

Re-Energizing Best Practice Spotlight Organization (BPSO) Champions Using a BPSO Workshop



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Lessons Learned

Understanding the needs of front-line staff and organizational readiness can build cohesiveness between people, systems, and performance measurements required to synchronize and coordinate champion capacity.

Description

As a BPSO designate, Humber River Hospital (HRH) focuses on supporting staff by fostering champion engagement. Champions implement, disseminate, and sustain evidence-based practice guidelines throughout the organization. During the COVID-19 pandemic, limited resources resulted in pausing BPSO activities. As the pandemic subsided, BPSO activities restarted with engaging champions. The goals of the BPSO workshop are to develop knowledge capacity, provide leadership opportunities, and promote inclusivity. During the workshop, champions were trained to facilitate huddles, develop effective interprofessional communication skills with recognition, and disseminate best practices amongst team members. Champions were able to foster their professional development through this leadership opportunity.

Actions Taken

Following a Quality Improvement Action plan, multiple knowledge translation strategies such as pedagogical and simulated teaching styles were used to facilitate champion understanding of selected best practice guidelines. Workshop evaluation comprised of a pre- and post-participant knowledge survey, as well as a participant experience survey.

Summary of Results

The BPSO workshop was positively received by champions, as they reported increased understanding of best practices. Champions who incorporated these skills into their practice became a resource for their colleagues. Participants also provided strong ratings for the effectiveness of workshop content and delivery, supporting future sustainability.

