



Online Leadership Course for LPNs

SURVEY RESULTS

College of Licensed Practical Nurses of Nova Scotia: September 2015

Executive Summary

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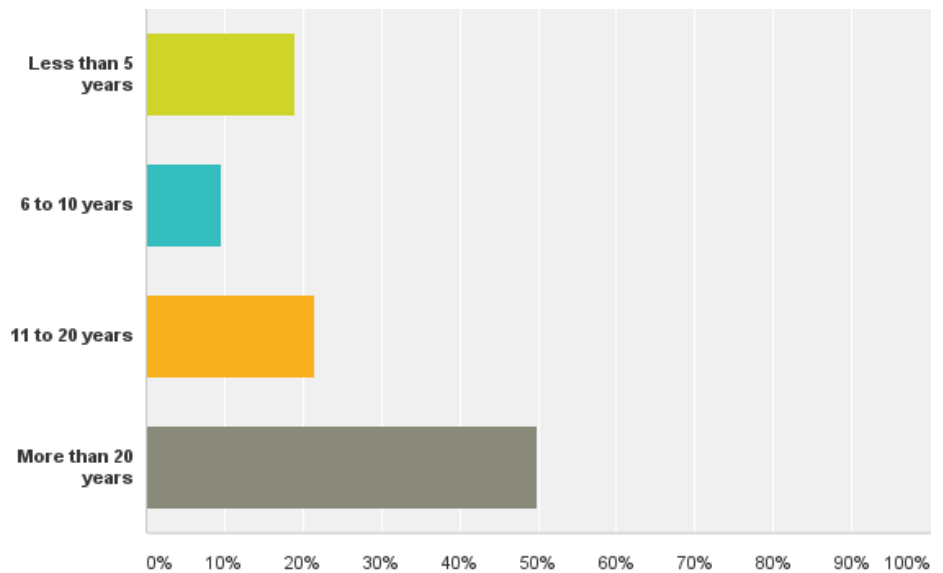
Go ahead and get started.

Participants

There were 42 participants but only 41 provided complete responses (as there were no mandatory questions).

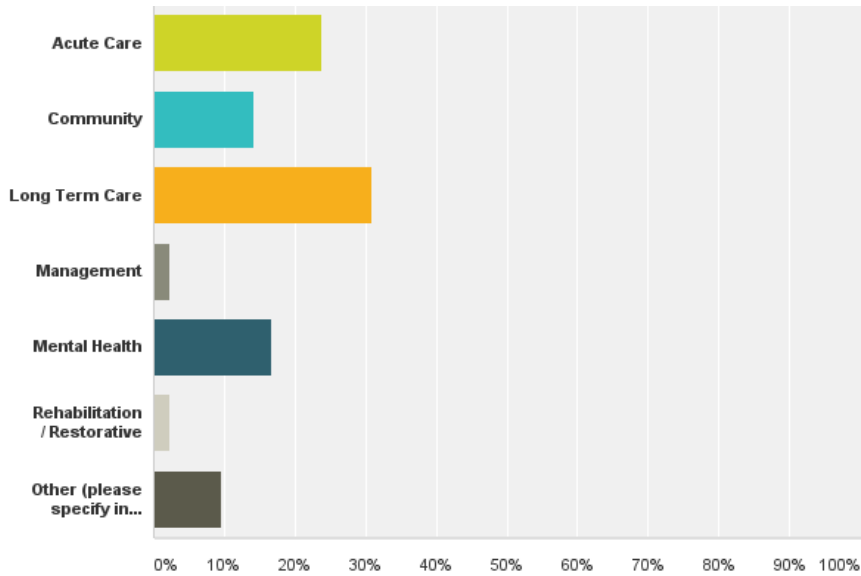
LPN Experience

The majority of participants had more than 20 years of experience as an LPN (50%), followed by those with 11 to 20 years of experience (21.43%), less than 5 years of experience (19.05%) and 6 to 10 years of experience (9.52%).



