

WNA CEAP: Approved Provider Unit Evaluation

Developing Outcomes for your Approved Provider Unit

1. Decide what is important to for your Approved Provider Unit (APU) to do related to nursing continuing education
2. Decide what you can look at (measure) to see if you can accomplish what is important for your APU
3. Set targets for what you want to accomplish – this makes your outcomes *measurable*
4. Measure! (Collect data)
5. Evaluate! (How did we do? What should we change?)
6. Document!

Two categories of Approved Provider Unit Outcomes, minimum of TWO TO THREE expected outcomes for each category:

- Structure and Process
- Nursing Professional Development

1. What is important?

EXAMPLE Outcome Categories Related to Structure / Process of Approved Provider Unit

- Cost savings to customers
- Cost savings to organization / Provider Unit
- Volume of participants
- Volume of educational activities
- Changes in activity formats to meet learner needs
- Changes in APU operations to achieve strategic goals
- Operational improvements
- Quality/cost measures
- Satisfaction / turn-over of staff, volunteers, faculty

EXAMPLE Outcome Categories Related to Nursing Professional Development

- Professional practice behaviors
- Leadership skills
- Critical thinking skills
- Nurse competencies
- High quality care based on best available evidence
- Improvement in nursing practice
- Improvement in care delivery
- Improvement in patient outcomes

And then...

2. *What can I look at to see if we will accomplish what is important?*

Once you decide what is important to your Provider Unit, decide what you can look at (measure) to see if you can accomplish what is important. Outcomes are developed IN ADVANCE of work – they are what you work toward intentionally.

EXAMPLES Related to Structure / Process of Approved Provider Unit

- If cost savings is important to customers... *look at...* number of “low cost” activities to be offered
- If volume of activities is important...number of activities to be offered
- If you need different ways to reach learners...formats we will try and frequency
- If you need to address staffing...number of qualified nurse planners
- If you need to address staffing...satisfaction or turnover
- If you need to address strategic goals to partner in education...number of jointly provided activities
- If you need to address operations...timeliness of obtaining COI forms, other documentation; development cycle times; number of late requests; processes followed for planning committee formation; PNP review of NP documentation;
- If you need to address quality... overall quality of education activities rated by evaluation data

EXAMPLES Related to Nursing Professional Development

- Professional practice behaviors... *look at...* **participants who indicate they will use knowledge in practice**
- If leadership skills are important...number of new nurse leaders
- If critical thinking skills are important...number of students who pass a post test
- If nurse competencies are important...number of certifications
- If high quality care based on best available evidence is important...effectiveness of educational events to support a QI project
- If improvement in nursing practice is important... participants who indicate they have used knowledge in practice in a particular focus area
- If improvement in care delivery is important...changes in care delivery data (e.g., timeliness measured via chart audits, patient satisfaction data)
- If improvement in patient outcomes is important...changes in patient outcome data related to a particular clinical topic or nursing subgroup

And next...

3. *How will I know if I'm doing what is important? Set targets to measure.*

EXAMPLES Related to Structure / Process of Approved Provider Unit

- If cost savings is important to customers... *our target measure is ...* Offer 50% of our activities at less than \$100.00
- If volume of activities is important... Offer three activities per month
- If you need different ways to reach learners... six on-line activities this year
- If you need to address staffing... maintain 10 qualified nurse planners
- If you need to address staffing... reduce turnover to 10%
- If you need to address strategic goals to partner in education... offer 12 jointly provided activities this year
- If you need to address operations... obtain 100% of COI forms at least six weeks prior to educational session; 100% of activity record forms complete by date of event; reduce late requests for CNE activities from the ICU by 25%; 100% of planning committees formed with PNP input; PNP reviews 50% of NP documentation
- If you need to address quality... 80% rating of overall quality as very good or excellent

EXAMPLES Related to Nursing Professional Development

- Professional practice behaviors... *our target measure is ...* participants who indicate they will use knowledge in practice measured after 100% of activities; 75% of participants use knowledge in practice; APU acts on 1 barrier identified this year
- If leadership skills are important... organization develops # of new nurse leaders
- If critical thinking skills are important... 90% of students pass post-tests for activities teaching critical thinking skills
- If nurse competencies are important... 50 new nursing certifications this year
- If high quality care based on best available evidence is important... three educational events to support QI project with 90% evaluations indicating activities were effective
- If improvement in nursing practice is important... 75% of participants indicate they have used knowledge in practice in a particular focus area
- If improvement in care delivery is important... 100% of activities designed to improve care delivery show some improvement in this area (e.g., timeliness measured via chart audits, patient satisfaction data); patient satisfaction scores in a particular area will improve by 75%
- If improvement in patient outcomes is important... 90% of activities designed to change patient outcomes show improvements in patient outcome data related to a particular clinical topic or nursing subgroup

4. *Measure – collect data!!!*

5. *Evaluate*

- a. Sit down regularly and look at the data – this is Provider Unit evaluation
- b. What is the data telling us about how we are doing?
- c. Are our measures still relevant? Is something else more important to measure?
- d. What are our stakeholders telling us about the areas we are measuring? Should we be looking at additional data?
- e. **What do we need to change?**
- f. **How can we improve?**

6. *Document!*