

# Capturing the Impact of Nurse Consultant Roles: tips, tools & techniques

## Evaluation of Learning Event held on Monday 30<sup>th</sup> April 2012

This half-day learning event was held to share the findings of a 2 year research project "Approaches to measuring the impact of nurse consultants on patient, professional and organisational outcomes" carried out by a team of researchers at Sheffield Hallam University and funded by the Burdett Trust for Nursing. The project had the following overarching aims:

- To identify a range of indicators to demonstrate the impact of nurse consultants on patient, professional and organisational outcomes.
- To develop a toolkit to help nurse consultants to demonstrate their impact on patient, professional and organisational outcomes.

The event also provided an opportunity for nurse consultants to discuss tips, tools and techniques for capturing impact and launched the practical toolkit "Capturing Impact: A practical toolkit for nurse consultants" (which can be downloaded from the project website <http://research.shu.ac.uk/hwb/ncimpact/tool.html>). This resource includes a series of reflective exercises, practical guidance and examples and potential tools that could be used by nurse consultants to capture their impact.

The event included presentations from the research team and nurse consultants who were involved in the project, plus Q&A and small group work sessions. 53 individuals attended the event - mainly nurse consultants in a wide variety of specialities, but also midwifery consultants, advanced nurse practitioner/specialist nurses and managers. Feedback was received throughout the event during small group work activities and Q&A sessions. A feedback form was also completed at the end of the event by 39 delegates.

### Feedback

Overall, the attendees indicated that the event had been useful (see Table 1), thought provoking, provided a good networking opportunity and had been well organised.

Table 1 - On a scale of 1-10, how useful have you found today?

How useful today rating (10 = very useful, 1 not very useful)*	n
10	6
9	11
8	18
7	2
6	1
5	1

\* No responses were received of ratings 1-4

Suggested improvements to the event included a delegate list with contact details (which we sent by email following the event), pre-reading, a longer/full day with more examples from nurse consultants and future events to further share experiences of using the toolkit.

*"Further meeting in 6-12 months time (to network, reflect & share experiences of toolkit). Networking & workshop discussion very useful...Nurse consultant presentation useful. Helped me to focus on my practice"*

Most attendees, when asked at the event, had not yet tried using the toolkit in practice (n=34, 87.2%). The 5 individuals who had used the toolkit, had used it in a variety of ways:

*"In an abridged version to help with review of NC roles in Trust"*

*"To negotiate an extra 'clinical' day. To use with trainee consultant practitioners to 'sell' the role to a neighbouring trust, planning to establish a CP role"*

*"I have used the initial tools to scope stakeholders/impact. Discussion with GM regarding contribution and capturing. Generating vision for the role. Prep for IPR"*

However, when all attendees were asked how useful they thought the toolkit was (see Table 2), most indicated that it was useful or very useful.

Table 2 - On a scale of 1-10, how useful do you think the toolkit is as a way to help nurse consultants capture their impact?

<b>How useful toolkit rating (10 = very useful, 1 = not very useful)?</b>	<b>n</b>
10	8
9	11
8	12
7	5
6	0
5	1
<i>Left blank</i>	2

\* No responses were received of ratings 1-4

*"Particularly liked the conceptual framework to organise what felt like 'unruly chaos'"*

*"Some of the group had had to do formal presentations e.g. to trust Board to 'justify' their roles. The toolkit would be a useful way of moving them from just talking about process to talking about impact"*

Attendees were asked about what improvements could be made to the toolkit. Many felt they needed to look at the resource in detail after the event in order to provide worthwhile suggestions.

A few suggestions from feedback forms and comments during the event included: tools for capturing patient behaviour change, tools for measuring specific strategic impact/outcomes, include capacity building as an impact, the possibility of expanding to include condition-specific tools, schematic diagram at the start to emphasise the dip in/dip out nature, more feedback on how people have used it, adaptation of the toolkit for other specialist nursing groups, midwifery, medical and/or allied health professional consultants.

*"Difficult to assess as not used it. The concept however offers potentially a rich assessment of the role impact"*

*"Conversations I have had/witnessed today indicate the toolkit has great potential"*

*"I'm hoping toolkit will be very useful in helping me to capture my impact. I shall definitely take this back & look at how I can utilise this for personal & professional development, as well as 'strategic' planning"*

*"Specific elements of toolkit will be very useful to capture impact/activity & reflection on practice"*

**Written by Fiona Kennedy, Ann McDonnell & Kate Gerrish, May 2012**