Nursing Leadership & Management in Health Systems | 2017-2018 Assessment Report

1. Please give a brief overview of the assessment data you collected this year.

In 2017-2018, MSN Program Outcome 9 (Evaluate personal growth as a professional nurse leader) was targeted for assessment. The MSN curriculum echoes leadership concepts from the American Organization of Nurse Executives (AONE) in areas such as communication, leadership & knowledge, (e.g. transformational leadership) professionalism and business skills, as well as emotional intelligence constructs such as inter- and intra-personal communication skills and personal journey/career planning. The community nurse leaders in practice who serve on the Nursing Advisory Committee commented on requisite content future nurse leaders need to learn, which were already included in the MSN current curriculum. Assessment data collected from student course work (reflections) in the N737 Leadership In Health Systems course, and student comments from the annual student meeting reflect student growth in these areas.

2017/2018 ASSESSMENT DATA for MSN Program Outcome # 9		
MSN Program Outcome 9: *Evaluate personal growth as a professional nurse leader*		
TYPE OF DATA	DETAILS	Evidence/Findings from Program Outcome # 9
STUDENT: Annual MSN student meeting data	Students participate annually in a teleconference call (offered two times, on different days to accommodate working nurses) with questions about Program Outcome #9.	Annual MSN student meeting data: April 2017 94% MSN students participated in the annual virtual teleconference meeting (N=32/34), with the two students unable to attend providing feedback by email. The following themes were identified as examples of how students felt they had grown in their professional nursing leadership through MSN courses: • Course content applies and is relevant to current students' leadership roles • Course discussions with other nurse leaders and self-reflection in courses helped • Improved professional approach and communication noticed by supervisors at work • Greater understanding in areas of leadership from BSN knowledge • More open-minded to ideas of patients, colleagues, and globally • Enhanced legislation/policy drive leadership • Improved ability to locate data and resources needed for leadership
STUDENT: N737 MSN student	Self-reflection assignments in *N737 Leadership in*	Course assignments in NURS 737 Leadership in Health Systems related to Program Outcome 9.

2017/2018 ASSESSMENT DATA for MSN Program Outcome # 9		
MSN Program Outcome 9: *Evaluate personal growth as a professional nurse leader*		
TYPE OF DATA	DETAILS	Evidence/Findings from Program Outcome # 9

assignment/ grades	*Health Systems* related to Program Outcome #9 from Spring 2018	a. <u>Spring 2018 course</u>: Students completed five reflective journal assignments about leadership and emotional intelligence (EI) growth, with mean aggregate student scores (N=14) of 99% (journal 1 – intrapersonal dimension); 100% (journals 2 – personal wellness, and 4 – interpersonal dimension, and 5 – career/life dimension); 98% (journal 3) on a grading scale with 96-100 = A).
		b. Exemplar student comments in the course related to professional leadership growth include:
		    a. I fought this battle (as a nurse leader), knowing it was a losing one because they (higher administration) needed to understand that their decision was wrong. This battle taught me a few things. First, that you should always look for support before the battle. People are more willing to help you in the beginning and less willing to jump into a losing fight. Second, leaders are vulnerable and must provide strong rationale for decisions if they wish to remain effective. Finally, that after the battle is over you need to move on quickly. Standing on the battle field after the fight is over will only harbor negative feelings. Time spent after should be used for self-reflection."
		    b. "Getting to the point of being able to communicate clearly and assertively, not just in small groups, but in front of a full class took many steps and lots of work, but it feels like an accomplishment, particularly when reflecting upon where I started."
		    c. Ability to manage and control your anger (professionalism and EI): "I have made it clear to staff, cell phone usage in the clinic is not acceptable. I have reviewed this with staff many times and it continues to surface. I do get upset with staff because they know the policy and so much time is wasted by them checking their cell phones."

COMMUNITY OF INTEREST (COI): PRACTICING NURSE LEADERS AND MANAGERS IN HEALTH SYSTEMS ANNUAL CONFERENCE CALL	At the annual COI/Nursing Advisory Meeting, held on 5/11/18, the nursing COI members' answers to expected leadership skills (outcome #9) related question. It was great to know the suggestion skills and content were already	**What knowledge and skills do you expect a master's prepared nurse manager/leader to gain from their graduate program?**
		  ◦ I believe a nurse leader should gain professional and assertive communication skills including professional writing skills. (communication: *already covered in N772 course*)
		  ◦ I also feel that one critical skill is being able to work effectively with an interdisciplinary team. (communication and professionalism: *already covered in group work in courses*)
		  ◦ They need to gain a good understanding of finances. (business skills: *already covered in the N780 course*)
		  ◦ To be a facilitator and leader in in the promotion of nurses as change agents and the unique perspective of both hands on experience and big picture planning (leader knowledge and

2017/2018 ASSESSMENT DATA for MSN Program Outcome # 9		
MSN Program Outcome 9: *Evaluate personal growth as a professional nurse leader*		
TYPE OF DATA	DETAILS	Evidence/Findings from Program Outcome # 9
	covered in the MSN curriculum, since they reflected the AONE leadership competencies of communication, leadership, knowledge, professionalism and business skills.	change/quality improvement: *already covered and practiced in N790 [capstone project] and N770, N774*)

What was learned?

- MSN course cover content aligns well with concepts current nurse leaders in practice and AONE competencies expect for nurse leaders
- MSN students reported significant growth in emotional intelligence and leadership in reflective journals, which were new assignments added this year to the course
- Nurse leaders (COI) verified the concepts critical to nursing leadership in practice, which align with the MSN Program.

2. How will you use what you've learned from the data that was collected?

- 2017/2018 MSN faculty meetings discussed above data and will continue to encourage leadership growth, especially in the last year of graduate study through the capstone projects and practicum experiences with mentors who are nurse leaders
- Maintain the reflective journals in the N737 leadership course as evidence of self-reflection on student leadership growth
- Continue to monitor Program Outcome #9 in Graduate, Employer, and one and three year Alumni survey data; CCQs; and course assignments