



## Children's Mercy Success Story

### STANDARDIZED NURSING PROCEDURES REDUCE PEDIATRIC HOSPITAL'S ALLOCATION OF CLINICAL RESOURCES AND TIME TO MAINTAIN EVIDENCE-BASED CONTENT

Children's Mercy Kansas City has been providing comprehensive, family-centered care for patients from birth through age 21 for more than 120 years. As the only free-standing children's hospital between Denver and St. Louis, Children's Mercy must ensure it remains at the forefront of advancing pediatric health and delivering optimal health outcomes.

Children's Mercy chose Elsevier Clinical Skills to help it achieve efficiencies on the front lines of care that enable clinical staff members to devote more of their time and expertise to innovation and deepening the services the hospital provides to its patients.

Elsevier Clinical Skills provides more than 1,500 evidence-based skills and procedures, creating a powerful web-based knowledge portal for nurses, therapists, and other clinicians. Clinical Skills helps nurses and other clinical staff members align their performance with the latest professional guidelines and clinical evidence, stay informed of policy changes, and decrease time spent retrieving information.

Children's Mercy engaged with Elsevier primarily to help the hospital further develop structures and processes to enhance the orientation of new clinical staff members, explains Angie Williams, RN, BSN, CPN, Manager, Clinical Informatics and Practice at Children's Mercy.



**“We wanted to create a one-stop shop where new nurses could go for standardized, step-by-step novice-level instruction on skills and procedures that are current, evidence-based, and endorsed by the hospital.” – Angie Williams, BSN, RN, CPN, Manager of Clinical Informatics and Practice, Children's Mercy Kansas City.**

## TIME-SAVING WORKFLOW FOR CLINICAL CONTENT EXPERTS

Implementing Elsevier Clinical Skills has been a significant time-saver for clinical content experts.

Prior to adopting Clinical Skills, the hospital maintained an internally developed reference library of videos, hard copy instructions, and handouts to educate new nurses and keep tenured staff members up-to-date on the latest clinical skills and procedures. Maintaining current clinical content related to more than 40 pediatric medical and surgical subspecialties became a daunting task for the organization.

Children's Mercy has systematically adopted content from Clinical Skills utilizing a thorough review process. First, clinical content from Elsevier is systematically compared with content created internally. Second, where the hospital identifies gaps in content areas, Elsevier content is vetted by internal clinical content experts. To assure Elsevier content aligns with hospital policies, all content is carefully reviewed by the Nursing Practice Council before it is rolled out to clinical staff.

Williams says that Children's Mercy has thoughtfully replaced internally developed content in areas where Elsevier Clinical Skills overlaps internal content. "As we complete our regular policy and procedure reviews, we are carefully phasing out local content and adopting Elsevier content."

The quality and breadth of content Clinical Skills provides has enabled clinical experts to shift from creating and maintaining internal content to reviewing and adopting standardized content. The shift allows staff members to shift focus to other priorities. "It's allowed us to spend our time and energy on other needs because we know the skills and procedural content is reviewed and maintained by Elsevier," Williams notes.

The content in Clinical Skills is authored and peer-reviewed by nurses, therapists, and other clinicians currently practicing in their specialties. Skills and procedures are reviewed and updated annually, with more frequent updates when regulatory or professional practice standards change.

## MORE THAN A STAFF ORIENTATION RESOURCE

In addition to providing a trusted, evidence-based training resource for new nurses, Clinical Skills is gaining wider adoption hospital-wide at Children's Mercy. Clinical staff use Clinical Skills as a reference for looking up skills they do not perform regularly or are not familiar with. Additionally, advanced practice nurses utilize the test questions from various Clinical Skills to assess the knowledge base necessary to perform procedures that require credentialing.

"It's impossible for our clinicians to know everything, but it is so important they know where to go for the information they need, when they need it," Williams says.

Not only has Elsevier Clinical Skills been the perfect supplement to the hospital's existing reference library, it has also allowed the hospital to efficiently implement new practices. "Having content related to a number of pediatric sub-specialties has really broadened the scope of what we can offer our staff," Williams says. "Knowing the content is evidence-based and that the references are available allows nurses to dig deeper if they have a question."

## IMPROVING THE PATIENT EXPERIENCE

Having a single, go-to resource for clinical content and skills that is readily available, standardized, and evidence-based has been a big confidence builder for clinicians. "Ultimately, that improves patient care because clinicians are not relying on tradition or memory to safely perform a skill or procedure," Williams says.



**"When everyone is working from the same place and using the same checklist and the same steps, it reduces variability, improves our patient experience, and enhances the care we can provide." – Angie Williams, BSN, RN, CPN, Manager of Clinical Informatics and Practice, Children's Mercy Kansas City.**