How an Educational Module Changed Self-Reported Knowledge and Competence Caring for Individuals with IDD Among Acute Care Nurses

By Elizabeth Eng, RN, BSN

Kotter's Eight Steps to Accelerate Change

1. Create a sense of urgency
2. Build a guiding coalition
3. Form a strategic vision and initiatives
4. Enlist a volunteer army
5. Enable action by removing barriers
6. Generate short-term wins
7. Sustain acceleration
8. Institute change

Problem/Need

- Unique risk factors of IDD population call for individualized care (Blaskowitz et al., 2019)
- Under-educated physicians (Smith et al., 2023) and nurses (Lewis et al., 2017)

1. Create a Sense of Urgency
    - Statistics and Stories

1. Build a Guiding Coalition

Project Design

- On-line module available to five pilot units for 1 month
- Module content included: IDD definition and diagnostic criteria, prevalence, patient rights protected by Ohio law, caregiver empathy, health inequities, communication skills, de-escalation techniques, and available resources

3. Form Strategic Vision and Initiatives

    - Patient-Centered Care, Education for Employees

4. Enlist a Volunteer Army

Evaluation Design

5. Remove Barriers

- ❑ Comfort and perceived knowledge survey completed prior to and after education
- ❑ Utilize Healthstream
- ❑ Grant access to data to multiple team members

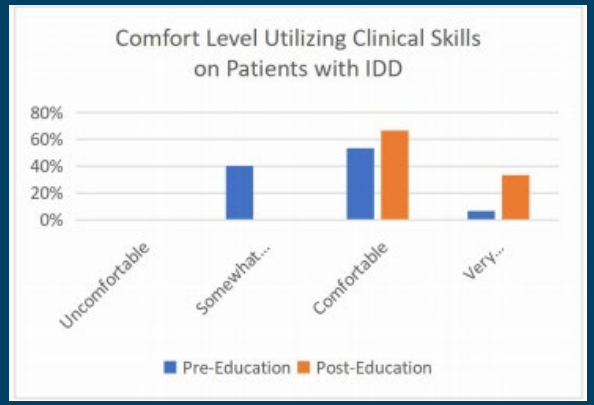
Achievements

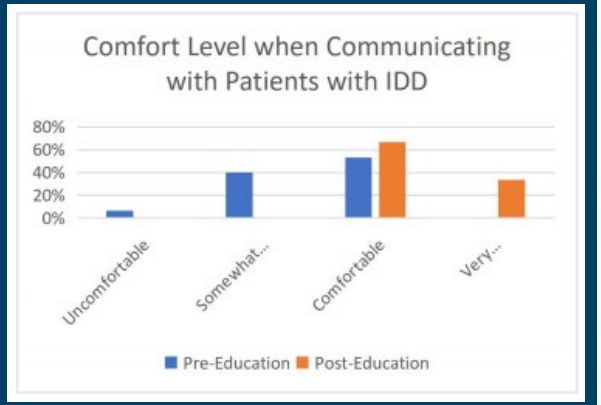
6. Generate Short-Term Wins

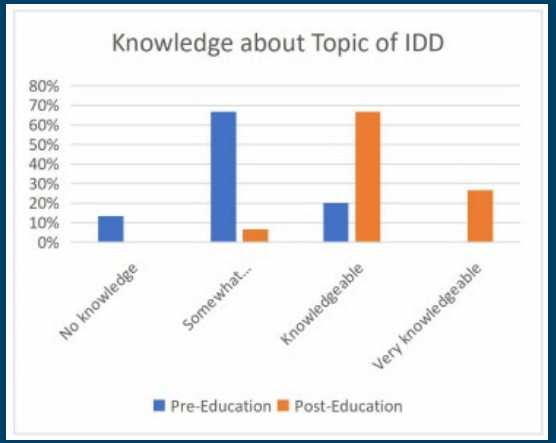
- Initial pilot participants reported increased knowledge and competence caring for individuals with IDD.

