



*N***Nursing Professional Practice**
"Committed to Patient/Family Centered Care
through Nursing Excellence"



**Pratique professionnelle
en soins infirmiers**
- Excellence des soins infirmiers : un
engagement envers le patient et sa famille -



The Ottawa Hospital | **L'Hôpital d'Ottawa**

The Clinical Nurse Expert: A Retention Strategy

Evelyn Kerr, RN MScN

Canadian Institute for Health Information

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Grant from



Investigators



Principal Investigator

- Dr. Ginette Lemire-Rodger

Co-Investigators

- Evelyn Kerr
- Diane Fillion (Project Coordinator)
- Linda Desrochers (Project Coordinator)
- Cheryl-Anne Smith
- Riek van den Berg
- Frances Fothergill-Bourbonnais

Background



- The Ottawa Hospital (TOH) has developed innovative Model of Nursing Clinical Practice (MoNCP).
- Includes support systems such as the Clinical Nurse Expert (CNE) Assignment
- CNE role empowers nurses to work to full scope
- The CNE is a resource to nurses:
 - novices through knowledge transfer
 - skill development

The Ottawa Hospital • MoNCP Support NETWORK



RN, RPN, UCP



Educator



Clinical Expert



Care Facilitator



Management Support



TOH



Nursing Professional Practice

“Committed to Patient/Family Centered care through Nursing Excellence”

Concept by Micheal Langill, Corporate Educator

Clinical Nurse Expert Role



Enhances and supports:

- critical thinking skills
- guidance for crises in the clinical area
- resources to nurses
- role modeling professional behavior
- positive conflict resolution skills
- clinical consultation
- coaching for professional development
- socialization of the novice nurse

Research – CNE Assignment



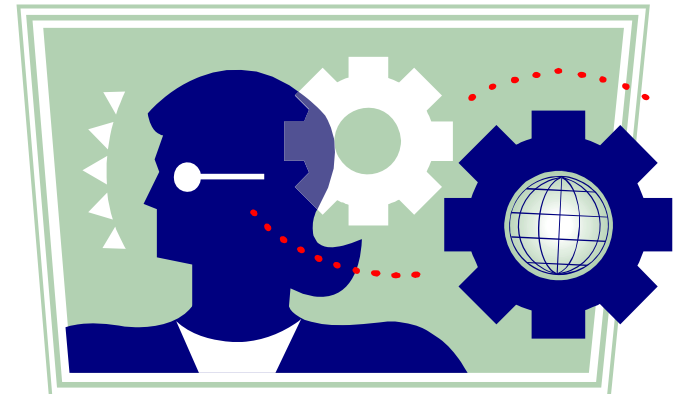
Purpose:

To enhance and evaluate both the role and the utilization of the CNE Assignment with corresponding effect on quality of patient care and healthy work environment

