

Embracing a Magnet Culture: Examples of Nursing Excellence

Featured Speakers



Joanne T. Clavelle, MS, RN, NE-BC, FACHE, Vice President
Patient Care Services, CNO
St. Luke's Regional Medical Center



Paddy Yancy, RN, Nursing Supervisor
St. Luke's Regional Medical Center
Boise, Idaho

Moderator



Gail E. Latimer, MSN, RN, FACHE, FAAN, Vice President, Chief Nursing
Officer, Siemens Healthcare

April 2010



Embracing a Magnet Culture: Examples of Nursing Excellence

*Siemens Nursing Thought Leadership Webcast
April 5, 2010*

*Joanne T. Clavelle MS, RN, NE – BC, FACHE
Vice President, Patient Care Services/CNO*

*Patrice Yancey BSN, RN
Nursing Administrative Supervisor
Soarian Clinical Leader*

April 5, 2010



Objectives



- Understand the principles of the ANCC Magnet Designation Program
- Describe two ways that organizations can demonstrate the ability to address Magnet Standards
- Discuss the value of information technology in supporting the journey toward Magnet designation



St. Luke's Regional Medical Center



- Two hospitals, one 403 beds, one 163 beds
- About 60 area clinics & diagnostic centers
- Regional cancer Center with 5 locations
- 39th organization to receive Magnet designation
- 1700 RNs
- Core service lines, including Ortho/Neuro, Children's, Heart, MSTI, Women's



What is Magnet Designation?



- Highest international recognition for nursing excellence from the American Nurse's Credentialing Center
- Evidence –based Magnet Model based upon a scholarly process of statistical analysis, integration of evidence, and expert review
- Outcomes driven with empirical quality outcomes for patients, nurses and the organization
- Fosters nurse engagement in exemplary professional practice
- Redesignation process every 4 years



