eWIN Workforce Information Network

NHS Health Education England

Case Study: Validate your Care (V-Care) - Nursing Knowledge Assessment Tool *'Designed by nurses for nurses'*

Within the Pennine Acute Hospitals NHS Trust the e-Learning Team have designed Validate Your Care (V-Care), a one-stop evidence-based online learning portal for busy nurses. V-Care is designed to assess knowledge of fundamental nursing care of nurses working in acute adult care, and provide quality assurance to the public, patients and stakeholders that our nursing workforce is up-to-date, and practising caring and compassionate evidence-based care.

Key Outcomes

- 42.39% of nurses completed V-Care at home demonstrating the platform is readily available.
- 79.34% of nurses completing V-Care said it improved their patient care and safety.
- 57.61% of nurses said that completing V-Care stimulated them to do further reading, self-directed study, training or research.

Background

The Pennine Acute Hospitals Trust serves the communities of North Manchester, Bury, Rochdale and Oldham, along with the surrounding towns and villages. This area is collectively known as the North-East sector of Greater Manchester and has a population of around 820,000.

The Trust employs over 3,000 nursing staff (acute and community) and the team needed assurance the Trust's nursing workforce had appropriate evidence-based knowledge of fundamental compassionate and safe care.

V-Care

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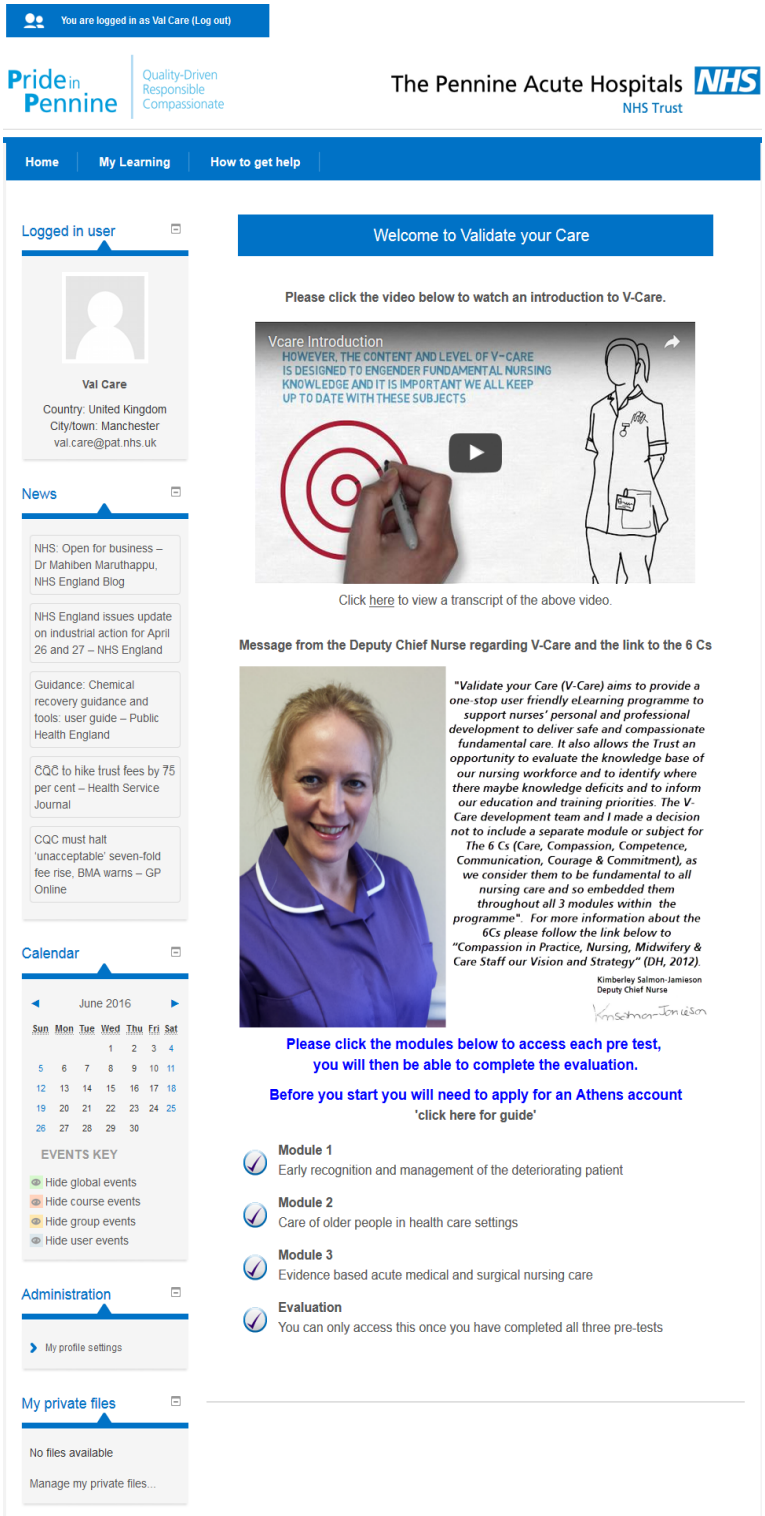
Key Aims