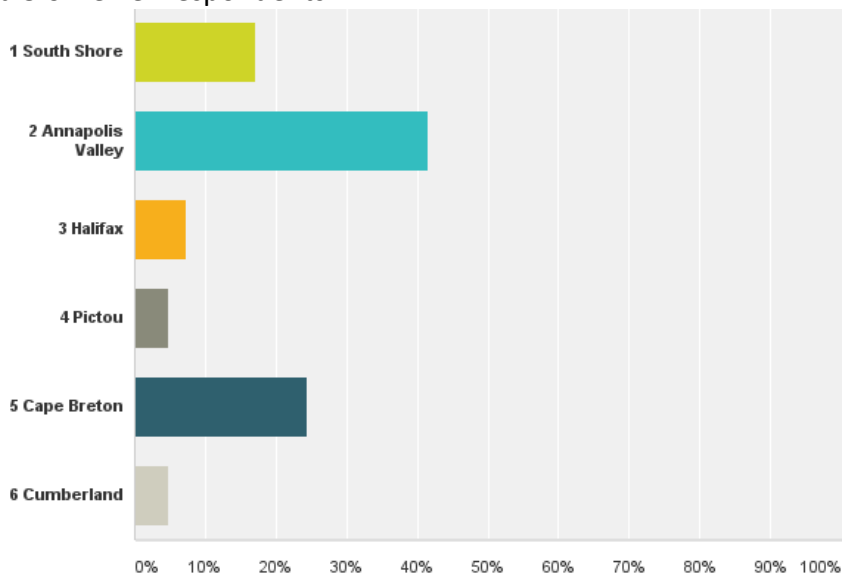
Place of Practice

Those working in long term care represented the largest group of participants (30.95%) followed by acute care (23.81%), mental health (19.05%), community (14.29%), with one participant from management, rehabilitation/restorative, maternal child, inpatients, and one unknown (the participant entered their district, not their field).



Employment District

District 2 (Annapolis Valley) was the most strongly represented nearly half (41.46%) of survey participants from this district. Districts 5 (Cape Breton) and 1 (South Shore) were 2nd and 3rd with 24.39% and 17.07% respectively. Districts 3 (Halifax), 4 (Pictou), and 6 (Cumberland) all had 3 or fewer respondents.



Q4: Rate the following course sections

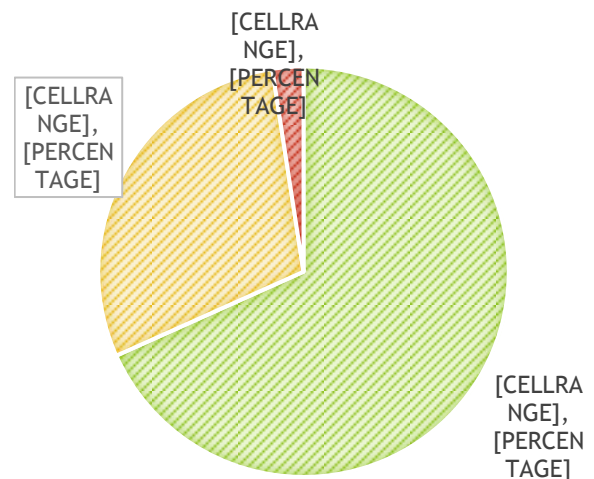
Survey participants were asked to rank the six sections of the course on a scale ranging from Not Helpful to Very Helpful.

	Helpful or Very Helpful	Somewhat Helpful or Not Helpful
Introduction	90.24%	9.76%
Professional Practice	92.69%	7.31%
Collaboration and Facilitation of Care	92.69%	7.31%
Communication	97.56%	2.44%
Reflection	80.49%	19.51%
CAREE Framework	82.93%	17.07%

Despite the CAREE framework being one of the lowest ranked, it did receive several favourable mentions in response to Question 8 (*What did you like best about this course?*).

Q5: Did this course improve your knowledge and understanding of leadership for LPNs?

LPNs who completed the survey overwhelmingly agreed that the course improved their knowledge and understanding of leadership with **68%** responding Yes, **29%** responding Somewhat, and only **3%** saying No.

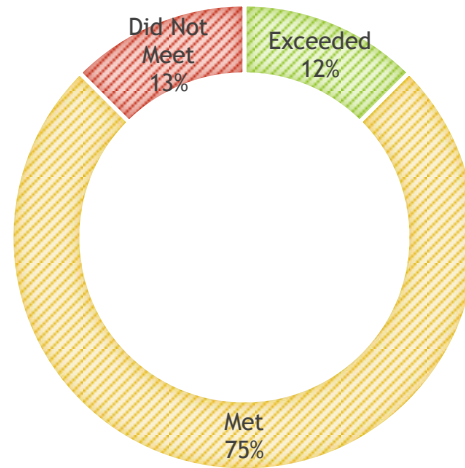


Comments in response to this question included:

- Both my management position and my acute care LPN experience require a great deal of leadership.
- I feel I am better able to speak up and collaborate with others as part of a team.
- I had a difficult time with the CAREE framework and always make a point of having a conversation when trouble arises.
- It was a very good course and I've discussed it with other LPN's as worthwhile taking.
- The course helped to improve my confidence regarding communication skills with patients and families as well as collaborating with other healthcare professionals.
- Very good course.
- Yes it gives a clear framework for leadership as an LPN.