The Magnet Vision

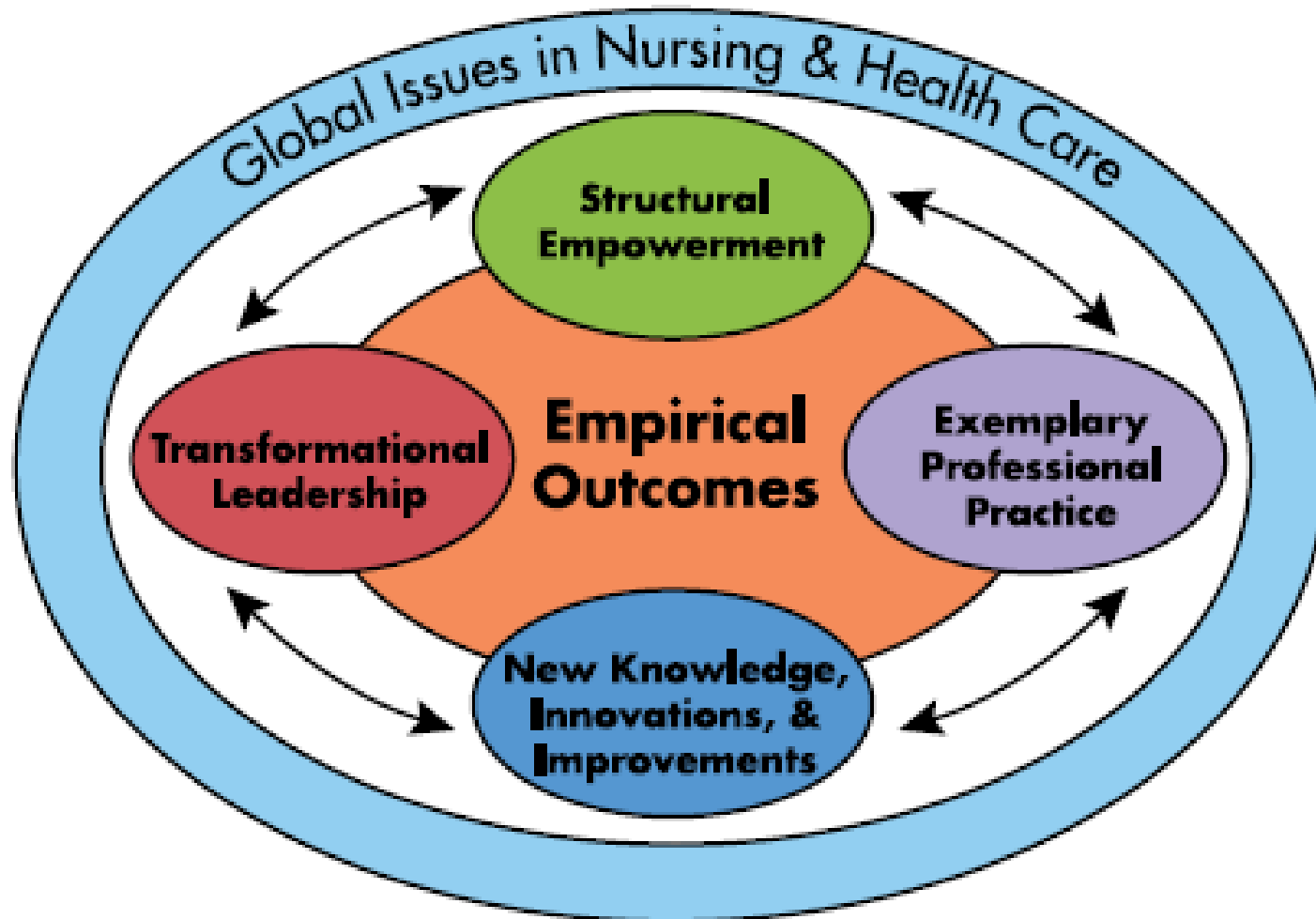


“Magnet organizations will serve as the fount of knowledge and expertise for the delivery of nursing care globally. They will be solidly grounded in core Magnet principles, flexible and constantly striving for discovery and innovation. They will lead the reformation of health care; the discipline of nursing; and care of the patient, family, and community.”

~ The Commission on Magnet Recognition, 2008



Magnet Model Components



Demonstrating Excellence



- **Transformational leadership** - strategic planning, advocacy and influence and visibility, accessibility and communication
- **Structural empowerment** – professional engagement, commitment to professional development, community involvement, recognition of nursing



Demonstrating Excellence



- **Exemplary professional practice** - professional practice model, care delivery systems, (TCAB, RTC) staffing and scheduling, interdisciplinary care, accountability, competence, autonomy, ethics, workplace advocacy, culture of safety, quality monitoring and improvement
- **New knowledge, innovations and improvements** - research, evidence-based practice, innovation
- **OUTCOMES**



Nurse Engagement in Technology



- NK 9 EO
- Implementation of Clinical EMR – Soarian Clinical Operations Team
 - How the work was done
 - Workflows initiative
 - Who was engaged
 - Results and significance
- Emphasis on interdisciplinary sub-groups
 - Care Plan
 - Workflow
 - Communication/Risk/Education



Infrastructure for Success



- **Clinical Advisory Group**
 - ✓ Understand the project scope, progress and challenges.
 - ✓ Provide input on issues, and resolve or escalate as appropriate.
- **Clinical Project Operations Team**
 - ✓ Work as a multi-disciplinary, multi-site team to design and implement the Soarian Clinicals EMR.



Infrastructure for Success



- **Communication/Risk/Education**
 - ✓ Identify methods to communicate ongoing information to the clinical community
 - ✓ Gather feedback from users, e.g. surveys, meetings
 - ✓ Complete risk analysis for new functionality or departments
 - ✓ Monitor the application for correct usage and create education (class, presentations, handouts) for identified issues
 - ✓ Determine training plan for new functionality and departments as required

Infrastructure for Success



- Care Plan

- Prepare for care plans (review current, etc.)
- Create care plan design with subject matter experts