- To prepare the nursing workforce for the Nursing and Midwifery Council (NMC) requirements for revalidation.
- To improve patient safety by having access to core nursing standards.
- To improve overall performance.
- To provide a solution which is cost effective and easy to access.



Key Stages of Set-up

In order to deliver V-Care we undertook the following steps:

- Developed a business case and secured funding.

- Recruited a Project Manager and a leading Professor of Nursing together with a project steering group consisting of a variety of senior nurses within the Trust.

- Identified the key content in terms of what were the fundamental areas of nursing care to develop as part of V-Care. This was based on views of senior nurses within the Trust and across other Trusts in Greater Manchester, information gathered from patient feedback data, Nursing Metrics Data, performance management data, serious incidents, and national policy and directives.

- Engaged and involved a number of subject Matter Experts throughout the organisation to ensure the content was built on the best advice and reflected current working practice.

- Worked with the Library and Knowledge Services team to embed the latest resources and evidence into all content.

- Piloted the developed resources with a range of nurses to ensure the platform was stable, content accurate and resources are up to-date and relevant to current training practice.

- Ensured the portal is accessible for all by ensuring it is multi-device, multi-browser compatible, in order to work correctly on mobiles, tablets, laptop and NHS specification computers which are dictated by clinical systems with some requiring Internet Explorer 8 as default browser.

- Evaluated the outcome of the pilot in order to try to measure any change in practice, identify knowledge gaps in key areas, and whether the content is pitched at the correct level.

How it Works

V-Care was developed with a leading professor of nursing, who worked closely with subject matter experts within the Trust to develop content that was up to date, relevant to current training practices. This resulted in 16 subjects and 68 learning outcomes being developed and verification was sought by scoping local and national policies and directives and by undertaking a survey with senior nurses across Greater Manchester. The survey provoked 44 responses and found a high level of agreement that the subjects were highly relevant to fundamental nursing care in acute adult in-patient settings. Following discussions with the Chief Nurse and the project steering group, the 16 subjects were organised into 3 modules (highlighted below). These engender the 6 values underpinning nursing practice, avoid duplication of effect with requirements of mandatory training, use the best available evidence and support nurses to prepare for the professional revalidation requirements from the Nursing & Midwifery Council (NMC).