BPSO Workshop Timeline

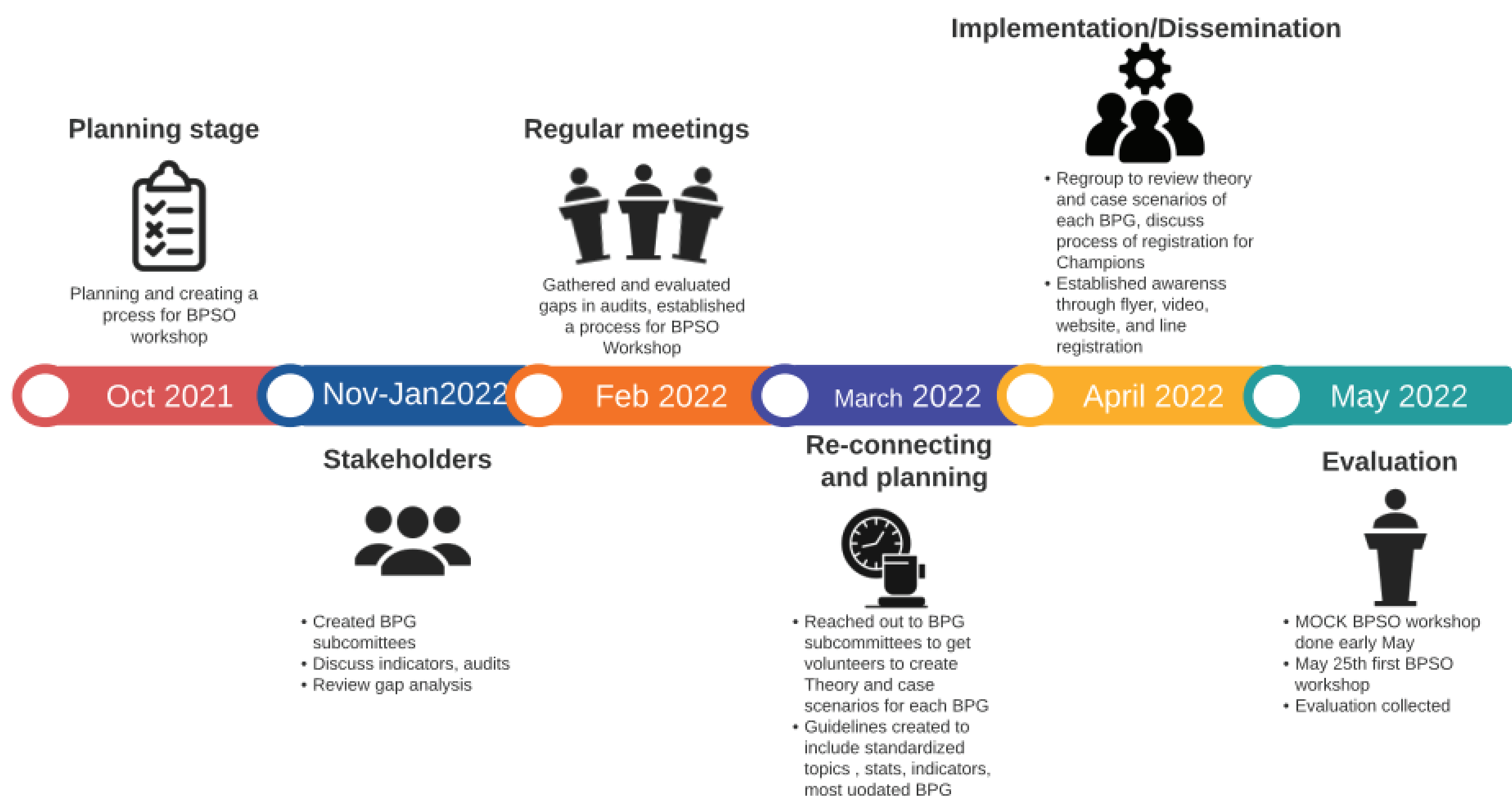
