


Transforming the Professional Practice of Nursing: Design & Implementation of an Electronic Portfolio



Nicki Shonka MS RN-BC CPN
Children's Hospital Colorado, Aurora Colorado

2015 ANCC National Magnet Conference ®
Session C927
October 9, 2015 - 9:30am to 10:30am




Children's Hospital Colorado (CHCO)


- ✓ Delivering pediatric health care since 1908
 - Affiliated with University of Colorado School of Medicine and College of Nursing
- ✓ 17 Locations throughout Colorado
- ✓ 534 Inpatient Beds
- ✓ 2,000 Registered Nurses
 - 90% Bachelors Degree or higher
 - 47% Direct care nurses certified
- ✓ Magnet® Designation Since 2005



Learning Objectives

1. Illustrate the importance of ongoing learning and professional development in nursing practice
2. Outline the five step process of designing and implementing an electronic portfolio
3. Identify the pearls and pitfalls when introducing an innovative electronic portfolio








Definition of Portfolio

"A private collection of evidence, which demonstrates the continuing acquisition of skills, knowledge, attitudes, understanding and achievements. It is both retrospective and prospective, as well as reflecting the current stage of development and activity of the individual."

Brown, R. (1995) Portfolio development and profiling for nurses (2nd ed.). Lancaster: Quay Publications

4





Background


New Graduate Nurse Residency Program

- ✓ Commission on Collegiate Nursing Education (CCNE) Standard for Accreditation of Post-Baccalaureate Nurse Residency Programs

Standard III-C.6. Professional Development

The role of the professional nurse is constantly evolving and requires a commitment to life-long learning. The program is designed to provide the resident with the tools to develop a personal plan for professional development to advance the individual's experience, knowledge, education, and continued ability to contribute to quality health care.

5





Nurse Credentialing Review Board (NCRB)

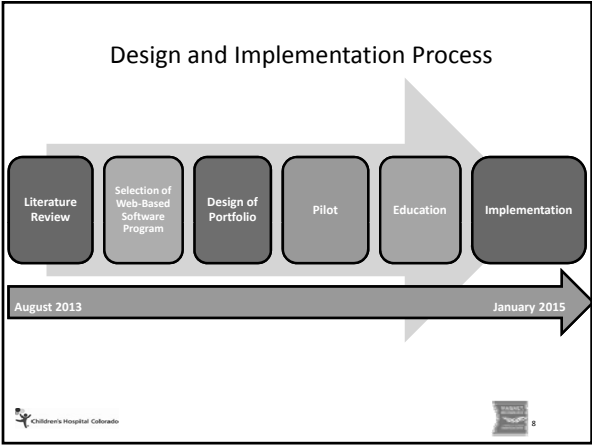
Purpose: Assure professional accountability for clinical practice and maintenance of established standards.

Professional Career Advancement Program

- ✓ Appoint and re-appoint the credentials of Level I-Level IV Clinical Nurses practicing at CHCO.
 - ✓ Paper Applications

6






Literature Review

- ✓ It is imperative that organizations retain, develop, recognize, and reward the extraordinary work of nurses. (Pellico & Violario 2010)
- ✓ Ongoing learning and professional development is essential to maintain the skills and knowledge needed for current practice. (Thompson 2012)
- ✓ A portfolio is a method to validate accomplishments in an interactive and multidimensional way. (Byrnie et al. 2009)
- ✓ Professional portfolios demonstrate reflective critical thinking, lived experiences, narratives, and intrapersonal understanding that illustrate competence. (Byrnie et al. 2009)
- ✓ One of the undocumented benefits has become that portfolio users are learning the value of lifelong learning. (Thompson 2012)

Children's Hospital Colorado





Software Considerations


- ✓ Electronic
- ✓ Cost
- ✓ Time Commitment
 - Cost of software and time to learn new programs
- ✓ Security

Explored existing programs at the hospital including:

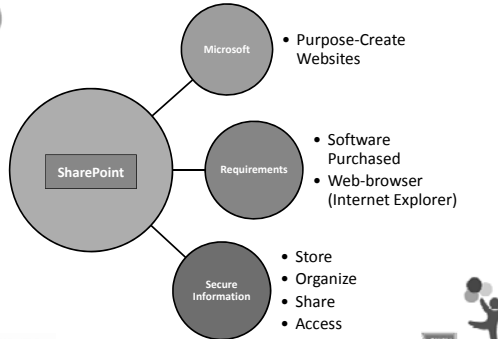
- ✓ Learning Management System
- ✓ SharePoint
 - ✓ Interdisciplinary Collaboration-SharePoint Site Administrator IT
 - ✓ Storage Space
 - ✓ <https://support.office.com/en-us/article/What-is-SharePoint>





10



SharePoint





- Microsoft**
 - Purpose>Create Websites
- Requirements**
 - Software Purchased
 - Web-browser (Internet Explorer)
- Secure Information**
 - Store
 - Organize
 - Share
 - Access



11

Portfolio Considerations

ANA Scope and Standards of Practice: Pediatric Nursing	Quality Safety Education for Nurses (QSEN) Competencies	Colorado Nurse Practice Act
Magnet ® Model Components	Professional Practice Model at CHCO	Nursing Code of Ethics
(CCNE) Standard for Accreditation of Post-Baccalaureate Nurse Residency Programs	Nursing Annual Requirements	Clinical Ladder Requirements



12

Children's Hospital Colorado

Clinical Nurse Ladder – Job Essential Functions

	CN I	CN II	CN III	CN IV
Patient & Family-centered care Recognize the patient or designee as the source of control and full partner in providing compassionate and coordinated care based on respect for patient's preferences, values, and needs.	Utilizes and documents the nursing process to provide developmentally appropriate, culturally sensitive, evidence based care. Identifies changes in patient outcomes in the provision of care. Care is guided by the Professional Practice Model in conjunction with preceptor and other clinical resources. elicits patient values, preferences and expressed needs as part of implementation of care plan, evaluation of care and assessment of patient/family learning needs. Initiates and coordinates individualized care and education for patients/families across the continuum using an interdisciplinary approach.	Delivers patient and family centered care incorporating the nursing process while providing developmentally appropriate, culturally sensitive, evidence based care. Actively anticipates changes in patient outcomes/ unit needs in the provision of care. Care is guided by the Professional Practice Model throughout the continuum of care. Contribute and advocate patient values, preferences and expressed needs as part of implementation of care plan, evaluation of care and assessment of patient/family learning needs to the interdisciplinary team.	Assesses and evaluates unit delivery of family centered care incorporating the nursing process while providing developmentally appropriate, culturally sensitive, evidence based care. Role model and coaches patient and family care needs through assessing changes in patient outcomes/ unit needs in the provision of care. Care is guided by the Professional Practice Model throughout the continuum of care. Identifies and works to remove barriers in order to promote communication and advocacy of patient values, preferences and expressed needs as part of implementation of care	While providing expert family centered care, assesses and evaluates unit's organizational goals to improve delivery of developmentally appropriate, culturally sensitive, evidence based care in collaboration with organizational leadership. Mentors and leads interdisciplinary team in initiating, evaluating quality data to provide family centered care. Facilitates interdisciplinary care coordination with collaboration of the individual discipline and education needs for patients/families across the continuum guided by the Professional Practice Model.

Clinical Ladder 90001 1.1/1.1/1.4 (NCEB approval 1.1/1.1/1.1) Page 2

Children's Hospital Colorado 13

Portfolio Index

PROFESSIONAL GOALS	<ul style="list-style-type: none">2-year plan to accomplish requirements of clinical ladderOn reapplication – reflect on completion of 2-year plan (how you did or did not meet your plan) and create new 2-year plan
RESUME/ CURRICULUM VITAE	<ul style="list-style-type: none">Complete Demographic Form (electronic form in SharePoint)Upload completed Curriculum Vitae (CV)/Resume
LICENSE/DEGREE/ CERTIFICATIONS	<ul style="list-style-type: none">Scan and Upload:<ul style="list-style-type: none">Nursing licenseHighest nursing degree or transcriptMagnet-approved certificationLife support certifications
PROFESSIONAL ORGANIZATION	<ul style="list-style-type: none">CN I, CN II and CN III – scan and upload membership cardCN IV – Scan and upload membership card and evidence of active participation