Q6: Expectations of the course.

Exactly ¾ (75%) of respondents agreed that this course *met* their expectations with a further 12.5% saying it exceeded their expectations and an equal number saying it did not meet their expectations.

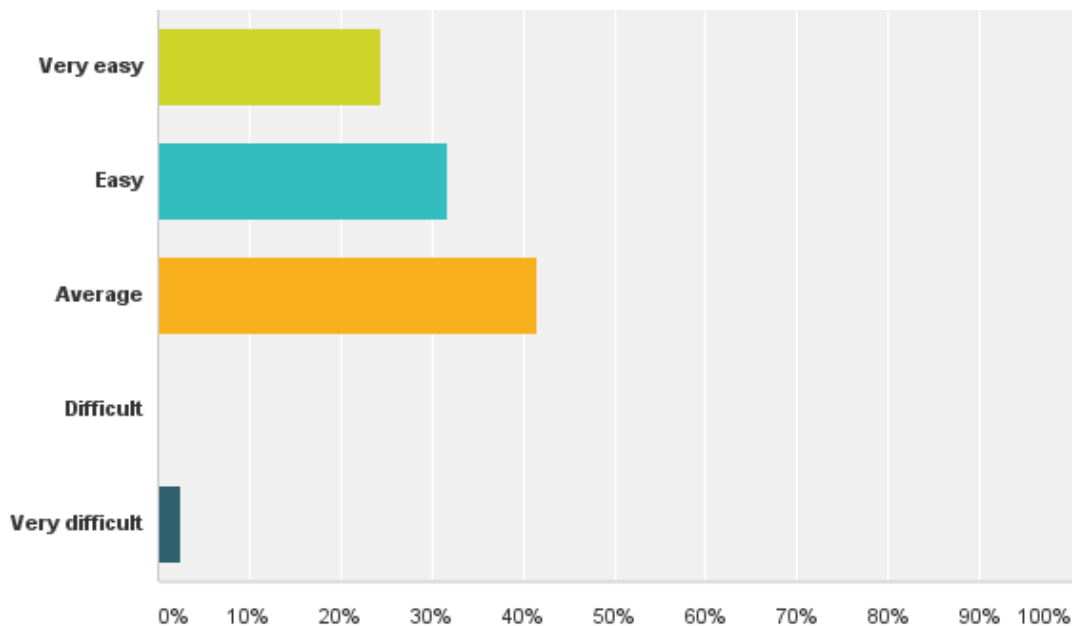


Comments in response to this question included:

- Although it was not what I was expecting in a leadership course.
- Clarified some areas of our continued education and added some new information.
- I especially learnt a lot from the CAREE framework.
- I liked the case scenarios. Also gives you a refresher on your guidelines and where to find information for LPNS.
- I suspected it would be a very beneficial course and my expectations were met.

Q7: How easy did you find the course content to understand?

Only 1 participant found the course less than average (as Very Difficult) while the majority found it be Easy (13) or Very Easy (10). The remainder (17) found it to be of Average difficulty.



Comments in response to this question included:

- I liked it broken down into units.
- There was some information I had to read a couple of times to fully grasp.
- You had to reflect on your knowledge and work experience plus changing scope of practice.

Q8: What did you like best about the course?

The topics discussed in this open-ended question can be distilled into 5 themes (in order of mention):

1. Online course – the flexibility it provided learners in terms of completing the course and reviewing course material.
2. Activities and scenarios – a number of participants cited their enjoyment of “activities” or “scenarios” with specific reference to sections such as conflict resolution, communication, and reflection.
3. Practice and professional development – several commented on the impact the course could have on their ongoing professional development and how leadership fits into their role as an LPN.
4. CAREE framework – separate from the other sections, CAREE received several specific mentions.
5. General positive feedback – this includes comments such as “Good information” and “everything.”

See Appendix A for full listing of comments.