Methodology

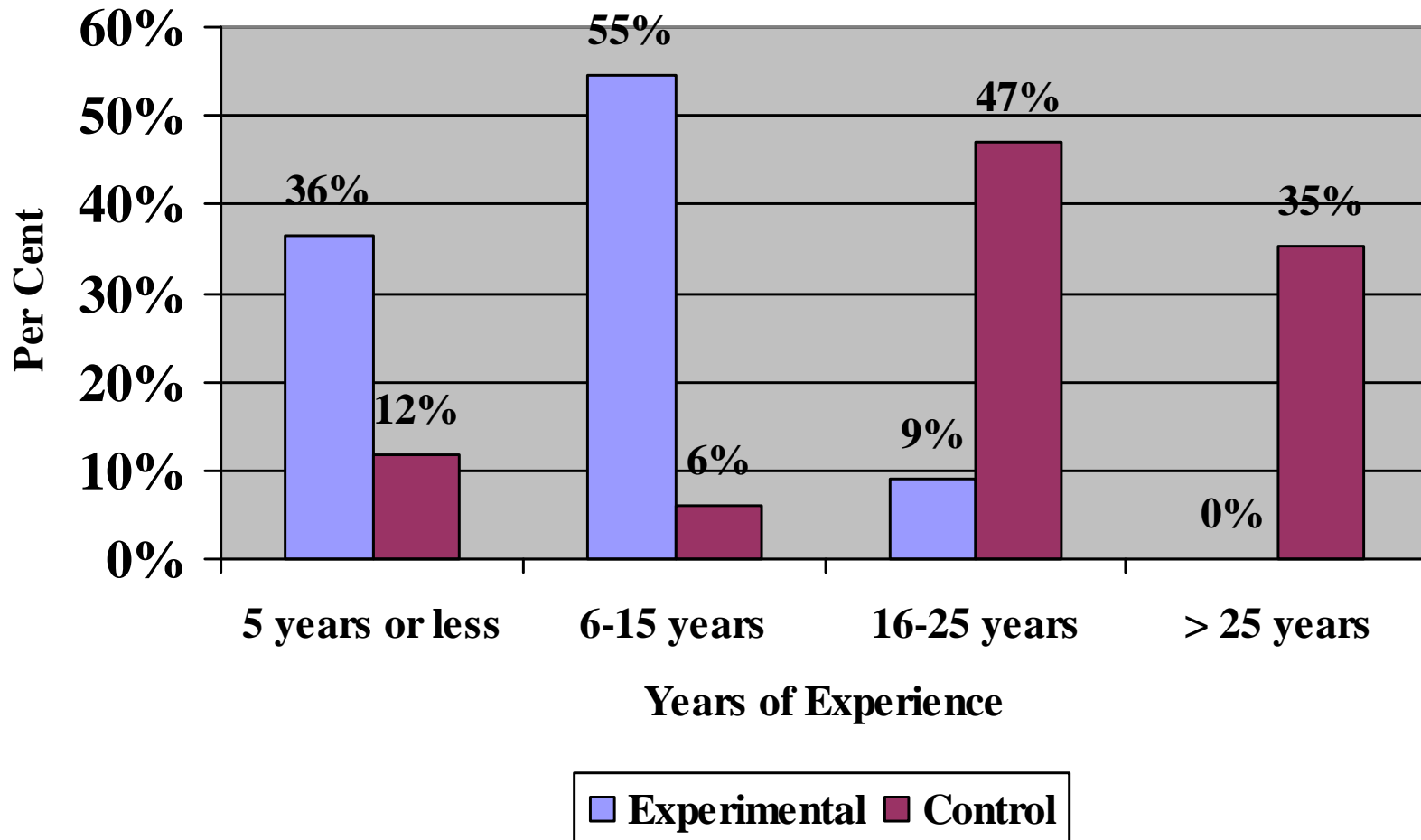


- Pilot study- REB approval obtained
- One experimental unit and one control unit
- Quantitative measures:
 - Demographic data
 - Knowledge survey
 - Activity audits
 - Nurse sensitive outcome indicators (analysis in progress)
 - Healthy workplace measures (analysis in progress)
- Qualitative measures:
 - Focus groups
 - Clinical Nurse Experts
 - Novice nurses