Module 1- Early Recognition and Management of the Deteriorating Patient

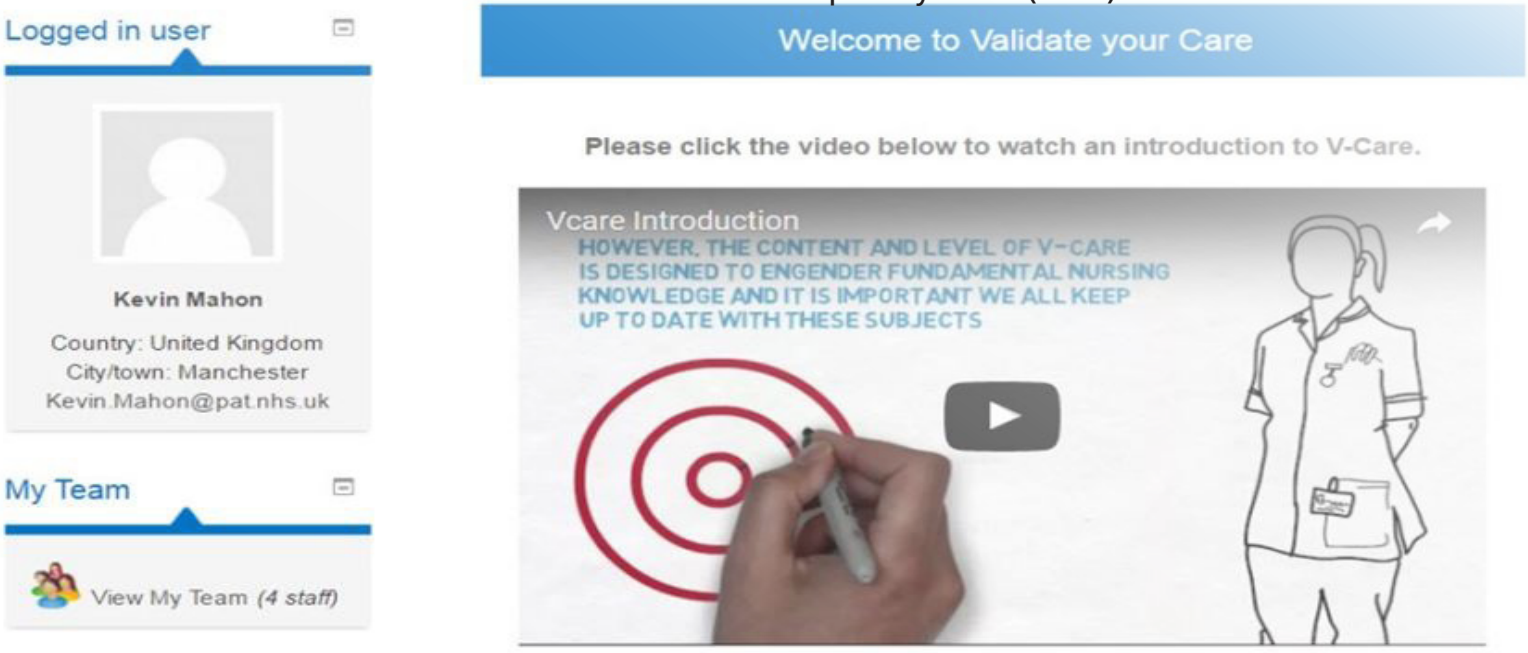
This module aims to ensure registered adult nurses working in a hospital environment detect patients' deteriorating health in a timely manner and instigate appropriate action to stabilise the patient, and prevent further deterioration including referral and communication to other members of the multidisciplinary team (MDT).

Module 2-Care of Older People in Health Care Settings

This module aims to ensure registered nurses working in an acute environment have the knowledge to assess and manage risk of harm to older people, optimise their independence and provide evidence based on compassionate care.

Module 3-Evidence based acute medical and surgical nursing care

This module aims to ensure registered adult nurses working in a hospital environment have up to date knowledge of fundamental principles of acute medical and surgical evidence-based nursing care including risk management and optimization of patient well-being, and appropriate referral and liaison with other members of the multi-disciplinary team (MDT).



Recognition and Management of the Deteriorating Adult.	Care of Older People in Health Care Settings.	Evidence Based Acute Medical and Surgical Nursing Care.
Early recognition & management of the deteriorating patients including EWS (Early Warning Score) & SBAR (Situation, Background, Assessment, Recommendation)	Safeguarding vulnerable adults and children	Medicines management including medicine administration
Early recognition & management of sepsis	Support of patients with dementia	Acute pain management
Fluid balance & recognition & management of fluid imbalance	Recognition & management of acute confusion	Nutrition & detection/management of malnutrition
Professional accountability including record keeping and documentation	Pressure ulcer prevention & management	Diabetes – early recognition & management of hypo/hyper glycaemia
	Assessment & management of urinary & faecal incontinence	End of Life Care
	Facilitating safe & effective discharge from hospital	Infection prevention & control

The Results

The online content is academically acceptable and linked to the correct knowledge levels for a newly qualified Band 5 nurse, and therefore helps to refresh the knowledge levels of the individual, and also provides assurance for the organisation. The content is adaptable in order for future modification to be conducted, such as policy and procedure changes. The project can be expanded into other clinical areas such as: Midwifery, Paediatrics etc.

A knowledge audit can be conducted on all staff undertaking any of the modules/subjects; this will contribute to the workforce training plan for the organisation, ensuring they are providing the right amount of training but more importantly in the right subject for the identified training needs to increase the safety and care of patients.

All activity can be reported, tracked and monitored in order for the organisation to have assurance on staff knowledge to transfer them from one area to another if required.

Based on 10% of the nursing workforce at Pennine Acute, the following results were obtained:

- 42.39% of nurses completed V-Care at home demonstrating the platform is readily available.

- 89.13% of nurses found V-Care clear and easy to interpret.

- 84.79% of nurses found the V-Care structure and content are well arranged.

- 93.48% of nurses found V-Care easy to log in and navigate around the site resulting in very little training required to use the e-Learning platform.

