

NURSING EXCELLENCE

2016 Magnet®-Recognized Organization
Success Stories



Special
Section

National Magnet Nurse of the Year[®] 2016 award winners

By Christina L. Dobson, MSN, BS, FNP, RN

The National Magnet Nurse of the Year[®] awards from the American Nurses Credentialing Center recognize the outstanding contributions of clinical nurses from Magnet[®]-recognized organizations for innovation, consultation, leadership, and professional risk-taking. The awards are presented for each Magnet[®] Model component. (See *Magnet[®] Model*.) A road map for organizations on the Journey to Magnet Excellence[®], the Model provides a framework for nursing practice and research. The award winners were recognized at the ANCC National Magnet Conference[®] on October 6, 2016.

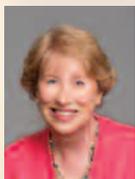
Transformational Leadership



Anne C. Boatright, MSN, RN, SANE
Forensic Nurse Examiner
Coordinator
Nebraska Methodist Hospital
Omaha

Through dedication, advocacy, and tenacity, Anne transformed the way victims of violence in her community receive care. As the coordinator of the only forensic nurse-examiner program in her region, she built a team that provides around-the-clock care to patients. In four years, she grew the Methodist Heidi Wilke Forensic Nurse Examiner Program from 15 nurses to a staff of 30 forensic nurse examiners. With specially trained forensic nurses, her organization realized a 230% increase in patient volume in 3 years. Besides serving on county sexual assault and domestic violence response teams, Anne provides education and training to police and fire departments, advocacy agencies, and area hospitals and schools. She also serves on Nebraska's human trafficking task force and works with the Federal Bureau of Investigation on human trafficking sting operations.

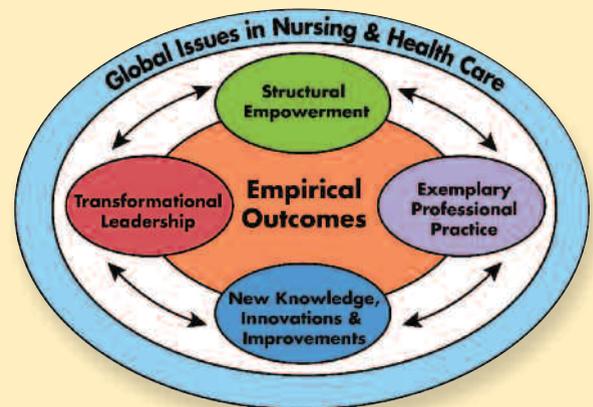
Structural Empowerment



Barbara M. Richardson, MSN, RN-BC, CCRN
Clinical Nurse Specialist
Transitional Care
Southwestern Vermont Medical Center
Bennington

A champion for transitional care nursing, Barbara

Magnet[®] Model



As shown in the image above, the Magnet[®] Model has five components.

- **Transformational leadership:** Visionary leadership that transforms the organization to meet changing needs
- **Structural empowerment:** Engaged staff with influential leadership that is prepared to meet current and future challenges of healthcare delivery
- **Exemplary professional practice:** Competent, dedicated nurses who apply their knowledge to achieve their professional best
- **New knowledge, innovations, & improvements:** Continued innovation that improves staff knowledge, clinical practice, and systemic excellence
- **Empirical outcomes:** System-wide measurement of quality outcomes related to nursing leadership and clinical practice that demonstrates continuous improvement

©American Nurses Credentialing Center. All rights reserved. Reproduced with permission from the American Nurses Credentialing Center.

serves patients in a rural medically underserved region that encompasses three states. She partners with local primary care providers to identify at-risk patients and helps patients navigate from one care setting to another. Barbara created a support network within the community, establishing partnerships with mental health services, Meals on Wheels, and the Support and Services at Home Program, which provides support to individuals who choose to live independently at home. She also collaborates with a community care team that works on decreasing emergency department (ED) visits. These

efforts have led to a 69% decrease in hospitalizations and a 26% decrease in ED visits for patients enrolled in the program. As a result of its work, the transitional care team was awarded a \$200,000 innovation grant from the state of Vermont.

