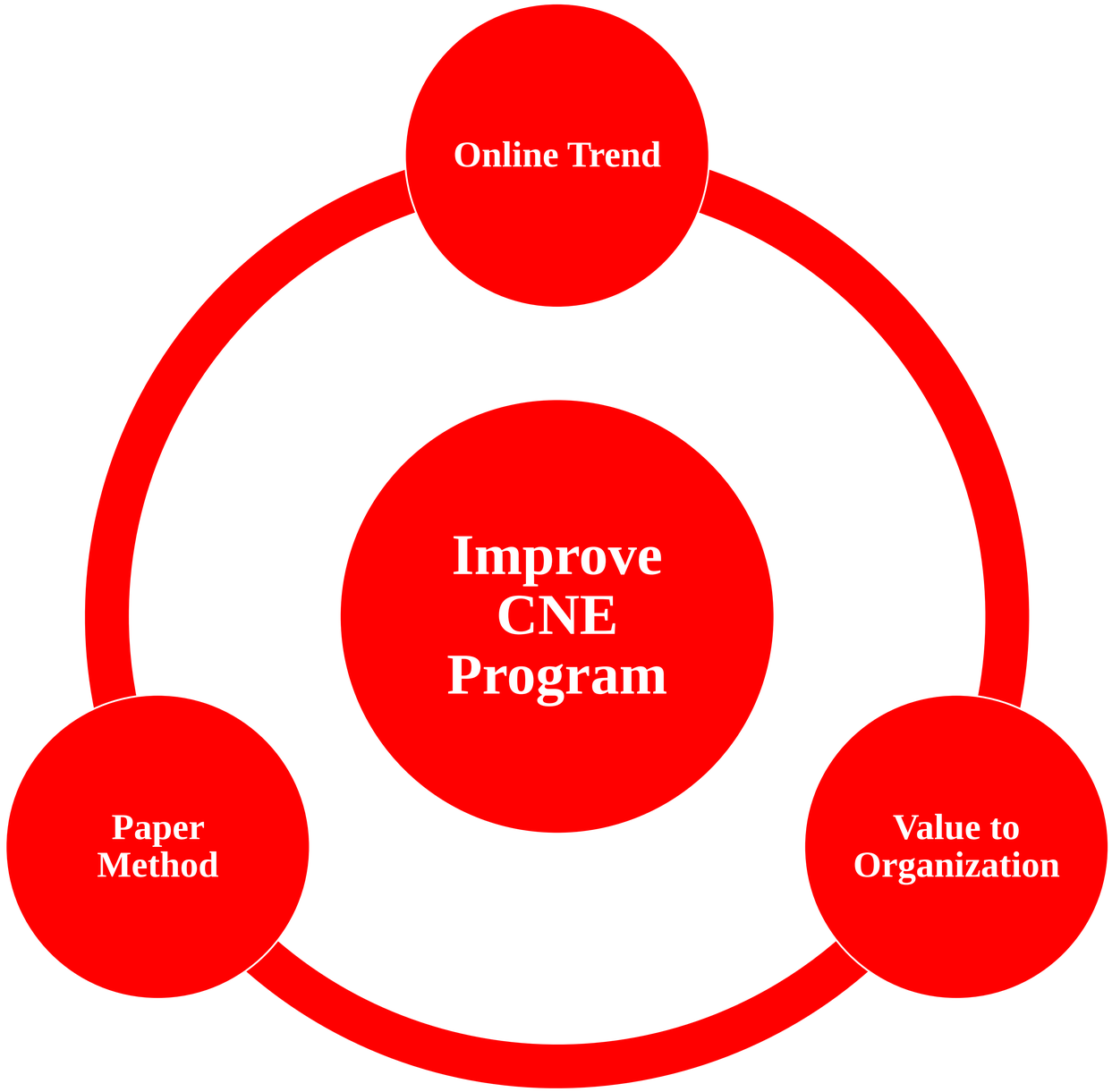
Project Aims



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Methods

PDSA 1

- Learning needs assessment resulted in decision to purchase SurveyMonkey ® subscription