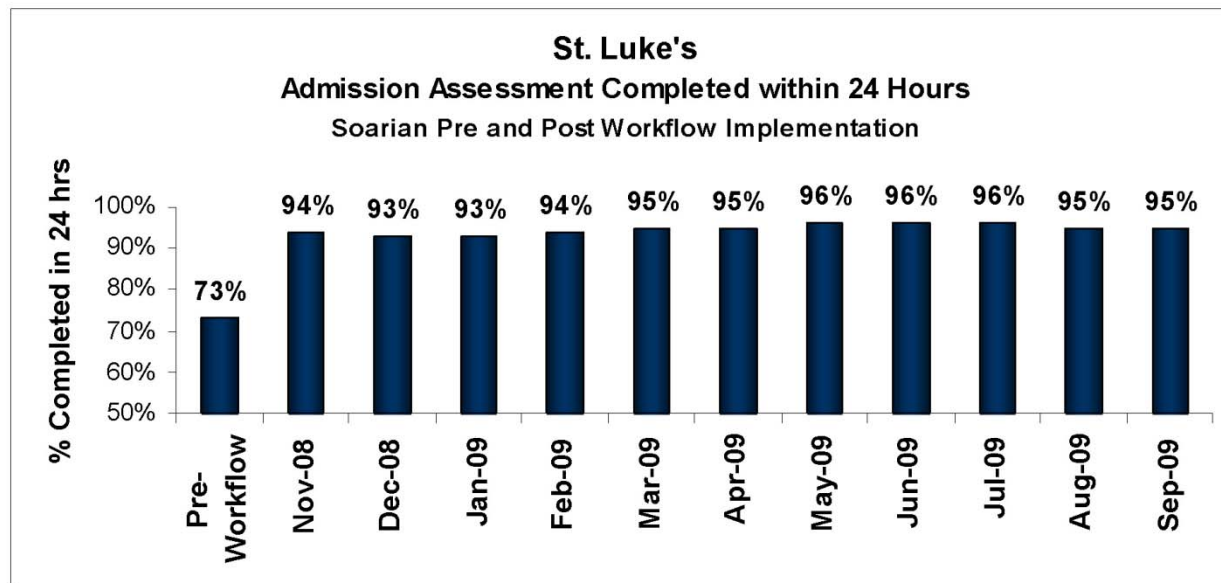
- **Workflow/Request Review/Form Automation**
 - Receive, track and prioritize workflow requests
 - Evaluate and determine current metrics
 - Design workflows with applicable subject matter experts
 - Validate workflow design against workflow metrics prior to metric distribution
 - Analyze impact of ongoing requests on clinical practice and recommend course of action
 - Identify remaining paper forms for conversion to screens



Infrastructure for Success

- **Workflow – focus on outcomes**

✓ The Admission Assessment workflow notifies the user if an admission assessment is not completed within 24 hours of admission. Since the implementation of this workflow, there has been a > 20 percent increase in compliance: compliance before implementation was 73 percent; it is now approximately 95 to 96 percent, as shown below.



Infrastructure for Success



- Additional Workflows in place:
 - Referrals
 - Case management admission review order
 - Urinary tract infection
 - Fall risk
 - Braden scale
 - Infection prevention
- Planned and upcoming:
 - Immunization screening
 - CHF
 - AMI
 - Sepsis



• Use of Technology to Improve Quality of Care

- ✓ RNs from inpatient surgical, medical/surgical, cardiovascular, pediatric, outpatient surgical, oncology, and NICU service lines worked with the Nursing Practice Council (NPC) to define what constitutes “within defined limits” (WDL). As this work unfolded, agreement on accepted definitions of WDL evolved. Nurse representatives from the Soarian project team were consulted, and definitions were applied to the electronic medical record. As a result of the multispecialty nursing collaboration with NPC and the delineation of definitions for WDL, RNs now find the computer documentation screens correspond more closely to the conditions of their patients – thus improving the efficiency and accuracy of the record and making it possible for RNs to return to the bedside more quickly.

The Magnet Journey to Excellence



- Gain top leadership support and involvement
- Educate staff about Magnet Model and the evidence needed
- Create infrastructure: shared governance, quality improvement, peer review, evidence based practice, collegial teamwork, nursing research
- Engage nurses in advancing professional nursing practice
- Ensure that Magnet infrastructures and culture are firmly embedded
- Create timeline and work teams
- Acknowledge achievements and continually evaluate and improve

Contact Hour Credits



In order to receive contact hours for today's session:

- Complete the evaluation form by click on the evaluation link located on the left-side of your viewing console or you can access directly at www.siemens.com/nurse_survey3
- Once completed, print out your certificate for Continuing Nursing Education Credits of 1.0 contact hour offered by Corexcel.
 - *please be sure to check the box located on the evaluation form to enable the print function*

Upcoming Siemens Webcast Topics

Contact Information:

Gail E. Latimer, MSN, RN, FACHE, FAAN, Vice President,
Chief Nursing Officer, Siemens Healthcare
gail.latimer@siemens.com

Announcing Siemens Nursing Informatics Webcast Series Featuring:

- **4/29/2010 - Nursing Informatics: The Landscape for Today and Tomorrow**
- **6/7/2010 - Integrating Evidence Based Practice as a Foundation for Care Delivery**

Information on the Siemens Clinical Gateway coming soon!

www.usa.siemens.com/clinicalgateway

Missed a webcasts?

To view previous webcasts in this series or to learn more on how healthcare IT can help tackle the challenges clinicians face today visit Siemens Clinical Gateway at:

www.usa.siemens.com/clinicalgateway

Thank you

for attending this session.