

2016 American Nurses
Association Annual Conference

Connecting **Quality, Safety**
and **Staffing** to Improve Outcomes



Tracking and Evaluating APRN Practice Patterns Using a Nurse Developed Mobile Application and the ANA Adopted Framework

Jennifer P Colwill MSN, APRN, CCNS, PCCN Clinical Nurse Specialist Cleveland Clinic, OH

MARCH 9-11, 2016 LAKE BUENA VISTA, FL www.nursingworld.org/ANAcConference





Conference Goals

- Translate continual practice improvements into viable solutions that advance professional practice or clinical care. ←
- Disseminate nursing research to drive evidence-based practice. ←
- Synthesize nursing innovation and technology to drive quality in health care delivery. ←
- Relate exemplary work environment practices to patient and nursing outcomes.
- Disseminate and implement best practices in evidence-based, interprofessional, patient-centered care



- Do you believe that regardless of your position, as a nurse you have a lot to offer?
- How many of you have been asked the question.....What do you do?
- Have you asked yourself what is my value? And how can I improve my value?



A Time of Change

Structure

Ambiguity

Timed Tasks

Open Ended Assignments

Clear Day to Day
Responsibilities

On-going Projects & Work



WHAT'S NEW JOURNAL TOPICS COLUMNS TABLE OF CONTENTS LETTERS TO THE EDITOR CONTINUING ED ANA HOME


LOGIN »

ANA
AMERICAN NURSES ASSOCIATION
OJIN is a peer-reviewed,
online publication that
addresses current topics
affecting nursing practice,
research, education, and
the wider health care

Home ANA Periodicals OJIN Table of Contents Vol 19 2014 No 2 May 2014 **Challenges**
in CNS Education and Practice

**Challenges in Clinical Nurse Specialist
Education and Practice**

[Jan Foster, PhD, APRN, CNS](#)
[Sonya Flanders, MSN, RN, ACNS-BC, CCRN](#)

 [SHARE](#)

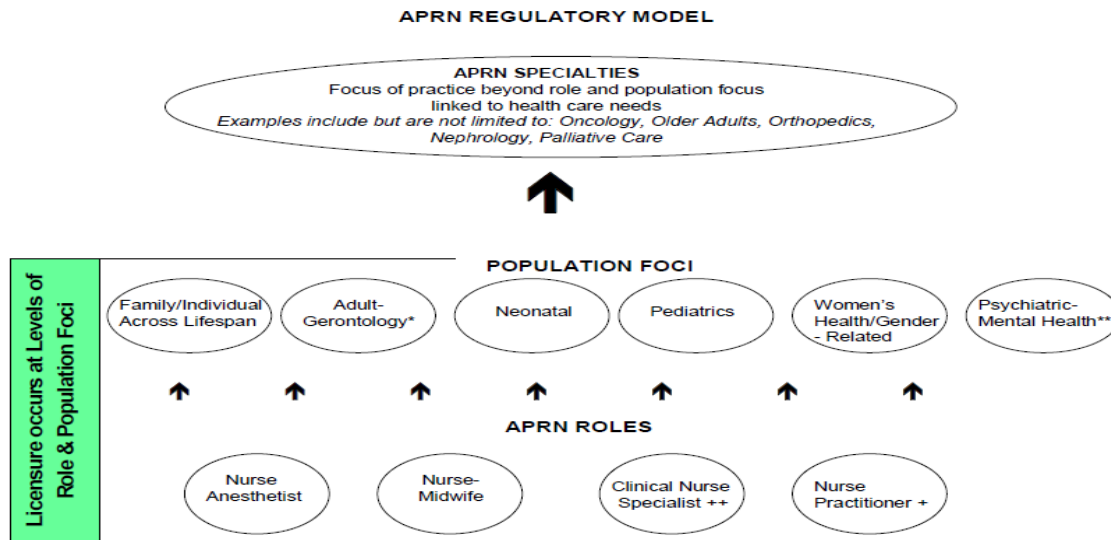
- Role clarity/confusion
- Adoption of EBP
- Change agent
- Time management and prioritization
- Demonstrating value

Foster, J., Flanders, S., (May 31, 2014) "Challenges in CNS Practice and Education"
OJIN: The Online Journal of Issues in Nursing Vol. 19, No. 2, Manuscript 1.