PDSA 2

- Pilot group selected to test online method

PDSA 3

- Learner feedback: add question about online method versus paper documentation

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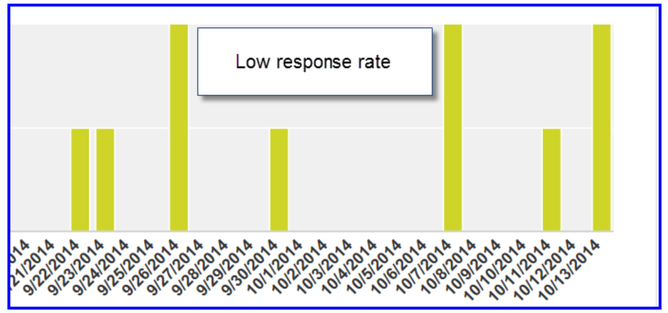
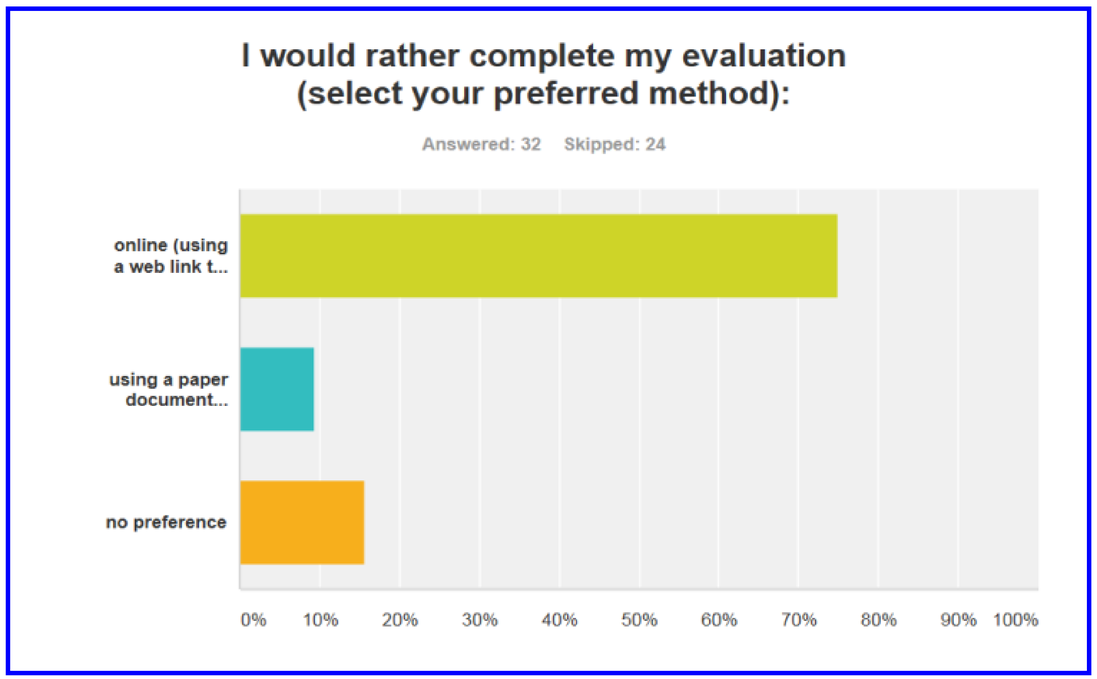
Results

- Since May 15th 19 CNE programs have used online method
- Learners have indicated overall support of transitioning to online evaluation process
- Tabulation time has decreased
- Able to utilize for broadcasted program
- Inclusion of other professional discipline certificates of successful completion
- Inclusion of attendance sheets if the learner is not a RN

11. I am a.....

- Registered Nurse
- Social Worker
- Early Childhood Intervention Specialist
- Other role (select to obtain certificate of attendance)