14

Portfolio Index

SHARED GOVERNANCE	<ul style="list-style-type: none">Evidence of active involvement in unit based and/or division of nursing (or inter-professional) shared governance committees and activitiesProvide documents demonstrating the outcome of participation in an inter-professional initiative/project. (project template, materials produced, data, minutes from meetings)
PROFESSIONAL PRACTICE MODEL/MAGNET	<ul style="list-style-type: none">Choose one of the options below:<ul style="list-style-type: none">Exemplar – personal reflection on how you exemplify the PPMExemplar demonstrating how you fulfill one of the five components of Magnet modelExemplar describing your philosophy of nursing
FAMILY CENTERED CARE	<ul style="list-style-type: none">Choose one of the options below:<ul style="list-style-type: none">Exemplar demonstrating family-centered careExemplar demonstrating critical thinking
PROFESSIONAL CONTRIBUTIONS & DEVELOPMENT	<ul style="list-style-type: none">Submit evidence of scholarly activities-posters, presentations, publicationsSubmit evidence of projects or initiatives (lit. review, education materials, policy/procedure, exemplar of change in practice, outcome/audit data)

15

Portfolio Index

COMMITMENT TO
LEARNING AS A LIFE-
LONG LEARNER

- CE certificates
- Evidence of active school participation (transcripts, grades)

SERVICE TO
COMMUNITY

- Evidence of involvement in community activities (Required for CN IV)
- Minutes
- Exemplar of experience
- Brochure, handout

AWARDS/HONORS/
SCHOLARSHIPS

- Nominations
- Awards
- Recognition
- Letters or thank you notes from patients/families or colleagues

LETTERS OF
RECOMMENDATION

- CN III-Manager Signature Page
- CN IV-Leadership Signature Page
- NEW CN IV ONLY – Three letters of recommendation

16

2 YEAR PLAN – CN III

Focus on 1 – 2 projects / initiatives that meet all 7 categories in the Essential Functions

If you plan on disseminating your project results (Abstract, Poster presentation, publication...etc) OR if you would like additional resources or mentorship with your project OR are a CN IV or applying to CN IV, please complete the Project Tracker (hyperlink)

Topic # 1 _____

PICO format

P) Patient or Problem – What is the problem and who/what does it involve? Describe what you plan to do. (the purpose/aim/goal). Why are you going to do it? Why is it important?

I) Intervention – What are the interventions you are planning to make or what changes are you proposing? How are you going to do it? (the process / methodology)

C) Comparison – Will you compare an existing practice or treatment with something else? If so, what is the standard and what is the change?

O) Outcome – What are you hoping to achieve, demonstrate or improve? How will this be measured and reported? When will you complete it? (timeframe for achieving goal). How will you know you were successful? (measurements)

17

EXEMPLAR TEMPLATE

What is an Exemplar?

An exemplar is a clinical narrative that exemplifies your clinical practice and expertise. The purpose of the exemplars in the clinical ladder is to demonstrate evidence of the Essential Functions as a CN III or CN IV (level RN).

Instructions:

- Use a professional writing style
- Maintain patient confidentiality
- Minimum of 500 words and maximum of 1,000

Include in your Exemplar as appropriate to the Essential Functions:

Part 1: (choose one outline below)

Patient / Family Specific Exemplar Outline

- Background or history of the patient / problem / project
- Assessment and findings
- Ongoing details of what happened
- Why this situation was critical or significant
- Your responses at the time of the situation
- How you contributed to the outcome of the patient