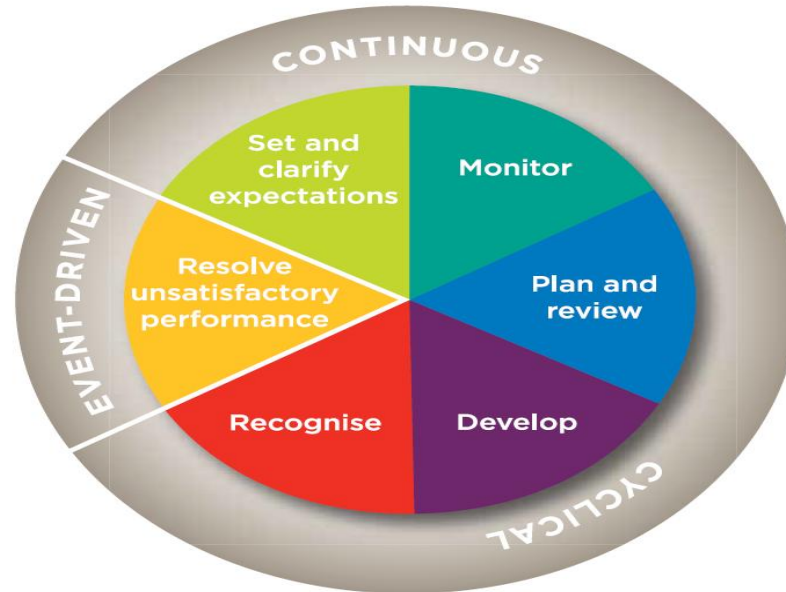
Track What/Why/How??

APRN Joint Dialogue Group Report, July 7, 2008





What is the Performance Development Framework?



“What gets measured gets improved.” Peter Drucker *On Improvement*



Clinical Nurse Specialist

Issue: Volume 28(6), November/December 2014, p 323-331

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Keywords: advance practice nurses, competencies, outcome, quality assessment, time

[Feature Article]

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Capture of Knowledge Work of Clinical Nurse Specialists Using a Role Tracking Tool

Colwill, Jennifer P. MSN, RN, CCNS, PCCN; O'Rourke, Colin MS; Booher, Lydia MSN, RN, ACNS-BC, ONC; Soat, Marian MSN, RN, CCNS, CCRN; Solomon, Deborah MSN, RN, ACNS-BC; Albert, Nancy M. PhD, CCNS, CHFN, CCRN, NE-BC, FAHA, FCCM

Colwill, J., O'Rourke, C., Booher, L., Soat, M., Solomon, D & Albert, N. A. (2014). Capture of knowledge work of clinical nurse specialists using a role tracking tool. *Clinical Nurse Specialist*, 28 (6), 323-331.



Innovation Journey

Test
Evaluate
Evolve

Share
Publication
Presentations
Talk/Network



Refining My Prototype

- Time
- Mirror APRN Consensus model competencies
- Capture in real-time
- Reports that one can individualize and add outcomes or narrative to show progress
- Collecting data: individuals & group level



What is TrACWork?

A quick and easy way for health care “knowledge workers” to capture their unique portfolio of contributions, monitor practice patterns/trends and communicate their value to the organization in:

- Patient care
- Professional competencies
- System or group goals
- Outcomes





Who can use TrACWork ?