Exemplary Professional Practice



Sharon A. Vanairdale, MS, APRN, ACNS-BC, NP-C, CEN
Program Director
Serious Communicable Diseases
Emory University Hospital
Atlanta, Georgia

As the program director for Emory's Serious Communicable Diseases Unit (SCDU), Sharon develops and maintains standard operating procedures to care for patients with a variety of highly infectious pathogens. In 2014, the SCDU cared for America's first patients diagnosed with Ebola. Since then, Sharon has focused on the education of healthcare workers at Emory and hospitals across the nation. She assisted with developing courses on Ebola treatment and preparedness protocols and successfully trained more than 600 clinicians and public health professionals. Success of the training led to development of the National Ebola Training and Education Center, a collaboration among Emory Medicine, Nebraska Medicine, and New York City Health and Hospitals. Sharon creates curricula for the center's free educational offerings for healthcare facilities around the world.

New Knowledge, Innovations, & Improvements



Christi D. DeLemos, MSN, CNRN, ACNP-BC
Nurse Practitioner
Department of Neurological Surgery
University of California Davis Medical Center
Sacramento

Christi's contribution to new knowledge and innovation is exemplified by her development of a mobile application, called Neuroscience Nurse, designed for nurses who care for patients with neurologic impairments. The goals of the app are to enhance bedside care through instant access to neuroscience nursing information and to increase nurses' confidence in caring for neurologic patients. Developed over a 1-year period, the app was reviewed by an international committee of nurses. Launched in 2015, the free app has been downloaded by more than 1,700 users in 19 countries. A committed educator, Christi has created a wide range of multilingual educational resources. She currently serves as president of the World Federa-

tion of Neuroscience Nurses, an international organization dedicated to promoting and developing neuroscience nursing worldwide.

Empirical Outcomes



Colleen K. McIlvennan, DNP, RN, ANP-BC
Lead Nurse Practitioner
Advanced Heart Failure and Transplantation
University of Colorado Hospital
Aurora

Colleen cares for critically ill patients with advanced heart failure, heart transplants, and left ventricular assist devices (LVADs). She generated groundbreaking research encompassing patients' and caregivers' emotional, rational, and fundamental beliefs when considering an LVAD. The resulting data were published in three high-impact, peer-reviewed journals targeted at nursing, cardiology, and surgical colleagues who implant LVADs. This work led to development of two innovative decision aids, an eight-page pamphlet, and a 26-minute video now used by LVAD programs across the United States and Canada. These efforts led to a \$2 million grant from the Patient-Centered Outcomes Research Institute. Colleen's pilot work and testing of the decision aids have garnered recognition from the American Heart Association and the Heart Failure Society of America.

About the Magnet Recognition Program®

The Magnet Recognition Program accredits organizations worldwide for nursing excellence. Magnet recognition is the highest and most prestigious international distinction a healthcare organization can receive for nursing service and quality patient care. Magnet designation recognizes the development and use of evidence-based criteria to guide organizations to achieve nursing excellence. The rigorous application process demands organization-wide participation and requires applicants to confirm the presence of key evidence-based standards of performance. Because Magnet recognition is a multiyear commitment, it offers a long-term framework for quality-improvement efforts and a means for engaging and motivating staff at all levels. Organizations with Magnet recognition embrace change and innovation and are strongly positioned to meet new healthcare challenges and improve the future of healthcare delivery. ■

Christina L. Dobson is director of special projects and program support for the American Nurses Credentialing Center.

Note: The 2017 ANCC National Magnet Conference® will be held in Houston, Texas, October 11-13. Visit nursecredentialing.org/MagnetConference for more information.

A nurse-driven community education program for older adults

This evidence-based approach increased participants' knowledge and medication skills competency.

By Kelsey Vukov, MS, RN; Jack Davis, MSN, RN, ONC; and Patricia Quinlan, PhD, MPA, RN, CPHQ

Organizational involvement in community service is a key component of the American Nurses Credentialing Center's Magnet Recognition Program®. Healthcare organizations with Magnet® recognition can address community healthcare needs through partnerships and programs. This article describes how nurses at a big-city specialty hospital developed and evaluated a nurse-driven community education program for older adults.