Problem / Problem Specific Exemplar Outline

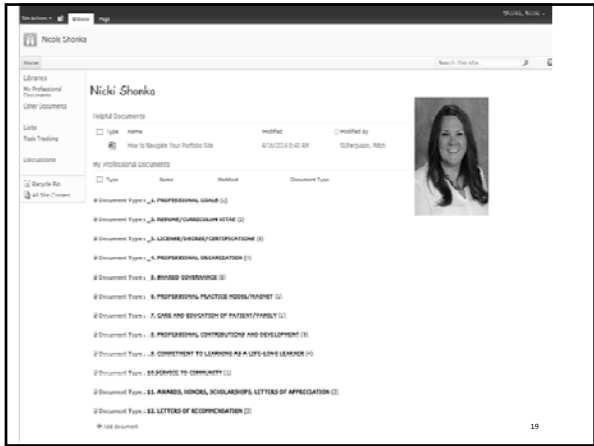
- Background / problem / project
- Purpose / Goal Statement
- Description of the intervention / Activity / Methods Used
- Outcomes (graph of data, results of audits, policy / procedure, educational materials, screen shots of EHR, ...)

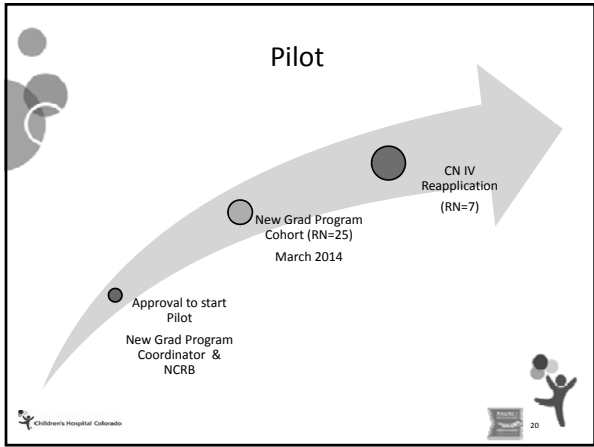
Part 2:

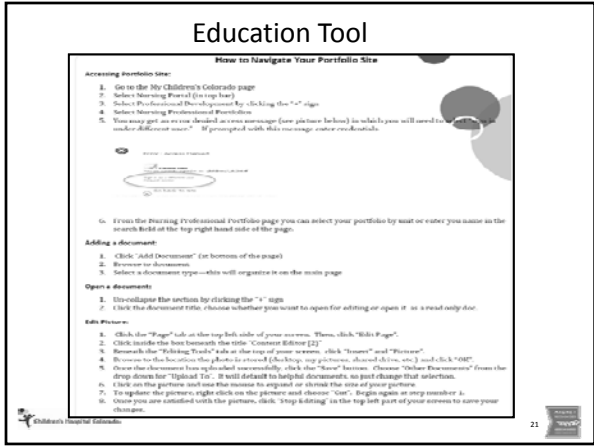
Reflection on what you learned from this, what changes you may have made in your practice, or how this work impacted others