- **Advance Practice Nurses**
- **Chief Nurse Officers**
- **Specialty Nurses, such as:**
 - **Quality and Patient Safety**
 - **Accreditation and Regulatory**
 - **Research**
 - **Management**
 - **Education and Professional Development**
 - **Nursing Informatics**



TrACWork® Digital Data System

[TrACWork](#)

[Mobile App](#)



Document 2 ways

- Web/Desktop
 - Enhanced functionality
- Mobile Application:
 - Document on the go
 - Easily and effortlessly
 - Real time



ere - Login - Internet Explorer provided by Cleveland Clinic

http://aceonetest.com/cns/index.php/login



Today | Institutes & Departmen...



CNS Sphere - Login



TracWork

Login



Login



☐ Remember Me

TracWork

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TracWork

Welcome, **System Admin** [Logout](#)

Last Online: 12:52 pm Wednesday, Feb 18

Dashboard

Competencies

Reports

Settings

E-mail

Users

- [+ Add New User](#)
- [- Delete/Edit User](#)

Groups

- [+ Create New Group](#)
- [- Delete/Edit Group](#)
- [Assign User to Group](#)

Details

- [+ Add New Detail \(Competencies, Outcomes etc.\)](#)
- [✕ Edit/Delete Detail \(Competencies, Outcomes etc.\)](#)

Reports

- [Report Export to Excel \(Single User\)](#)
- [Report Export to Excel \(Groups\)](#)
- [Report Export to Excel \(Yearly\)](#)

TracWork



TracWork

Welcome, Jennifer Colwill
Last Online: 03:43 pm Thursday, Nov 17

Outcome Disabled!

Dashboard Competencies Reports Settings

Choose Date: November, 17 2016

Note: (This date applies to all the reports that is going to be filled.)

Outcomes:

Readmission reduction	Innovation
Organization Sphere >	Organization Sphere >
Patient Sphere >	Patient Sphere >
Nurse Sphere >	Nurse Sphere >
Self >	Self >

CLABSI prevention	Research
Organization Sphere >	Organization Sphere >
Patient Sphere >	Patient Sphere >
Nurse Sphere >	Nurse Sphere >
Self >	Self >

Patient Safety Indicator (PSI) (specify)	NDNQI measures (specify)
Organization Sphere >	Organization Sphere >
Patient Sphere >	Patient Sphere >



Pain management ✓

Organization Sphere	>
Patient Sphere	1 >
Nurse Sphere	>
Self	>

Time Spent:

2

Comments:

3
Submit

Competencies:

Direct Care/Clinical Expert/Patient management	>
Education/Coaching/Nurse support	>
Research or Translation of Evidence	>
Consultation/Collaboration	>
Quality Improvement	>
Mentoring/Precepting Others	>
Leadership	>
Innovation	>

Enter time and comments below:

Time Spent:

.5

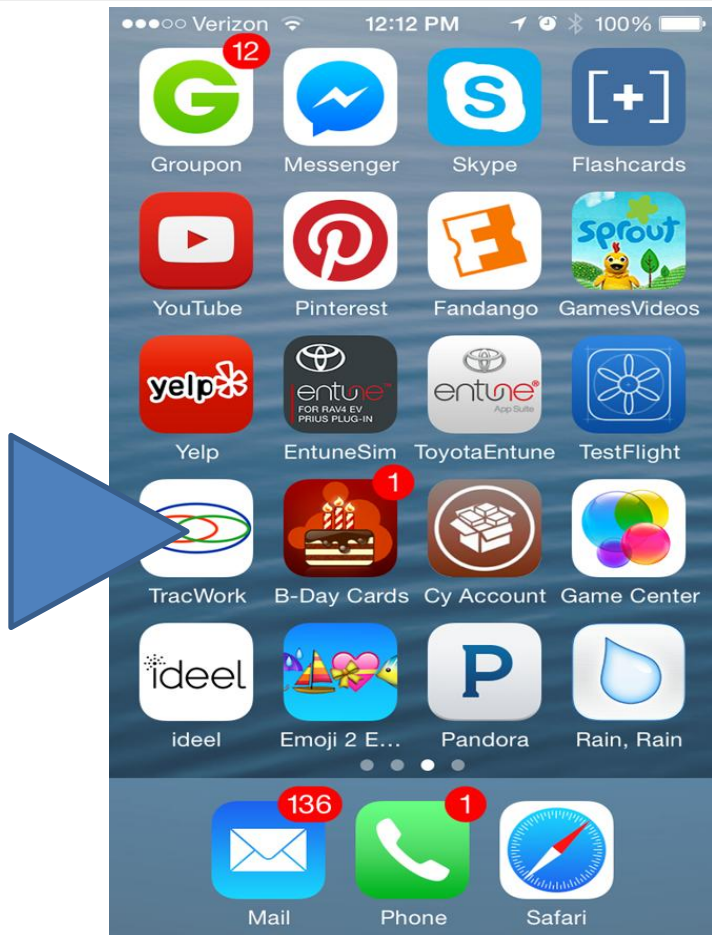
Comments:

discuss pain mentor age



4
please wait..

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Connecting Quality, Safety and Staffing to Improve Outcomes



CNS Sphere - Reports - Internet Explorer provided by Cleveland Clinic
http://aceonetest.com/cns/index.php/report

TracWork

Welcome, Jennifer Colwill Logout
Last Online: 03:43 pm Thursday, Nov 13

Dashboard Competencies Reports Settings

Report

Select criteria below:

Users:

Jennifer Colwill

From:

JANUARY 2014

To:

JANUARY 2014

Generate Report!

A

B

C

TracWork

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CNS Sphere - Reports - Internet Explorer provided by Cleveland Clinic
http://aceonetest.com/cns/index.php/report

TracWork

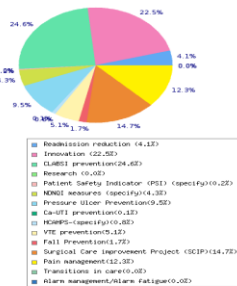
Welcome, Jennifer Colwill Logout

Last Online: 03:43 pm Thursday, Nov 13

Dashboard Competencies Reports Settings

Report

CNS Outcomes Plot



generate_report [Read-Only] - Microsoft Excel

File Home Insert Page Layout Formulas Data Review View Developer

Font Alignment Number Styles Cells Editing

B2 Role Detail

ame: Jennifer Colwill

oles

utcomes

Month/Year: January 2014 - January 2014

Role Detail

Readmission reduction

Innovation

CLABSI prevention

Research

Patient Safety Indicator (PSI) (specify)

NDNQI measures (specify)

Pressure Ulcer Prevention

Ca-UTI prevention

HCAHPS-(specify)

VTE prevention

Fall Prevention

Surgical Care Improvement Project (SCIP)

Pain management

irect Care/Clinical Expert/Patient management

Unit rounds for patient review/assessment

Discharge rounds or discharge planning/orders

Unit consults

Policy/protocol/guideline development

Discharge teaching

Patient education

Formal clinical presentations and development (local/national meetings)

HIT related (Epic follow-up/updates/content development)

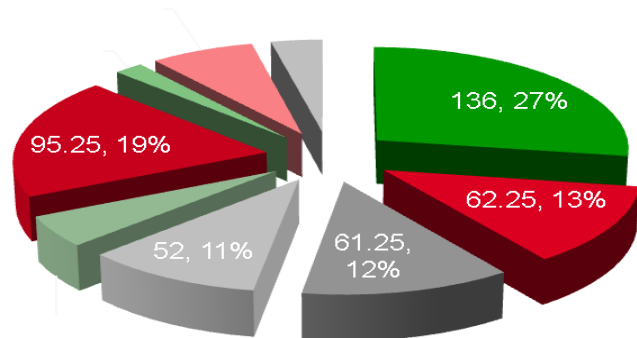
Confidentiality (patient) (12,32)