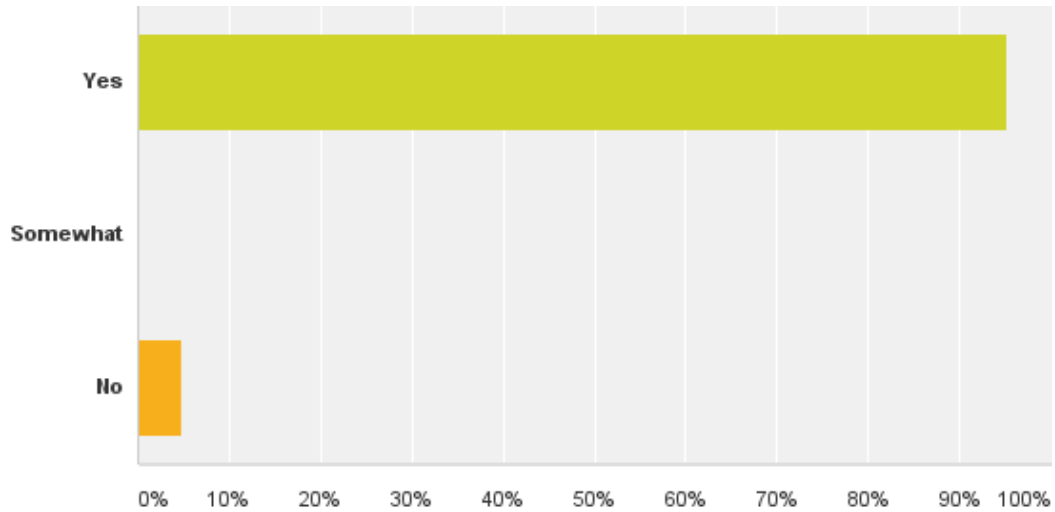
Q9: What could be improved?

The major themes from

See Appendix B for full listing of comments.

Q10: Would you recommend this course to others?

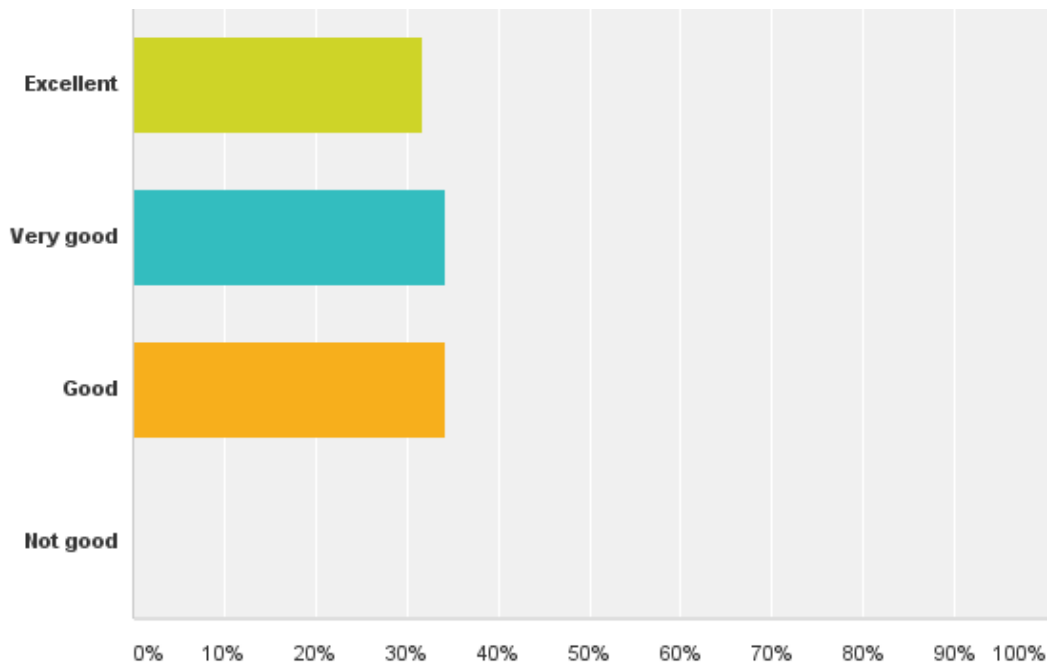
Out of 41 survey participants, 39 *would* recommend the online leadership course for LPNs to others. Only 2 would *not*.



Q11: Overall, how would you rate this course?

All respondents rated the course as Good or better. No respondents rated it as Not Good. The breakdown of rating is as follows:

- Excellent – 13
- Very Good – 14
- Good – 14



Q12: Other comments or concerns

Only 4 participants had additional comments at the end of the survey. Their feedback is generally positive with two specific asks for other courses to be offered in a similar way.

