

Session #C811

Magnet[®]. Redesignation. Repeat: Rx for a Successful Magnet[®] Site Visit

2015 ANCC National Magnet[®] Conference
Thursday, October 8th at 8:00am – 9:00am
Atlanta, Georgia

Wendy Tuzik Micek, PhD, RN, NEA-BC
Advocate Christ Medical Center
Advocate Children's Hospital-Oak Lawn



SHOW OF HANDS....

- Preparing for your first Magnet site visit?
- Preparing for your second Magnet site visit?
- Preparing for your third Magnet site visit?
- Not sure you selected the right session?



Session Objectives

- Discuss the responsibilities of the MPD and specific roles of others to enhance the Magnet[®] site visit.
- Identify strategies to ensure a successful Magnet[®] site visit experience for staff and appraisers.



Advocate Christ Medical Center/Advocate Children's Hospital-OL



- Opened in 1961
- 694 beds (Adult and Pediatric)
- More than 1,200 physicians
- Level I Trauma Center
- 100,000+ Emergency patient visits
- One of Illinois' largest and most comprehensive providers of cardiovascular services
- Comprehensive Stroke Center
- Best Hospitals 2014-2015 by U.S. News and World Report for cardiology and heart surgery, geriatric medicine, gynecology and neurology/neurosurgery
- Rated third in the state of Illinois U.S. News and World Report
- Recognized by Truven Health as a 100 Top Hospital
- Becker's Hospital Review recognized as one of 100 Great Hospitals in America in 2015.



- Opened in 1996
- 106 beds
- Level III Perinatal Center with 37-bed Special Care Nursery Unit
- 175 physicians in more than 30 specialties
- 31,861 pediatric emergency room visits
- Specialties:
 - Cardiology and Cardiac Surgery
 - Hematology/Oncology
 - Neonatology
 - Pulmonology
- Keyser Family Pediatric Cancer Center
 - one of the largest outpatient pediatric cancer programs in the Midwest
- 16-bedroom Ronald McDonald House
- Ronald McDonald Care Mobile
- Best Children's Hospital for 2015-2016 for cardiology and heart surgery and neonatology



Nursing at Advocate Christ Medical Center/Advocate Children's Hospital

- Magnet® Recognition - 2005, 2009 & 2014
- ENA Lantern Award
 - Pediatric ED
- Nursing workforce = 1539 FTE
- 79% of nurses are prepared at the Baccalaureate level or higher
- 75% of nurses are certified
- 69% of nurse leaders are certified
- Average length of employment is 11.7 years
- Affiliated with over 20 Schools of Nursing covering Illinois & Indiana



After the Magnet® Document Submission



And Before the Celebration.... ACMC/ACH-OL Magnet Call 1 - 2 - 3

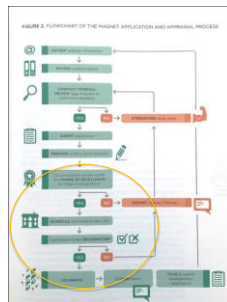


The Magnet® SITE VISIT

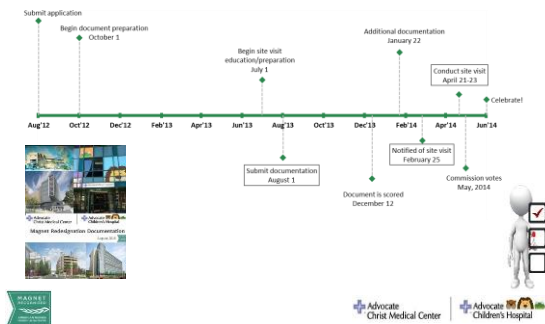


The Magnet® Timeline

- Submit Application
- Prepare Documentation
- Submit Documentation
- Document is scored
- Conduct Site Visit
- Commission Votes
- Decision/Celebrate



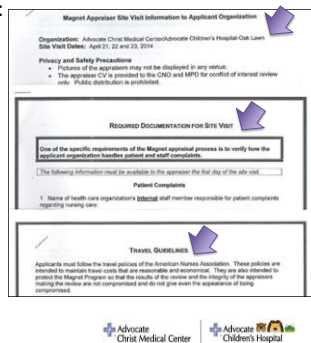
ACMC/ACH-OL Magnet® Timeline



Magnet® Site Visit

ANCC Site Visit Resources:

1. Magnet Appraiser Site Visit Information to Applicant Organization
2. Required Documentation for Site Visit
 - a. Patient Complaints
 - b. Staff Complaints
3. Travel Guidelines & Hotel Information Sheet



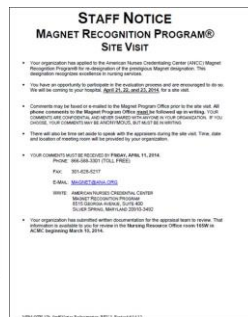
Magnet® Site Visit

ANCC Site Visit Resources (cont):

- ## 1. Public Notice Guidelines



- ## 2. Staff Notice Guidelines



Magnet® Site Visit Public Notice



Magnet® Site Visit Staff Notice



Magnet® Site Visit Next Steps



Magnet® Journey Themes

1st – Attracted to Excellence in Nursing
Nerves & excitement



2nd – Going for the Gold
Confidence & validation

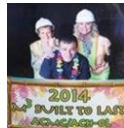


3rd – Built to last
Integration



ROLES Supporting the Site Visit

- MPD
- Coordinator
- Magnet® Advisory Council
- Magnet® Tracer Team
- Magnet® Escorts
- Support Services: Meeting Rooms, Food & Nutrition, Communications, Security & Public Relations



Magnet® Program Director Role

- Wears many hats...
 - Planner
 - Organizer
 - Delegator
 - Educator
 - Main Magnet Champion



Magnet® MPD Role –Document Prep



Magnet® MPD Role – Site Visit Prep



Magnet® MPD Role - Celebration



ROLES - Coordinator

- Appraisers travel arrangements
- Appraiser home room
- Room arrangements for scheduled interviews
- Food and Nutrition coordination
 - Appraisers
 - Meal interviews
- Update graphs
 - Patient Satisfaction
 - Quality Indicators
 - Education & Certification
- Committee & Council binders for appraisers



Committee Binders for Appraisers

Examples

Manager & Director Meetings	Quality Care Excellence Committee
Magnet Advisory Council	Falls
Practice Council	Pressure Ulcers
APN Council	VAP – Adult
Nurse Credentialing Committee	VAP – Peds
IRB	BSI – Adult
Ethics Committee	BSI – Peds
Nursing research Council	Restraints
Clinical Ladder Committee	Patient Satisfaction
Patient Safety	



Magnet Site Visit Newsletters - Nursing

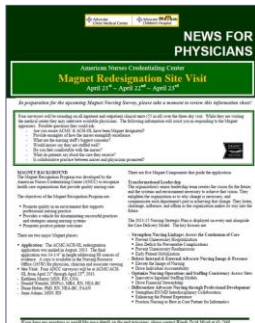
PURPOSE	FORMAT	FREQUENCY	DURATION
Increase staff knowledge	Newsletter	A new issue each month	Six months



Magnet® Site Visit Newsletters - ALL



Magnet® Site Visit Newsletters - Physicians



ROLES – Magnet® Tracers Organization

Purpose: Prepare staff for site visit and create a level of comfort with the type of questions appraisers ask

Format: Interactive

Frequency: Once a month

Duration: 4- 8 hour day



ROLES - Magnet® Tracers Organization



2014 Magnet® Tracer
Tracer Team Schedule

09/29/14 10/14/14 10/27/14 11/10/14 11/24/14 12/8/14 12/22/14 1/5/15 1/19/15 2/2/15 2/16/15 2/28/15 3/12/15 3/26/15 3/30/15

Tracer	Team 1	Team 2	Team 3	Team 4	Team 5
December 20th	A	B	C	D	E
January 20	E	A	B	C	D
February 18th	D	E	A	B	C
March 18th	C	D	E	A	B
March 27th	B	C	D	E	A
April 1st	A	B	C	D	E

How many tracers will be assigned to each team? (See below for details)

