Global Nursing Perspectives and Professionalism

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Today’s Topics

• UPMC Nursing Vision/Strategic Plan
• Magnet Recognition Program®
• National Database of Nursing Quality Indicators® (NDNQI)
• Nurse Satisfaction
• American Nurses Association (ANA)
• Association of periOperative Registered Nurses (AORN)
• Center for Medicare & Medicaid Services (CMS)
• Institute of Medicine (IOM)
Program Objectives

- Provide an overview of the UPMC Nursing Vision & Strategic Plan
- Provide an overview of the Magnet Recognition Program®
- Provide an overview of the National Database of Nursing Quality Indicators® (NDNQI)
- Provide information on membership benefits for the American Nurses Association (ANA) and the Association of peri-Operative Registered Nurses (AORN)
- Provide information on resources available through the Centers for Medicare & Medicaid Services (CMS) and the Institute of Medicine (IOM)
Our vision for UPMC Nursing is to create the best patient experience, nationally and internationally, through the selection, development, retention, and reward of the highest-performing nurses, while creating systems and programs that create consistency and excellence in patient care.
UPMC Nursing Strategic Solutions

Cultural Values

- Leadership
- Excellence
- Inclusion
- Generativity
- Learning

Organizational Solutions

- Leadership Development
  - Executive/Managerial
  - Succession planning
  - Nursing Grand Rounds

- Recruitment
  - New Hire Selection
  - Schools of Nursing
  - Targeted Initiatives

- Performance Management
  - My Nursing Career
  - Retention Strategies

- Academic Partnerships
  - Clinical Rotations
  - RN Residency
  - Student Intern Program
  - National Intern Program

- Operational Imperatives
  - Benchmarking/Dashboards
  - Labor Strategy/Safe Work Hours
  - UPMC Care
  - Website and Newsletters

- Healthy Workforce
  - Health Status of Nurses
  - Inclusion
  - Work-life Balance

Outcome:
- Pt. outcomes
- Quality
- Pt. satisfaction
- Staff satisfaction
- Morale
- Profitability
- Productivity

Outcome:
- Turnover
- Overtime
- Agency
- Recruitment

Technology
What is Magnet™

The Magnet Recognition Program® was developed by the American Nurses Credentialing Center (ANCC) to recognize health care organizations that provide nursing excellence.

Excellence is the gradual result of always striving to do better. Excellence is not a skill. It is an attitude.
What we see today . . .

- Approximately 6.74% of all registered hospitals in the United States have achieved ANCC Magnet Recognition® status. (AHA, Fast Facts on US Hospitals, 2011)
  - Current number of Magnet facilities – 391
  - More than 200 additional in the “pipeline”
  - Average growth per year of 32%
  - Strong international interest
  - 8 of the top 10 medical centers on the US News Best Hospitals in America Honor Roll are ANCC Magnet organizations. (2011-2012)
For nurses, this is not preparing for a survey… this is a way of changing and sustaining a culture that creates and sustains a work environment that is infused with core values.
Figure 1. The Magnet™ Model

Global Issues in Nursing and Healthcare

- Structural Empowerment
- Empirical Outcomes
- Exemplary Professional Practice
- New Knowledge, Innovations, & Improvements
- Transformational Leadership

The Magnet™ Model is reprinted with permission from the American Nurses Credentialing Center. Reprinted from ANCC: Magnet Recognition Program.
• Today’s environment demands reformational change or controlled destabilization-reform thinking.

• Leaders must lead people to where they need to be, not just where they want to be.

• Organizations need to be transformed, systems designed.

• Leaders must have vision, influence, clinical knowledge, strong expertise in professional practice.
• The mission, vision and values of the organization “come to life” in the structure.

• The structure needs to acknowledge, value, support and develop strong professional practice.
Exemplary Professional Practice

• The key driver of a Magnet organization.

• Requires comprehensive understanding of the role of nursing, and application of that role using new knowledge and evidence plus best practices.
New Knowledge, Innovations, & Improvements

- Magnet organizations are in a key position to advance our science, learning and discovery.
- They should be the pioneers of our future.
- This requires some destabilization vs. the stabilization we currently reward in Magnet.
Empirical Outcomes

• Question for the future is not “what do you do?” but “what difference have you made?”

• Focus is shifting from structure and process to outcomes.

• Outcomes include clinical, consumer, workforce, and organizational.

• Should serve as the basis for the Magnet “report card”.

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Magnet™ Outcomes

• Decreased mortality rate
• Improved job satisfaction
• Decreased nursing turnover
• Decreased vacancy
• Increased patient satisfaction
• Perception of quality improved
• Higher perception of empowerment

What is NDNQI?

National Database of Nursing Quality Indicators NDNQI

• The only national nursing quality measurement program that provides hospitals with unit level performance reports with comparisons to national averages, and percentile rankings

• The process started with collection of Nurse Sensitive Quality Indicators.

