

MakatiMed Clinical Care Associate Program: A Strategic Innovation in Addressing the Challenges of Nursing Workforce During Crisis

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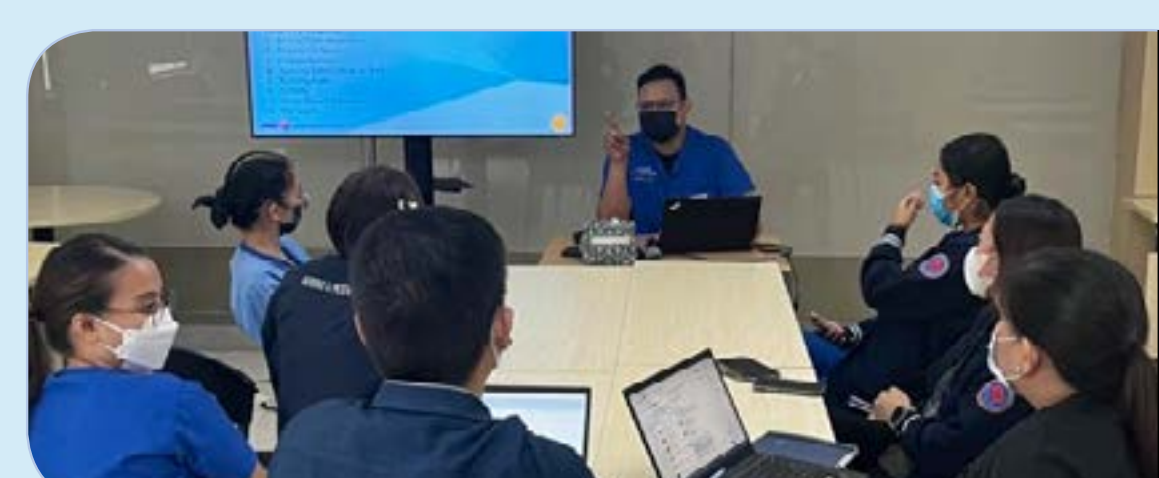
INTRODUCTION

Shortage of registered nurses (RNs) in hospitals can have a significant impact on patient care and outcomes. When there are not enough RNs on staff, patients may not receive timely or adequate care, and the remaining nurses may experience burnout from carrying a heavier workload.

AIM

The project was initiated to address the challenges of the nursing workforce, which can have a significant impact on patient care and outcomes. In addition, the initiative evaluates the effectiveness and impact of the implemented strategies in addressing the challenges in the nursing workforce to sustain clinical operations during a disruptive time.

METHOD



Establishment of
Nurse Staffing Taskforce



Creation of New Position:
Clinical Care Associate (CCA)



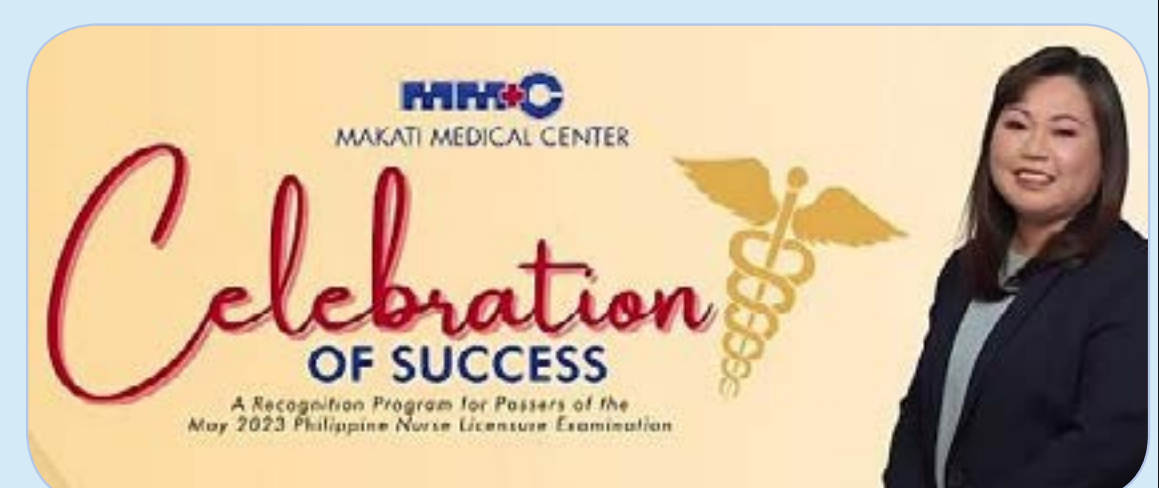
Conduction of
Talent Acquisition and Onboarding Activities