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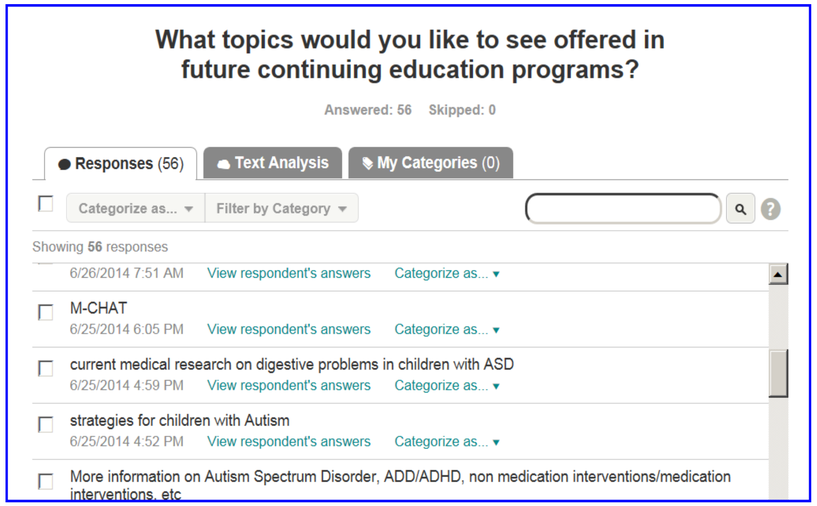
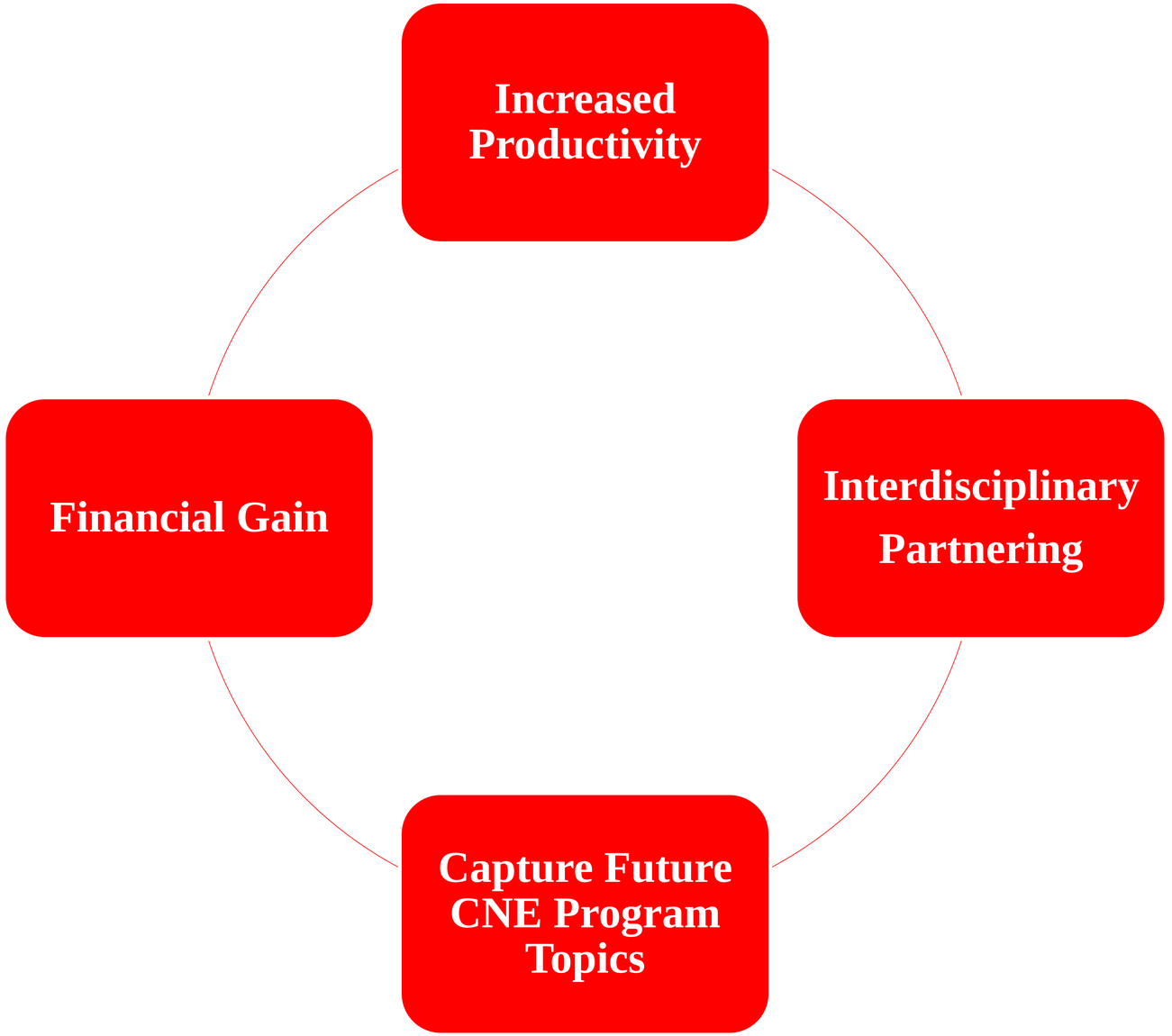
Discussion

Benefits





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Background

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In November 2013 a learning needs assessment was conducted in order to begin internal program enhancements targeting the current group of 14 nurse planners. A common theme was to make processes faster, create more user friendly documents, and streamline information.