Section A	Section B	Section C	Section D	Section E
1 South	ASH	2 Stage	CHD Clinic	ORT
2 West	NSN	4 Stage	Adult OP	PACU
3 East / West	MCCU	PHU	Neurology	Eye Surgery
4 East	IVU	PHU	Cardiac Rehab	3 East / West
5 West	Delivery	E.D.	Pain Service	PT / OT
6 South	Neuro	Pub. Ed.	Cath Lab	Speech
7 East / West	NEU	CHD Unit	EP Lab	EMG
8 East	CHD Unit	CHD Unit	Prostate	Respiratory
9 East	CHD Unit	CHD Unit	Cardio	Pharmacy
10 East	CHD Unit	CHD Unit	Diagnosis	IVU
11 South	5 South	6 South	7 South	8 South
12 East / West	4 South	5 South	6 South	7 South

Tracer Team Schedule and Tracer Team Schedule

Tracer	Team 1	Team 2	Team 3	Team 4	Team 5
December 20th	A	B	C	D	E
January 20	E	A	B	C	D
February 18th	D	E	A	B	C
March 18th	C	D	E	A	B
March 27th	B	C	D	E	A
April 1st	A	B	C	D	E

Advocate Christ Medical Center Advocate Children's Hospital



ROLES – Magnet® Tracers Organization

Magnet Tracer Team Questions

Magnet Component:

TRANSFORMATIONAL LEADERSHIP

1. Can you name one of the 5 Magnet Model Components?

Transformational Leadership

Structural Empowerment

Exemplary Professional Practice

New Knowledge, Innovations and Improvements

Empirical Outcomes

2. Who is our Chief Nurse Executive that is responsible for our day-to-day operations of this organization? *Lynn Herring*

3. Who is the President of Advocate Christ Medical Center? *Ken Lubell*

4. Who is the President of Advocate Children's Hospital? *Mike Farrell*

5. How are we able to communicate with Leaders?

Open door policy, established chain of command, associate forums, department meetings, nursing newsletters, alternate newsletter

6. Can you give me examples as to how ACME/ACH support Transformational Leadership?

Online webinars, New webinars, Support Unit Council Chairs in Journal Club, Facilities, Bedside Roundings, Nurse Reduction (see pages 10-11 in Magnet Newsletter)

ADVOCATE TRACER QUESTIONS

1. What are you doing to address the role of the tracer in your unit?

2. What is the Chief Nurse Executive's role?

3. How do you ensure that the tracer is a key player in your unit?

4. How do you ensure that the tracer is a key player in your unit?

5. What are the key components of a tracer's role?

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Magnet® Tracer Feedback

- Challenging
- Excited
- Privilege
- Reliable
- Responsive
- Comfortable
- Proactive
- Great
- Pride
- Teamwork
- Prestigious/Top Hospital
- More Research and Education
- Provide higher level of care
- Rewarding
- Inspiring
- Intense
- Evidence Based Practice
- Bar higher/High Standards



Site Readiness Organization

Mock Site Visits

- ANCC Consulting Services
- Local Magnet Appraisers
- Magnet® Tracer Teams



Magnet Kick off events

- Games
 - Nursing focused stations
 - Non-Nursing station
 - "Magnet® is for Everyone" Bingo

Prize Points	100	200	300	400	500
100	100	100	100	100	100
200	200	200	200	200	200
300	300	300	300	300	300
400	400	400	400	400	400
500	500	500	500	500	500



Advocate
Christ Medical Center

Advocate
Children's Hospital

Site Readiness Magnet® Kick-Off

Purpose: Increase staff knowledge & motivation

Format: Interactive Stations

- Forces vs. Components
- Foundational Documents
- New Model "Bozo Buckets"
- Outcomes - Clinical & Satisfaction
- Care Delivery Model
- Professional Practice Model



Advocate
Christ Medical Center

Advocate
Children's Hospital

Frequency: Once

Duration: 24 hours



Site Readiness Magnet® Kick-Off



2013 Fall Festival

- Four educational game stations to reinforce Magnet concepts for all staff (clinical and non-clinical) with treats & gifts
 - Leader Wheel – **TL**
 - Duck Pond – **SE**
 - Trivia – **EP**
 - Bozo Buckets – **NK**



