

Quality Assurance Program

An Introduction to Self Assessment

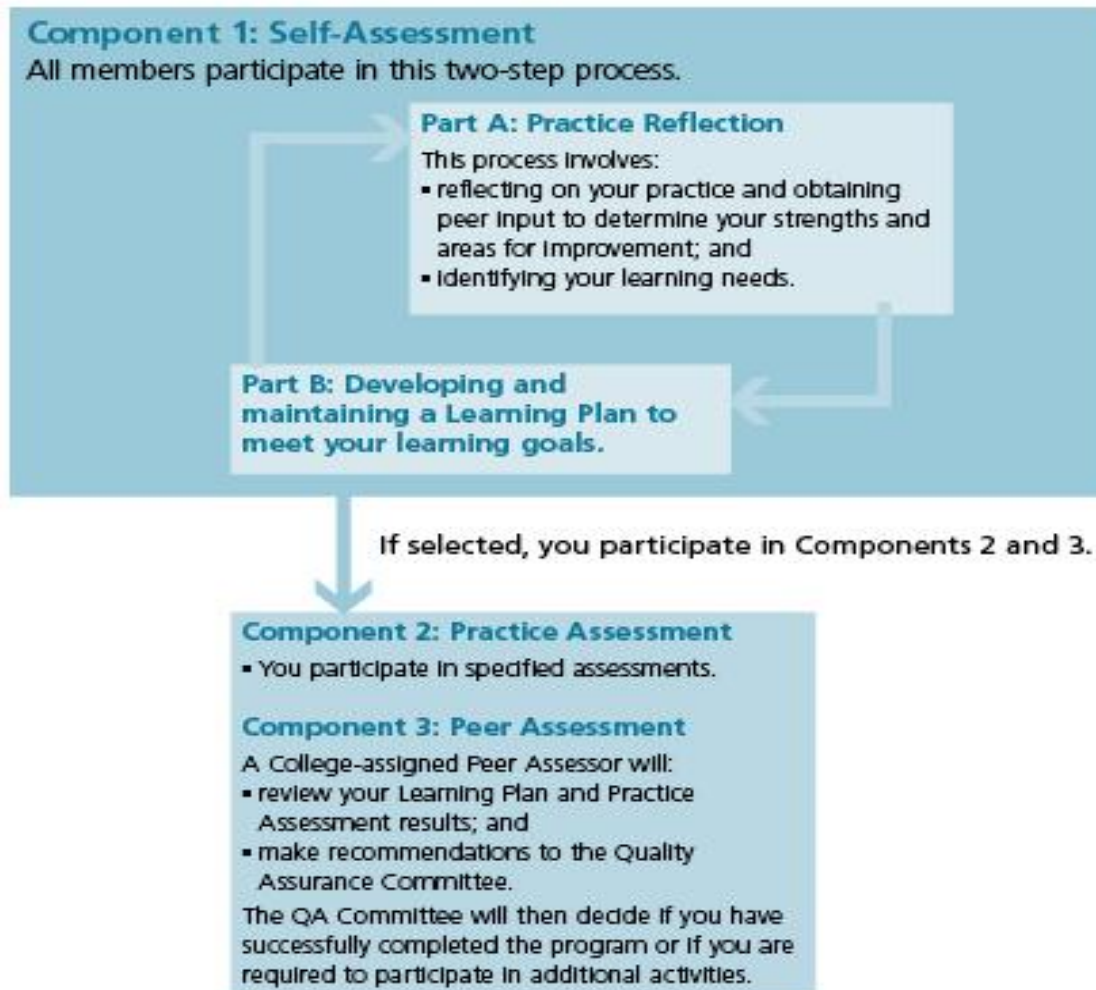
Purpose

- Provide a brief overview of the Quality Assurance (QA) Program
- Discuss the Self-Assessment process
- Review how to develop *SMART* goals
- Discuss the myQA online tool

Self-Regulation

- Why does the College administer a Quality Assurance Program and why must I participate?

QA Program Components



Self-Assessment

- A self-directed, two-part process that results in the development of a Learning Plan
- Reflect on your practice
- Obtain peer input
- Develop learning goals related to your learning needs
- Choose practice documents related to your goals

Nurses Newly Registered

- Not eligible for selection in Practice Assessment until registered for two years
- Required to participate in Self-Assessment each year

How to Start Self-Assessment

- Login to www.cno.org

Part 1: Practice Reflection

Practice Reflection Worksheet

Use this worksheet to reflect on your practice.

You do not have to submit this worksheet to the College if you are selected for Practice Assessment.

QA Year:

Describe an experience, event or change in your practice or practice setting that was significant to you.

After finishing my orientation, I had my first week of shifts without a preceptor. On my third night shift, I received a new admission from the Emergency department. The elderly gentleman was diagnosed with pneumonia, and a secondary diagnosis of exacerbation of CHF. Upon completing the admission assessment, the patient was febrile with an oral temperature of 38.8 degrees C.

I went to our policy manual which contains the medical directives to see if the patient meet the inclusion and exclusion criteria for the antipyretic directive. My team leader

What happened?

What was your role?

Based on what you described above, what were your strengths and what were your areas for improvement?

