



Provider Unit Effectiveness & Quality Outcomes

We've received some questions and confusion from approved provider nurse planners related to provider unit quality outcomes. Before you develop provider unit quality outcomes (QO2a and QO3a), it is important to describe the process for evaluating the overall effectiveness of the approved provider unit (QO1). In your description of QO1, there are several key questions that may be considered:

- How does your approved provider unit align with your stakeholder goals?
- How often does your provider unit evaluation process occur?
- Who is involved with this process?
- Why is it important that you conduct this type of evaluation?

After your provider unit evaluation process is clearly identified, you can then align your quality outcome measures with your organization and provider unit goals.

QO2 and QO3 evaluate the value and benefit to nursing professional development to look at the data in the aggregate and not individual activity data over the past 12 months. QO2a is a measurable component of the structure or process of a provider that contributes to effectiveness of the provider unit while QO3a relates to improvement in practice and/or professional development of nurses. You are not required to meet your identified provider unit outcome(s) but does provides an opportunity for analysis on why the goal was chosen, how you planned to measure it, and what prevented you from achieving the goal. Although not required, outcomes may be written in measurable format like a SMART goal:

- S-Specific/strategic
- M-Measurable/Meaningful
- A- Attainable
- R: Relevant
- T: Time-oriented

Below are examples of provider unit quality outcomes. You can reflect on these as you are developing your outcomes, but please identify outcomes based on YOUR process for evaluating the overall effectiveness of YOUR unique provider unit.

Examples of outcomes related to improvement in provider unit operations (QO2a):

- Increase the number of virtual offerings by 5 webinars in the next 12 months.
- Maintain budget neutral status for all activities for the current fiscal year.
- Develop at least 8 microlearning activities in the next year.
- Complete and share a cost analysis of at least 5% of all activities annually.
- Increase the number of nurse planners to at least one in each service line area.
- Onboard, orient and train a professional development associate by then end of next year.

Examples of outcomes related to improving the practice or the professional development of nurses (QO3a):

- All nurse planners will achieve at least 90% accuracy on quarterly audits of activity files.
- 80% of nurses participating in state nurse association events related to political activism will identify at least one way they plan to use knowledge gained in practice.
- 2-point average increase in the pre/post readiness perception for leadership role in participants in leadership activities.
- Increase in the number of certified nurses in the organization by 10%.
- 75% of participants in activities related to evidence-based practice will describe intent to apply content in practice and/or how the activity validated their current practice.
- All of the new clinical educators in the College of Nursing will accurately complete student evaluations and feedback processes by the end of the spring semester.

Remember that quality outcomes answer the questions, “So what?” and, “What difference did our approved provider make?”. This provides an opportunity to show the importance of your provider unit based on evidence following a deliberate process.

Additional resource:

Scheller, M.K. (2016). Developing outcome measures for a continuing nursing education provider unit. *The Journal of Continuing Education in Nursing*, 47, 293-295.

Reminder—PNP Required Submission by December 1, 2021

For those of you who have not yet completed, as a reminder, each Primary Nurse Planner must submit evidence of how your team begins the planning process for activities **on or before December 1, 2021.**

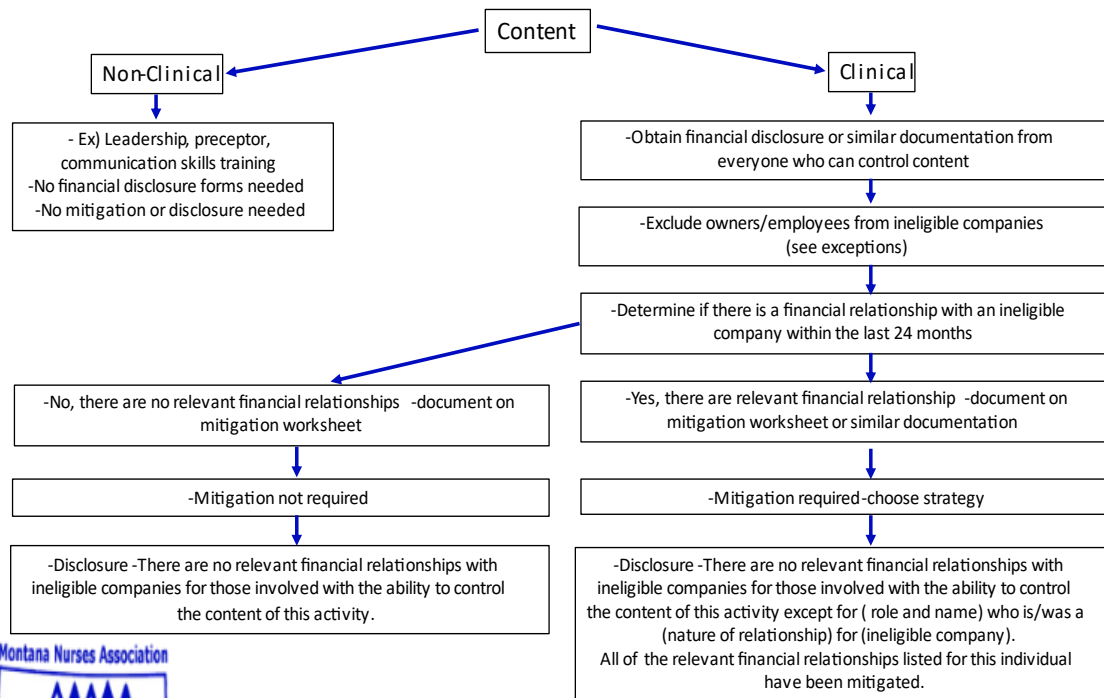
Please submit your continuing nursing education request form template **OR** if your organization uses a different process than a form submission, please provide a brief paragraph describing initial activity planning process (i.e. EDP1). **[Use this online form to submit your information.](#)**

