



# Hospital Certification Library Maximizes Efficiency and Decreases Unit Burden



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## INTRODUCTION

UNC Hospitals is an 841-bed public academic medical center, part of the UNC Health Care System. Our institution has long provided significant support for specialty certification, including reimbursement for exam fees, and paid education time to attend free in-house review courses. However, repeated surveys of nursing staff identified the cost of study materials as a significant barrier to certification. Our Nursing Professional Certification Committee designed a hospital-wide certification resource library for a variety of certifications to remove this barrier in a cost-efficient manner.

## BACKGROUND

Prior to creation of the hospital-wide certification library, we experienced:

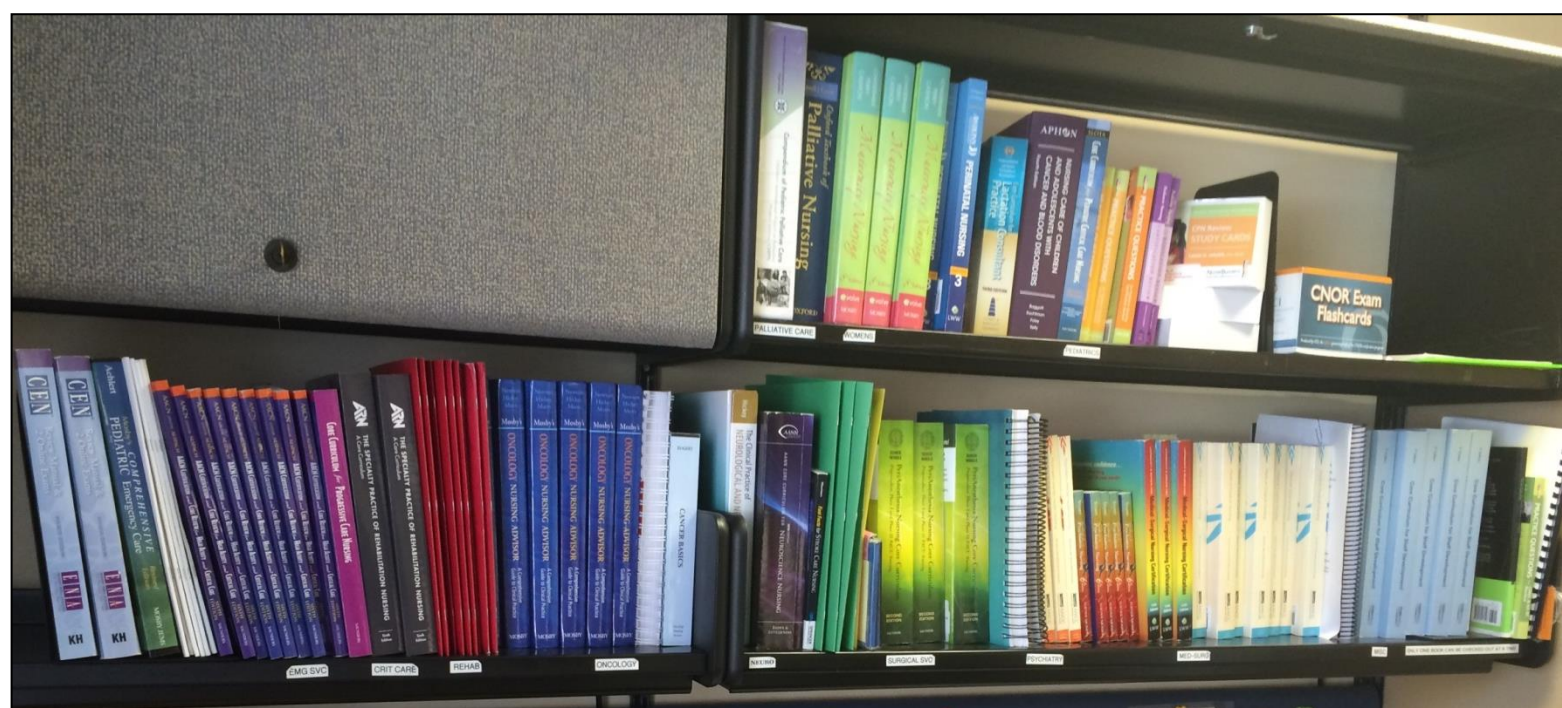
- Siloed systems in which each unit purchased and stored review materials
- Inefficient use of manager time, as each unit's Nurse Manager or Clinical Nurse IV tracked library borrowing
- Long wait time for some users, while other areas rarely had borrowers
- Difficulty tracking materials resulting in lost items
- Outdated books due to lack of systematic review
- Duplication of effort by each unit

## SEARCHING FOR SOLUTIONS

- A 2012 literature search yielded scant information on unit or hospital-wide libraries.
- The Certification Committee partnered with Nursing Practice and Professional Development (NPPD) to create a hospital-wide Certification Library, housed in the NPPD Administrative Offices.

## PROCESS

- Nurse educators chose materials for purchase in collaboration with clinical experts
- Initial funding was derived from unspent budgeted funds late in the fiscal year, including surplus travel allotments and journal subscriptions
- Library opened in June 2013, consisting of review guides, question and rationale books, CDs, videos, and flashcards
- Day to day operations are managed by Administrative Assistants, in coordination with other duties. Office is open 0730-1630, which allows night shift staff adequate access
- Guidelines for use, spreadsheet for tracking materials, and a process for following up on unreturned or damaged materials was created



## RESULTS

- Initial outlay for library was \$3843; total spending in two years of \$8,104.
- Library now contains 43 unique resources for 20 exams. (Total of 163 copies)
- 116 borrowers in Year 1; 103 borrowers in Year 2
- Housewide certification rate for eligible clinical nurses in Division of Nursing increased from 36% to 38.6% during Year 1 of the library's existence. At end of Year 2, certification rate increased to 41.9%.
- Housing items centrally decreased the burden on individual units to budget, track, evaluate, and maintain resources.
- Nurses are now able to access a wider variety of items for a single exam, since resources have been pooled. Borrowers commonly check out multiple resources.
- For nurses who do not attain certification on the initial attempt, the ability to borrow additional books without fee has been a strong impetus to attempt repeat testing.
- Our housewide library has allowed us to remove a perceived barrier to certification, manage funds wisely, and decrease the administrative burden on unit leadership.



## NEXT STEPS

- We continue to budget new funds for the Certification Library annually, based on past and predicted usage patterns. We adjust those requests based on our desire to maintain or improve certification rates in targeted areas.
- The data collected for the Certification Library allows us to collect rich information that could be used for research on efficacy of certification improvement strategies. We intend to use that information for future surveys.

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