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Quality Matters in Online Education






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How do we provide the greatest access to NP education in the most timely, cost efficient method and guarantee there is quality?



Objectives

1. Discuss application of the Quality Matters rubric to courses offered online
2. Review modification of techniques used effectively in class to provide online quality education (synchronous and asynchronous methods)
3. Identify stumbling blocks and work around solutions in implementation of the online FNP and PMHNP programs



The Quality Matters program



Quality Matters definition

- “a faculty-centered, peer review process to certify quality of online and blended courses”
- Based on the best evidence around course design
- Not designed for course design...but it adapts well

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Quality Matters categories

- Course Technology
- Learner Support
- Accessibility
- Instructional Materials
- Course Overview and Introduction
- Learner Interaction and Engagement
- Learning Objectives (Competencies)
- Assessment and Measurement

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Quality Matters: Course Technology

	Student A	Student B	Student C	Student D	Student E
Student A	5	5	5	5	5
Student B	4	4	4	4	4
Student C	4	4	4	4	4
Student D	4	4	4	4	4
Student E	5	5	5	5	5
Score Received	22	22	22	22	22

Lecture Capture, Blogs, Adobe Connect, Peer Assessment

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Quality Matters: Course Technology

Capturing and viewing standardized patient exams with the flip of a switch

Feedback from midterm group exams

Objective Clinical Exam #2

- General comments
 - Challenge to communicate patient education clearly
 - Challenge to communicate patient education concisely
- Specifics
 - Score
 - Areas to improve
- Group visit considerations
- Individual visit considerations

Using lecture capture to provide richer feedback via incorporation of audio

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Quality Matters: Learner Support

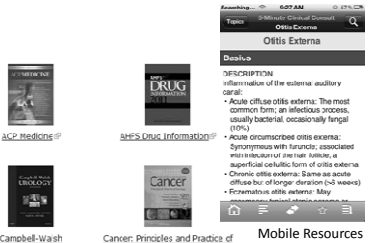


World-class library with a Nursing liaison

Strong...attentive faculty

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Quality Matters: Instructional Materials



ACP Medicine

Drug Information

Cancer: Principles and Practice of Oncology

Mobile Resources

"Core 25" Online Texts

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Effective synchronous & asynchronous methods



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Quality Matters: Course Overview and Introduction

- Especially important for online or blended courses:
 - Orientation
 - Course outline and schedule
 - Expectations
 - Policies
 - Required competencies
 - Introductions





Quality Matters: Learner Interaction & Engagement


- From the traditional classroom to the online classroom
 - Narrative cases
 - Clinical conferencing
 - Guest lectures
 - Case studies
 - Portfolio development
 - Community project



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Adapting "narrative" cases

- Students can be:
 - Patients
 - Interviewers
 - Providers
 - Collaborators
 - Students
- Students can use:
 - Text chat
 - Audio conferencing
 - Breakout rooms
 - Polling
 - Discussion boards



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Adapting "narrative" cases



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Clinical conferencing


- Blogging assignments
 - Clinical site introduction
 - Wellness
 - Personal clinical story
 - Evidence based practice
 - Journal search
 - Family theory application
 - Self-evaluation



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Guest Lectures Case Studies Portfolio


- Lecture Capture
- Expert Webinar
- Group work
- Feedback
- Online
- Individualized



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Community Project

- Social Networks as community
- Social Media as educational tool
- YouTube channel
- YouTube videos



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Evaluation Measures of Competence and Effectiveness



Quality Matters categories

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Quality Matters: Learning Objectives


- NONPF and AACN Competencies
 - *Nurse Practitioner Core Competencies*
 - *Nurse Practitioner Primary Care Competencies in Specialty Areas*
 - *Essentials of Master's Education for Advanced Nursing Practice*
 - *Criteria for Evaluation of Nurse Practitioner Programs*






Quality Matters: Assessment and Measurement


- Evaluation in the online course is the same as the classroom with the exception of clinical exams for online students.
- Evaluation Components include
 - Written Tests using two step method
 - Recorded head to toe exam for health assessment
 - Final Practicum in advanced assessment
 - Required coursework including Community Project
 - Clinical exams in the four clinical courses
 - Individual
 - Group


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Two Step Testing Method

- Two Stage exam, Pyramid exam, cooperative exam
- One exam, two attempts, individual and group
- Promotes Active Student Learning
- Positive feedback from students and faculty







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Health Assessment

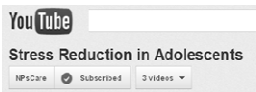
- Complete Head to Toe Exam
- Work on developing differential exam using case based approach
- Use breakout sessions which are facilitated by students at end of their clinical experience
- Practical exam using case scenario and student in class
- Two Step Exams



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Required coursework

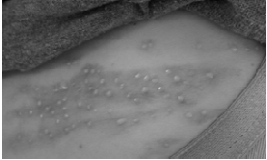
- Requirements in clinical courses include:
 - Community project (YouTube channel and videos)
 - Discussion boards
 - Blogging
 - Case studies
 - Portfolio
- Students and faculty prefer AUDIO feedback
 - Recorded evaluation about clinical progress



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Clinical Exam
One Year of Clinical


- Students come to campus twice a term and complete two standardized patient exams.
- Use hired patients
 - Individual Exam
 - Group Exam
- Video the exam, student does self evaluation prior to faculty evaluation



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Group Exams
Benefits of Group Visits

- Increased patient satisfaction
- Improved health behaviors
- Improvement in ADA standards of care
- Improved doctor-patient relationships
- Reduction in obesity
- Improved quality of life
- Improved control of mean blood glucose
- Reduction in blood pressure and cholesterol
- Decrease in emergency and urgent care visits
- Decreased referrals to specialists
- Decrease in HbA1c levels
- Better medication compliance
- Increased self-efficacy



Jaber R, Braksmajer A, Trilling J. Group visits: a qualitative review of current research. J Am Board Fam Med. 2006 May-Jun;276-90. Theobald, M.; Masley S. American academy of family medicine. A guide to group visits for chronic conditions affected by overweight and obesity. www.americansinmotion.org

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Conclusion...

QUALITY MATTERS PROGRAM
QM

Questions?



U.S. Department of Health and Human Services
HRSA
 Health Resources and Services Administration
 Bureau of Health Professions
