Nurse Home Visitors and the Quality Tools: Client Survey, NPA and NSA

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Call Logistics

- Out of consideration for participants, we will be muting participant lines to avoid background distractions.

- Please ask your questions via the Chat box.

- We will respond to questions at the end of the presentation on each tool.
Objectives

By the end of this webinar, participants will be able to:

- Describe the Quality Tool implementation timeline.
- Identify your role in use of the Quality Tools.
- Describe the NFP Community Quality Tools Dashboard for nurse home visitors.
- Describe reports available to supervisors for use in reflective supervision with nurse home visitors.
- Identify the resources available for guidance and additional training.
- Identify next steps.
Quality Tool Roll-out Timeline

June 3, 2013

• Official Launch on the NFP Community
  – Job Aids
  – Education Modules in Tracker
  – Quality Tools Dashboard
  – Webinars and more!

• Incorporation of the Quality Tools into Educations Units 1 and 2

• Additional webinars will be held in July.
The Tools within the Quality Framework

- Nurse-Family Partnership defines quality as the degree to which implementation and nursing interventions meet model fidelity and improve health outcomes.

- Quality is monitored at every phase at Nurse-Family Partnership and focuses on three priority areas:
  - Client Interaction
    - Client Survey
    - Nursing Practice Assessment
  - Program Implementation
    - Nurse Supervisor Assessment
    - Nurse Consultant Assessment
  - Outcome Achievement
Quality Tools 2013

- Client Survey
- Nursing Practice Assessment
- Nurse Supervisor Assessment
- Nurse Consultant Assessment
- NFP Quality Tools Dashboard
Purpose of Client Survey

• To assess the client’s experience of the NFP model and interventions.

• To provide data for the nurse supervisor to use in supporting the professional development of nurse home visitors.
Client Survey Process

**You will:**
- Ask clients to complete this survey at 36 weeks gestation and when the client’s child is 1 year old
- Use the NFP community Quality Tools Dashboard to track when clients should be provided the survey link and information
- You will provide an online link and unique ID

**Clients will:**
- Receive information from their NHV regarding the survey
- Complete the survey online or via smart phone using a Unique ID

The survey due date reminder will begin 45 days before the due date
View the NHV Dashboard for the Client Survey

- NHV Dashboard via the NFP Community

- Your supervisor has access to the reports. This is a sample report [LINK]
Nurse Home Visitors Tips for Client Survey

- Data will be collected, compiled and analyzed by our **new online reporting system on the NFP Community**.

- Data is accessed through the **NFP Community**.

- Nurse supervisors will be able to review the following reports related to the Client Survey:
  - **Combined results** of all 36 weeks or 1 year postpartum client surveys submitted for that time period for a NHV and a team of NHV.
  - **Comparison** of the submitted results for all clients who completed both the 36 week and 1 year postpartum client surveys for that time period for a NHV or a team of NHV.

- Nurse supervisors can incorporate the client survey findings into 1:1 supervision meetings.
Client Survey Questions

• Questions (2 minutes)
Purpose of the Nursing Practice Assessment and Joint Visit Observation

• **The Nursing Practice Assessment** replaces the Supervision Progress Report (SPR). The SPR should no longer be used.

• **The Joint Visit Observation** form replaces the Visit Implementation Scale (VIS). The VIS should no longer be used.

• Nurse supervisors will be able to utilize these tools:
  
  - To provide feedback to nurse home visitors on their implementation of the NFP model with their clients.

  - To support nurse home visitors in their professional development.
Joint Visit Observation Form (JVO)

- The NSO in collaboration with an advisory workgroup of representatives from NFP agencies met over the course of a year to develop the NPA and the JVO.

- The JVO is designed to enhance reflection and assessment prior to, during and after joint visits made by supervisors with nurse home visitors.

- The JVO replaces the Visit Implementation Scale (VIS).
Joint Visit Observation Form (JVO)

- The JVO form and instructions is now available in the NFP Community>Quality>Data Collection Forms.

- The JVO is submitted by nurse supervisors in ETO within the Staff Supervision program.

- Supervisors will follow the same process that is used for entering Weekly Supervision forms.
NPA Tool Overview

• The NFP Community Quality Tools Dashboard tracks tools and timing for completion.

• The NPA is implemented with nurse home visitors at 6 months after the nurse’s first home visit, and then annually thereafter from the time point of the first NPA.

• The tool reflects the nurse home visitor competencies and is divided into 9 major areas.
NPA Professional Development Areas

• 9 Areas of Professional Development in NFP
  - Application and Individualization of NFP Visit-to-Visit Guidelines
  - Application of Theories and Principles
  - Therapeutic Relationships
  - Referrals and Community Engagement
  - Cultural Awareness
  - Self-Reflection
  - Collaborative Practice
  - Practice Improvement
  - Work Habits/Organization/Documentation

• 23 Items Total
What is the NPA Process for Your Supervisors?

