A Case Study for Pediatric Educators

Developing Frontline Nurse Leaders

Hospital uses Pediatric Learning Solutions' Foundations for Emerging Leaders Library and Curriculum to develop nursing leaders.

Meeting Organizational Goals

In 2024, Children's Hospital of Philadelphia's Nursing Professional Development (NPD) team decided their Frontline Leaders Program needed revised to better assist learners in gaining leadership skills and filling essential positions on the floor. The team found that learners struggled to remain engaged throughout the program and teachers felt dissatisfied with the instructional approach. With an emphasis on adding more engaging, nursing-specific examples, the NPD team worked to develop a program with prework, in-class interactive activities, and outcome measurements that would meet organizational goals of developing charge nurses and clinical mentors who are advanced preceptors.

Seeking Existing Resources

After reviewing recent literature and assessing organizational and staff needs, the team felt overwhelmed by the amount of content needed and the time it would take to develop it. Jennifer Fisher, MSN, RN, NPD-BC, CPN, nursing professional development specialist, set out to find existing resources for the program.

"I immediately went to Pediatric Learning Solutions (PLS) and found exactly what we were looking for," Fisher said. "I shared the Emerging Leaders Curriculum with my colleagues. Every topic we wanted to cover was included in this curriculum. We downloaded the content we needed and started to customize it according to CHOP's nursing needs."

The team was able to use PLS' curriculum as a base for their new programming, including nine resources in addition to the online courses available in the library. They planned for two hours of pre-work followed by a four-hour in-person class.

Instead of spending their time developing content, they were able to gather existing resources and break up the instructor-led materials into multiple sections. Different NPD leads responsible for each section could then practice the trainings within the team to better prepare for learners.

"Our group took about four months to update everything and practice the material," Fisher said. "Without the PLS resources, I think it would have taken 9-12 months. This is a cost savings for our organization."

PROGRAM DETAILS

PLS Online Courseware for Prework

- Leadership Essentials: Core Characteristics and Techniques
- Coaching
- Clinical Delegation
- Giving and Receiving Feedback
- Roles and Responsibilities

PLS Instructor-Led Trainings*

- Leadership Essentials: Core Characteristics and Techniques, with Facilitator and Learner Guide
- Calming the Storm
- Delegation

PLS Activities and Resources*

- Participant Pre-Workshop Evaluation
- Participant Evaluation
- Leadership Essentials Compass Activity
- Effective Communications: Listening Activity, Drawing Game, and Coaching/Mentoring Role-Play Scenarios

Login required.

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Looking Forward

The team used Likert scale-based pre- and post-assessments to evaluate the effectiveness of the new program. They found improvements in each of the ten assessed competencies. With this success, the team plans to begin training bedside leaders to teach the content as a professional development opportunity. They also plan to evaluate success through a six-month follow-up survey after each training to examine leadership confidence. Role-specific satisfaction surveys hosted by their charge nurse and clinical mentor groups, and Press Ganey patient satisfaction scores related to communication will also be evaluated.

Pre- and Post-Assessment Results

Likert scale: Confident (5), Fairly Confident (4), Somewhat Confident (3), Slightly Confident (2), Not Confident at All (1)

	Preassessment	Post assessment
Identify common characteristics of effective leaders.	3.77	4.57
Differentiate between leadership and management.	3.44	4.67
Examine key leadership responsibilities.	3.5	4.67
Describe strategies used to lead and motivate others.	3.44	4.62
Recognize qualities of an emotionally intelligent leader.	3.69	4.69
Differentiate between feedback and debriefing.	3.52	4.67
Identify when to use debriefing in your practice.	3.58	4.67
Utilize different methods of feedback when communicating with others.	3.36	4.6
Describe specific conflict management strategies.	3.06	4.62
Develop an action plan to improve your leadership style.	3.06	4.62

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