D



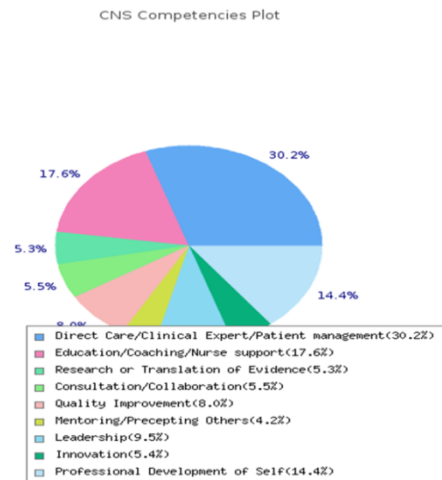
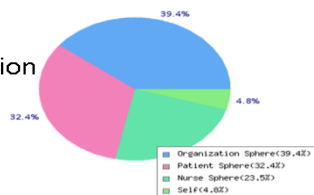
Report Examples from TrACWork Data

CNS Practice Pattern Report



- CLABSI prevention
- Surgical Care improvement Project (SCIP)
- Pressure Ulcer Prevention (HAPU/UAPU)
- Pain management
- Fall Prevention
- Innovation/Research
- Ca-UTI prevention
- VTE prevention
- Readmission reduction (HF)

Break Down of Competency and Work Across Scopes Reports





American Nurse Association DIKW IT Framework

- Track Work
- Analysis of data
- Better Strategy & Efficiency
- Better Quality (& Lower Cost)

Time Spent

Practice Patterns



Data

Information

Knowledge

Wisdom

(ANA scope and standards '08)

Value → **Better Outcomes & Lower Cost**



Lessons Learned

Fact: Time is the best objective measure of the way you spend your day = work

Fallacy: More time = better outcomes or Less time = poor outcomes

Fact: Pinpoint consistent focus and good strategy = Better outcomes

Objective of TrACWork[©] :

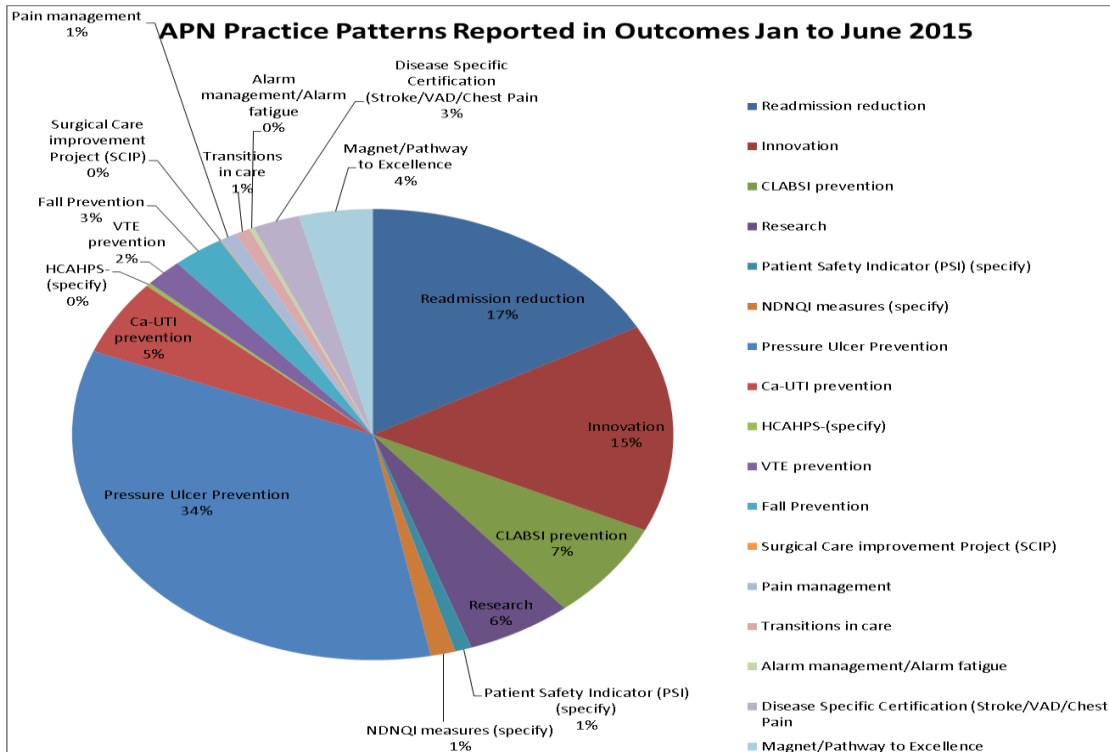
Track and help identify **practice patterns for individuals and groups** towards competencies and outcomes.



