

Where are We Now? The Current Status of CNS Practice in one Healthcare System



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Objectives



- Describe the process for developing and implementing a **CNS productivity tracking tool**
- Discuss the manner in which one CNS team critically **reviewed and revised their job description** to more closely align with the full scope of CNS practice
- Explain the **impact** of productivity tracking and job description revisions **on**



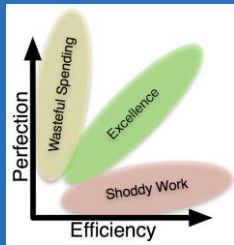
Development of the Productivity Tool

- Rationale
 - Increased transparency between CNS and management
 - Attempt to quantify the value of the CNS role



Productivity: What Does It Mean?

- Productivity is the rate at which goods or services are produced. Can be related to:
 - A period of time
 - A department or the entire hospital
 - Labor hours and dollars
 - An expected rate



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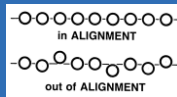
Development of the Productivity Tool

- Input from key stakeholders
 - CNSs from the department
 - CNS nurse manager
 - Executive nursing leadership



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Description of Tool



- Alignment of organization's strategic goals with department of nursing's goals
- Four categories:
 - 1) Patient experience
 - 2) Quality and safety
 - 3) Recruitment and retention
 - 4) Innovations (evidence based practice)

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Example: Department Template

Rochester Regional Health - Department of Education Productivity Log											
Department's Strategic Goal	Patient Experience				Quality & Safety			Recruitment/Retention			Time Spent
Learning: Increase patient experience through ongoing education and training	Leadership: Increase patient experience through ongoing education and training	Education: Increase patient experience through ongoing education and training	Quality: Increase patient experience through ongoing education and training	Safety: Increase patient experience through ongoing education and training	Retention: Increase patient experience through ongoing education and training	Recruitment: Increase patient experience through ongoing education and training	Education: Increase patient experience through ongoing education and training	Quality: Increase patient experience through ongoing education and training	Safety: Increase patient experience through ongoing education and training	Retention: Increase patient experience through ongoing education and training	Time Spent: Increase patient experience through ongoing education and training
Start of Activity/Event											
End of Activity/Event											

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Example: My Productivity Tool

Rochester Regional Health - Department of Education Productivity Log													
Department's Strategic Goal	Patient Experience				Quality & Safety			Recruitment/Retention			Evidence-Based Practice	Time Spent	Outcomes
Department of Strategic Goals: Increase patient experience through ongoing education and training	Increase patient experience through ongoing education and training				Increase patient experience through ongoing education and training			Increase patient experience through ongoing education and training			Increase patient experience through ongoing education and training	Increase patient experience through ongoing education and training	Increase patient experience through ongoing education and training
Start of Activity/Event													
End of Activity/Event													
Total Year													

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Bringing It Together...



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Now That We Know What We Do...

Question: Does my job description accurately reflect what I do every day?



Answer: Let's find out!

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Process for Revisions: Input from CNS Team

- Feedback sought electronically
- Series of meetings established
- Revisions distributed electronically
- Benchmarking completed with other institutions
- Final draft reviewed/approved by the group
- Sent to Human Resources for approval



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Overview of Job Descriptions

Old

- No mention of evidence-based practice
- More at a unit level
- Master's degree in Nursing or Nursing Education required



New

- Foundation built on evidence-based practice
- More at a systems level
- Master's or Doctorate in Advanced Practice Nursing required
- Addition of CNS title protection (required in NYS)



The Link Between Job Description and Job Satisfaction



Job Satisfaction



Putting It All Together: Impact on Job Satisfaction

Productivity tracking:

- Helpful
- Time-consuming
- Stressful



Job description revisions:

- Collaborative
- Appreciated
- Reflective



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