• The NDNQI RN Job Satisfaction Survey was developed by KUSON and data collection began in 2002.
Outcome Measures

Nursing-Sensitive Indicators

• Nursing-sensitive indicators reflect the structure, process and outcomes of nursing care.

• Patient outcomes that are determined to be nursing sensitive are those that improve if there is a greater quantity or quality of nursing care (pressure ulcers, falls, IV infiltrations)
NDNQI Indicators

- Physical Restraint Usage
- Patient Falls
- Patient Falls with Injury
- Hospital Acquired Pressure Ulcers
- Staff/Skill mix; RN/LPN/NA
- Nursing hours/Patient day
- RN Education & Certification

- Pediatric Pain Assessment
- Pediatric IV infiltration
- Nurse Turnover
- Nursing Survey
- Nosocomial infections
  - Ventilator association pneumonia (VAP)
  - Central line associated blood stream infections (CLABS)
  - Catheter association urinary tract infections (CAUTI)
HCAHPS Measures

- HCAHPS results are publicly reported on the Hospital Compare website, found at www.hospitalcompare.hhs.gov.

- Increasingly technologically savvy patients and families utilize this web site when choosing where to have care provided.

- Center for Medicare and Medicaid (CMS) use HCAHPS scores to impact the facility under Pay for Performance initiative.
Survey: Communication/Care from Nurses

- During this hospital stay, how often did nurses treat you with courtesy and respect?
- During this hospital stay, how often did nurses listen carefully to you?
- During this hospital stay, how often did nurses explain things in a way you could understand?
- During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?
- All answers are rated on frequency: 1. Never, 2. Sometimes, 3. Usually or 4. Always
Survey questions also include:

The survey also includes many questions related indirectly to nursing care:

During this hospital stay, how often was the area around your room quiet at night?

During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?

How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

During this hospital stay, how often was your pain well controlled?

During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?
The ANA’s Mission is:

“To promote excellence in nursing and healthcare globally and representing the interests of the nation's 3.1 million registered nurses through its constituent member nurses associations and its organizational affiliates. The ANA advances the nursing profession by fostering high standards of nursing practice, promoting the rights of nurses in the workplace, projecting a positive and realistic view of nursing, and by lobbying the Congress and regulatory agencies on health care issues affecting nurses and the public.”
About ANA

The American Nurses Association (ANA) is the only full-service professional organization representing the interests of the nation's 3.1 million registered nurses through its constituent member nurses associations and its organizational affiliates. The ANA advances the nursing profession by fostering high standards of nursing practice, promoting the rights of nurses in the workplace, projecting a positive and realistic view of nursing, and by lobbying the Congress and regulatory agencies on health care issues affecting nurses and the public.

Mission Statement:
Nurses advancing our profession to improve health for all.

Find Out More...

ANA*NET

2010 ANA Annual Report [PDF]
ANA Member Benefits

Member Benefits

Looking for that special "deal" on the products and services you use in your practice and personal life? The American Nurses Association has a variety of programs and products that have been designed with you in mind. Take a moment to explore the different ANA Marketplace areas—and save some money at the same time!

**ANA Member Value Program**
Your ANA membership offers you savings on many products and services that fit your personal and professional needs. You’ll enjoy savings on items from scrubs and smart phones to travel and auto rentals.

**Career Center**
With the ANA Nurse’s Career Center, finding the right job in nursing has never been easier... simply search for the position that best matches both your talent and your needs, post your résumé and apply!

**ANA Nurse CE**
Members have access to over 60 free CE modules plus many more at a discount.

**Factsheets and Resources**
ANA offers many fact sheets, tip cards and toolkits to help guide you in your work with patients and colleagues.

**Professional Liability Insurance**
Participating in ANA’s portfolio of insurance products gives you access to preferred group rates and will help you get the protection you need.

**Navigate Nursing**
ANA’s Navigate Nursing provides webinars and other valuable resources dedicated to helping nurses at all levels become stronger nurse leaders.

**Nursesbooks.org**
Visit this website for CE hours in a variety of formats.
ANA Resources

Ethics
- Code of Ethics for Nurses
- Genetics & Genomics
- Moral Courage and Distress
- End of Life Issues
- Ethical Issues
- ANA Position Statements on Ethics and Human Rights
- About The Center

Workplace Safety
- Safe Patient Handling
- Needlestick Injury Prevention
- Workplace Violence
- Healthy Nurse
- Environmental Health
- Disaster Preparedness & Response
- Staffing and Work Environment

Policy & Advocacy
- Positions and Resolutions
- Congress and Federal Agencies
- State Government Affairs
- ANA-PAC
- Take Action
- Health System Reform
The AORN’s Mission is:

Our mission is to promote safety and optimal outcomes for patients undergoing operative and other invasive procedures by providing practice support and professional development opportunities to perioperative nurses. AORN will collaborate with professional and regulatory organizations, industry leaders, and other health care partners who support the mission.
About AORN