Question	Answer Options	Pre-Education (n=15)	Post-Education (n=15)
How would you rate your comfort level when communicating with patients with intellectual/developmental disabilities?	1 – Uncomfortable	n=1 (6.67%)	n=0 (0%)
	2 – Somewhat Uncomfortable	n=6 (40%)	n=0 (0%)
	3 – Comfortable	n=8 (53.33%)	n=10 (66.67%)
	4 – Very Comfortable	n=0 (0%)	n=5 (33.33%)
How comfortable are you utilizing your clinical skills on patients with intellectual/developmental disabilities?	1 – Uncomfortable	n=0 (0%)	n=0 (0%)
	2 – Somewhat Uncomfortable	n=6 (40%)	n=1 (6.67%)
	3 – Comfortable	n=8 (53.33%)	n=8 (53.33%)
	4 – Very Comfortable	n=1 (6.67%)	n=6 (40%)
How would you rate your knowledge about the topic of intellectual/developmental disabilities?	1 – No knowledge on the topic	n=2 (13.33%)	n=0 (0%)
	2 – Somewhat knowledgeable on the topic	n=10 (66.67%)	n=1 (6.67%)
	3 – Knowledgeable on the topic	n=3 (20%)	n=10 (66.67%)
	4 – Very knowledgeable on the topic	n=0 (0%)	n=4 (26.67%)

2023 Pilot: Comparison of Pre- and Post-Education Comfort and Perceived Knowledge Levels







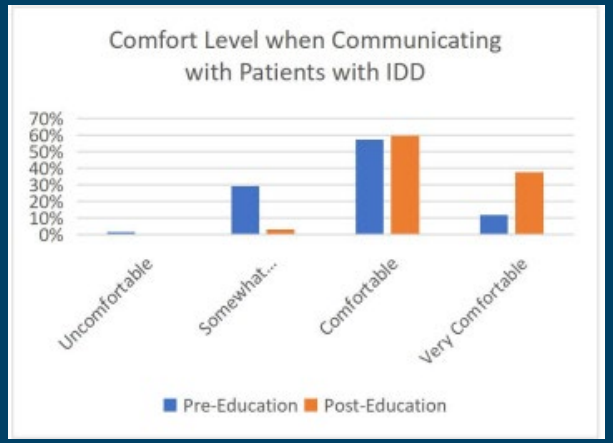
Achievements

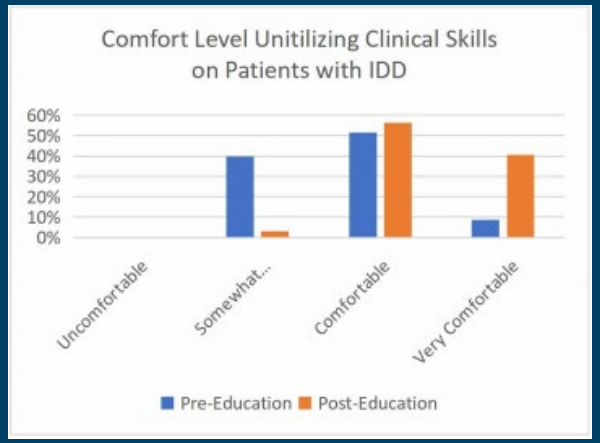
6. Generate Short-Term Wins

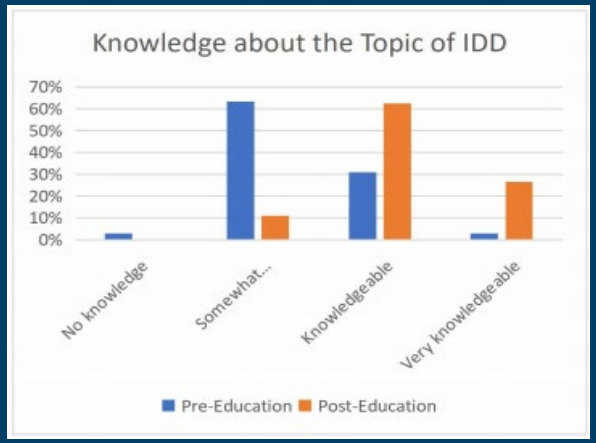
- Participants who completed the education in Q1 of 2024 also reported increased knowledge and competence.

