Improving Practice One Patient, One Nurse, One Day at a Time: Design and Evaluation of a Quality Education Workshop for Oncology Nurses

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High-quality nursing care is not delivered consistently to the millions of Americans treated for invasive cancer in the United States. As part of its quality initiative, the Oncology Nursing Society (ONS) developed and tested nursing-sensitive quality measures for breast cancer care. Findings from the pilot testing suggested significant knowledge and practice gaps that could be addressed through member education.

Quality Measures

The first ONS quality measures project team, led by Susan Beck, APRN, PhD, AOCN®, FAAN, developed the groundwork for the Breast Cancer Care Measures set (ONS, 2012). The measures identify common symptoms experienced by patients newly diagnosed with breast cancer receiving adjuvant chemotherapy for which evidence exists to manage symptoms (e.g., distress, fatigue, sleep-wake disturbances, nausea and vomiting, neutropenia). This quality initiative was first introduced during the 35th Annual ONS Congress in a presentation describing the roadmap and partnerships needed to develop and track sustainable quality measures (Sein, Beck, & Otte, 2010). The ONS Putting Evidence Into Practice (PEP) resources provided the foundation for the measures. ONS partnered with The Joint Commission to develop and test the measures in 37 clinical practice settings representing different geographic regions, as well as rural, urban, and suburban settings throughout the United States. Findings from the first look at the quality of care being delivered by oncology nurses was extremely informative (see Table 1). The table shows the proportion of eligible patients across the