OO6: The assessment for the continuing education needs for nurses at all levels and settings and the related implementation plan.

The assessment for the continuing education needs of our nurses is done in several ways at UPMC Shadyside. Informal assessments may be conducted by the Nursing Education & Research Department and through the Shared Leadership Councils via staff requests. We recently added a place on our nursing website where nurses could make educational requests 24 hours a day.

Surveys are completed by all nurses attending any classes offered. We have found this to be a dynamic, vigorous needs assessment tool. Formal assessments include 360 evaluations, Talent Management Review, and the annual evaluation, peer review, and goal setting process. Additional methods we use to conduct needs assessments includes: survey monkey, nursing verbalization, rounding discussions, e-mail suggestions, feedback from our Regulatory department and Safety Officer, or questionnaires on the nursing unit that are funneled back to the nursing education department.

Based on the above assessments, the following factors are considered when determining learning needs and program planning for nurses: the hospital quality and performance improvement initiatives; employee performance evaluations/development plans; equipment and technology needs; accrediting, regulatory and licensing agencies; organization patient satisfaction scores, and recommendations of nursing and hospital leadership. An education plan, based on the nurses’ needs, is determined through collaboration with nursing staff and the Nursing Education & Research Department. The Nursing Education & Research department holds bi-monthly staff meetings where all these concerns are discussed in real time, in addition to their annual yearly planning and retreat.