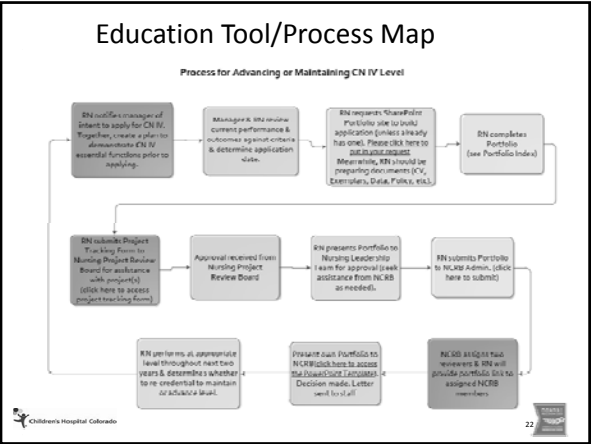
18

6









Rubric for Portfolio Reviewers

Portfolio Assessment - NCRB Review

Name of Applicant: _____ Level: CN III or CN IV

Name of Reviewer: _____ Date: _____

PROFESSIONAL GOALS (required)	Completed	Comments
Re-apply, review of accomplishments, project plan		
RESUME / CURRICULUM VITAE (required)		
Resumes up to CV Committee		
LICENSE/CERTIFICATIONS (Leadership)		
Highland Nursing Diploma		
Nurse License		
Advanced Registered Nurse		
PROFESSIONAL ORGANIZATION (Leadership)		
CNA III / CNA IV, International Nurse		
CNA IV, Professionalism, Social Responsibility		
SHARED GOVERNANCE (Teamwork & Collaboration, Leadership)		
Committee/ Council/ Task Force		
Project documents		
PROFESSIONAL PRACTICE MODEL/ MANIFESTO (Leadership)		
Leadership, Vision		
Philosophy of Nursing		
FAMILY-CENTERED CARE (Family, Advanced Care, Quality)		
Exemplar, Family-centered Care		
CNA, Excellence, School, Training		
PROFESSIONAL CONTRIBUTIONS AND DEVELOPMENT (Self, QI, Informatics)		
Abstract, Poster, Presentation, Publication		
Project documents (all reviews, which		
documents, data, feedback, writing)		
COMMITMENT TO LEARNING AS A LIFE LONG LEARNER (Leadership, Informatics)		
QI, Conferences		
School Transcripts, Graduate		
Course		

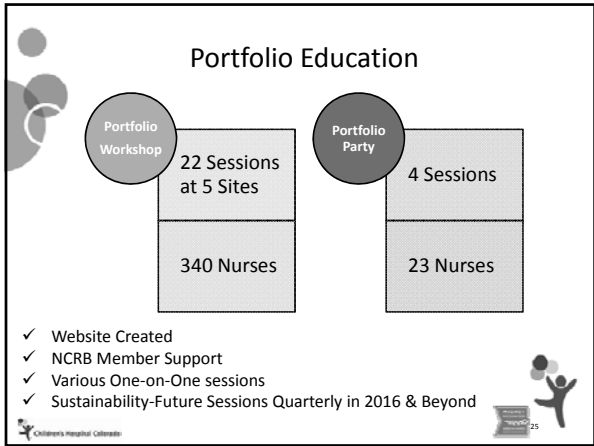
Portfolio Education

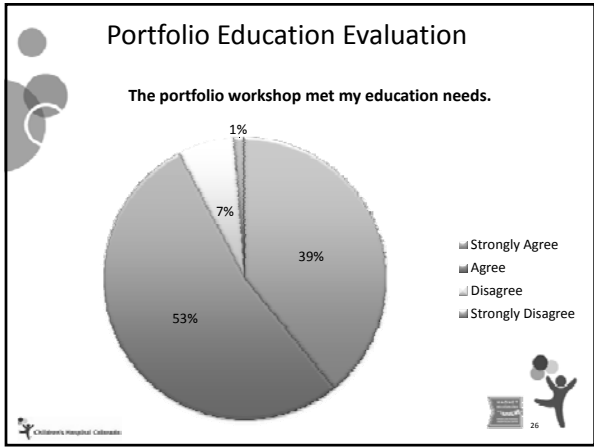
Portfolio Workshop
(1 hr. session)

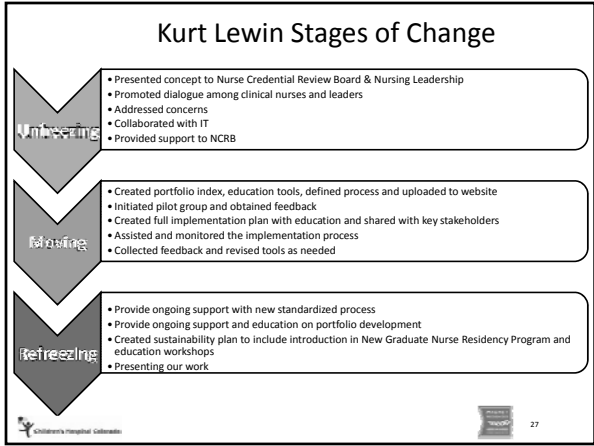
- This workshop is designed to assist nurses in developing their electronic professional portfolio in SharePoint.
- Objectives:
 - Describe how to access and build a nursing professional portfolio in SharePoint.
 - Discuss components of the portfolio index

Portfolio Party
(4 hr. session)

- This session is designed as an open session to allow nurses to build their portfolio at a computer with NCRB facilitators present to answer questions.
- Objective:
 - Demonstrate and build a nursing professional portfolio in SharePoint.