Implementing Training:
Clinical Efficiency Program for CCA



Offering Scholarship Program:
Nurse Licensure Educational Assistance Program (NLEAP)



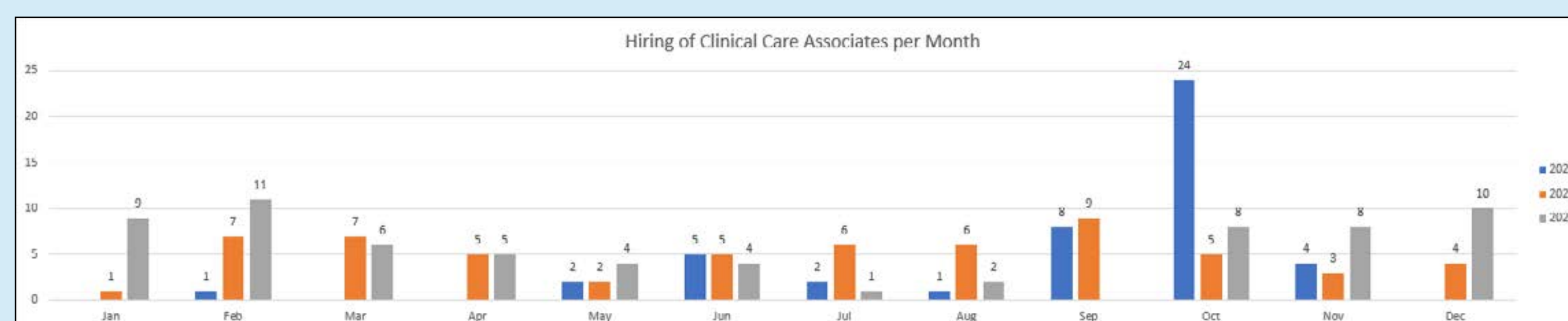
Granting **Outright Promotion** from
CCA to Registered Nurse position



Providing a **Nursing Competency Workshop (NCW)** and Continuing Professional Development

RESULTS

The combination of strategies was able to address the challenges in the nursing workforce. A total of 13% was augmented as a result of this initiative.



Furthermore, the project, comprised of staff development supportive and engagement strategies, was measured using the four (4) levels of Kirkpatrick Model of Evaluation.:

Level 1: Reaction

3.82 or "Excellent"
Clinical Efficiency
Program for CCA*

3.83 or "Excellent"
NLEAP Scholarship
Program*

4.00 or "Excellent"
NCW*

2.12 or "Effective"
in the area of practice
CCA Program**

Level 2: Learning

83% average score
Program Final Assessment & Examination

Level 3: Behavior

3.25 or "Good"
Performance in
Competency Assessment*

0.33 per 1000 patients
with a target of
1.69 per 1000 patients
Fall Nursing Sensitive-
Indicator

1.13 per 100 patients
with a target of
2.00 per 100 patients
Hospital-Acquired Pressure
Injury Nursing Sensitive-
Indicator

