Come On Down! Utilizing Gamification Learning Techniques to Improve Knowledge of Nurse Sensitive Indicators

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Background
- Evidence has shown the “gamification” method of learning appeals to the modern-day learner
- Combining technology and tactile experiences have proven to increase knowledge retention and begin building muscle memory
- The literature has also shown a positive impact in decreasing unfavorable events such as hospital acquired conditions

Purpose
- New nursing team members represent the majority of staff in inpatient units
- Due to limited preceptors and staffing challenges, there is pressure for new inpatient nurses to complete the orientation competently and quickly to provide safe patient care and improve staffing ratios
- New nursing team members identified needing additional practical experiences with preventing and/or seeing hospital acquired infections and quality improvement related to: c difficile, central line care, falls, pressure injury prevention, and catheter-associated urinary tract infections
- A team of clinical nurse specialists and nursing professional development nurses created an interactive learning experience utilizing gamershow and escape room style education called “The Ultimate NSI Showdown”

Approach
- Sessions include gamification of selected topics, electronic health record documentation, resources (policies), site specific initiatives, and pre and post briefing
- Four units were selected to pilot the program: 1 intensive care unit, 2 post-surgical, 1 medical-neurological, and 1 medical-telemetry
- The education was required for all inpatient nurses (nurse externs, graduate nurses, licensed practical nurses, and registered nurses) and nursing assistants with emphasis on new hires and preceptors
- Attendance was tracked along with baseline knowledge assessment prior to the session and post knowledge evaluation

Results
- A combination of 123 licensed practical nurses, registered nurses, graduate nurses, and nurse externs completed the training
- 69 certified nursing assistants attended the sessions
- Sessions began in March 2023 with 2 sessions occurring each month, a total of 13 sessions have been completed
- Baseline knowledge assessment for the nursing group was 47.1% and post knowledge assessment was 61.7%
- Nursing assistants’ baseline knowledge was 38.9% and post assessment was 64.3%
- Overall, nurses had a 23.6% increase in knowledge and nursing assistants had an increase of 39.5%

Discussion
- Attendees to the event were given the option to provide in-person verbal feedback and an online survey
- Comments reported were: “Fun and engaging,” “I enjoyed each session,” “Having everyone participate allowed for a greater understanding of roles”
- As feedback was received, changes and updates were and continue to be made
- Learning sessions will continue through the end of 2023 with expansion into 2024
- Two additional units will be added to the pilot program: Both units are specialty cardiac-telemetry units

Implications for Practice
- This learning experience will continue for new staff as a supplement to orientation
- Pilot unit NSI data will be analyzed in conjunction with all staff completing the training and additional areas of opportunity evaluated on an ongoing basis
- Explore opportunities to separate training by role

Acknowledgements
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References

Figure 1. Combined overall knowledge pre/post

Figure 2. Nursing Pre/Post knowledge by quality indicator item

Figure 3. Certified Nursing Assistant pre/post knowledge by quality indicator