Findings

Demographics

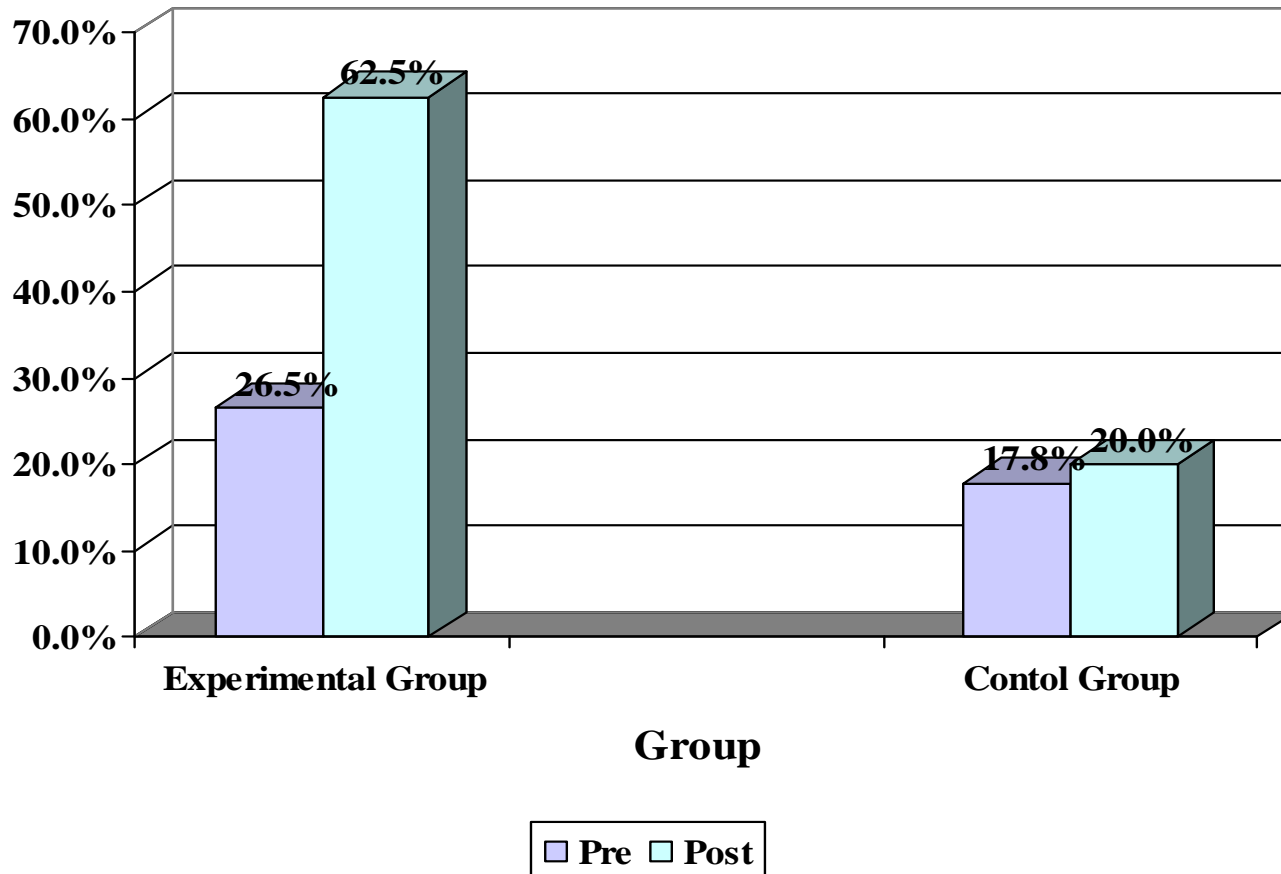


Findings