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Site Readiness Unit

Magnet Binder

- Staff Notice
- Graphs
- Newsletters
- Strategic Plan
- PPM
- Presentation
- Tracer Questions
- Fall Festival Questions



Site Readiness Unit

Unit Bulletin Boards

Unit Posters

- Professional Values
- Built to Last

Magnet EO Summary

- Unit Highlights

Unit Celebrations

- Unit Councils



EO Title	EO Description	EO Evidence
Professional Values	Advocate Christ Medical Center and Advocate Children's Hospital are committed to the highest standards of professional values and ethics. We are committed to the highest standards of professional values and ethics.	Advocate Christ Medical Center and Advocate Children's Hospital are committed to the highest standards of professional values and ethics. We are committed to the highest standards of professional values and ethics.
Built to Last	Advocate Christ Medical Center and Advocate Children's Hospital are committed to the highest standards of professional values and ethics. We are committed to the highest standards of professional values and ethics.	Advocate Christ Medical Center and Advocate Children's Hospital are committed to the highest standards of professional values and ethics. We are committed to the highest standards of professional values and ethics.



Site Readiness Unit

Education posters developed by each unit for organizational display

- People's Choice Award with prize for winning unit



Site Readiness Unit

New Knowledge, Innovations, & Improvements Timeline 2009 - 2013

2009	2010	2011	2012	2013
<ul style="list-style-type: none"> AP Annual Meeting Abstracts (APM) - 2009 AP Annual Meeting Abstracts (APM) - 2010 AP Annual Meeting Abstracts (APM) - 2011 AP Annual Meeting Abstracts (APM) - 2012 AP Annual Meeting Abstracts (APM) - 2013 	<ul style="list-style-type: none"> AP Annual Meeting Abstracts (APM) - 2010 AP Annual Meeting Abstracts (APM) - 2011 AP Annual Meeting Abstracts (APM) - 2012 AP Annual Meeting Abstracts (APM) - 2013 	<ul style="list-style-type: none"> AP Annual Meeting Abstracts (APM) - 2011 AP Annual Meeting Abstracts (APM) - 2012 AP Annual Meeting Abstracts (APM) - 2013 	<ul style="list-style-type: none"> AP Annual Meeting Abstracts (APM) - 2012 AP Annual Meeting Abstracts (APM) - 2013 	<ul style="list-style-type: none"> AP Annual Meeting Abstracts (APM) - 2013

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Site Readiness Unit Data

SharePoint site available for [Magnet Data](#)

Updates Coming -- 04/10/14

The Unit-Based Clinical Indicator Sharepoint site graphs has been updated to reflect the most current data available to date for each of the areas measured.

- Press Ganey Patient Satisfaction Graphs are current thru 4Q, 2013;
- NDNQI Nurse Sensitive Indicator graphs are current thru 3Q, 2013;
- NHSN and internal measured Nurse Sensitive Indicator graphs are current thru 4Q, 2013;
- Nursing Satisfaction Graphs are updated with 2013 Survey results.

<https://advocatehealth.sharepoint.com/sites/Teams/UnitIndicatorGraphs/SitePages/Home.aspx>



Site Readiness Unit Rounding Tips

- Be approachable – Greet Appraisers off the elevators
 - Any creative ideas about your introduction
 - Put out on display: PPM poster/Stepping Stone
- Be proud of your accomplishments
- Patient care comes first so we still want you to respond to bed alarms etc.
- Speak to projects that you have been involved in or were included in the Magnet document submission.
- Know your unit data – Quality indicators, Patient Satisfaction and Nursing Satisfaction
- Be prepared to discuss staffing and the peer review process
- Appraisers will interact with patients
- CareConnection: Care Plans, Education



Magnet® Interview Prep

Leadership - Quality Indicator Data

	Falls	Pressure Ulcers	Restraints	CLABSI	VAP	UTI	Pediatric Infiltrates	OTHER
INPATIENT OVERALL	✓	✓	✓	✓	✓	✗	✓	✓

	OTHER #1	OTHER #2
OUTPATIENT/ AMBULATORY OVERALL	✓	✓

Magnet Clinical Indicator Grid (rolling 8-quarters)