AORN is a non-profit membership association based in Denver, Colorado that represents the interests of more than 160,000 perioperative nurses by providing nursing education, standards, and clinical practice resources—including the peer-reviewed, monthly publication AORN Journal—to enable optimal outcomes for patients undergoing operative and other invasive procedures. AORN’s 40,000 registered nurse members manage, teach, and practice perioperative nursing, are enrolled in nursing education, or are engaged in perioperative research. We define and advance best nursing practices for surgical patients by researching and distributing scientifically based recommendations.
Clinical Practice

Using the wealth of resources and tools created by AORN you can get answers to many questions regarding your daily OR practice, searching for evidence to support the practice, use of an electronic health record framework and recommendations regarding first assisting.

Clinical Answers
Find answers to your Clinical questions

Tool Kits
Find resources for educating the perioperative team and improving patient safety.

Books & Publications
Enhance your career with AORN’s perioperative books and publications. AORN members enjoy exclusive access to the AORN Journal and member-only discounts to perioperative books, such as the Perioperative Standards and Recommended Practices, and other products.

Perioperative Standards and Recommended Practices, 2012 Edition
CMS Provides Health Coverage for 100 Million People...

...through Medicare, Medicaid, and the Children's Health Insurance Program. And with health insurance reforms and health care exchanges, we are improving health care and ensuring coverage for all Americans.

Learn more about how CMS is Implementing the Affordable Care Act

Information for people with Medicare, Medicare open enrollment, and benefits.

Information for children up to the age of 19 in need of health care coverage.

Information to take health care into your own hands, explore insurance coverage options and learn how the Affordable Care Act impacts you.

Top 5 Links

- Manuals
- Medicare Coverage Database
- CMS Forms
- Transmittals
- MLN Products
CMS Resources

- Medicare
- Medicaid/CHIP
- Medicare-Medicaid Coordination
- Innovation Center
- Regulations, Guidance & Standards
- Outreach & Education

UPMC LIFE CHANGING MEDICINE
About the IOM

The Institute of Medicine (IOM) is an independent, nonprofit organization that works outside of government to provide unbiased and authoritative advice to decision makers and the public.

Established in 1970, the IOM is the health arm of the National Academy of Sciences, which was chartered under President Abraham Lincoln in 1863. Nearly 150 years later, the National Academy of Sciences has expanded into what is collectively known as the National Academies, which comprises the National Academy of Sciences, the National Academy of Engineering, the National Research Council, and the IOM.

The IOM asks and answers the nation’s most pressing questions about health and health care.

Our Work

Our aim is to help those in government and the private sector make informed health decisions by providing evidence upon which they can rely. Each year, more than 2,000 individuals, members, and nonmembers volunteer their time, knowledge, and expertise to advance the nation’s health through the work of the IOM.

Many of the studies that the IOM undertakes begin as specific mandates from Congress; still others are requested by federal agencies and independent organizations. While our expert, consensus committees are vital to our advisory role, the IOM also convenes a series of forums, roundtables, and standing committees, as well as other activities, to facilitate discussion, discovery, and critical, cross-disciplinary thinking.
IOM Annual Reports

The President of the IOM, currently Harvey Fineberg, speaks to the IOM membership at the Annual Meeting, held yearly in October. Each year, the president opens the meeting with a session on a topic that is both timely and important to IOM members. The President’s Address is supplemented with a publication that provides additional insights into the impact and finances of the IOM that year.

President’s Address
- Video - October 17, 2011
- Health Reform Beyond Health Insurance - October 12, 2009
- Ask The Big Questions - October 13, 2008

President’s Report Supplement
- 2011 Edition
- 2010 Edition
- 2009 Edition

About Reports

IOM reports provide objective and straightforward advice to decision makers and the public. This site includes IOM reports published after 1998. A complete list of IOM’s publications, from its establishment in 1970 through July 1, 2009, is available as a PDF.

Reports Index

Displaying: 1 to 10 of 730 Reports

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Alzheimer’s Diagnostic Guideline Validation: Exploration of Next Steps - Workshop Summary
Released: February 16, 2012

Scientific advances over the last decade now indicate that Alzheimer’s disease is a continuous, progressive cognitive disease, most likely beginning many years before dementia is apparent. To discuss the next steps in validating new diagnostic guidelines for Alzheimer’s disease, the IOM Forum on Neuroscience and Nervous System Disorders hosted a public workshop session at the Alzheimer’s Association International Conference.
Sources

• UPMC Nursing FY11 Outcomes and Accomplishments FY12 Goals

• UPMC Nursing Grand Rounds - Transforming Practice Through Relationship-Based Care - September 3, 2009

• www.upmc.com/careersatupmc/nursing/about/Pages/about-nursing.aspx

• www.nursecredentialing.org

• www.nursingworld.org

• www.aorn.org

• www.cms.gov

• www.iom.edu