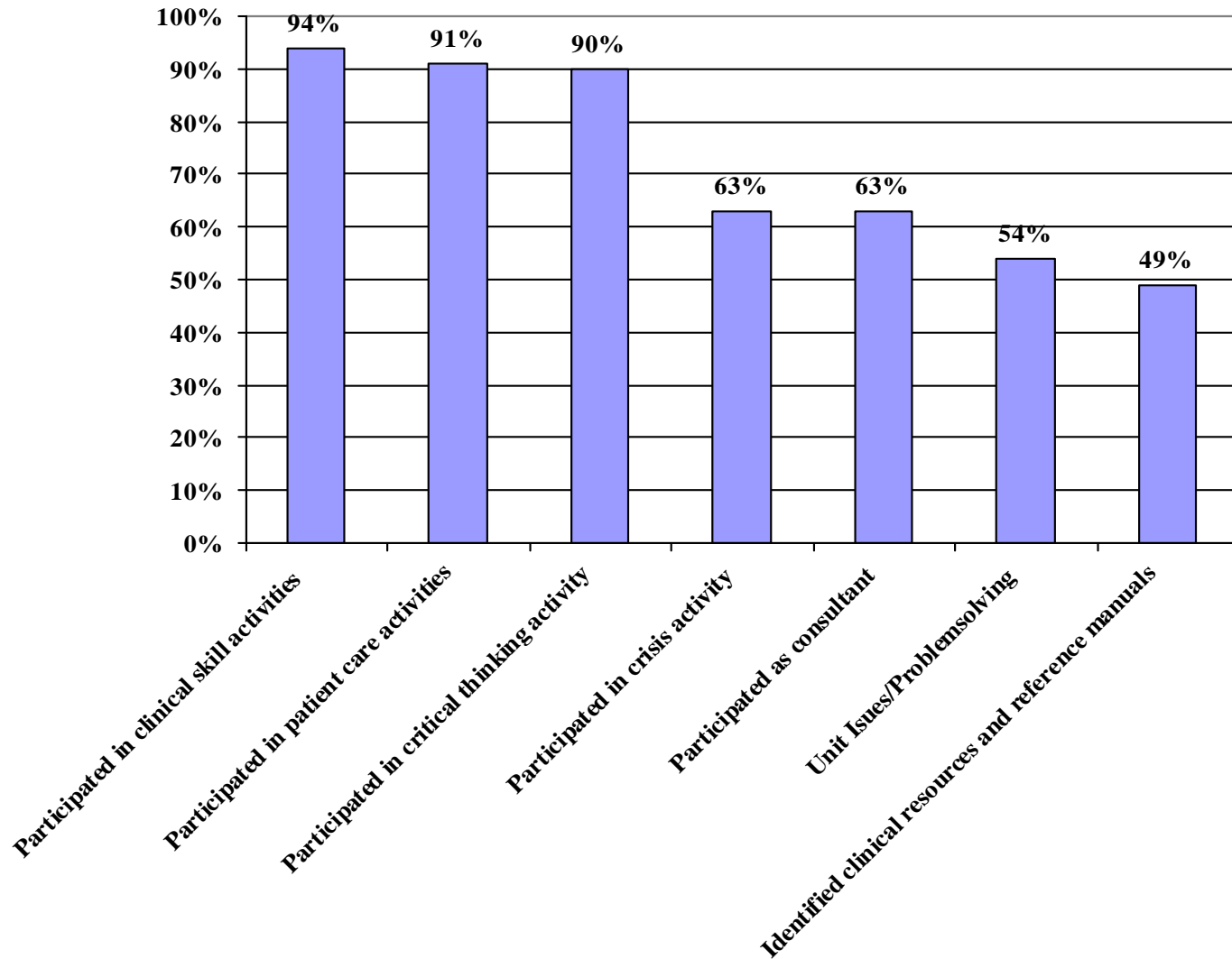
Knowledge Transfer Survey



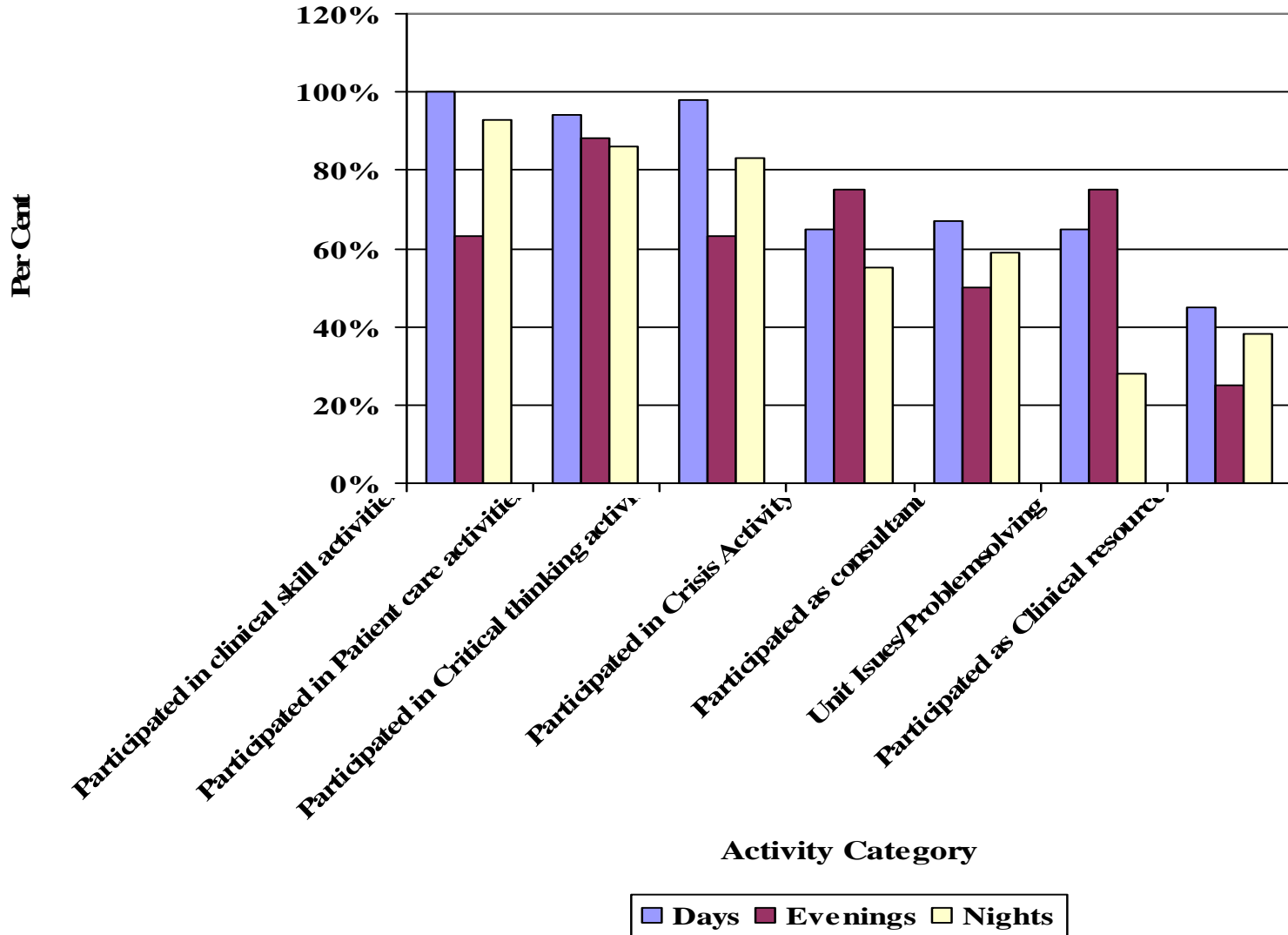
Proportion of Individuals with 9-10 correct reponses by Group and Period