Pearls

- Addressed learning needs assessment gaps-professional development & goal setting
- Standardized electronic application process
- Nurses are humble and sometimes need support in thinking about all of the great work they do in order to enter into portfolio
- Improved reliability in application review process
- Cost saving utilizing existing software SharePoint
- Simplified renewal process

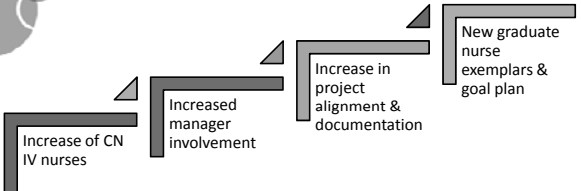
28



Pitfalls

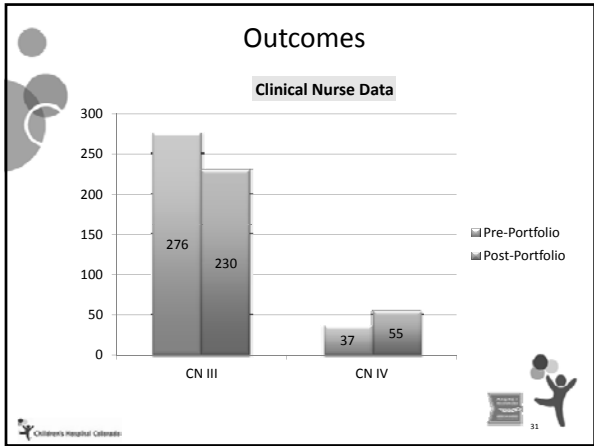
- IT Knowledge
- Amount of education and support needed
- Time commitment for NCRB
- Cost
- Change-inclusion along the journey & multiple changes all at once (ladder essential functions & process for application)

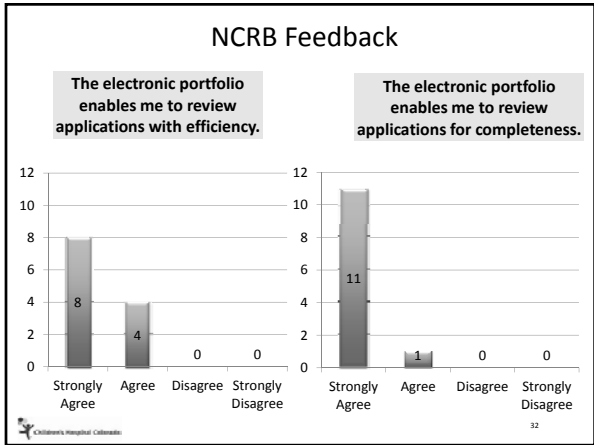
29

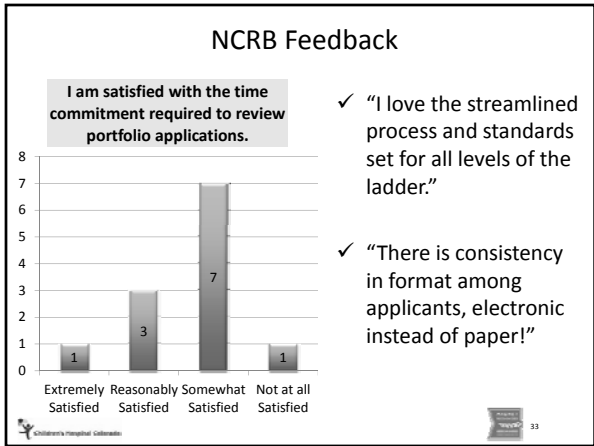
Outcomes



30







NCRB Feedback

- ✓ "Easy to review anytime and anywhere, the portfolio parties were very helpful."
- ✓ "I would love to see an electronic application process that could include manager approval, demographics and an on-line rating system for the NCRB. This would enable us to have an ongoing record of review."