(NINQ) Indicators – Falls, Pressure Ulcers, Restraints, Pediatric Infiltrates, Pediatric Pain – thru 3Q, 2013)

(NHSN Indicators – CLABSI, VAP, UTI – thru 4Q, 2013)

(Internal or Other benchmarks – Other #1 & Other #2 – thru 4Q, 2013)



Magnet® Data

Leadership – Patient Satisfaction with Nursing

Press Ganey 1st QTR 2012 through 4th QTR 2013

(Rolling 8-quarters)

Division	Friendliness/ Courtesy of Nurses	Promptness/ Response to Call	Attention to Special/Personal Needs	How well was your pain controlled?	Nurses Kept you informed
INPATIENT OVERALL	✓	✓	✓	✓	✓

Division	Overall Patient Satisfaction
AMBULATORY/OUTPATIENT OVERALL	✓



Magnet® Appraisers

- The role of the appraisers is to verify, clarify and amplify the contents of the documentation.
- Appraiser Guidebook is an individualized onsite resource for each appraiser by site visit day.
- Organized by day:
 - Day One
 - Day Two
 - Day Three



Roles-Magnet® Escort

TIPS:

- Keep time
- Know the patient population of the units you visit
- Stay hydrated
- Know where the bathrooms are
- Be prepared to talk about yourself
- Carry a phone and know key numbers



Personal Professional Practice Model (PPPM)	
LEADS	
<p>LEADS</p> <p>LEADS is the first of four steps in the process of the Magnet Model. It is a tool to help you plan your practice. The first step is to plan your practice. The second step is to plan your practice. The third step is to plan your practice. The fourth step is to plan your practice.</p>	<p>LEADS is the first of four steps in the process of the Magnet Model. It is a tool to help you plan your practice. The first step is to plan your practice. The second step is to plan your practice. The third step is to plan your practice. The fourth step is to plan your practice.</p>
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Chicago-Metro Magnet® Consortium Advice

Staff Preparation

- Practice, practice, practice to build confidence
- Make it fun & engaging
- Reassure staff this is an opportunity to shine
- Magnet® document summary

Appraiser Preparation

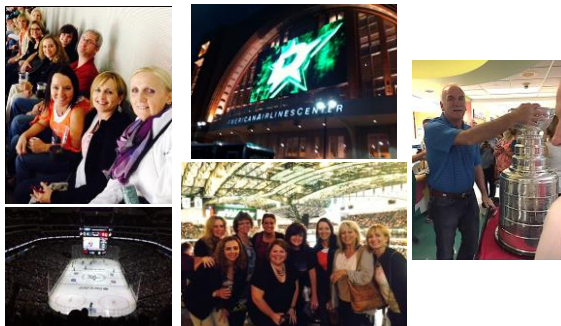
- Make escort experience special
- Organize unit rounds & interviews to minimize walking
- Provide grab and go items for appraisers on site & at hotel
- Meal attendance tracking spreadsheet

MPD Preparation

- Ask for help
- Prepare and organize early
- Take time for yourself



2014 Magnet Conference & Stanley Cup



Blackhawks Stanley Cup 10' – 13' – 15'



Building a Successful Magnet® Site Visit Team vs. Building a Stanley Cup Winning Team

Lord Stanley's Cup

- Coach
- Captain
- Players & Positions
- Drive, commitment & talent
- ???
- Push through adversity
- Confidence
- Chicago has the best fans
- Fluid and fast changing
- Chicago's theme – One Goal
- Every three years
- Each Chicago cup won with a different strategy

Magnet Team

- CNE
- MPD
- Clinical and non-clinical team members
- Role modeling is the most powerful
- ???
- Staff feel engaged; empowered
- Enthusiasm leads to confidence to do it again
- Win/win/win for patient, nurse & facility
- Teamwork
- Themes identified for each journey
- Every four years
- Each site visit accomplished with solid preparation



Summary

Coming together is a beginning...

Keeping together is progress...

Working together is success.



Henny Ford



2
0
1
3



2
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THANK YOU

Questions/Discussion

Contact Information

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