Question	Answer Options	Pre-Education (n=68)	Post-Education (n=64)
How would you rate your comfort level when communicating with patients with intellectual/developmental disabilities?	1 – Uncomfortable	n=1 (1.47%)	n=0 (0%)
	2 – Somewhat Uncomfortable	n=20 (29.41%)	n=2 (3.13%)
	3 – Comfortable	n=39 (57.35%)	n=38 (59.38%)
	4 – Very Comfortable	n=8 (11.76%)	n=24 (37.50%)
How comfortable are you utilizing your clinical skills on patients with intellectual/developmental disabilities?	1 – Uncomfortable	n=0 (0%)	n=0 (0%)
	2 – Somewhat Uncomfortable	n=27 (39.71%)	n=2 (3.13%)
	3 – Comfortable	n=35 (51.47%)	n=36 (56.25%)
	4 – Very Comfortable	n=6 (8.82%)	n=26 (40.63%)
How would you rate your knowledge about the topic of intellectual/developmental disabilities?	1 – No knowledge on the topic	n=2 (2.94%)	n=0 (0%)
	2 – Somewhat knowledgeable on the topic	n=43 (63.24%)	n=7 (10.94%)
	3 – Knowledgeable on the topic	n=21 (30.88%)	n=40 (62.50%)
	4 – Very knowledgeable on the topic	n=2 (2.94%)	n=17 (26.56%)

Q1 2024: Comparison of Pre- and Post-Education Comfort and Perceived Knowledge Levels



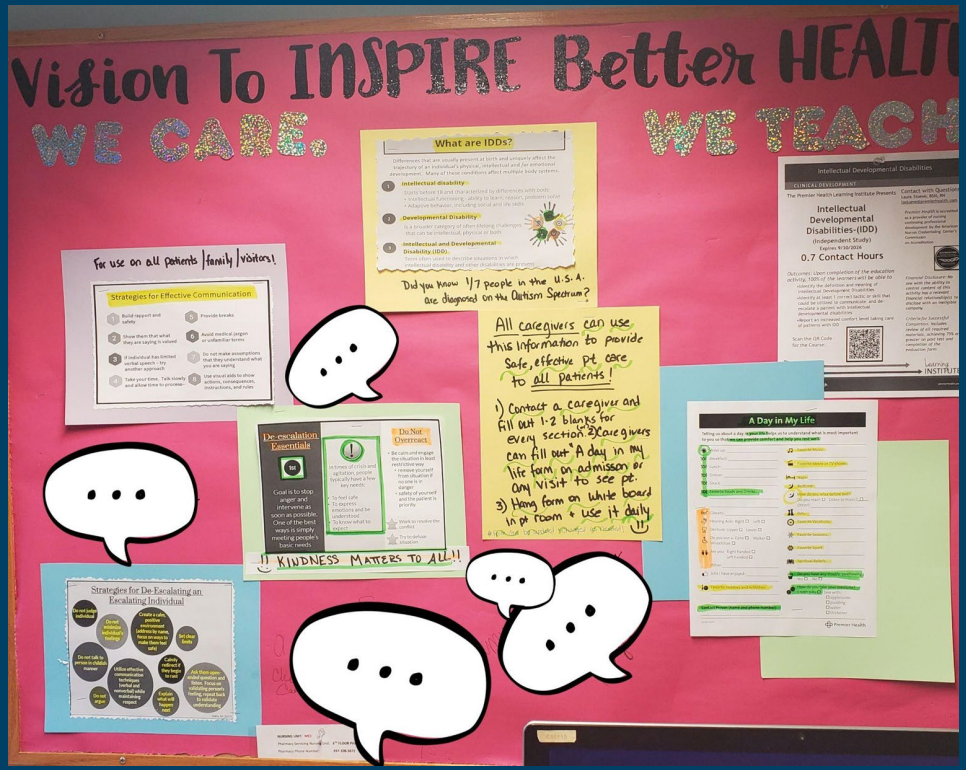




Lessons Learned

7. Sustain Acceleration

- ❑ Persistence
- ❑ Leadership is not positionally restricted
- ❑ Don’t let perfectionism thwart you
- ❑ Be the catalyst for allies



Limitations

- Small number of participants
- Lack of randomization, control, and generalizability
- Risk of selection bias
- Unvalidated survey

Recommendations

- ❑ Provide accurate and engaging education to practicing generalist nurses
- ❑ Create education that bridges professions
- ❑ Bloom where you're planted

8. Institute Change

My Motivation

Photo by Isaac Quesada on Unsplash

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