- 92.39% of nurses experienced no difficulties in saving their progress and resuming where they left off.

- 47.83% of nurses felt that completing V-Care highlighted further learning and training needs to them.

- 57.61% of nurses said that completing V-Care stimulated them to do further reading, self-directed study, training or research.

- 79.34% of nurses completing V-Care said it improved their patient care and safety.

- 67.39% of nurses who completed V-Care in their opinion would consider the V-Care project to be a valuable resource for all clinical professional groups in the future.

- 57.61% of nurses thought it would help nurses in providing better quality care.

The evaluation of the sample group needed to capture data relating to the opinions of the participants regarding the value, relevance and suitability of the programme and their views regarding the validity and level of the assessments. Also the evaluation needed to elicit information regarding the use of the new learning platform both within the Trust and remotely or from a mobile device. The evaluation was underpinned by Attwell's guide to the evaluation of e-learning (2006).

V-Care meets revalidation requirements

In line with NMC revalidation proposals V-Care has a reflective template to demonstrate how learning from completion of the programme links to the key requirements of the NMC Code. This reflection template can be downloaded along with the certificate of completion of V-Care and used within the appraisal process. Working through the content on V-Care can provide between 2 to 10 hours Continuing Professional Development towards revalidation.

Departmental Monitoring of completions

V-Care can be configured so the departmental managers can monitor their own staff completion rates, and usage reports can also be generated to track, monitor and record user progress.

> **"I learnt the most about acute kidney injury (AKI) and Sepsis. It also built my confidence with other aspects of patient care, allowing me to look after patients to the best of my ability using up to date evidence based knowledge."**

> **"It's given me the confidence to know I'm giving my patients the best evidence based up to date care that there is."**

So easy I wanted to complete it and enjoyed doing it."

"V-Care is really easy to use."

"It will empower nurses and give them the confidence."

"One of the improvements is the handover document, it's now in line with Trust policy which enhances patient care."

"V-Care highlights risks we come across in our day to day practice, on an individual level it also highlights areas of weakness that people may feel they need to do further study on and that within itself will have a massive impact on our clinical practice."

Supporting our staff

A dedicated area for V-Care has been created on the Trust's website.

Posters, banners and leaflets were distributed and attendance at relevant events to fully publicise V-care. Regular updates were communicated via the communication team.

A series of training sessions were rolled out on all sites with training also provided on wards.
Follow up emails sent if staff do not access the system after a set period of time.

Regular drop-in sessions held so any new staff starting the organisation can receive training. A dedicated helpdesk is manned in core working hours and out of hours they can email a query.

A full walk-through video is available to demonstrate how to access V-Care and the associated resources. Also a live text chat function is implemented to support users immediately.

- Supporting video - Explanation of V-Care
- Support video - From a Nurse Perspective
- Supporting link - External Website

Resources

The V-Care project has been funded via the forerunner funds by Health Education England working across the North West, with these funds the project team envisage V-Care going from strength to strength over a number of years. Currently the project is targeting Adult Nurses in an acute setting and the team have rolled it out to The Christie NHS Foundation Trust which clearly demonstrates how it can be adapted to other organisations.

Key Challenges and Learning

Challenge: Ensure the project meets its agreed expectations by keeping the project on track in the face of constant change requests and additions, plus the team had to contend with a couple of changes regarding our project sponsors as our Chief Nurse and Deputy Chief Nurse left.

Lessons learnt: Produced a change log and associated risks were identified, but also important to be realistic on the completion dates.

Challenge: Holding regular meetings with the subject matter experts (SMEs) and making sure the project team communicated effectively with each other.

Lessons learnt: Encouraged team members to communicate bad news, this ensured we could adjust expectations, place a fix, or develop addition resources to plug the gap.

Sustainability and Next Steps

The future plan is to expand V-Care into other organisations and subject areas such as community and mental health, then expanding the subjects to cover maternity, paediatrics, etc. The funds have been used to recruit, on a short term basis, a leading professor from the University of London; a project manager; and e-Learning developer, as well as developing the dynamic and scalable server to host the platform with provider SynergyLearning. A feed from our recruitment system is fed into the platform, to ensure the hierarchical structure is correct and relevant for managers to track their staff's progress. The team are also finalists in the 'Learning Technologies Awards 2016 under the category of **'Best learning technologies project - public & non-profit sector'.** This category requires a further presentation to be made to the judging panel on Tuesday 27th September at the Kia Oval in London.