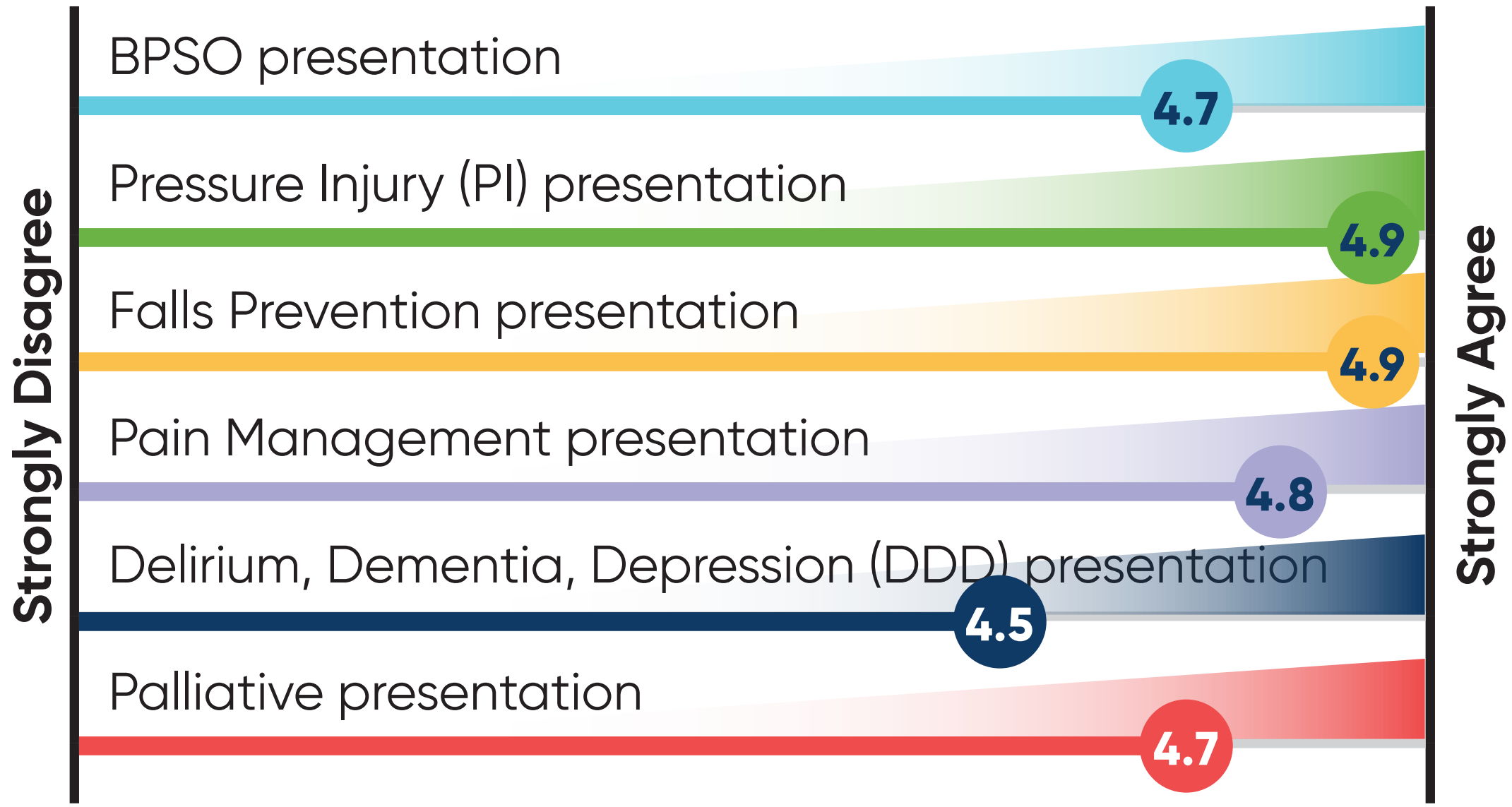


