Dawn, AVP Clinical Education

"Nurses don't have much time, so I keep my tools short, sweet and simple."

ABOUT

Hospital	Large Urban System – 1,000 beds
Department	Medical/Surgical
Experience	34 years on the job
Shift	Day, 9-5
Patient Load	None
Education	Masters
Age	59

As AVP of Clinical Education, Dawn leads a team of educators that assess, plan, implement, & evaluate educational programs that promote organizational clinical initiatives & staff training needs. She is also responsible for developing/maintaining the annual training budget, which often requires her to provide advanced ROI reports for current & future educational investment. She presents these reports on a quarterly basis to the Executive Committee. Words she would use to describe herself: advocate, educator, change agent.

Greatest challenges:
- Limited budget
- Decisions often made for her, not with her
- Varied levels of competence & motivation to learn
- IT infrastructure that limits progressive e-learning implementation

Resources she needs most from HSTM:
- HealthStream Learning Center/LMS
- Competency assessment and validation tools
- Access to the most up-to-date clinical content
- Competency Center to store competencies, mandated training, and professional development for staff
- A report structure that allows her to report the status of the items mentioned above
- Heartcode BLS, ACLS, PALS
- Annual regulatory training

What excites her:
- Streamlined training & reporting capacity
- Staff that manage their own requirements & seek professional development opportunities
- Process improvement
- Seeing the "light bulb" go off…
- A C-suite that includes Education in the strategic plan

What workflows she engages in *most*:
- Training schedules & student records/reporting
- Resource manuals—skill references, regulatory
- Evidence-based research for facility initiatives
- Organizational Policy & Procedure manuals
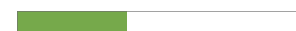
Confidence in her job

Tech and Search skills

Stress

Mobile usage

TECHNOLOGY
- Her own computer at her desk; or portable device (iPad, cell phone)
- Work phone dedicated to her use

RESOURCES SHE CAN ACCESS
- EMR – Cerner
- Care Planning – ZynxCare
- HealthStream
- CINAHL
- Clinical Education budget
- Personal subscriptions to:
  - Nursing Management
  - Journal of Critical Care
- Staff training records

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