



**Wound**Reference

# Case Study

Ongoing Competencies for  
Acute and Post-acute Settings

Wound care competencies for  
non-wound care specialists



# Ongoing Competencies for Acute and Post-acute Settings

Wound care competencies for non-wound care specialists

## Introduction

A hospital system aimed to equip all clinicians in acute and post-acute settings with the **skills needed to identify, manage and prevent hospital-acquired pressure injuries (HAPI)**, to meet the institution's **Quality Goal of Zero HAPI**.

Previously, new hires received only a brief wound care orientation during onboarding, insufficient for the depth of knowledge required. Since no pre-existing competency mappings were in place, **assessments and competencies would have to be developed from scratch**.

Clinical educators faced the burden of monitoring completion, organizing documentation, and generating performance reports, **consuming valuable time that could be better spent on other critical activities**.



Hospital-acquired pressure injuries Stage 3 and 4 have been classified as a '**never event**' by CMS since 2008, resulting in penalties for non-compliance by medical facilities.

Consequently, **achieving Zero HAPI** incidents is crucial for a medical center not only to uphold its high standard of care, but also to avoid financial penalties.





# Challenge

- 1** The institution aimed to **quickly launch a competency program** but faced obstacles due to unassessed clinician competencies and limited clinician time.
- 2** **Training a large number of clinicians** while tracking completion and generating performance reports can pose significant logistical and financial challenges.
- 3** Additionally, they wanted to ensure all new hires received **consistent training and developed uniform skills** to maintain their standard of care.

# Solution



An initial assessment revealed opportunities for knowledge improvement in pressure ulcer/injury (PU/PI) assessment and staging. A customized module was developed, using **WoundReference Competency Tool's pre-built templates and evidence-based knowledge base**. It was integrated with the institution's learning management system for a seamless workflow and user experience.



The Competency Module was used to **empower over hundreds of staff nurses in meeting Quality Goals and achieving Zero HAPI**, within a 2-month competency window per year. The module's flexibility allows for easy customization to align with the specific needs of the institution.



# Implementation



## Competencies mapping

A baseline knowledge assessment was conducted to map clinicians' competencies and areas of knowledge to be improved.

## Easy implementation



The module was implemented, leveraging pre-built templates, and integrated with the existing learning management system, streamlining its adoption.



## Anytime, anywhere access to competencies

Training was conducted entirely online, enabling providers to access assigned competencies from any device, anytime, reinforcing their practice decisions and confidence at the point-of-care.

## Consistent standard of care



Once implemented, the module could be utilized on an annual basis for both existing staff and new hires, ensuring a consistent standard of care across the institution.



## Always current knowledge base and CE credits

The module provides always current and evidence-based content and continuing education credits (CE), so the institution doesn't have to stress about content updates or searching for reliable sources of information.

## Audit-ready online documentation



The platform obviates the need for paper-based documentation. Digital recording, tracking, and monitoring of ongoing competencies, provide readily accessible records for regulatory compliance, HR documentation, and accreditation purposes.



# High Engagement

## Relevance

**This program was a top priority for the hospital, with almost 100% participation.** The high engagement was driven by strong collaboration among clinical educators, hospital leadership, and WoundReference, as well as the module's relevant content, which addressed real-world scenarios and challenges clinicians face.

By offering practical, immediately applicable knowledge, clinicians found that the training directly enhanced their daily practice.

## Ease of Access

High engagement was driven by the program's accessibility, **available directly through the Learning Management System.** Clinicians could conveniently access materials at any time, allowing learning to seamlessly integrate into their workflow.

This accessibility ensured that training was a natural part of their routine, making participation easier.

## Gamification

The incorporation of gamification through interactive quizzes significantly boosted engagement. Clinicians enjoyed these interactive elements, leading to **voluntary participation of more than 80% of clinicians.**

Gamification made the learning process fun and competitive, and enhanced content retention. This approach demonstrated that enjoyable, interactive elements could effectively support learning and improve the overall success of the training program.





# Results

**Zero**  
Stage 3 and 4  
Pressure Ulcers/  
Pressure Injuries

The goal of achieving Zero HAPIs was reached after the first year of the program, demonstrating the effectiveness of the competency training modules, along with the several operational and clinical interventions put in place by the Hospital System.

**80%**  
in time  
savings

WoundReference significantly reduced the time spent on custom educational program development, resulting in considerable savings in time for clinical educators and managers.

**25%**  
improvement  
in passing  
rating scores

Knowledge assessment scores improved significantly, with the average rising from 64% before training to 100% of nurses scoring above 80% after training.

# Tested and approved by clinicians



89.2%

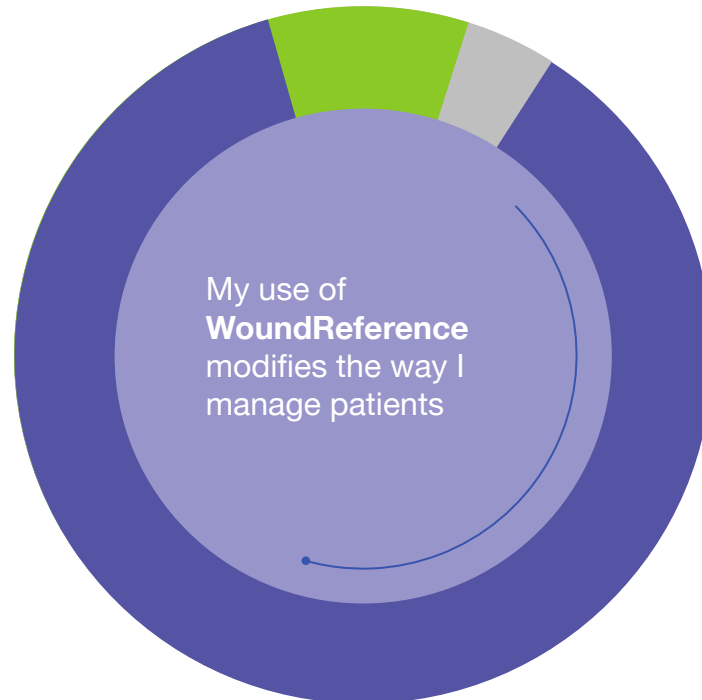
Strongly agree / Agree

7.5%

Neutral

3.3%

Disagree / Strongly disagree



94.1%

Strongly agree / Agree

3.3%

Neutral

2.6%

Disagree / Strongly disagree



94.2%

Strongly agree / Agree

5%

Neutral

0.8%

Disagree / Strongly disagree



# Benefits to Institutions



1

Empower your clinicians to accurately identify, manage and prevent pressure ulcers/injuries



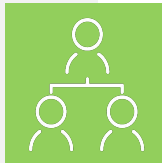
2

Fulfill regulatory & accreditation requirements



3

Onboard, train and manage your team's competencies with ease



4

Meet continuing education (CE) credit requirements for licensure, certification, credentialing



5

Reduce exposure to medico-legal risks



# What clinicians are saying

**Wound Reference improves my ability to:**

*“ Identify pressure injuries early, preventing further or greater injury.”*

*“ Helps me to diagnose correctly.”*

*“ I have more confidence in accurately staging ulcers.”*

*“ I now have much more knowledge of staging and causes of wounds.”*

*“ Identify pressure injuries in order to provide the correct treatment and prevention.”*



For more information about **WoundReference** and **CliniPaths** by WoundReference, please visit

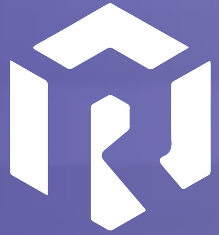
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