

# CIVIL MONEY PENALTY (CMP) FUNDED PROJECT FINAL REPORT



## DEPARTMENT OF HEALTH SERVICES / DIVISION OF QUALITY ASSURANCE QUALITY ASSURANCE AND IMPROVEMENT COMMITTEE

This project report has been prepared by the author under a research grant from the Department of Health Services (DHS) Quality Assurance and Improvement Committee. The views expressed in the report/training are personal to the author and do not necessarily reflect the view of the Department of Health Services or any of its staff and do not bind the Department in any manner.

### Grantee

**Wisconsin Director of Nursing Council Education Forum**

### Project Title

**Leadership & Systems Implementation 101 Workshop Program**

### Amount Spent

**\$ 29,300.00**

### Grant Period

**08/15/2017**

**To**

**08/14/2018**

*(MM/dd/yyyy)*

*(MM/dd/yyyy)*

### Additional Information and Resources

# **WI DON Council Education Forum Leadership and Systems Implementation 101 December 30, 2018 Progress Report**

## **Deliverables:**

There were a total of 212 attendees. Every attendee left the sessions with a Performance Improvement Project (PIP). The 30 day follow up was complicated by an initial less than desirable response to the survey monkey sent to encourage continued commitment. Personal calls were conducted to every facility that attended to determine what barriers existed that kept the participants from responding to the request for progress report. After emails and the personal contacts 27 facilities did provide information and commitment to their individual PIP. The complications and barriers that existed included facility turnover of the individuals that originally designed the action plan and the lack of staff time to commit to the proposed plans.

The 60 day follow up survey monkey was sent out and follow up calls were conducted with the 27 facilities that were still committed to the process. The committed facilities dropped to 15 facilities. The follow up required personal phone calls to connect with the participants and again the 2 barriers were the cause of the decrease of committed facilities.

The 90 day follow up resulted in 5 facilities continuing to commit to the process. For the third time turnover and staff time were cited as barrier for continued commitment to the process quality improvement utilizing the PIP developed at the original sessions.

Data was collected on the progress of each facility that participated.

## **Budget**

No further payment is expected from the final stages of the grant.

## **Conclusions**

It was clear from the instructors that the education was well received with 212 attendees rating the presentation and materials helpful or very helpful. The attendees did not take full advantage of the follow up contact and the 5 final facilities that participated with the preceptors to the end required multiple attempts to continue the contact. All 5 of these facilities however showed improvement in the problems they chose to improve. The efforts of these 5 facilities were definitely impacted by the coaching and encouragement offered as noted anecdotally by the contacts. It provided direction and encouraged continued commitment. The 5 felt that because a systems approach was utilized the potential for sustainability was greater. The raw data is attached for review.

## **Summary**

The success of the initial education and the positive evaluations were encouraging. Each facility left with a specific Performance Improvement Plan. Without contact from those facilities it is not clear if actual performance improvement was gained.

Turnover was a significant factor noted for lack of follow up and success of implementation.

Individual facilities that did accept coaching and follow up were noted to have positive improvement as evidenced by their individual gains.

Respectfully Submitted,  
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Executive Director  
WI DON Council Education Forum