

NURSE EDUCATION DEPARTMENT

A.D.N. AND PNP SYSTEMATIC PLAN FOR PROGRAM EVALUATION AND ASSESSMENT OF OUTCOMES

STANDARD VI: INTEGRITY Integrity is evident in the practices and relationships of the nursing education unit. Criterion 20: Complaints about the program are addressed and records are maintained and available for review				OPERATIONAL DEFINITION: <i>Complaints</i> are defined as written statements of dissatisfaction made by a currently enrolled nursing student regarding policies and/or practices utilized in the Nurse Education Department. Expected level of achievement (ELA): 1. Complaints about the program and their resolution are addressed and documented 100% of the time.		
PROCESS				IMPLEMENTATION		
Component	Where is Documentation Found	Person Responsible	Time/Frequency of Assessment	Assessment Method	Results of Data & Analysis <i>(Including ELA)</i>	Actions <i>For program Development, Maintenance or Revision</i>
Program Complaints Process of Complaint Resolution	Nurse Administrator's Files	Nurse Administrator	Annually: Due: December 2003 at the joint faculty meeting	Method: The Nurse Administrator addresses all complaints about the program, documents the number, type and resolution, aggregates and trends the data and presents a summary to the faculty. Rationale: Trending and aggregating the documented data provides clarity of the complaints, identifies program complaint patterns and provides evaluation of the resolution process.	At the joint A.D.N./PN Faculty meeting complaints for the Nurse Education Programs were presented by Director Allison Shields. All official complaints were reviewed in the department's favor. See Nurse Education minutes for specifics.	Noted