Financial Relationship Identification, Mitigation, and Disclosure Algorithm

Thank you for your feedback at the September MNA monthly meeting on the Financial Disclosure Determination Algorithm. This has been finalized and added to the MNA Provider resource page accessed from the MNA site—password APUNCPD. Special thanks to Jean Bulmer, DNP, RN, NPD-BC for initial development. Access the algorithm:
<https://secureservercdn.net/198.71.233.31/vk0.371.myftpupload.com/wp-content/uploads/2021/09/Financial-Relationship-Identification-Mitigation-Disclosure-Algorithm.pdf>

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Financial Relationship Identification, Mitigation, and Disclosure



Special thanks to Jean Bulmer, DNP, RN, NPD-BC for initial development

Ineligible company-an entity whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients

Financial relationships are relevant if the following three conditions are met for the prospective person who will control content of the education:

- A financial relationship, in any amount, exists between the person in control of content and an ineligible company
- The financial relationship existed during the past 24 months
- The content of the education is related to the products of an ineligible company with whom the person has a financial relationship

Exclude owners/employees of ineligible companies from participating as planners/speakers unless one of the three exceptions apply:

- When the content of the activity is not related to the business lines or products of their employer/company
- When the content of the approved activity is limited to basic science research, such as pre-clinical research and drug discovery, or the methodologies of research, and they do not make care recommendations
- When they are participating as technicians to teach the safe and proper use of medical devices, and do not recommend whether or when a device is used

***Even though these exceptions exist – their financial relationship must still be disclosed to learners**

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2022 Provider Unit Workshops

For the 2020 spring provider workshops, we are planning options for in-person and virtual--

In person option:

- Friday, April 22, 2022
- Bozeman Health, Bozeman, MT

Virtual option:

- Thursday, April 15, 2022
- Prelearning exercise prior to virtual activity

Please email Kristi (kristi@mtnurses.org) with any suggestions for areas of focus for the virtual workshop **on or before December 1, 2021**. And if your provider unit offered any particularly successful activities or learned any great concepts worth sharing, please be sure to let us know as well.

Registration information coming soon!

2021 PNEG Conference Learner Perspective— Demonstrating the Value of NPD Through Leadership Session

Kristi Anderson (Kalispell, MT):

I had the opportunity to attend the 2021 Professional Nurse Educators Group (PNEG) virtual conference at the end of September. PNEG is a virtual network of educators from all over the United States that are dedicated to the lifelong learning of professional nurses and is open to all educators in the field. This was my first time attending this conference and there were many excellent sessions.

Jenn Bodine, DNP, FNP-C, NPD-BC, CEN, emphasized the importance of innovation and learning from failure in her session. She stressed that NPD practitioners must understand their personal leadership traits to demonstrate value to our organizations highlighted in the *NPD Scope and Standards of Practice*.

- **Communicate** by first listening to the needs of our learners and other organization stakeholders
- **Authenticity** in admitting when we don't know something, but letting them know that we will find answers
- **Empathy** by looking at things from a patient and/or leadership perspective
- **Agility** in responding quickly to change with reflection before action
- **Flexibility & Adaptability** in pivoting with organization priorities
- **Selflessness** in serving both the organization and our learners without sacrificing self-care
- **Versatility** to seek out areas where we lack experience to adapt to change

Consider YOUR leadership traits to demonstrate YOUR value in your organization.

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NARS

Please remember to continue working on your NARS entries so you can attest after the first of the year. If you have any questions about how to enter your activities, etc., please don't hesitate to reach out.

Have something you think would be a good topic for us to discuss related to technology? Email me at caroline@mtnurses.org

References and Resources

Here are some references and resources that you might find helpful in your provider unit work. Please mail us if you have something you would like to share with your colleagues.

Holtschneider, M., Park, C. (2021). Tackling the Tough Questions- Microaggressions in the Interprofessional Learning Environment - Part 2, *Journal for Nurses in Professional Development*, 37(5) 305-307 doi: 10.1097/NND.0000000000000796

Seimetz, J. (2021). External Evaluation of the Clinical Nurse Transition Program, *Journal for Nurses in Professional Development*, 37(5) 278-284 doi: 10.1097/NND.0000000000000791

McCrea, K., Leathers, B., BSN, RN; Heitman, L, Hawkins, E., Abbott, T., Opsahl, A., (2021) Transitioning Professional Development Classes to Virtual Instruction, *The Journal of Continuing Education in Nursing*, 52(9), 404-406 doi:10.3928/00220124-20210804-04

Harper, T. (2021). Top 7 Ways Artificial Intelligence Is Used in Education. Training Magazine. Retrieved from: <https://trainingmag.com/top-7-ways-artificial-intelligence-is-used-in-education/>

Upcoming MNA Events, Activities, and Opportunities

Transition to Practice January 30-31, 2022 Virtual

APRN Pharmacology Conference February 25-26, 2022 Virtual

Upcoming National Professional Development Conferences

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2021 ANCC Nursing Continuing Professional Development (NCPD) Summit-November 10-12, 2021, in Atlanta, GA- <https://www.nursingworld.org/organizational-programs/accreditation/ancc-ncpd-summit/>

Alliance for Continuing Education in the Health Professions-January 12-15, 2022, in Aurora, CA- www.acehp.org

2022 ANPD Convention- Aspire to Trailblaze – March 22-25, 2022 in San Antonio, TX
<https://www.anpd.org/page/2022-convention>

Contact Information

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Find self-study modules for nurse planners at:



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