I feel confident I can appraise the quality of work completed and/or upcoming projects in the portfolio.

Confidence Level	Count
Extremely Confident	5
Reasonably Confident	5
Somewhat Confident	1
Not At All Confident	1

34

NCRB Feedback

"The electronic portfolio has been a huge improvement over the paper process."


- ✓ I have seen so much more engagement from managers as their staff go through this process.
- ✓ It has increased overall awareness of the project work going on in the hospital.
- ✓ I also see that the electronic process will aid in keeping nurses accountable for accomplishing their goals and maintaining their project work."

35

Conclusion



The success of the portfolio would not be possible without the NCRB members, all of whom have a passion for supporting nurses in their professional development.


36




Acknowledgements

- ✓ Donnya Mogensen- MS RN-BC, Nurse Residency Coordinator
- ✓ Jeanine Rundquist- DNP RN NEA-BC, Director of Performance, Practice & Innovation/Magnet® Program Director
- ✓ Children's Hospital Colorado Nurse Credential Review Board




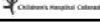


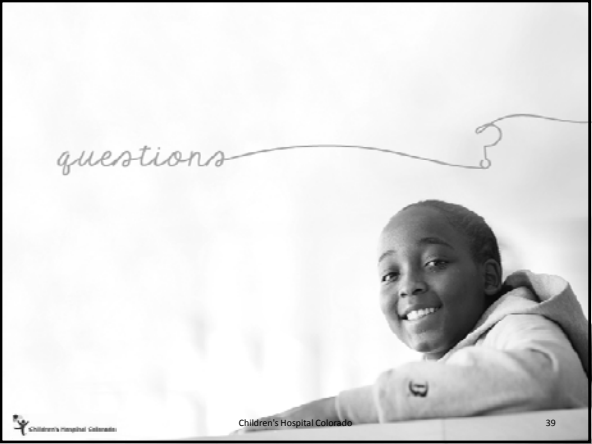


References

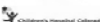
- Bernard, B. (2004). Kurt Lewin and the planned approach to change: a re-appraisal. *Journal of Management Studies*, 41(6), 977-1002.
- Byrne, M., Schroeter, K., Carter, S., Mower, J. (2009). The professional portfolio: an evidence-based assessment model. *The Journal of Continuing Education in Nursing*, 40(12), 545-552.
- Casey, D., Egan, D. (2011). The use of professional portfolios and profiles for career enhancement. *British Journal of Community Nursing*, 15(11), 547-552.
- Hespenheide, M., Cottingham, T., Mueller, G. (2011). Portfolio use as a tool to demonstrate professional development in advanced nursing practice. *Clinical Nurse Specialist*, DOI: 10.1097/NUR.0b013e318233ea90, 312-320.
- Johnson, J. (2012). The professional portfolio-a tool to document nursing competency. *Journal for Nurses in Staff Development*, DOI: 10.1097/NND.0b013e31824c028d, 91-92.
- Lathrop, A., Blackburn, M. (2011). Learner portfolios and hands-on workshop to facilitate and evaluate nurses' learning in obstetric ultrasound. *Journal of Obstetric, Gynecologic, and Neonatal Nursing*, 40(5), 654-661.
- Norris, T., Webb, S., McKeon, L. (2012). Using portfolios to introduce the clinical nurse leader to the job market. *Journal of Nursing Administration*, 42(1), 47-51.
- Pellico, L., Violano, P. (2010). Creating a room of our own. *Journal for Nurses in Staff Development*, 26(3), 104-107.
- Thompson, T. (2011). Electronic portfolios for professional advancement. *Clinical Nurse Specialist*, DOI: 10.1097/NUR.0b013e318222a680, 169-170.
- Wassef, M., Riza, L., MacIag, T., Worden, C., Delaney, A. (2012). Implementing a competency-based electronic portfolio in a graduate nursing program. *Computers, Informatics, Nursing* 30(5), 242-248.







questions



Children's Hospital Colorado

39



How will you grow?

Nicki Shonka MS RN-BC CPN
Professional Development Specialist
Children's Hospital Colorado
nicole.shonka@childrenscolorado.org