In May 2014 the evaluation process improvement began by piloting the SurveyMonkey® online evaluation method.

Project Aims

Identify the emerging trend to use an on-line evaluation method for CNE programs.

Compare and contrast the usage of an on-line CNE program evaluation method versus a paper document format.

Evaluate the organizational benefits of using an electronic method to obtain CNE program evaluation data

Methods

PDSA 1: March 2014
•The LNA directed a process improvement project of utilizing an online evaluation method. Literature review and consultations with local Primary Nurse Planners supported usage of online evaluation process; a subscription to SurveyMonkey® was purchased.

PDSA 2: May 15, 2014
•The Primary Nurse Planner developed the online survey format and updated the disclosure form with instructions to accessing the online evaluation and certificate of successful completion. A pilot group was selected based upon ability to follow instructions with developing the CNE documentation packet.

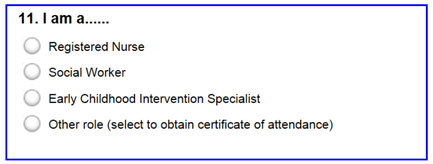
PDSA 3: June 11, 2014
•Develop survey questions to capture learner perspective of utilizing online method versus paper method and future CNE program suggestions. Continued to place onto other evaluations to capture learner perspectives

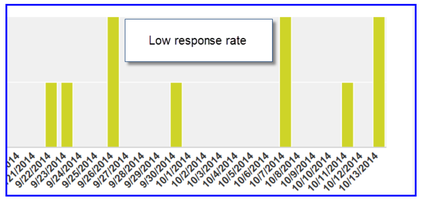
PDSA 4: August 19, 2014
•Partner with Information Services to research available online programs

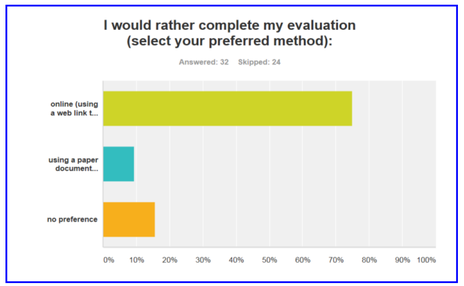
PDSA 5: September 13, 2014
•Ensure web link does not have an underscore between words as learner may miss this when typing

Results

- Since May 15th 19 CNE programs have used online method
- Learners have indicated overall support of transitioning to online evaluation process
- Tabulation time has decreased
- Able to utilize for broadcasted program
- Occasional low response rates
- Inclusion of other professional discipline certificates of successful completion
- Inclusion of attendance sheets if the learner is not a RN







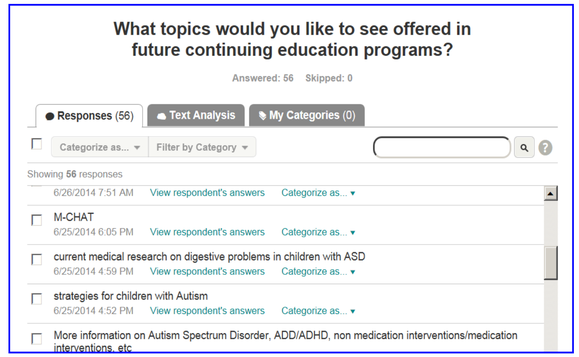
Discussion

BENEFITS

•Leadership support is essential
•Purchase of technologically advance program will enable all evaluations to be placed online
•Automation capabilities extend to other CNE documentation requirements
•Interdisciplinary partnerships
•Productivity increased with tabulation time
•Online evaluation saves on postage cost approximately
•Future topics questions is capturing support for additional CNE programs

LESSONS LEARNED

•Select setting for mandatory answer
•Not everyone expresses comfort utilizing online method
•Online transition is a long term endeavor
•Determine a completion deadline
•Strong communication to ensure evaluation is correct in case of speaker change
•Separating RN response data



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