Oncology departments are continuously faced with increasing efficiency while maintaining and increasing quality. Learn to prepare your staff for the future demands of healthcare delivery in this session on management and education challenges. You’ll explore lean methodologies and learn how to strategically design education that engages and develops workforces of all ages, from Generation X to the Baby Boomer population.

Content Area: Staff Education

Content Level: Intermediate

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Full Disclosure:
Nothing to Disclose

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Objectives:
At the end of this session, participants will be able to:
1. Describe the current challenges facing nursing workforce professional development.
2. Generate ideas for preparing the nursing workforce to meet future healthcare demands.

Content Outline:
I. Introduction
II. Current state
   A. Workforce of today
   B. Making sense of increasing efficiency while maintaining—even increasing—quality
III. Exploring the health care of the future
   A. Where will health care be delivered?
   B. How might nursing care change?
IV. The challenge for nursing professional development
   A. Current educational format
   B. Education and professional development of the future
V. Conclusion
Introduction

Health Care Reform

2010 Institute of Medicine Report
The future of nursing: Leading change, advancing health

Quality and Cost
The new national transparency

Technology: A changing landscape

Digital Natives vs Digital Immigrants
Increasing demand for care on demand

Interactive audience response questions will be used throughout the presentation to illustrate segments of content discussion

Workforce of Today

Traditional Generation
Baby Boomers
"Jones" Generation
Generation X
Generation Y

Building Accountability

ANA Standards for Professional Practice

Changing landscape for:
entry into practice
professional accountability

Making Sense of Increasing Efficiency while Maintaining - Even Increasing - Quality

Lowering the water - creating opportunity
Changing the conversation
Preoccupation with metrics
Program Design
- Gap Analysis
- Education Delivery
- Evaluation
Exploring the Health Care of the Future

Where and how will health care be delivered?
- Home
- Ambulatory care
- Urgent care
- Inpatient
- Others?

How might nursing care change?
Technology: A changing landscape
- Digital Natives vs Digital Immigrants
- EHRs
- Learning Management Systems - Ex: HealthStream
- Building alignment & accountability
- Competency Center

How might nursing care change?
Fragmentation
- Technology
  - Efficiency doesn’t always build trust
  - Creating opportunities for building relationships
  - Teaching communication and touch
- Care Coordination
  - Delegation to unlicensed staff
  - Nurse Navigator Role
  - Increasing types of therapies and providers of care

How might nursing care change?
Where is the nurse?
- Professional Accountability for the RN
  - Oversite for professional development and competency
    - PA Patient Care
    - Increasing Roles for Non-Nurses

Current Educational Format
In-services/training
- The future of face-to-face classes
  - Quality outcomes vs cost
  - Changing the conversation
- Self-accountability for continuous learning
  - Just-in-time training and review
- Learning opportunities

E-learning
- Learning Management Systems
- LMS Competency Centers
- No More Checklists!
- Building opportunities for staff to verify their competence prior to the annual review

Simulation & Automation
- Adult Learning needs simulation
- Interprofessional education
What does the education and Professional Development Department of the future look like?

Leveraging Resources
- Changing roles of Educators
- Interprofessional: thinking outside nursing
- Coach vs speaker
- Thought partner vs competency checklist extraordinaire
- Clinical Nurse Leaders
- New designs for education and professional development departments
- Instructional Designers
- Web Developer
- Project Managers
- Learning management specialists
- Organizational Designers

Leveraging technology
- Informatics
- Video Ethnography
- Patient-centered starts at home
- Design for generational acceptance of technology

Sitting at the "Big Boy Table"
- If you're not there, decisions will be made without you!