



Investing in Frontline Nurses

Achieving quality healthcare outcomes and patient satisfaction in the context of payment reform is a top priority for healthcare leaders. Executing effective care transitions across the healthcare continuum is critical to reaching those goals and avoiding negative outcomes, including medication errors, inadequate follow-up after an acute illness, and avoidable hospital readmissions.

Nurses are in the unique position to influence effective care transitions in every type of clinical care setting during every stage of the transition. Equipping nurses with the knowledge, skills and attitudes to lead effective care transitions will improve the quality of care for patients and enhance the achievement of organizational quality outcomes, including enhanced patient satisfaction and fewer unnecessary readmissions.

A Unique Approach to Workforce Training

The Care Transitions Education Project (CTEP) is an innovative frontline workforce development strategy that builds nurses' foundational competencies, necessary for effective care transitions, and offers them the opportunity to apply what they learn during practical, interactive exercises and experiences. CTEP is designed to complement a variety of strategies or quality improvement initiatives aimed at improving care transitions and reducing avoidable readmissions.

Upon completion of the CTEP training, nurses can be expected to contribute to and lead effective care transitions improvement projects using small tests of change that can ultimately be implemented on a large scale within, and/or across their institutions.

Because CTEP educates nurses from all care settings and roles together, quality improvement projects are co-designed by cross continuum partners and are more likely to result in more effective and coordinated efforts across settings.

For more information visit www.CareTransitionsEducation.org

Overview

CTEP equips nurses to lead and improve effective patient care transitions across the health care continuum.

Nurses, nursing students and cross continuum team members who participate in CTEP gain competencies needed to successfully implement any care transitions intervention.

Based on results from a 2012-13 CTEP pilot with 28 cross continuum organizations and over 350 nurses and nursing students, implementers can expect the following results:

1. **Increased competency** of practicing nurses and nursing students to lead effective patient-centered care transitions
2. **Increased mutual respect** among practicing nurses across care settings
3. **Improved cross continuum coordination and collaboration** among care team members
4. **Demonstrated nurse-led quality improvement** in care transition practices and work processes

Developed by Massachusetts Senior Care Foundation in collaboration with the Western Massachusetts Nursing Collaborative with funding from *Partners Investing in Nursing's Future*, a collaborative of the Robert Wood Johnson and Northwest Health Foundation.

What CTEP Offers Organizations

- A workforce development strategy that can be delivered onsite by facility-based champions that empowers frontline nurses to lead and sustain more effective patient-centered care transitions initiatives
- A highly interactive, evidence-based curriculum that improves communication and coordination with cross continuum partners; setting the stage for shared goal setting, standard measurement and improved quality of care
- A workforce training approach that complements organizational efforts to reduce avoidable hospital readmissions and improve quality of care

What CTEP Offers Cross Continuum Partners

- Shared understanding of the critical elements of an effective patient-centered care transition
- Increased mutual respect for care delivered in all settings
- Cross continuum quality improvement activities focused on improving communication and collaboration

What CTEP Offers Patients

- Nurses who better understand the patient and family experience during a care transition
- Improved communication about patients' health status and needs between nurses from across care settings during times of transition
- Greater commitment to systems change, resulting in improved quality outcomes and satisfaction for the patient and family

For More Information

If you would like more information about the project or are interested in implementing CTEP training please contact:

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Building the Business Case for CTEP

The MA Senior Care Foundation plans to quantify the business impact of CTEP using the following outcome indicators:

- Reduced avoidable 30 day hospital readmissions rates
- Improved patient-centered care
- Improved patient and family satisfaction
- Increased nurse competency to lead and improve care transitions
- Increased nurse-led quality improvement initiatives to improve care transitions
- Increased nurse engagement in achieving effective care transitions

Phase 2 Evaluation

Based on lessons learned from the western pilots, the Mass Senior Care Foundation will support Phase 2

Demonstration Sites comprised of cross-continuum teams to implement the CTEP training. The Phase 2 evaluation process will collect data from the cross continuum teams to document connections between CTEP, patient-centered outcomes and nurse engagement.