Promoting Academic-Practice Partnerships: The Delphi Way

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Partnership

University of South Carolina Upstate

Senior comprehensive public institution of the University of South Carolina

Mission

Relationship to surrounding cities, their connecting corridors, and expanding populations

Vision

To become one of the Southeast's leading “metropolitan” universities
Mary Black School of Nursing

- AACN Accredited
- Two Campuses: Spartanburg & Greenville
- Pre-licensure and RN-BSN students
  - 416 pre-licensure, 155 In-class & online RN-BSN
- MSN in Fall 2014, Clinical Nurse Leader
GHS VISION
Transform health care for the benefit of the people and communities we serve.

GHS MISSION
Heal compassionately. Teach innovatively. Improve constantly.

GHS VALUES
Together we serve with integrity, respect, trust and openness.

NURSING VISION
To transform health care by our commitment to Nursing Excellence Through Leadership, Knowledge, Caring and Innovation
Seven Campuses across 3 counties of Upstate South Carolina

Full continuum of care as an Integrated Health Care Delivery System

Clinical University
Purpose
Foster an environment where clinical inquiry is encouraged as a means of improving and/or validating practice and promote research utilization and evidence-based practice.

Composition/ Membership
Professional nursing staff, medical librarian, affiliated academic faculty and students, other professional healthcare staff interested in research & clinical inquiry.
Study Background

- Importance of engaging all levels of nurses
- Strengthen academic partnerships
- Integration of Nursing Research Council research agenda with strategic planning
- Empower nurses at all levels; increase awareness about research
AIMS

- Illustrate how to effectively use the Delphi method
- Build consensus among all levels of nurses
- Develop a study design to identify priorities for research agenda
- Utilize academic partnerships
Research Team

Greenville Health System

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Academia

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Delphi Method

Group of experts anonymously reply to questionnaires
Subsequently receive feedback of group response"
…process repeats…

Goal: All levels of nurses involved as stakeholders in consensus building

Delphi inhabited since Mycenaean times;
Delphi internationally known for Oracular powers of Pythia--priestess who foretold the future.

http://www.ancient-greece.org/history/delphi.html
Method

- All rounds were electronic surveys with cover letter information.

- Invited Staff RNs in C.A.R.E. (clinical ladder) program, nursing research council members, managers, educators, directors

- Pre-round feedback for potential questions to begin study round one

- Three rounds of surveys generated
Ethical Considerations

- Received IRB approval
- Confidential and anonymous for building momentum
- Cover letter to each invitee…implied consent
Feedback sought from various nursing groups for potential questions to include in round one

- Practice Council
- Nursing Research Council
- Unit Council chairpersons
Round One – **qualitative**- open ended questions derived from pre-survey input

What question or concern do you have:
- About communication in your practice?
- How nursing involved in continuum of care?
- Quality of care?
- Accountability involving nursing practice?
- Workforce?
- Education for staff or for patients?
Qualitative Analysis
Round 1

- 70 Respondents
- 38 pages of narrative to analyze!
- Content analysis
- 17 Themes emerged
Round 2

☑️ Likert scale of responses
  ☑️ 1= not at all important; 7= of most critical importance

☑️ 69 respondents

☑️ Analysis using frequency report for counts, means and standard deviations

☑️ Ten topics emerged based upon highest mean scores
Round 3

- Forced rank order survey of 10 topics from Round 2

- Ranked: 1 (highest) to 10\textsuperscript{th} (lowest)

- 80 respondents

- Analysis using frequency report for counts, means and standard deviations
Top 5 Priorities

1. Promoting a Culture of Safety
2. Healthcare Team Communication About the Patient
3. Drivers and Barriers to Professional Accountability
4. Technology and Nursing Workload
5. Workplace Environment and Care Delivery
Research Critique

- Educational session on critiquing research ...........
- Purpose, research questions/hypothesis
- Methodology
- Results
- Limitations
- Decision
- Level of evidence
Generating Energy

- Nursing Research Council members reviewed current evidence for top five priorities
- Articles critiqued using structured format
- Specific research questions generated
- Research agenda developed for top five priorities
- Recommendations for research questions per topic
Researchable Questions

1. What are staff nurses perceptions of patient safety issues affecting their unit?

2. What factors related to staffing may impact events or patient outcomes?

3. Does simulation training improve handoff communication?
4. What communication processes perceived by the healthcare team are most effective in promoting teamwork?

5. How do nurses’ level of engagement correlate with their employee satisfaction of the work environment at the unit level?
6. How do nurses define accountability in their workplace?

7. How does perceived accountability affect incident / event reporting?

8. What nursing responsibilities are most time consuming to document and why (perceptions vs. actual time)?
9. What interruptions are identified by nurses in use of point of care medication administration and what behaviors or actions do nurses take as result of the interruptions?
Research Agenda

- Background and Summary
- Aims
- Priorities
- Building on Evidence to Advance New Knowledge
- Priority summaries
- Researchable Questions
- Infrastructure to support priorities
Studies & Projects

- Patient Safety of Non ICU Patients Needing Intra Hospital Transport [Patient Safety]

- Family Member Comfort Related to PACU Visitation [Care Delivery]

- Improving Patient Flow Through Implementation of a Results Pending Treatment Room [Healthcare team communication]
Studies & Projects

- Nursing Communication and Decision making Affecting Workflow and Medication Administration Processes  [Patient Safety, Technology & Workload]

- Family Satisfaction with Pediatric Palliative Care  [Care Delivery, Healthcare Team communication]
Studies & Projects

- MD and RN Rounding [Healthcare team communication]

- Decisional Involvement in new Professional Practice Model [Professional Accountability]

- Six Sigma - Handoff communication, Falls, Patient Flow… [Communication, Safety..]
Summary

- Nurses as stakeholders given a user friendly way to be included
- Nurses’ voices were heard
- Methodology effective and fairly simple to implement
- Provided foundation for a research agenda aligned with strategic plan
- Promoted the goals and responsibilities of the council
Future Goals

- Transition to Interprofessional research council
- Expand academic partnerships
- Build interprofessional competencies for teamwork & collaboration in research
- Replication of delphi study to update priorities from interprofessional perspective
- Annual research conference - 2014 is our 11th year!


Hor, S. et al. (2010). Multiple accountabilities in incident reporting and management. *Qualitative Health Research, 20*(8), 1091-1100.


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