Figure 1. Using the Quality Improvement Project Action Plan and the Plan-Do-Study- Act (PDSA) cycle to test, determine objectives, connect stakeholders, and establish a timeline to develop the BPSO workshop.

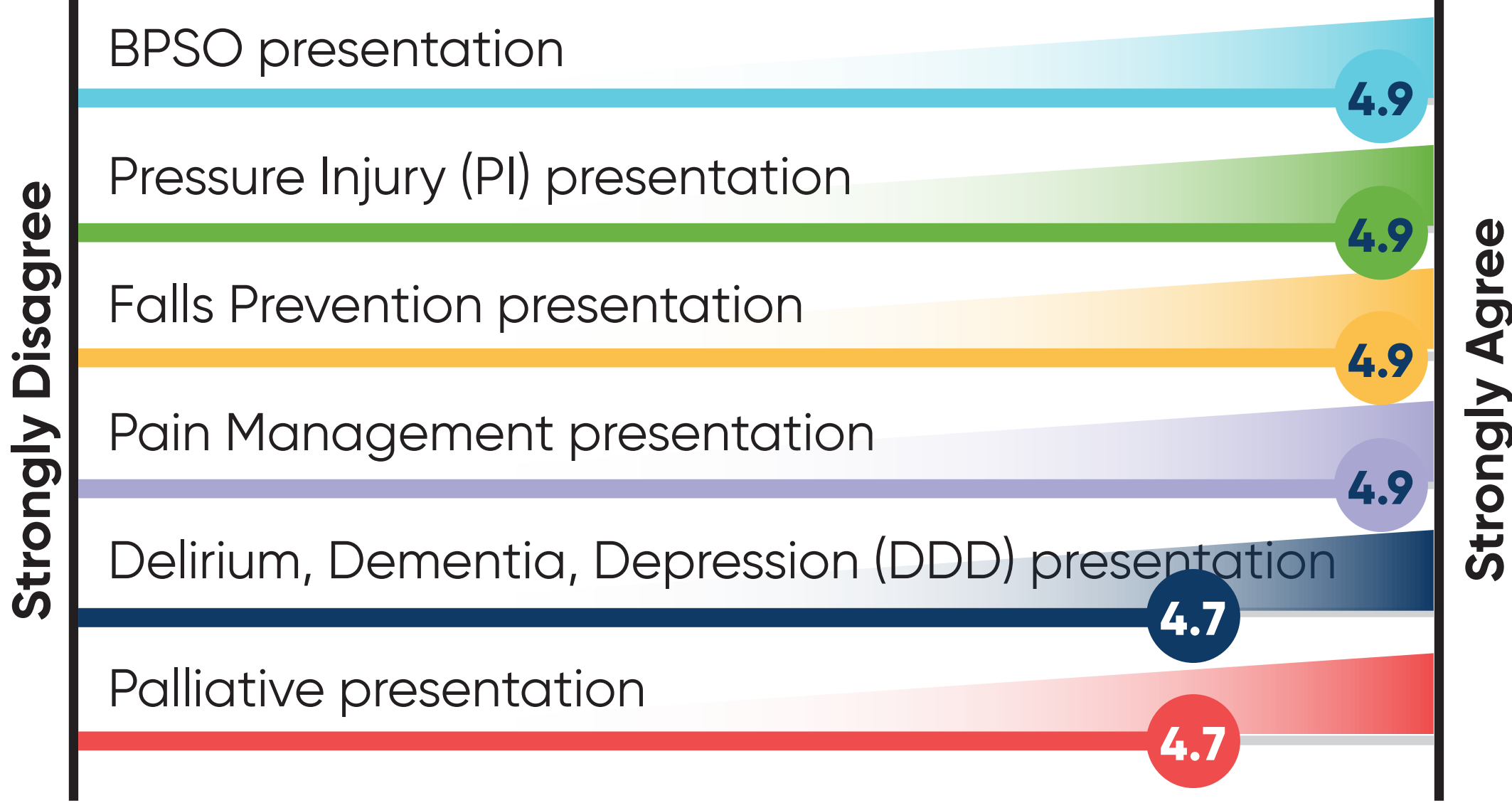


Figure 2. BPSO Champions

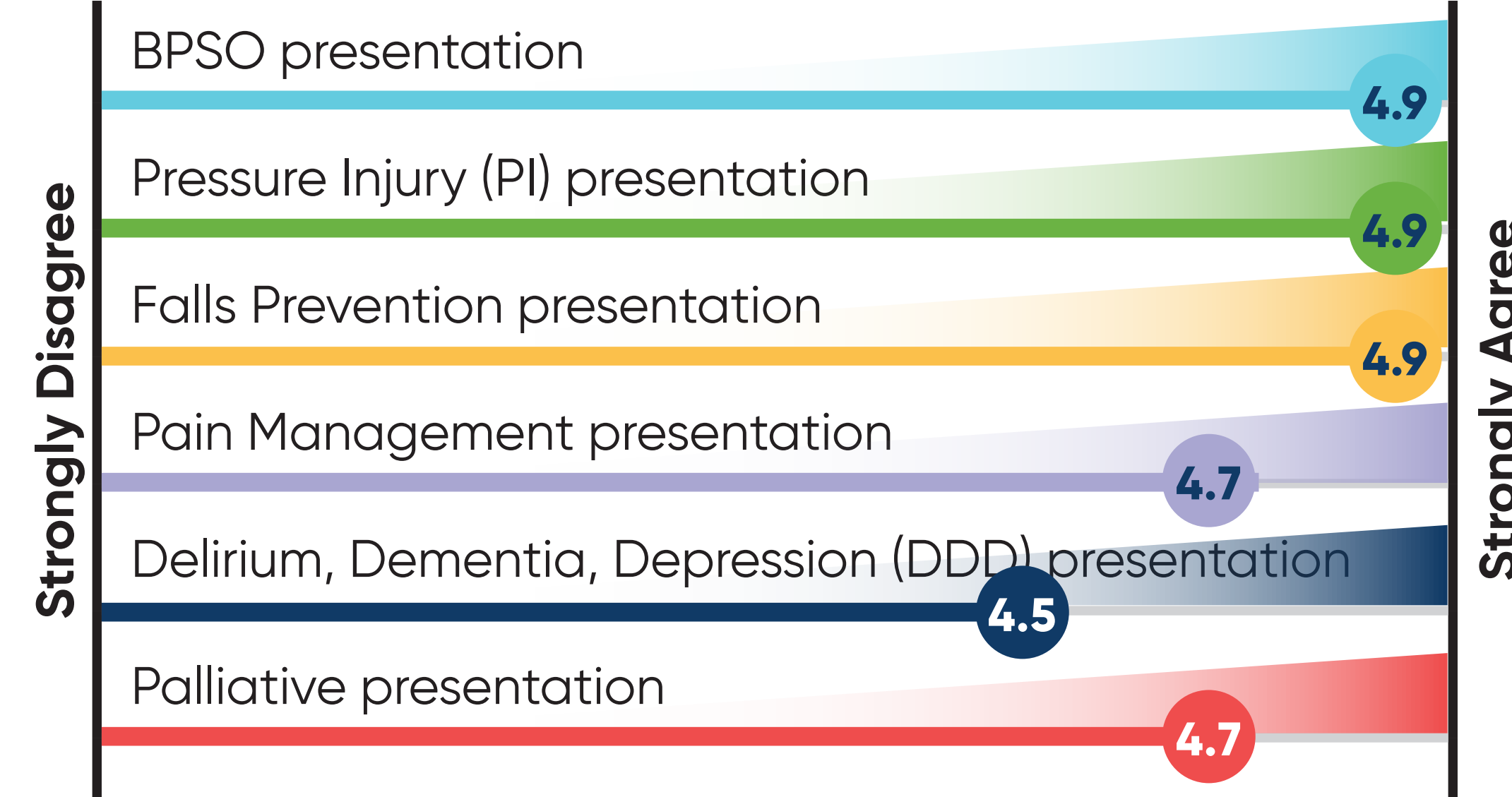
The objectives are relevant to my learning needs.



