"To Improve Performance in Nursing Assessment for All SGH Nursing Students to a Median of 90% Within 12 Months"

Siti Norbayah Binte Seman, Karen Ooi Seow Yin, Azlinah Binte Mohamed Kassim, Chen Zhengyong, Umma Sali Mah D/O Sheik Davood
SingHealth Alice Lee Institute of Advanced Nursing

Background

The primary responsibility of SingHealth Alice Lee Institute of Advanced Nursing is to meet the learning needs of the nursing students while delivering safe care to patients. Evaluation of nursing students’ skill is important to bridge the gap between theory and practice. In the current situation, students show insufficient improvement in skill performance even after feedback by Clinical Instructors (CIs).

Mission Statement

To improve performance in nursing assessment for all SGH nursing students to a median of 90% within 12 months

Analysis of Problem

Baselines Data Collection
- 12 points data were collected (students’ result) within 2 weeks using APIE checklist (Fig 1)
- Primary measurement was based on 2nd assessment result (Fig 2)
- Baseline median score was 60%

Ishikawa diagram
- Ishikawa diagram was used to identify the cause and effect analysis (Fig 3)
- Pareto analysis was conducted twice to determine the crucial 20% of root causes causing majority of the problem.

Results

- Students’ performance showed improvement to a median of 90%
- Students display more confidence during the 2nd assessment
- Students’ feedback on the skill assessment checklist:
  - Easy to follow through and understand the process
  - Aid them to reflect and revise on the area of improvement
  - The tool is effective and beneficial for them
- Survey collected from CIs
  - Easy to use and saves time
  - Consistency between different CIs evaluation
  - Able to compare between 2 assessment
  - Student able to self-reflect on the skill

Interventions / Initiatives

Brainstorming
- Silent brainstorming using post-it notes
- Each member brainstormed multiple solutions for each root causes. These were then grouped together
- 4 solutions were chosen by the team (Fig 4)

PDSA 1: Created “Skill Assessment Tool”
- Skill assessments are based on hospital guideline and academic institutions’ nursing procedure
- “Skill Assessment Tool” was verified by Senior Nurse Educator
- Assessment tool was used throughout all school institutions (NUS, NYP, NP & ITE)
- Students were assessed twice on the same nursing skill to monitor for any improvement in their performance
- Students kept the “Skill Assessment Tool” after the 1st assessment done for their own reflection and revision before the 2nd assessment took place

Sustainability

Team members
- Brief other clinical instructors and Nurse Educators on assessment tool checklist
- Implement assessment tool checklist for other clinical skills e.g. administration of nebulizer, oxygen therapy, insulin and etc.
- Orientation for new CI
- Monitor the progress and review checklist for improvement

Top Causes:
- No reference material given to students after verbal feedback
- No standardized feedback tool / method
- APIE process is time consuming