The winners will be exclusively revealed at a gala evening at the Park Plaza Westminster Bridge, London on the 30th November. The full list of outstanding projects and products from over 15 different countries is available here.

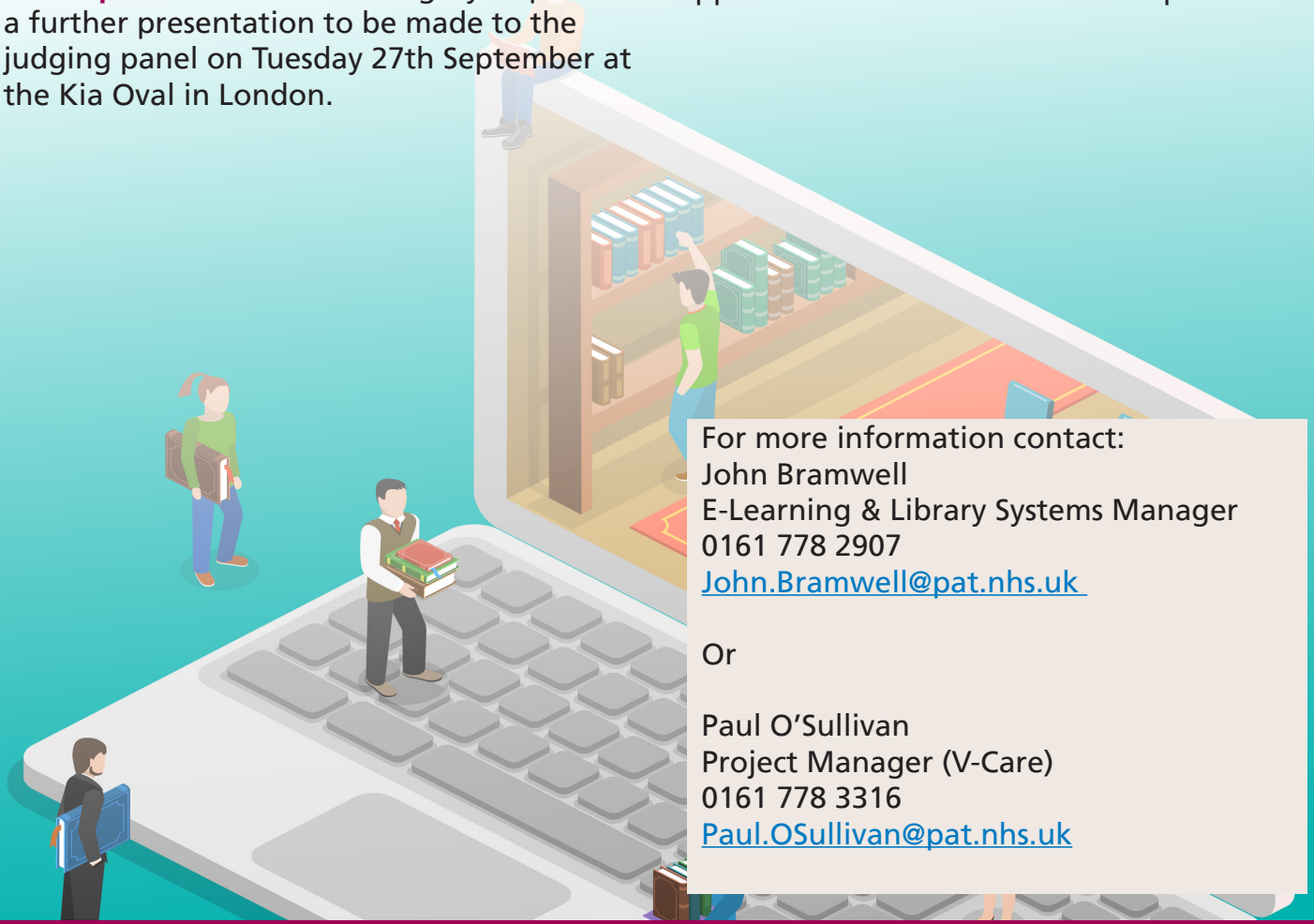
This is an exciting opportunity to highlight internationally the great work the team at Pennine Acute have undertaken. John Bramwell, E-Learning and Library Systems Manager said "Well Done and Congratulations to the e-Learning Team and all who have been involved in this project. Very well deserved."

Supporting Material

Attwell G (2006) A guide to the evaluation of e-learning. Evaluate Europe Handbook Series Volume 2.

Appendix

Appendix 1 - Screenshots from the platform



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