The simulation/ case scenarios/interactive activities of each item are clinically useful.



The content of each item is clinically useful.



The instructor was knowledgeable in the course content.

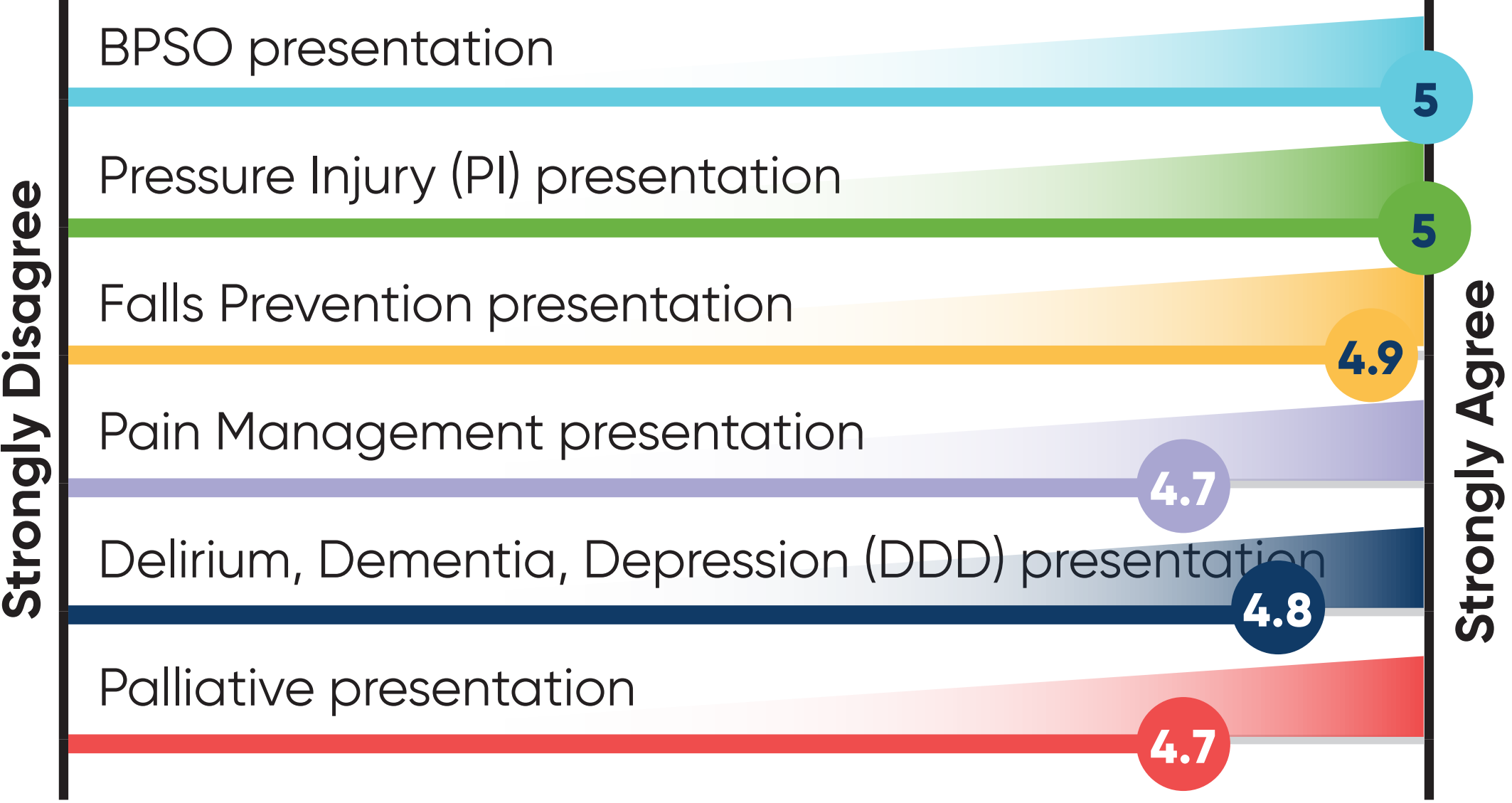


Figure 3. With a rating of 5 indicating strongly agree, participant experience survey results illustrated strong ratings for each BPG topic when evaluating relevance, simulations, and clinical usefulness.

