Heeding the Call to Improve Quality and Safety in the Delivery of Nursing Care; Redesigning Oncology Nursing Orientation Competency Assessment Tools

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Abstract

Evidence from the Institute of Medicine (IOM) and the Agency for Healthcare Research and Quality (AHRQ) have demonstrated the need for improvement in orientation to the role of oncology nurse and the delivery of patient care. The development of QSEN competencies has established a framework for using systems that will ensure the delivery of safe, quality care across settings. The redesign of competency assessment tools was based on the Quality and Safety Education for Nurses Initiative (QSEN) and the Novice to Expert Competencies in education and Clinical Revisited: A Guide to Improving Orientation to the Role of Oncology Nurse. Menlo Park: Addison-Wesley, pp. 13-34.

Purpose

The purpose of this project was to develop tools to focus on the delivery of patient care, education, and support of the patient's family. The tools focused on performance-based learning, incorporating the principles of self assessment, reflective practice, and active learning. Nurse tasks were evaluated to determine the importance of the task, outcomes of the task, and the level of skill required for the task.

Methods

Three focus groups were conducted with nurses across the Memorial Sloan Kettering Cancer Center and engaged in the delivery of care to our patient population. The focus groups were used to gather information regarding the level of importance of each task, the level of knowledge and skills required to perform the task, and the critical thinking required for applying the nursing concepts in specific assessment scenarios.

Results

The revised tasks were then validated with focus on the delivery of patient care, education, and support of the patient’s family. The tool focused on performance-based learning, incorporating the principles of self assessment, reflective practice, and active learning. Nurse tasks were evaluated to determine the importance of the task, outcomes of the task, and the level of skill required for the task.

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Nurse Educators identified Knowledge, Skills, and Attitudes required for all nurses at the point of care and specialty/oncologic population specific needs. The Nurse Educators utilized key informants from the various areas and developed the competencies for the Oncology Nurse Residency Program intranet site.

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