

## Creating a Paradigm Shift Through the Development of an Exemplary, Supportive, Certification Process

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### Purpose

Nurse Certification is well known to be favorably correlated with nurse satisfaction and improved patient outcomes.

The purpose of developing the Certification Support System (CSS) was to:

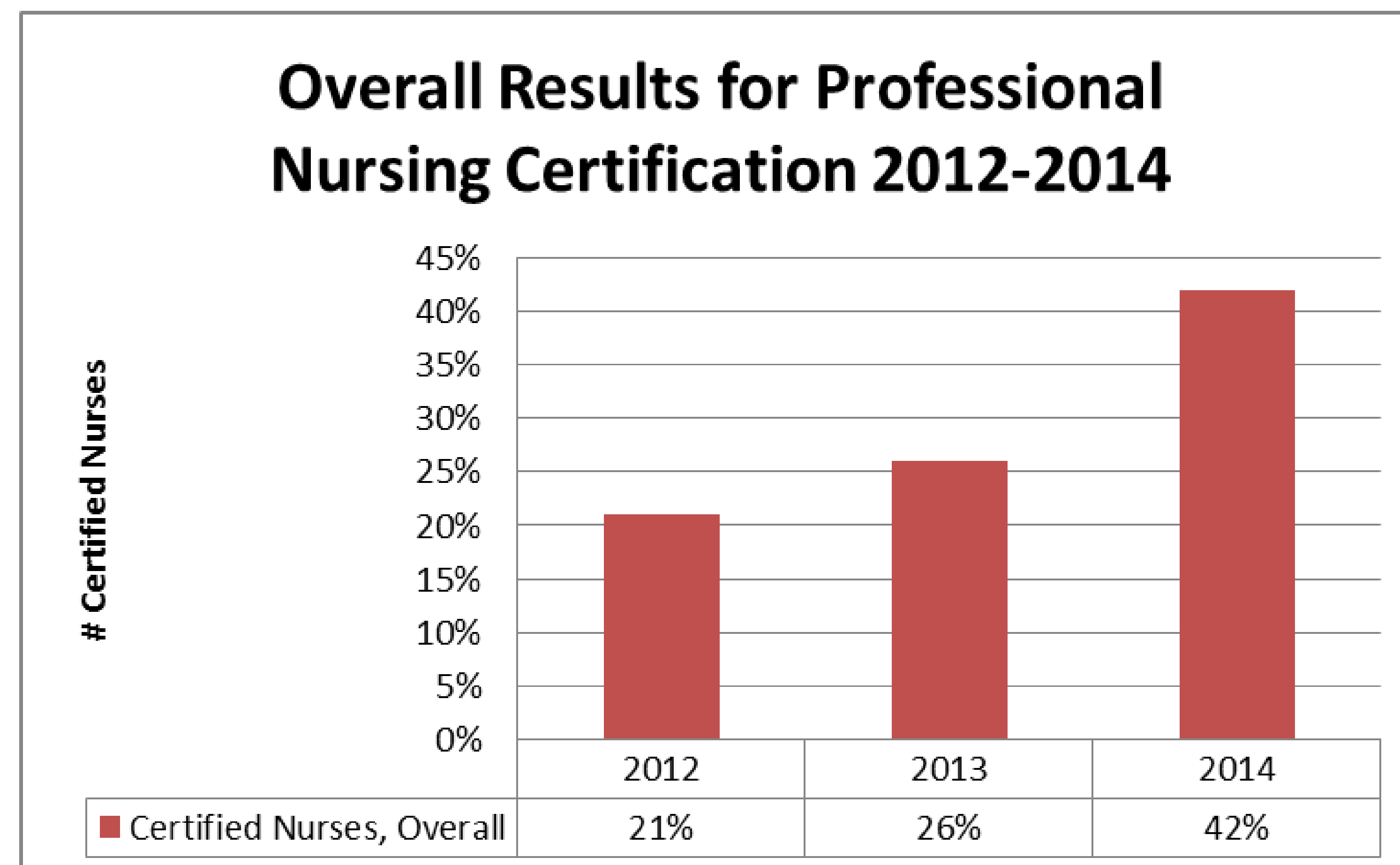
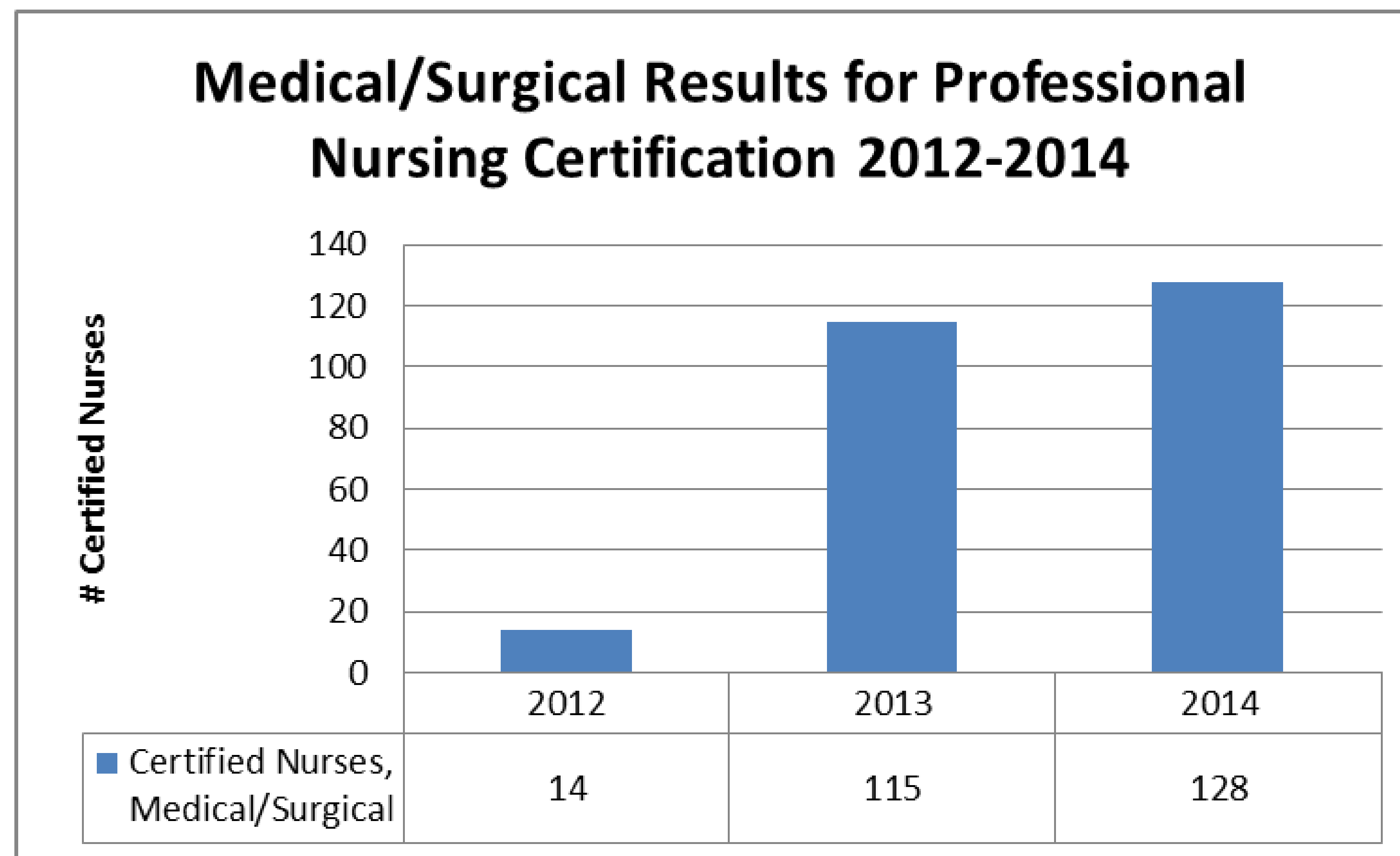
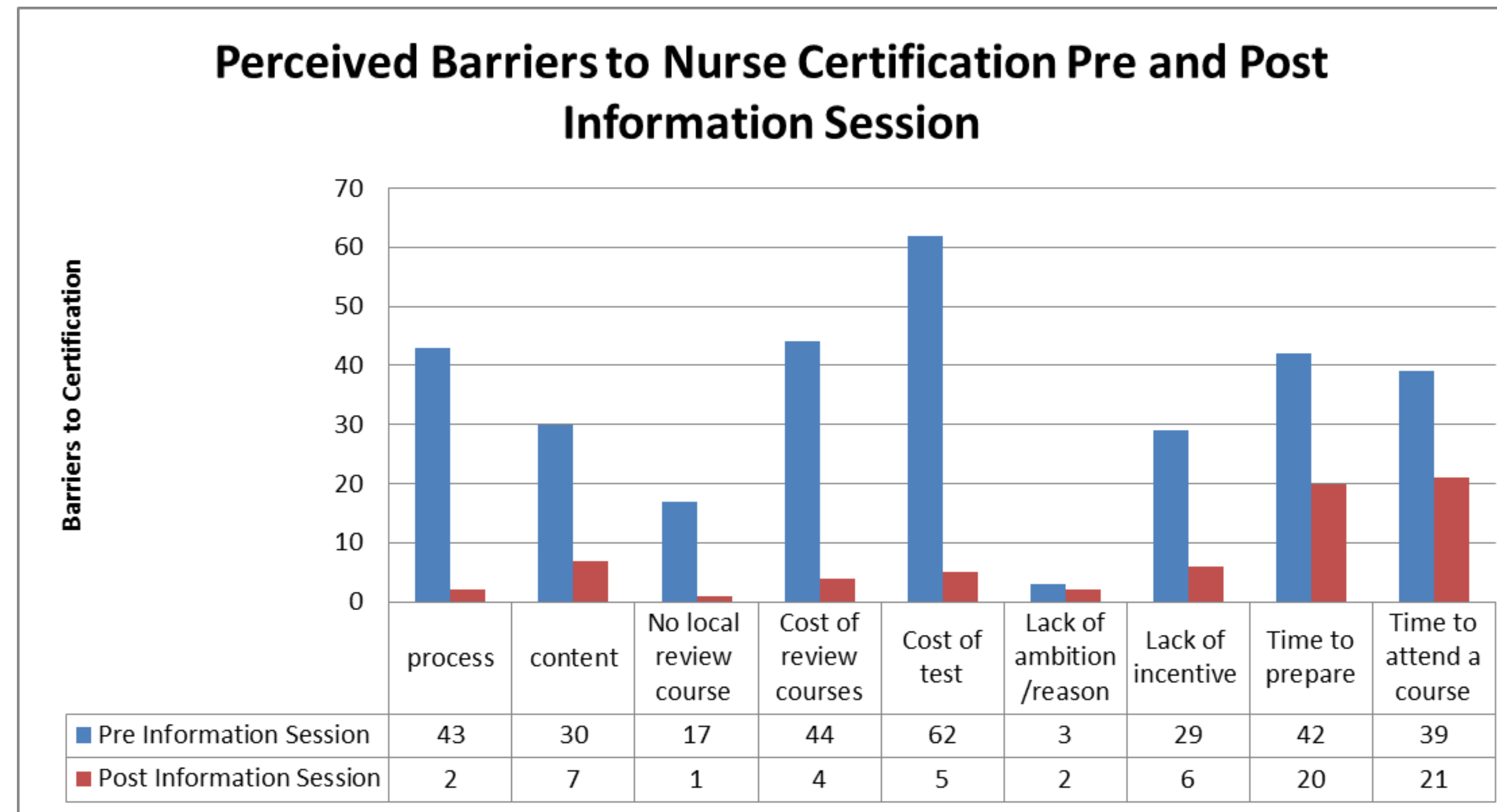
- Improve the professional practice of nursing
- Increase certification awareness
- Improve patient outcomes

