

Things that Should Never Happen During an Accreditation Visit, But Do

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Commission on

Collegiate Nursing Education

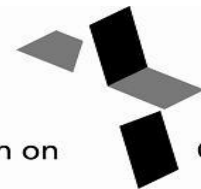
Oops!



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WE HAVE ALL HAD
MOMENTS LIKE
THIS!

RULES OF THE ROAD



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Grounding Yourself in the CCNE Values

- Foster Trust
- Focus on stimulating and supporting continuous quality improvement
- Inclusive of diverse institutional and individual issues and opinions of the community of interest
- Review and oversight by peers in the community of interest
- Maintain integrity through a consistent, fair and honest accreditation process



- Value and foster innovation in educational and accreditation processes
- Facilitate and engage in self-assessment
- Foster an educational climate that supports life-long learning
- Maintain a high level of accountability
- Maintain cost-effective and cost-accountable processes
- Encourage development of effective professionals and socially responsible citizens
- Ensure autonomy and procedural fairness in deliberations and decision-making processes



Most CCNE on-site evaluations
are uneventful but...

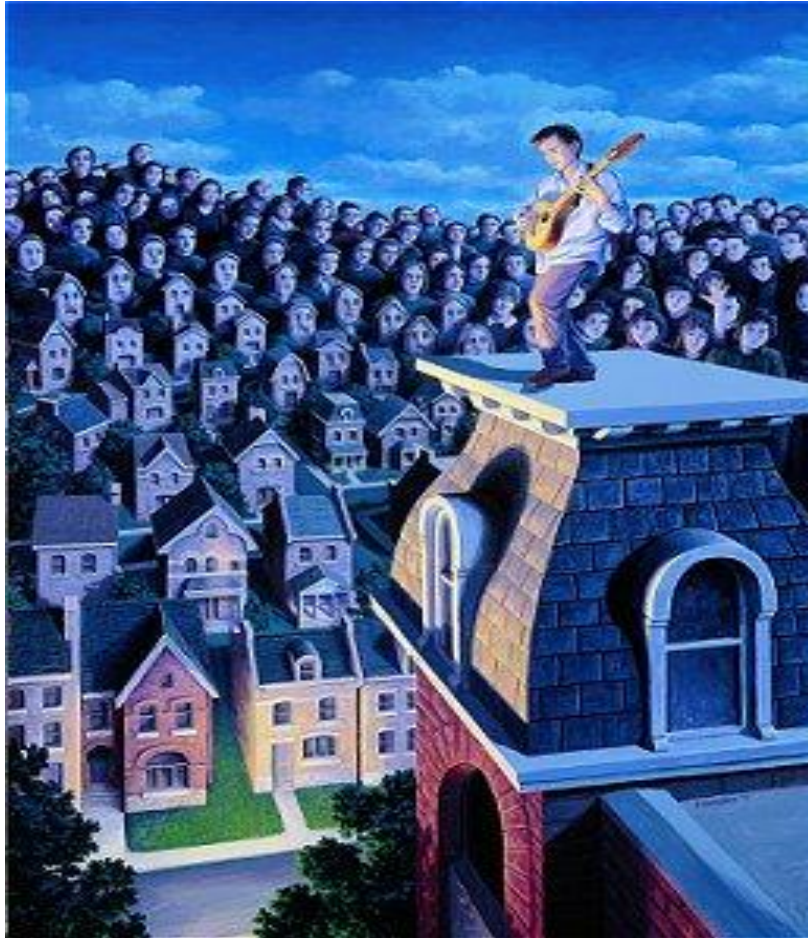
Expect the Unexpected

Categorizing the Unexpected

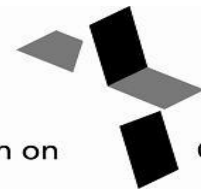
- Team management
- Atmosphere/Environment
- Emergencies
- Human nature and...



Things are not always what they seem...



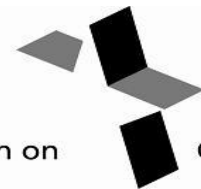
Faces or Houses?
What's Your
Perception?



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CCNE Asked Team Leaders...



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Team Management

- Team member who keeps running to the Dean to ask questions without consulting me.
- Stubborn personality of a team member who refuses to work toward consensus.
- Chatty team member who wants to talk and loves restaurants and shopping more than work.
- Very judgmental members who want to gossip about what is going on at the school.
- One team member picking on other team members because she does not think they are working hard enough.
- Argumentative (negatively framed) questions to faculty or other constituents.



Atmosphere and Environment

- The program director came to the faculty meeting.
- Finding out there were not enough rooms at the hotel for each of the team members to have their own room as well as no food service.
- Not having access to materials necessary in the resource room. The team kept looking for and asking for things that were referenced in the CCNE guidelines for the resource room but were unavailable. Some of what they had set up was very nicely “branded” and I encouraged them not to feel additional materials needed to be “branded” just available.

911

- One of the evaluators did not arrive for the visit because of a family emergency.
- A team member knocked on my door in the middle of the night and said she was leaving immediately, because they were canceling flights in the morning and she had to get home.
- I was serving as a team member when the team leader got a message that there was an unexpected death in the family.
- A bomb scare one month after 9/11, which closed the university down for the week so that the FBI and state police could check every building.
- We had a snow storm that closed down the school on our first day there. We had the opportunity to look around the first day but conducted the entire rest of our visit by conference calls from the hotel.



What's Going on Here?

- Discovering within the first hour on site that the acting Dean had been in place for a prolonged period and no search was in progress.
- The first day of the on-site evaluation did not go well and the chief Nurse Administrator was fired on the second day of our visit.
- The President shared with the team on the second day of the on-site evaluation that they would like to terminate the review because of lack of preparation.



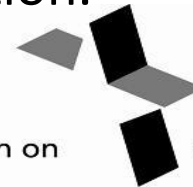
There's More!

- During the opening meeting with the Chief Nurse Administrator the team leader informed the administrator of several key elements missing from the self-study document. The administrator started crying.
- I was called by the dean on the morning of the last day and told that many of the things we had learned from faculty or other academic administrators weren't true! She gave me a few concrete examples (related to things like budget control and decision-making responsibility conflicts between her and the higher-ups).
- I once arrived on site and was handed a completely revised self-study document.



Human Nature

- I had a team member who brought her boyfriend, planning to spend evenings with him. I explained to her that this was a commitment to CCNE and we needed to be available for meetings and work in the evenings.
- I once had a team member who sat in the corner singing aloud and pretending that she was working hard on her standard when in reality she was simply copying and pasting her “findings” from the self-study report.
- I had one team member who after the exit interview started passing out her business cards and telling the school that she would be willing to “consult” with them on their programs.
- One school served wine at an evening reception. The team leader said we should not drink wine at the function.



Problem Solving on the Spot

- Remain Calm
- Think before you speak
- If you can't be positive at least be neutral
- Avoid reacting judgmentally and becoming defensive



Questions & Answers

**THANK YOU FOR YOUR SERVICE
AS A CCNE VOLUNTEER
EVALUATOR AND FOR SHARING
YOUR VALUABLE EXPERIENCES!**