From research to program launch

Self-care management education in the community setting is an evidence-based approach for addressing key healthcare reform objectives, including better health, better health care, and value. Self-care education workshops can improve key aspects of chronic disease management, like medication compliance and patient-provider communication.

In 2012, nurses from the Hospital for Special Surgery (HSS) in New York City launched a nursing community education program for underserved older adults. The program came about after an internal nursing research study ($N = 125$) by Quinlan and colleagues showed decreased self-care knowledge is independently associated with increased aging ($p < 0.05$) and poor treatment adherence is independently associated with living in a low-income neighborhood ($p < 0.05$).

Based on these findings, HSS nurses formed the Nursing Community Education Committee (NCEC) consisting of interdisciplinary members. Committee goals aligned with the hospital's community service plan, which reflects shared governance to sustain a professional practice model



committed to partnerships, accountability, and interdisciplinary collaboration toward a sustainable, prevention-focused wellness intervention in the community setting.

NCEC partnered with graduate nursing students to develop a structured, nurse-led community education program and address the healthcare needs of older adults in underserved areas of the city. The evidence-based approach included:

- review of the literature and best practices
- identification and assessment of potential learning sites for seniors
- recruitment strategies for nurse teachers and learners
- development of course content and delivery methods
- cost analyses for program implementation

- measures of effectiveness.

Three of the capstone project's participants were hospital employees, which allowed easy facilitation of meetings and brainstorming throughout the project. For example, the cost analysis was drafted by a capstone nurse and senior director of nursing excellence (coauthor Patricia Quinlan). The manager of patient education and research (coauthor Jack Davis) bridged the work of the capstone group and NCEC. The final product, which took a year to create, was a highly structured community education program for older adults.

Program implementation

A study approved by the hospital's institutional review board (IRB) accompanied implementation of the education program. Study design took the form of a pretest and a posttest to evaluate effectiveness of the program on older adults' knowledge and satisfaction.

Fourteen classes consisting of didactic lectures were given to 122 participants in two older-adult community centers from August 2012 through November 2013. Presentation topics were based on results of the hospital's community health-needs assessment, which showed interest in self-care education specific to older adults' needs, such as medication management and patient-provider communication.

Across sessions, the average mean increase in knowledge assessed through pretests and posttests was 9%. Eighty-nine percent of survey respondents said they learned something new and 98% rated the courses as good or excellent.

Program expansion

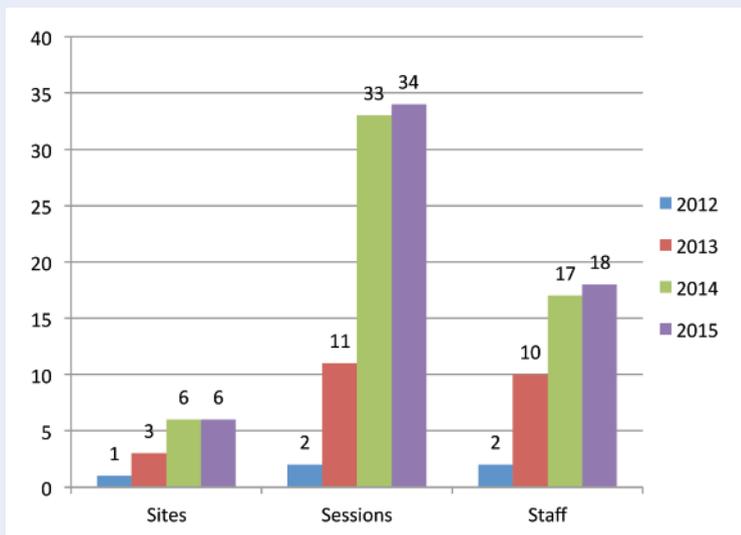
With success of the program, outreach expanded to additional senior living centers. To accommodate this expansion, committee members recruited more staff to volunteer to teach and develop content. Recruitment strategies included:

- committee members recruiting from their respective units
- presentation and call for speakers at the hospital's annual Nursing Education & Research Day
- program summary published in the hospital's internal newsletter
- volunteer opportunities through the annual nursing needs assessment.