Level 4: Result

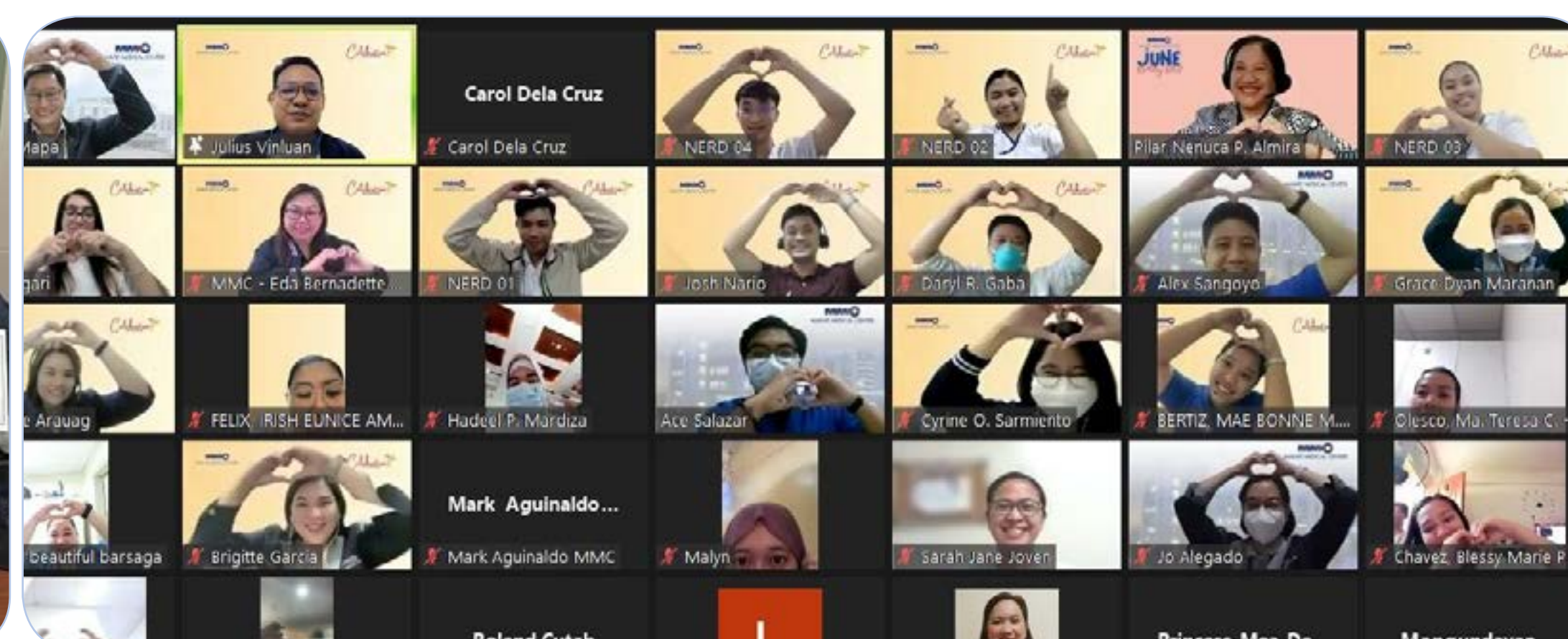
13% Cost Saving (Year 2022)
*Reduced facility cost.
Lower travel expenses.
Learn at own pace.*

Augmented 13%
Nursing Workforce

120 CCA successfully promoted
to Registered Nurse
positions

102 Commendations
obtained from patient
feedback surveys

* - 4-point likert scale ** - 3-point likert scale



CONCLUSION & PRACTICE IMPLICATIONS

The inception of the Clinical Care Associate role and the implementation of a comprehensive strategy has greatly contributed to cultivating the institution's talent pool, facilitating a smoother transition for newly graduated nurses into professional practice. By fostering collaboration and partnerships across various departments, we have catalyzed the creation of innovative talent development solutions while fulfilling the needs of the nursing workforce. Consequently, improving the impact to patient safety and quality health care.

CONTACT INFORMATION

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