### Specific Aims

- Identify and remove barriers that historically prevented nurses from becoming certified
- Perceived Barriers Included:
  - Lack of confidence in exam preparation
  - Lack of time to prepare
  - Financial constraints
- Increase nurse certification in specialty areas

### Strategy and Implementation

- Developed the CSS, a process that included:
  - Project proposal to hospital administration
  - Timeline development
  - Information sessions for nurses related to certification
  - Cohort development to ensure group success
  - Review sessions for clinical nurses
- Researched and promoted applicable technology
- Partnered with the American Nurses Credentialing Center (ANCC) and the Academy of Medical Surgical Nurses (AMSN), newly established programs that allowed for the hospital to provide payment directly to the organizations



### Outcomes

- Barriers to certification identified by the clinical nurses were successfully removed
- Program is replicable for multiple certifications and certification agencies
- Organizational Certification Rate is 42%, significantly above the national average
- 814% increase in certified medical surgical nurses over a 2 year period
- CSS framework was implemented by other hospitals within the University of Pennsylvania Health System

### Evaluation and Implications

- A definitive paradigm shift occurred due to the success of the CSS
- Certification in specialty areas at Pennsylvania Hospital is now considered the new normal
- This is a replicable framework that eliminates perceived barriers to certification
- CSS is a low cost and high impact intervention that effects nurse professionalism, nurse practice, nurse satisfaction and patient outcomes

### References

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