Group Data Capture



CNS Practice Pattern Report



Report Examples from TrACWork Data

Organizational goals

- Patient safety
- Quality
- Innovation
- Research
- Cost



Peter Drucker on *Time*

One cannot **buy, rent or hire more time**. The supply of time is totally inelastic. No matter how high the demand, the supply will not go up. There is no price for it. **Time is totally perishable and cannot be stored. Yesterday's time is gone forever, and will never come back.** Time is always in short supply. There is no substitute for time. Everything requires time. **All work takes place in, and uses up time. Yet most people take for granted this unique, irreplaceable and necessary resource.**

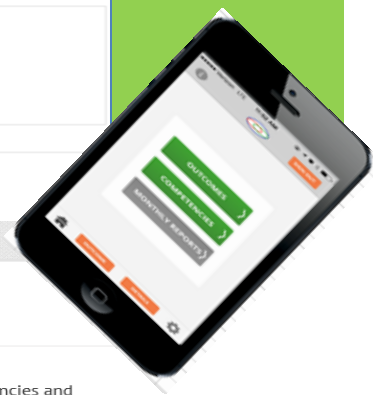
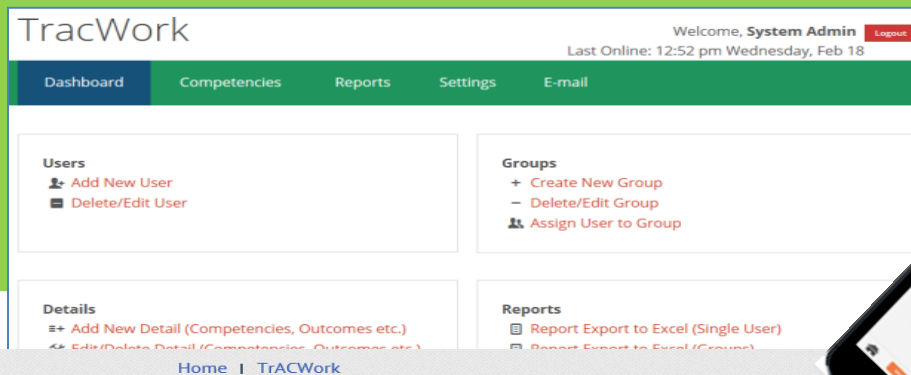


Peter Drucker

- “Knowledge has to be improved, challenged, and increased constantly, or it vanishes.”
- The best way to predict the future is to create it.



https://www.onadeo.com/contact/support_request



TrACWork

TrACWork

Rating: ★★★★★
Average: 5 (1 vote)

REQUEST A QUOTE

SUPPORT

Description:

Enterprise solution which enables Advanced Practice Registered Nurses (APRN) to track advanced practice competencies and work tied to patient care and outcomes, proving value to their institution.

Product Type: Hosted Solutions

Provider: [Cleveland Clinic](#)

Click on images below to see a larger view.



DETAILS

RESOURCES

REQUEST A QUOTE

PRODUCT REVIEWS

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Thank You

Questions