Recruitment succeeded, as shown by the increased number of nurse and other clinician volunteers—from two in 2012 to 18 in 2015. (See *Program growth over 4 years.*)

Program growth over 4 years

This graph shows how the hospital's community education program expanded from 2012 to 2015.

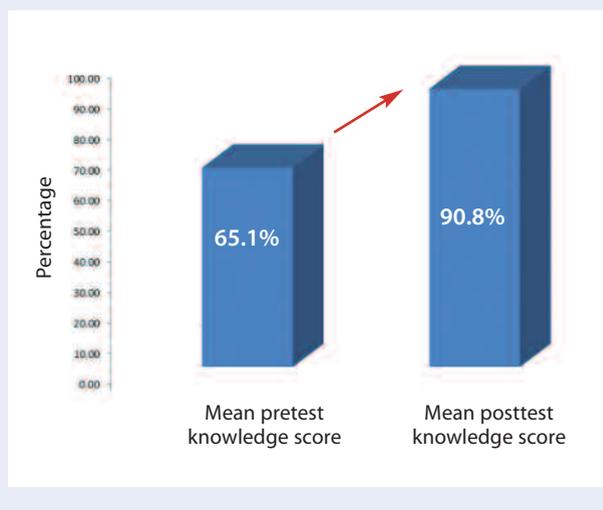


Medication skills training

In 2014, the committee sought to further explore the effects of community education beyond knowledge and satisfaction. Through grants from the hospital's Academy of Medical Educators and the department of nursing, we enhanced the community education program by adding skills training to our medication management classes, provided through a four-class series workshop for seniors.

Participants' knowledge scores: Before and after

This graph shows participants' knowledge scores before and after the medication safety skills training workshop.



The IRB principal investigator and co-investigators completed an IRB-approved quasi-experimental study design to compare participant knowledge, confidence, and skills before and after the workshop. Trained staff facilitators assessed participants' skills in three competencies:

- reading medication labels
- creating a medication list
- communicating with a healthcare provider.

The workshop was piloted at two local senior living centers with a convenience sample of 30 participants from December 2014 to May 2015. The mean change in knowledge score was 26.4 ($p = 0.008$). (See *Participants' knowledge scores: Before and after.*)

Although confidence for each skill increased slightly, the change wasn't statistically significant. Nearly three-quarters (74%) of participants successfully completed the three skills competencies. At study completion, 93% reported they were adhering to their medication regimens and 54% said they were using a medication list. All participants ranked the workshop as excellent and said they'd recommend it to a friend.

The medication skills training—a more inten-

At study completion,
93% of seniors
 reported they
 were adhering to their
 medication regimens and
54% said they were
 using a medication list.

sified program with additional personal nurse attention—seemed to be a more effective teaching method than simple didactic lectures. The intervention in the first study (involving lectures) resulted in a slight increase in knowledge; but the second study with its active learning model led to a greater knowledge increase. These findings have influenced current practice, as nurses at HSS have incorporated more active learning in other community and

in-house education. ■

The authors work at the Hospital for Special Surgery in New York, New York. Kelsey Vukov is a patient educator. Jack Davis is manager of Patient Education & Research. Patricia Quinlan is assistant vice president for Nursing Excellence.

Selected references

National Council on Aging. Chronic disease management. April 2, 2014. ncoa.org/healthy-aging/chronic-disease/

Ory MG, Ahn S, Jiang L, et al. Successes of a national study of the Chronic Disease Self-Management Program: meeting the triple aim of health care reform. *Med Care*. 2013;51(11):992-8.

Quinlan P, Price KO, Magid SK, et al. The relationship among health literacy, health knowledge, and adherence to treatment in patients with rheumatoid arthritis. *HSS J*. 2013;9(1):42-9.

Connecting To What Really Matters: Patients and Families

Children's National Health System is designated as a Magnet[®]* Hospital. Our dedicated Professional Registered Nurses have earned this designation because of their exemplary care and outcomes. Our nurses acknowledge that their practice allows the special "gift" to enter "sacred spaces" between children and their families. This relationship is part of a precious circle where trust is implicit and where professional nurses are part of the patient and family's joys and challenges.

