

## **IMPROVING STAFF SATISFACTION THROUGH PEER LED PROFESSIONAL DEVELOPMENT**

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Staffs of the Digestive Health Center (DHC) Allen Hospital encompass two diverse campuses. It is a requirement of DHC staff to become specialty certified to maintain ongoing employment. Meeting the continuing education unit (CEU)/contact hour (CH) needs of staff was challenging from a staff scheduling, availability of specialty-specific programs and staff satisfaction point of view. It was proposed that support staffs should be included to enhance patient-centered care and practice at all levels.

A goal was established to provide on-site, specialty-specific, evidence-based, reliable and current gastroenterology and patient-care related education. It would not require time off from work, travel, or additional cost to the staff. The CEUs were to be structured to meet the recertification requirements of certified staff.

A schedule was developed to provide eight, GI-specific, contact hours to be delivered over a 12-month period during scheduled work time. Individuals were asked to present. Assistance was offered, as needed, for writing objectives and preparing handouts/PowerPoints. Certificates were awarded documenting the activities that could be included in professional career ladder portfolios. Pre- and post session surveys were completed.

Surveys results have alluded to 1) a desire to continue this method of delivering continuing education content and 2) satisfaction that a portion of recertification CHs are being provided in an inexpensive and accessible format. Sessions continue on a regular basis with all staffs, including providers.

Peer-to-peer continuing education can be provided on a unit level that meets and advances both individual and institutional goals for best practices and patient outcomes.