BPSO Workshop Knowledge Test Results

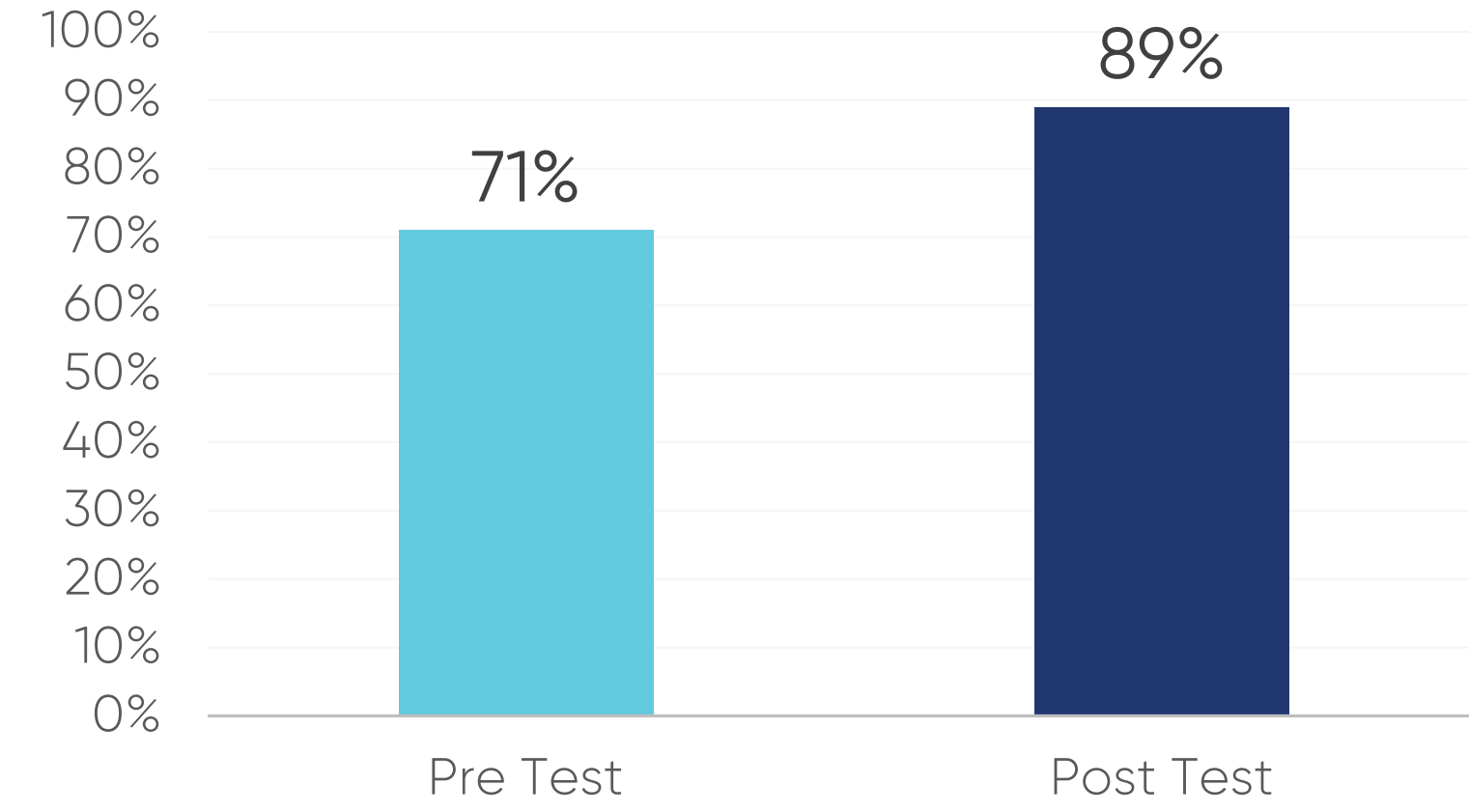
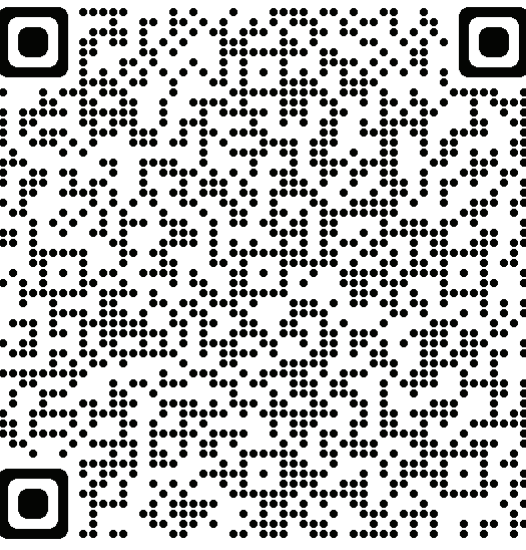


Figure 4. A pre and post knowledge test after the BPSO workshop showed an increase in knowledge retention and improved champions' understanding of the BPGs.



For more information, please scan this QR code to view the BPSO video.

References:
Nursing Solutions, Inc. (2021). 2021 NSI national health care retention & RN staffing report. NSI Nursing Solutions, Inc. 1-18.
Wieneke, K.C., Egginton, J.S., Jenkins, S.M., Kruse, G.C., Lopez-Kimenez, F., Mungo, M.M., Riley, B.A., & Limburg, P.J. (2019). Well-being champion impact on employee engagement, staff satisfaction, and employee well-being. Mayo Clinic Proceedings: Innovations, Quality & Outcomes, 3(2), 106-115.