I am eager to learn more directives, and how they can be applied in my unit to expedite my patients care. I have reviewed the CNO Authorizing Mechanism document and understand that a directive is a type of order, and I also understand that orders are required for all treatment in a hospital based on the information I received about other legislation in my hospital orientation package. However, I need to look further into directives and my own decision-making about the care that I provide.

Areas for improvement will inform your learning needs.

Peer Input

- Provides a different perspective on your practice
- Someone you trust or respect
- Does not have to be in the same role
- Can be formal or informal

What input have you received from your peers about your practice?

After reflecting on the medical directive situation with my patient and the feedback from the team leader, I approached our clinical educator to express my concerns with not following the directive and seek further clarification. She directed me to the hospital policies related to directives and reinforced that the directives were valid and if my patient meet the inclusion and exclusion criteria, I can implement the order given that I had completed the education related to the directives in my orientation.

She commented that bringing practice concerns forward was an important part of

Consider asking:

"Can you give me an example of what my learning needs might be?"

Consider any feedback you have received from clients.

Learning Needs

- Determine your most relevant learning needs

Based on your own reflection and the input you received, what are your learning needs?

1. Learn about Directives
2. Learn about Decisions about Procedures and Authority

What do you need to learn to improve your practice?

Four Elements

Which elements relate to your learning needs?

- Advances in technology
- Changes in my practice environment
- Entry-to-practice competencies
- Interprofessional care

Learning Plan

- Develop using myQA
- Record of your activities to maintain your competence
- General Class: two learning goals
- Extended Class: three learning goals
- Update the plan during the year; keep it for two years

Starting Your Learning Plan

My Learning Plan

QA Year: 2014

Date Created: Jan 20 2014 7:32AM

Last Saved: Mar 28 2014 2:14PM

Current Practice Setting:

Acute Care

Client Population:

All ages

Learning Needs

What learning needs did I identify through practice reflection and peer input?

Identify a minimum of two to three learning needs.

1. Learn about Directives
2. Learn about Decisions about a Procedure and Authority

Haven't done practice reflection yet?
Use the Practice Reflection worksheet to help you identify your strengths and learning needs.

Creating Learning Goals

Is your goal:

- Specific to your identified learning needs?
- Measurable in your practice?
- Attainable in your practice setting and with your skills?
- Relevant to your role and current practice?
- Time-limited? Does it have a timeline and deadline?

A Word About Goals...

- Use “action” words
 - List, develop, identify, create, compare...
- Avoid vague terms that are not measurable
 - “ I want to **increase my knowledge...**”
 - “ I want to **learn how to...**”
 - “ I want to **be better** with the electronic documentation system...”

Example Learning Goal

Learning Goal #1

My goal must be based on my learning needs.

As a newly registered nurse, I want to research directives, from a legal and practice perspective. I will achieve this goal by June 30th, 2014.

You have 107 characters left

Need help creating a goal? Review the *Developing SMART Learning Goals* guide.

Your learning goal must be based on your current practice setting and one of the College's practice documents.

Directives

Developing Learning Activities

- Help you achieve your learning goal
- Include a variety of activities
- Ensure they are realistic and time-limited

Goal #1: Activities and Timeframes

How am I going to achieve my goal?

Include a minimum of three learning activities with timeframes/timelines.

1. Read the CNO Directives document by April 1, 2014.
2. Research information on directives on the Federation of Health Regulatory Colleges of Ontario's (FHRCO) website and the Ontario Hospital Associations (OHA) website by April 31, 2014.
3. Read my hospitals policies on medical directives and review the directives in place in my unit by May 15th, 2014.
4. Speak with my co-workers, including the clinical educator and team leaders, about directives. I will ask for their top three questions related to directives and seek the answers to these from the information researched by May 30th, 2014.
5. Develop a poster for our staff room with some key information found related to directives, and answer the top three questions from my colleagues about directives on the poster, completed by June 30th, 2014.

Continuing Competence

How do my learning goals support my commitment to continuing competence?

How does my learning relate to the competencies of my practice?

My learning goals help me gain additional knowledge and apply the knowledge to my practice setting, specifically related to orders and implementing procedures. The goals will help me to ensure my practice is evidence-informed, help me to articulate my responsibilities, and contribute to the quality of the practice environment on my unit.

Continue to maintain and update your Learning Plan throughout the year.

Outcome Evaluation

Evaluation of changes/outcomes to my practice

What did I learn? What impact has my Learning Plan had on my practice?

1. Reviewing CNO's Directives and Decisions about Procedure and Authority documents.
2. Reviewing information on the directives on FHRCO and OHA websites.
3. Reviewing organizational policies and supporting tools.
4. Implementation of medical directives on my unit with confidence and improved understanding.

You can print your Learning Plan for your records.

QA Resources

- Sample Learning Plan
- QA Program Overview and Self Assessment webcasts
- SMART guide for creating learning goals
- Practice Assessment Guides
- QA Staff

Need Help?

- Contact Quality Assurance staff
 - 416 928-0900 ext. 7570
 - 1 800 387-5526 ext. 7570
 - QAassessment@cnomail.org



Questions



www.cno.org