- We are proud to be a Magnet[®] Hospital:
- Transformational Leadership;
 - Structural Empowerment;
 - Exemplary Professional Practice;
 - New Knowledge, Innovations, and Improvements;
 - Empirical Outcomes.

For additional information, please visit: www.ChildrensNational.org/Nursing

Equal Opportunity Employer of Minorities, Females, Protected Veterans, and Individuals with Disabilities



*Magnet status is granted by the American Nurses Credentialing Center, the world's largest nurse credentialing organization and a subsidiary of the American Nurses Association (ANA). ANCC Magnet Recognition®, Journey to Magnet Excellence®, Magnet®, Magnet Recognition Program®, and AANC National Magnet Conference® names and logos are registered trademarks of the American Nurses Credentialing Center. All rights reserved.



Atlantic Health System

Morristown Medical Center
100 Madison Avenue, Morristown, NJ 07960
973-971-5000 • atlanticehealth.org/morristown/
724 licensed beds

Specialties include: all areas of cardiovascular medicine, including largest volume of heart surgeries in NJ; oncology; trauma; orthopedics; Goryeb Children's Hospital shares campus.

Children's Mercy Kansas City

2401 Gillham Road • Kansas City, MO 64108
816-234-3000 • www.childrensmc.org • 354 Beds
Children's Mercy Kansas City has received Magnet® recognition four consecutive times for excellence in nursing services. Children's Mercy nurses are national leaders in helping advance pediatric nursing and how it's practiced in Kansas City and around the world. Learn more about nursing at Children's Mercy by visiting ChildrensMercy.org/Nursing.



Children's National Health System

111 Michigan Ave, NW, Washington, DC 20010
301-244-4831
Jill Titone Board, MS, BSN, RN, NE-BC, Nurse Recruiter
childrensnational.org • jtitone@cnmc.org • 313 Beds
Level IIIC NICU; Level I pediatric trauma center; Critical Care Transport Teams; We are a Magnet recognized facility; Our NICU, CICU and PICU received the Beacon Award for Critical Care Excellence; Regional referral center for cancer, cardiac, orthopaedic surgery, neurology, and neurosurgery patients. Children's National Health System is a proven leader in the development of innovative new treatments for childhood illness and injury. Consistently ranked among the top pediatric hospitals in America, Children's physicians and nurses have been serving the nation's children for more than 140 years.



Greenwich Hospital

5 Perryridge Road, Greenwich, CT 06830
203-863-3000 • greenwichhospital.org
206 beds
Greenwich Hospital is a member of Yale New Haven Health. Greenwich is a 206-bed (includes 32 isolates) community hospital serving lower Fairfield County, Connecticut and Westchester County, New York. It is a major academic affiliate of Yale School of Medicine. Since opening in 1903, Greenwich Hospital has evolved into a progressive medical center and teaching institution representing all medical specialties and offering a wide range of medical, surgical, diagnostic and wellness programs. Greenwich Hospital is recognized throughout the healthcare industry as a leader in service and patient satisfaction excellence. Greenwich Hospital has the prestigious Magnet® designation from the American Nurses Credentialing Center, the nation's highest honor of nursing excellence.



VCU Health System

1250 E. Marshall Street, Richmond, VA 23219
804-628-0918 • www.vcuhealth.org/careers
Beth Hubbard • beth.hubbard@vcuhealth.org
1,125 Beds
We offer more than 200 specialty areas, including Level 1 adult and pediatric trauma centers, Massey Cancer Center, Hume-Lee Transplant Center, Pauley Heart Center, Harold F. Young Neurological Center, Evans-Haynes Burn Center and Children's Hospital of Richmond at VCU. Our specialists are available to more Virginians than ever before, including our newest location: VCU Health Community Memorial Hospital in South Hill. VCU Medical Center is proud to have been recognized by U.S. News & World Report year after year. We are a Magnet-designated regional referral center.

