

Career Advancement Coaching Sessions to Increase Inpatient Oncology Nurse Knowledge,
Satisfaction, and Engagement in Professional Development Opportunities and Access:

Abstract

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On my honor I pledge that I have neither given nor received any unauthorized assistance on this paper. April 26, 2020, April Camiling-Burke

Abstract

Objective: This quality improvement (QI) project sought to determine whether unit leadership-led career advancement coaching sessions increase nurse knowledge, satisfaction, and engagement in professional development opportunities and professional development access on an inpatient oncology unit at a large medical center in the Northeastern United States.

Methods: This QI project utilized a pre-post intervention design to determine the effect of career advancement coaching sessions on: 1) knowledge of professional development opportunities; 2) knowledge of professional development access; 3) satisfaction with professional development opportunities; 4) satisfaction with professional development access; 5) engagement in professional development opportunities; and 6) engagement in professional development access. The intervention was attending three nurse specialist-led career advancement coaching sessions over a 14-week period.

Results: A total of 14 nurses who met inclusion criteria participated in the QI project. Statistically significant improvement was demonstrated in median summary scores for knowledge of professional development opportunities (4.5 (IQR: 4) vs 7 (IQR: 1), $p=0.002$), knowledge of professional development access (2 (IQR: 1) vs 3 (IQR: 0), $p = 0.001$), and engagement in professional development opportunities (4 (IQR: 3) vs 5 (IQR: 2)). Post-coaching satisfaction increased as 92.9 to 100% (13-14) of the participants strongly agreed that professional development opportunities and access were present in their current job. There were no significant improvements in professional development access scores ($p=0.125$). However, raw scores demonstrated increased post-coaching engagement for tuition reimbursement (7 (50%) to 10 (71.4%)), conference attendance (3 (21.4%) to 8 (57.1%)), and paid time for council meetings and educational activities (8 (57.1%) to 10 (71.4%)).

Conclusions: A leadership-led career advancement coaching program can improve inpatient oncology nurses' knowledge, satisfaction, and engagement in professional development opportunities and professional development access. Individual score increases post-intervention signify improvement in that nurse's knowledge, satisfaction, or engagement, which contributes to that particular nurse's work environment and enhances the organization's ability to achieve the Quadruple Aim.

Keywords: nurse satisfaction, nurse knowledge, nurse engagement, professional development opportunities, professional development access, career coaching, career advancement coaching, coaching program