- Course seems to more about communication, though I know leadership does include a lot of communication, I was expecting more out of the course.
- Have already recommended this course to my colleagues, who plan to do the course this fall.
- Please offer more courses this way.
- Thanks for opportunity to have an online course would like more.

Appendix A: Feedback for Question 8

- Ability to go back and review things already viewed
- Activities
- CAREE framework
- CAREE framework for communication
- Completing it around my schedule
- conflict resolution and reflection
- Could be done on line at your own time
- Everything
- Good information
- I learned from this course how to communicate to the best of my ability and to have that difficult conversation with less stress.
- I like that I could do this online and on my time
- I liked being able to do the course on my own time and the ability to continue from where I had stopped. It was helpful to be able to go back and forth with the material. The program was user friendly.
- I liked how it was summed up with the CAREE framework.
- I liked the collaboration and facilitation of care. As an LPN, I feel it is somewhat difficult in acute care to define an LPN's role, and it makes you think about and take time to have a deliberate conversation about the LPN scope and the care of the patient....sometimes the lines can be blurred where predictable outcomes are concerned.
- I was able to complete on my own time line.
- Interactive
- It could be done at my own pace.
- It helped me to understand my areas of weakness and strength, it gave insight as to what I needed to work on, to be on top as a leader.
- It made me take the time and really think about things and understand my role as a LPN in a better light.

- It was easy to understand but made you really think about the importance of continued education with the changes in the LPN's role in the health care.p
- It was not so difficult I could fit it in to my schedule.
- learning that teamwork or collaboration is the key to becoming a successful member in the nursing process
- Nothing in particular. I liked the scenarios. It helped me understand the information better.
- On-line, able to complete when convenient.
- That it was online and I could do it in my own time
- That it was online and I was able to go at my own pace.
- That some kind of course was offered on leadership.
- The ability to do it online on my own time. Also being able to review the material as often as I wanted.
- The learning aspect. I was able to determine my strengths and weakness in certain areas of my practice, self-assessment. I can now focus on my self-assessment and do my best to improve my practice, be more of a leader.
- The time frame gave me lots of time without feeling pressured or having to cram. It allowed for working time and for any unforeseen circumstances that could have propped up. I look after my husband at home without assistance, who has MS, and work full time besides. I felt the timeframe was excellent.
- To see the difference between the RN and LPN knowledge and how to work collaboratively together to provide the up most care.
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Appendix B: Feedback for Question 9

- A little less use of the words "professional practice".
- Can't think of anything at this time.
- Correct spelling errors, course freezes often
- Having to download portions of the course
- I feel that this course is very good as is.
- I found some areas repeated. Maybe have an online form to talk with others taking the course, whether it be a live chat or a blog type setting.
- I think on the whole it was an excellent course and I don't feel there were any areas that need improvement. All in all a great course :)
- I would have preferred to have more exchange with an instructor on how well I understood the material. Although, I thought I understood the material well, when I wrote the test there was one section that I did poor on. This section was the reason I had taken the course. I wanted to find helpful ways to deal with uncomfortable situations when confrontations are necessary.
- It was very "dry"
- Less reflection. I actually have difficulty pin pointing "what did I learn and when did I learn it". Having already completed university before the LPN course, and always reading and learning, I absorb things without knowing how or when.
- Not so many case scenarios.
- Not so much repetition in each category from other categories
- Nothing really. I just found at the end I wasn't sure about the process about getting my certificate for the course. That was unclear. As for the course itself and the material it was great.
- Possibly the way to encourage LPN's to take this kind of upgrading. I personally appreciated that the expense of the course was paid for me even though the cost was not huge
- Prior to taking the course, I had never heard of the CAREE framework, and I had difficulty putting it to work for me during the course
- some answers were marked wrong but were right
- The essay question could be given a point value or feedback given.
- The course was laid out to the best of anybody's ability.
- The LPN is moving more and more into the roles that the RN has been doing. It would be good to put more content into first hand leadership while training and not expect us to just know what to do when confronted with this role on the job for the first time.
- the voice was very mono-toned sometimes was very hard to keep focused
- Ways to discuss hard situations and techniques for helping to stay calm in stressful situations
- Well put together, not sure if improvements are needed as it was my first time for online learning.

- When you write the final exam, it would have been nice to navigate to where you went wrong, to understand the correct answer, and know for the future by jotting down notes. It only gave me my percentage score.
- Would rather read then listen to someone talk