



Benchworks
by Elentra



NURSING CASE STUDY

CSU SAN BERNARDINO



California State University – San Bernardino (CSUSB) is one of three winners of the 2024 Benchworks Assessment and Impact Award in nursing for high survey scores related to learning technical skills. This achievement highlights the program’s dedication to equipping students with essential technical skills, ensuring they are well-prepared for the challenges of the nursing profession. CSUSB’s integrated approach reflects its commitment to merging theoretical knowledge with practical applications, enabling students to excel in both academic and clinical environments.

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We’ve used the data from our Benchworks assessments for our annual program review and program accreditation. We found it useful for our continuous improvement plan and program accreditation process.

PINTHUSORN PATTAYAKORN, PhD, RN, SCRN | *Professor & Interim Department Chair*

HOW THEY USED DATA

DATA-DRIVEN INITIATIVES



Curriculum Enhancements

The transition from a quarter to a semester system in 2020 provided CSUSB with the opportunity to enhance its curriculum and better scaffold learning, including outcomes related to technical skills. By refining how competencies are introduced and built upon, the program systematically integrated theory, practice, and critical thinking across courses. For example, students begin with basic sterile techniques in catheter care, which are gradually expanded upon to include complex procedures like wound management and central line care. This deliberate scaffolding bolsters technical skill acquisition and ensures students develop the critical thinking necessary to apply these skills effectively in a variety of clinical scenarios.



Incorporating Continuous Feedback

CSUSB placed a strong emphasis on gathering feedback from students, faculty, clinical instructors, and community partners to continually improve their curriculum. One key insight from this feedback was the need for more practical experience with documentation, a critical technical skill for nursing professionals. In response, the university integrated software tools like SimChart into their program, allowing students to practice documentation in a simulated environment. By staying responsive to the needs of students and the healthcare industry, CSUSB ensured that their graduates were proficient in essential technical skills, which are crucial for successful nursing practice.



Addressing Disparities

Recognizing the economic challenges faced by many of their students, CSUSB secured grant funding, including the Song-Brown grant, to provide students with necessary resources such as iPads, eBooks, and specialized software. These tools were crucial in helping students develop their technical skills, particularly in areas like electronic documentation and simulation-based learning. Additionally, the grant funded NCLEX preparation courses, further supporting students in mastering the technical competencies needed to pass this critical exam. By addressing economic disparities, CSUSB ensured that all students had equal opportunities to succeed and develop the technical skills required for their nursing careers.