Yale New Haven Hospital

20 York Street, New Haven, CT 06510
203-688-4242 • ynhh.org
1,541 Beds
Yale New Haven Hospital (YNHH), part of Yale New Haven Health System, is a nationally recognized, 1,541-bed, not-for-profit hospital serving as the primary teaching hospital for the Yale School of Medicine. YNHH was founded as the fourth voluntary hospital in the U.S. in 1826 and today, the hospital's two New Haven-based campuses include Yale New Haven Children's Hospital, Yale New Haven Psychiatric Hospital and Smilow Cancer Hospital. YNHH has a combined medical staff of about 4,500 university and community physicians practicing in more than 100 specialties. Yale New Haven has the prestigious Magnet® designation by the American Nurses Credentialing Center, the nation's highest honor of nursing excellence.

White Plains Hospital

41 East Post Road, White Plains, NY 10601
914-681-110 • wphospital.org
Megan Haefner, RN, MSN • WPHRNResumes@wphospital.org
292 Beds
White Plains Hospital is a growing organization with key clinical areas including maternity, Level III NICU, two cardiac cath labs, free-standing cancer facility, orthopedics, five new operating suites and two of the latest da Vinci® Xi™ robots for minimally-invasive surgeries. WPH is a member of the Montefiore Health System. The Hospital is fully accredited by the Joint Commission and earned Top Performer for Key Quality Measures® in 2015 and 2013. WPH received Magnet® re-designation in 2016 from the American Nurses Credentialing Center (ANCC). Also in 2016, White Plains Hospital received the Outstanding Patient Experience Award from Healthgrades® and was named a Best Regional Hospital by U.S. News & World Report.



The Magnet Recognition Program, ANCC Magnet Recognition, Magnet, ANCC, and the American Nurses Credentialing Center are registered trademarks and service marks of the American Nurses Credentialing Center. All rights reserved.

When you start at the top, your career comes into focus.

VCU Medical Center has been ranked among the top hospitals in Virginia by *U.S. News and World Report*,[®] year after year. Simply put, we're the best because our people are. What's more, we offer more than 400 work/life benefits, including flexible work options and schedules, competitive pay, generous benefits, on-site child and elder care and prepaid tuition assistance.

To see yourself among the best, visit vcuhealth.org/careers.



©2018 VCU Medical Center. All rights reserved. VCU Medical Center is an Equal Opportunity Employer. All trademarks are the property of their respective owners. All other trademarks are the property of their respective owners.



David Keeler, BSN, RN, CPN | Intestinal Rehabilitation Program Coordinator

FOUR TIME RECIPIENTS OF MAGNET DESIGNATION

Children's Mercy Kansas City was the first hospital in Missouri or Kansas to earn Magnet Designation for excellence in nursing services, an honor the hospital has now received four consecutive times. Children's Mercy nurses are national leaders in helping advance pediatric nursing and how it's practiced in Kansas City and around the world.

Learn more about nursing at Children's Mercy by visiting ChildrensMercy.org/Nursing.





proud to be
EXCEPTIONAL.

White Plains Hospital is proud to be re-designated as a Magnet[®] hospital.

We are among just **7%** of hospitals nationwide to achieve this recognition for nursing excellence.

wphospital.org



White Plains Hospital

A MEMBER OF THE MONTEFIORE HEALTH SYSTEM

Where you work matters.



The nurses at **Morristown Medical Center** are the heart and soul of this institution. Their compassion, dedication and demonstrated focus on evidence-based care and research ensures continued leadership in the delivery of quality healthcare to our patients. They are committed to bringing outstanding care to our community, our state, and beyond.

Morristown Medical Center has been designated by the ANCC as a Magnet hospital four consecutive times (13 consecutive years through 2018). Only 1% of all hospitals have received this designation, making us very proud of our employees for all of their accomplishments that led us to achieve this recognition.



We are an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status.
Magnet[®] is a registered trademark of the American Nurses Credentialing Center.
FORTUNE and FORTUNE 100 Best Companies to Work For are registered trademarks of Time Inc. and are used under license. From FORTUNE Magazine, March 15, 2019 ©2019 Time Inc. FORTUNE and Time Inc. are not affiliated with, and do not endorse products or services of, Atlantic Health System.





jobs.atlantichealth.org