

**NURSE EDUCATION DEPARTMENT**

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

<b>STANDARD VI: INTEGRITY</b> <b>Integrity is evident in the practices and relationships of the nursing education unit.</b>  <b>Criterion 20:</b> Complaints about the program are addressed and records are maintained and available for review				<b>OPERATIONAL DEFINITION:</b> <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. <b>Expected level of achievement (ELA):</b> 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:  <b>Due:</b> December 2003 at the joint faculty meeting	<b>Method:</b> 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.  <b>Rationale:</b> 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