Introduction & Background

Performance review is essential for mental health nurses to promote personal and professional development in their role, and for continuous quality improvement in the organisation. Medication management for mental health nurses is considered to be a crucial part of the role as it is estimated that over 90% of patients being treated for a mental illness are taking at least two medications. Therefore, developing a performance review based on competency is a way of ensuring that the needs of the patient, organisation, and the development of the nurse are met.

Aims & Objectives

Competencies are developed using quality standards, legislation, the needs of the organisation and importantly, the needs of the patients. Competency is a combination of skills, knowledge, and attitudes (See Figure 1)

Figure 1: Linking knowledge, skills and attitudes

The aim of the project is to develop and implement a medication management competency and incorporate this into performance review for Nursing staff. 360° Assessment will be carried out by line managers, the pharmacist and patients. The objective of the project is to achieve this by emphasising the importance of medication management, offering support and training to enhance knowledge and skills, and complete the project within a 6 month period.

Change Process

The HSE change model was used to implement the change; it is a model that sets out a comprehensive approach to planning and implementing change and places emphasis on the groups that have a role in the change process. (See figure 2.)

Initiation: A specific medication management competency was developed and a questionnaire was administered to staff nurses to ascertain their understanding of competencies in medication management. Data was collected on knowledge, skills and attitudes of nurses relating to medication management. The project change objectives were communicated to Nursing staff through meetings and minutes of meetings.

Planning: any further questions were answered and a training course was developed with MDT input and one of the patients in the healthcare facility, performance reviews were scheduled with staff.

Resistance: Resistance to the change was noted at this stage, particularly in reference to a patient being involved in the assessment. This was overcome by discussion on the relevance of patient involvement in the delivery of services.

Implementation: performance reviews took place by line managers, the pharmacist and patients to give 360° feedback on performance.

Evaluation

Mainstreaming: by maintaining the importance of medication management for Nurses, and making reference to evidence and best practice, medication management competence became incorporated into everyday practice. The training was competed within the timelines set out in the objectives of the change project.

Figure 3: Pre and post training

<table>
<thead>
<tr>
<th></th>
<th>Perceived level of competency Pre training</th>
<th>Perceived level of competency post training</th>
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<tbody>
<tr>
<td>4</td>
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<tr>
<td>2</td>
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<tr>
<td>0</td>
<td>Average rating</td>
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Organisational Impact

The impact of this project has affected both the organisation, nurses and patients. There have been less medication errors, more consultation of resources for learning, a greater knowledge of medications and how this intervention affects patients. The organisation has benefited as they are more aligned with standards and targets.

Conclusion

Competency levels of mental health nurses improved following a training package based on areas identified for improvement in the performance review. However developing competencies it is a complicated process and requires much planning and mainstreaming to allay nurses concerns.

References