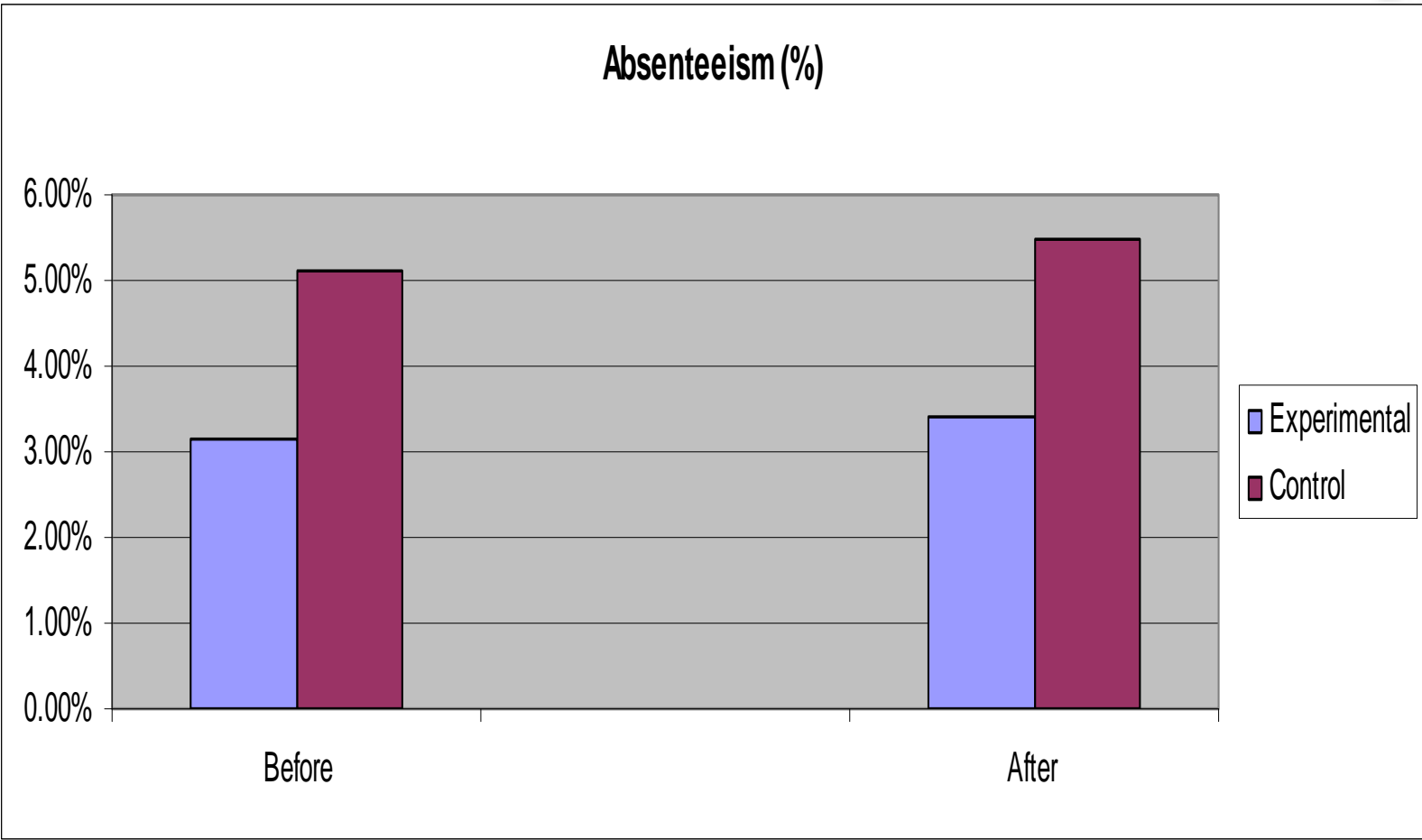
CNE Activity Audit by Category



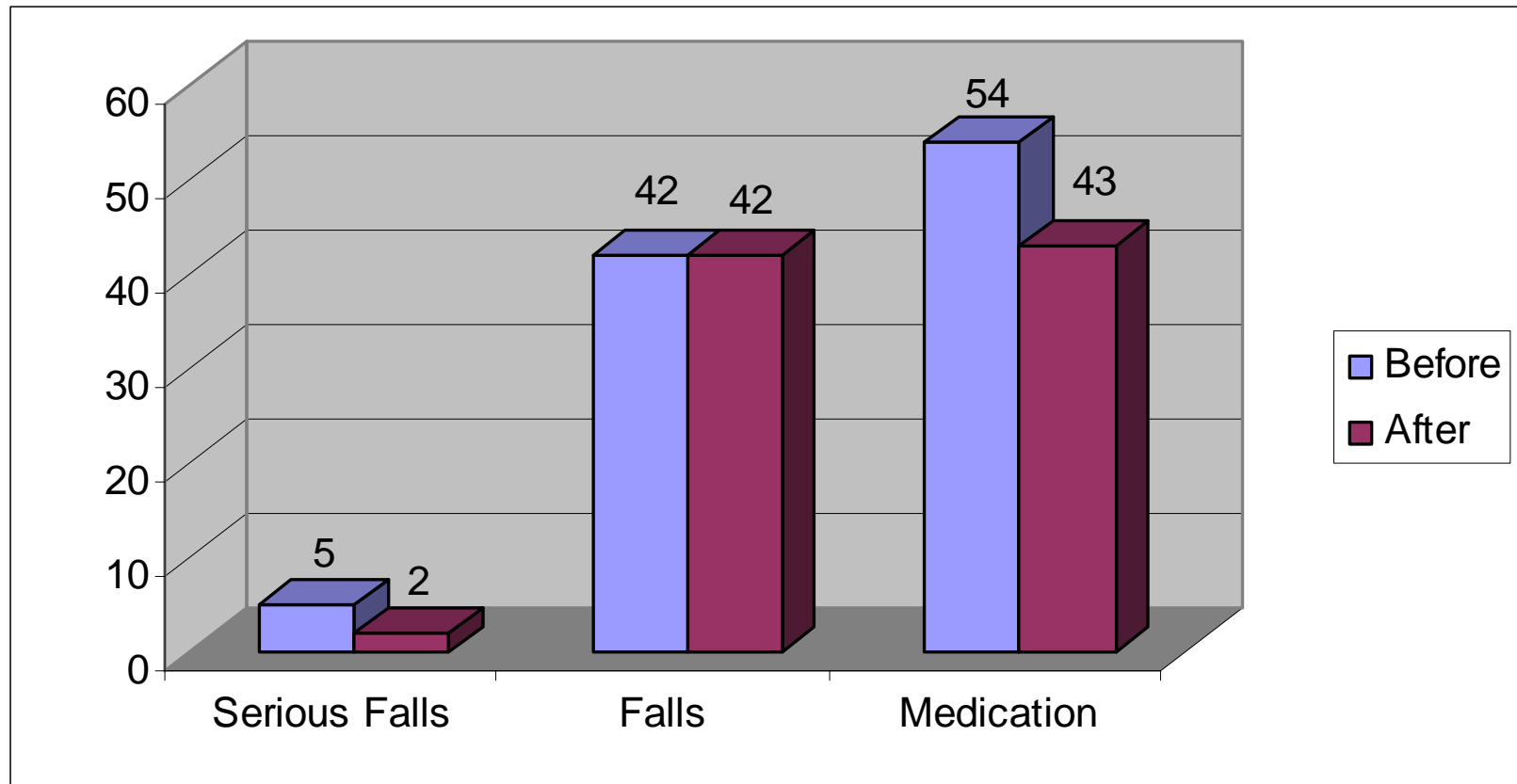
CNE Activity Audit by Shift



Healthy Workplace Measure



Patient Safety Outcome Measures



Qualitative Findings

Novice Nurses



Benefits :

- **√ Helped novices to “stay safe”**
- **↑ Self-confidence**
- **↑ critical thinking and autonomy**

Challenges :

- **Experienced nurses not as open to change**
- **↑ training for role**
- **Role challenged by other nurses because of lighter assignment**

Qualitative Findings

Expert Nurses



Benefits :

- Novices learning ↑ critical thinking and faster acceptance of responsibility
- Sharing knowledge and helping = feeling appreciated
- Feel good for both the novice and the CE – experience rewarding

Challenges

- Staff's perception of the role may cause confusion
- Expected to do managerial activities when manager is away
- If Charge Nurse less experienced the CE can be responsible for both roles
- ↓ continuity in CE roles

Limitations



- Methodology ie enrolment changed from 4 units to 2 in pilot-leadership changed on units resulting in need to reduce numbers
- Experimental and control units were not “matched”
 - One Medicine and One Surgery
- Time periods for data collection of different outcome measures may affect results ie. Summer versus Fall
- Hawthorne effect on experimental unit

Conclusion



- √ CNE role is valued by both expert and novice nurses
- √ makes clinical expertise visible and acts as a safety net,
- √ nurses appeared satisfied
- √ Novice nurses appear to transition more quickly
- √ Education regarding the role does result in knowledge transfer
- √ Validation of Role utilization
- √ The role needs to be fully understood by all who work on a unit
- √ Outcome measures show modest improvement but need further evaluation

