

Background

This project is focused on assessing nurse manager competencies and skill development which was requested by the leadership team of a participating hospital whose goal is improving patient outcomes and organizational processes. A self-assessment among nurse managers will be completed using the Chase Nurse Manager Competency Inventory tool (NMCI) which will serve as the foundation for a focused, evidence-based intervention.

Research supports the need for improvement in confidence and competence in communication skills among nurse managers. According to Chase (2012), nurse manager competencies are key contributors to the success of healthcare organizations (p. 1).

Problem Statement/Purpose

The question driving this DNP project is, “Do nurse managers in a remote tropical island health system experience improvement in levels of knowledge and understanding and the ability to implement specific communication and relationship management competencies as a result of a focused, evidence-based communication skills development intervention?”

The primary purpose of this evidence-based study is to create a positive change in nurse managers’ self-perception of confidence and competence in communication skills through a focused, evidence-based intervention. The intervention will be based upon survey results. The aim is to improve communication skills of the nurse managers of the participating hospital.

Theoretical Framework

The Katz Three Skill Theoretical Model (1974) is the framework for this project. He described the three different areas of skill as technical skills, human skills, and conceptual skills. The Chase NMCI builds on Katz’s Model.

Project Design

The Chase NMCI will be administered through QuestionPro survey tool. The project team composed of the DNP student, faculty, and the Hospital Senior Nurse Leader for Professional Development will develop and conduct the educational intervention based on the results of the pre-test survey.

The same pre-test will be provided as a post-test to the same population and a comparative analysis will be done between the pre-test and post-test for measurement of improvement made in knowledge and understanding, and ability to use communication skills.

Evaluation Plan/Analysis

A Likert rating scale will be used for analysis. The descriptive data will be analyzed comparing the pre-test and post-test using a paired t-test. These results will reflect changes in scores from the pre-test and the post-test after an educational intervention is provided. The summative evaluation will provide indication of the outcomes of participants knowledge and understanding as well as ability to use communication skills gained through the educational intervention. The data and information gained will also be used for ongoing workshops, for new training, and/or ongoing training as part of sustainable use.

Conclusions

The anticipated findings should reveal an increased level of confidence and competence in knowledge and understanding and ability to use communication skills after an educational intervention. Having the testing results will provide the participating hospital with new and informative data. This data can be useful in guidance as to additional areas of study or implementation or changes to current processes, i.e. developing improvement strategies for employee goal setting or career planning/development. It is also anticipated to improve patient as well as organizational outcomes.