• Your Nurse Supervisor will:
  
  – Provide an overview of the process to nurse home visitors who have reached 6 months post first home visit or the annual assessment from the time point of the first NPA.

  – Make certain nurse home visitors complete their self-assessment.

  – Meet with the nurse home visitor to review the assessment together. The assessment is about your strengths as well as areas where you might focus professional development. Expect to spend an hour together during the review.

  – Complete the Nursing Practice Assessment online and provide examples based on review of data.
NPA Updates and FAQs

• **What comments will be entered into database from the NPA?**
  - While the comments are not required, they will be available on reports. The comments should be based on the competencies.

• **What reports will be available for review?**
  - **NPA Submitted Assessment** - NHV, NS, PQ
  - **Team NPA Results** - combined results of Final NPA for all NHV in a team - (NC, NS & PQ)
  - **Agency NPA Results** - Final NPA results for all NHV in agency - (NC, SNC, Agency Administrator & PQ)

• PQ will review aggregate results for analysis purposes.
Nurse Home Visitor NPA Tips

• Please be sure to take the self-assessment when you receive notification that it is due and mark the self-assessment complete on your dashboard.

• Use this opportunity to discuss your needs and ideas on professional development opportunities!
Nursing Practice Assessment Questions

• Questions (2 minutes)
Nurse Supervisor Assessment (NSA) Purpose

The purpose of the NSA is to provide nurse supervisors with an opportunity:

- To reflect on their competencies in the NFP model for the purposes of professional development.
- To receive feedback from you as nurse home visitors for the purposes of professional development.
- To receive support in professional development from their nurse consultant and feedback on their implementation of the NFP model and the nurse supervisor competencies.
NSA Professional Development Areas

• 4 Areas of Practice
  – Provides Administrative Leadership for Operations and Sustainability of the Program
  – Application of Principles of Supervision that Promote the Clinical and Professional Development of All Team Members
  – Promotes the Nurse Home Visitor’s Development of Competence to Deliver the NFP Home Visiting Intervention
  – Implements the NFP Program with Fidelity to the Model

• 12 Items Total
What is the NSA Process for Nurse Home Visitors?

The process includes:

- You will complete the Nurse Supervisor Assessment and provide examples based on reflection and review of data.

- Your nurse supervisor completes the NSA Self-Assessment on paper.

- The nurse consultant reviews the aggregate data from assessments submitted by the nurse home visitors and can use this data in a discussion with the supervisor.

- The nurse supervisor has the option of meeting with the nurse consultant to review the results of the assessment together.
Nurse Supervisor Assessment Questions

- Questions (2 minutes)
How Will the Quality Tool Results Be Used?

- **Nurse Supervisor:** Uses the Client Survey and Nursing Practice Assessment results to provide feedback and guidance on professional development in the NFP model to the nurse home visitor. Uses the Nurse Supervisor Assessment to obtain feedback, to reflect on areas of strengths and growth and to guide their professional development.

- **Nurse Home Visitor:** Uses the results of the Client Survey and NPA self assessment to reflect on strengths and areas for professional development for discussion with the nurse supervisor.

- **Program Quality Staff at the NSO:** Review the aggregate data from the results of the Quality Tools to identify trends across the nation and provide recommendations for additional quality improvement activities and NFP education.
Resources for the Quality Tools

• Guidance documents and Job Aids for each tool are located on the NFP Community on the Quality Tools Dashboard for your use and at this link: http://community.nursefamilypartnership.org/Quality/Quality-Framework

• The NFP Tracker modules include information on the NPA, the Client Survey and Joint Visit Observation:
  – Skill Development in Nursing Practice (for supervisors and nurse home visitors)
  – Using the NFP Assessment (for nurse home visitors)

• The modules are located in the NFP Nurse Education Tracker: http://community.nursefamilypartnership.org/Nursing-Education
Next Steps

• Visit the NFP Community.

• Click on the Quality > Quality Framework > Quality Tools.

• Look for the Quality Tools Dashboard and guidance documents and JobAids.

• Review NFP modules in the NFP tracker.

• Plan for the incorporation of the Quality Tools and assessments into clinical practices.

• Ask questions as needed.
Next Steps

**Technical Support and additional guidance is available:**

- If you have questions, please send them to TechSupport@nursefamilypartnership.org with the **SUBJECT: Quality Tools**.

- Program Quality staff will respond to these emails.

- A Frequently Asked Questions (FAQ) document is being developed and will be posted on the Quality Framework section of the website at a later date.
Questions