

Supporting Research @ CIARE

Special thanks to **Walmart** for sponsoring our "Hot dogs for Research" charity event held on September 12th, 09 at its Kenaston branch. Our gratitude also goes out to all the volunteers and donors who supported CIARE through this event.

Please contact Susy Santos at (204) 477-3372 or ssantos3@vgh.mb.ca if you are interested in becoming a donor or volunteer for the Clinical Institute of Applied Research and Education (CIARE).

Visit <http://www.ciare.ca> for more information!

Thank you, Wendy!

We would like to take this opportunity to thank **Dr. Wendy Fallis, the founder of CIARE**, for building a great foundation for us to work from. With new directions that CIARE is taking, we will not forget the initial dream that she had for CIARE. Once again, we appreciate all that you have done, and please stay tuned for CIARE's newest directions!

From CIARE Staff



VICTORIA
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CIARE

CLINICAL INSTITUTE OF APPLIED
RESEARCH & EDUCATION

RESEARCH LINK

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Bridging the Gap Between the Researcher and the Bedside

Clinical research is a critical component of our health care system. The knowledge gained and lessons learned help us implement new and improved technologies, and processes that improve the treatment and care of our patients.

The Victoria General Hospital Clinical Institute of Applied Research and Education (CIARE) is bridging the gap between the researcher and the bedside, providing front line health care workers with information that can improve patient care.

Become a volunteer!

Submit new ideas to:
Jwong5@vgh.mb.ca

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Research! We are often looking for volunteers to participate in our ground-breaking research projects. Learn how you can get involved.

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Interested in Research? We can help.

CIARE provides assistance to people who are interested in Research. We offer an accommodating and accessible environment to internal and external researchers alike. Feel free to contact us regarding your research needs.

Janice Wong - jwong5@vgh.mb.ca

Quality Improvement Research Results

“Perceived Facilitators and Barriers for Nurses in Accessing Continuing Education Programs”

By, Vibhu Vashisht (CIARE Research Assistant)

Research initiative submitted by Cynthia Moorby (Education Services)

Introduction

The amount and complexity of knowledge and skills nurses are expected to master to maintain competency is growing exponentially. As professionals, Registered Nurses (RNs) are accountable for ensuring their continued competence to practice. Human, material, and financial resources are in place to provide Continuing Education (CE) opportunities for, and assistance to, nursing care providers. “As a public safety issue, it is important for nurses...to have sufficient up-to-date knowledge and skills to maintain and improve practice performance and quality patient care” (Lee et al, 2005). Historically, much CE has been didactic in nature - either as clinical luncheons, brown bag lunches, learning sessions, and/or unit based inservices. Attendance at these events is low unless it is deemed mandatory, hence, not an efficacious use of education resources. These teaching-learning approaches may no longer be the most appropriate, necessitating a shift in the educational paradigm. To begin this shift, those who are responsible for the CE of RNs need to be aware of facilitators and barriers in accessing learning opportunities.

Results

Most nurses fell into the 30-39 age category and about 8% of nurses were 60 and above. For level of education, most nurses hold a BN degree followed by diplomas. In terms of nursing service, most nurses fall into the 1-10 years of experience compared to only one nurse with less than a year of experience and 2 with more than 40 years of experience. For reasons that improve attendance, gaining continuing education credits, ensuring patient safety by gaining most up to date knowledge, motivation to gain knowledge, and improve competency received maximum agreement. For reasons that decline attendance, understaffing that causes lack of time to attend, other higher priorities, and timing of programs received high agreement. All nurses attended in-services, followed by conferences and poster displays. Study days received least attendance. There was 56% attendance for internet web based programs in the past that rose to 75% agreement for its use in the future. Most frequent comments were that nurses want time off or replacement staff to take their shifts in order to attend CE programs and nurses would like programs to be cost free.

Conclusion

Nurses have motivation to attend CE programs. They agree CE programs allow them to improve their nursing career as well as to improve patient care. Issues with costs, location, as well as time to attend are emerging as barriers to attendance. Recommendations to the educators and administration should be to make attempts to resolve these issues. Support staff must be made available to nurses who wish to attend CE during work hours. Educators should also look strongly towards internet web based programs due to the good response received from nurses as well as reconsider costs for programs.

“From Good to Great! Improving patient satisfaction in the Mature Women's Centre”

By, Jeremy Latimer (CIARE Project Assistant)

Research initiative submitted by Brenda Weiss & Lois Glover (MWC)

Introduction

Patient satisfaction surveys are valued tools for healthcare services; they have shown to provide the necessary positive feedback needed to maximize potential. As a collaborative effort of the Mature Women's Center (MWC) and the Clinical Institute of Applied Research & Education (CIARE), a satisfaction survey was distributed to patients attending clinics at MWC and the results were analyzed. The primary goal of the survey was to acquire the patient perspective to be able to identify areas of strengths and areas of need of improvement to ultimately provide the best care and services possible within the clinic.

Quality Indicators

Patient Satisfaction

One of the purposes of this survey was to obtain patient feedback regarding quality of services provided by MWC. Four questions were asked which addressed the patient's level of satisfaction: how satisfied they were regarding information provided about their care and/or treatment; how well they were able to manage their condition since the start of therapy; how satisfied they were with the overall care given; and, would they consider, based on the care they received, recommend the center to family and/or friends.

From the information processed, it was evident that overall, patients were very satisfied with the quality of care received from the MWC. More than 85% believed that the information provide, as well as the overall care received was 'very good' or 'excellent'; no one reported receiving a 'poor' quality of care.

As a new facility, uniquely serving the needs of mature women in the Winnipeg area, recognizing the strengths and weaknesses with the professional staff is a key component to its future success. Seeking patient feedback provides a perspective from the recipients of the service. According to the information collected from this satisfaction survey; the manner to which the service has been offered was highly favoured by the patients receiving the care. The patients felt the professional ability of the MWC team was above standard quality care. There was a strong consensus among the participants of this study supporting the belief that the MWC offers a vast array of subject knowledge, coupled with an excellent ability to apply it. When asked how they felt the MWC team transformed their knowledge, no one believed the team displayed poor aptitude.

Conclusion

Since 2006, after relocation to Victoria General Hospital, the Mature Women's Center has been providing a wide range of high-quality services to women from across the province. Knowing how and why patients are satisfied with the services provided to them is the most effective way to establish the highest quality of care. From this study administered between January and May of 2009, the responses of over 500 patients were collected. Overall, the patients were very satisfied with the level of care they received from the MWC; a few areas of improvement were identified and will require a closer look in order to provide ultimate care.