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 1996
- 106 beds
- Level IIIc Perinatal Center with 37-bed Special Care Nursery Unit
- 175 physicians in more than 30 specialties
- 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.

- Opened in 1961
- 269 beds (Adult and Pediatric)
- Level 1 Trauma Center
- 100,000 Emergency patient visits
- One of Illinois’ largest and most comprehensive providers of cardiovascular services
- Comprehensive Stroke Center
- Best Hospitals in 2015 by U.S. News and World Report for cardiology and heart surgery, geriatric medicine, gynecology and neurology/neurosurgery
- Ranked 5th 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.

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

- 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® 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

- Site visit agendas
  - Detailed by day
  - At a Glance for Unit

Magnet® Site Visit – Unit Round Schedule

<table>
<thead>
<tr>
<th>Monday, April 21</th>
<th>Site Visit</th>
<th>Nurse Leader</th>
<th>Director/Therapist</th>
<th>Detailed Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>3:15 p.m. - 4:45 p.m.</td>
<td>ED, MedSurg, OP, ICU</td>
<td>Laura Rosner, Cardiac Rehab</td>
<td>Cathy Sals, Imaging</td>
<td>Cardiac Rehab, Imaging, Pulmonary, Medical Intensive Care Unit</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Tuesday, April 22</th>
<th>ED, MedSurg, OP, ICU</th>
<th>Nicole Lesiak, ED</th>
<th>Dawn Walters, 6S</th>
<th>Fran Majca, Keyser</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:15 a.m. - 12:15 p.m.</td>
<td>ICU, MedSurg</td>
<td>Eileen Burnson, Pain</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1:30 p.m. - 4:00 p.m.</td>
<td>ICU, MedSurg</td>
<td>Eileen Burnson, Pain</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Wednesday, April 23</th>
<th>ED, MedSurg, OP, ICU</th>
<th>Courtney Remezas, 4EW</th>
<th>Cathy Crivellone, 2EW</th>
<th>May Marasigan, 7W</th>
</tr>
</thead>
<tbody>
<tr>
<td>9:00 a.m. - 11:15 a.m.</td>
<td>ICU, MedSurg</td>
<td>Marie Kole, 4H</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

ROLES - Coordinator

Attendance Rosters

- Completed in advance of the site visit for:
  - Interview attendees
  - Staff meal interviews
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

<table>
<thead>
<tr>
<th>Examples</th>
<th>Manager &amp; Director Meetings</th>
<th>Quality Care Excellence Committee</th>
<th>Magnet Advisory Council</th>
<th>Falls</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practice Council</td>
<td>Pressure Ulcers</td>
<td></td>
<td>APN Council</td>
<td>VAP – Adult</td>
</tr>
<tr>
<td>Nurse Credentialing Committee</td>
<td>VAP – Peds</td>
<td></td>
<td>IRB</td>
<td>BSI – Adult</td>
</tr>
<tr>
<td>Ethics Committee</td>
<td>BSI – Peds</td>
<td></td>
<td>Nursing research Council</td>
<td>Restraints</td>
</tr>
<tr>
<td>Clinical Ladder Committee</td>
<td>Patient Satisfaction</td>
<td></td>
<td>Patient Safety</td>
<td></td>
</tr>
</tbody>
</table>

Magnet Site Visit Newsletters - Nursing

<table>
<thead>
<tr>
<th>PURPOSE</th>
<th>FORMAT</th>
<th>FREQUENCY</th>
<th>DURATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase staff knowledge</td>
<td>Newsletter</td>
<td>A new issue each month</td>
<td>Six months</td>
</tr>
</tbody>
</table>
**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

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

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

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
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

Site Readiness
Unit

Education posters developed by each unit for organizational display
- People's Choice Award with prize for winning unit
Site Readiness
Unit

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 - Research

Research Council
Attend Council/Committee meetings scheduled to be interviewed

Magnet® Interview Prep - Research

Materials/Handouts to bring to the interview:
• IRB minutes - Part of Document Review
• Council meeting minutes
• NK8 Innovations Binder

Materials provided to the Magnet Appraisers @ site visit:
• 2013 Nursing Professional Activity Report
• 2013 AHC Library Annual Report
• 2013 Chip In for Nursing Research Benefactor Form & Program Book
• AHC Nursing Research Symposium
• 2013 Advocate Center for Pediatric Research Annual Report

Magnet® Interview Prep - Research

Research Posters

<table>
<thead>
<tr>
<th>Division</th>
<th>Author</th>
<th>Title</th>
<th>Poster Conference or Meeting</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advocate Children's Hospital Oak Lawn</td>
<td>Byung Eun, MS, APRN, CNOR, CNP</td>
<td>Perspectives of Nurses Participating in Emergency Simulation Training</td>
<td>2014 AHC Nursing Research Symposium</td>
</tr>
<tr>
<td>Advocate Children's Hospital Oak Lawn</td>
<td>Kim Tucker, MS, APRN, FNP, PCNP</td>
<td>Does it Walk the Walk (poster)</td>
<td>2014 AHC Nursing Research Symposium</td>
</tr>
<tr>
<td>Advocate Children's Hospital Oak Lawn</td>
<td>Goergi, MS, APRN, CPN, CONR, CONO</td>
<td>An Empathy for the Patient</td>
<td>2014 AHC Nursing Research Symposium</td>
</tr>
<tr>
<td>Advocate Children's Hospital Oak Lawn</td>
<td>Morgan, M, MS, APRN, CNOR, CPN, CONR, CONO</td>
<td>A Phenomenal Experience of Patient-Centered Care in the Pediatric Setting</td>
<td>2014 AHC Nursing Research Symposium</td>
</tr>
</tbody>
</table>
Magnet® Interview Prep
Leadership - Quality Indicator Data

<table>
<thead>
<tr>
<th>Falls</th>
<th>Pressure Ulcers</th>
<th>Restraints</th>
<th>CLABSI</th>
<th>VAP</th>
<th>UTI</th>
<th>Pediatric Injuries</th>
<th>OTHER</th>
</tr>
</thead>
<tbody>
<tr>
<td>⨿</td>
<td>⨿</td>
<td>⨿</td>
<td>⨿</td>
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<td>⨿</td>
<td>⨿</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OUTPATIENT: AMBULATORY</th>
<th>OTHER A1</th>
<th>OTHER A2</th>
</tr>
</thead>
<tbody>
<tr>
<td>⨿</td>
<td>⨿</td>
<td></td>
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</tbody>
</table>

Magnet Clinical Indicator Grid (rolling 8-quarters)
(NTHQ Indicators – Falls, Pressure Ulcers, Restraints, Pediatric Infiltrates, Pediatric Pain – thru 3Q, 2013)
(NHA Indicators – CLABSI, VAP, UTI – thru 4Q, 2013)
(Internal or Other benchmarks – Other A1 & Other A2 – thru 4Q, 2013)

Magnet® Data
Leadership – Patient Satisfaction with Nursing
Press Ganey 1st QTR 2012 through 4th QTR 2013
(Rolling 8-quarters)

<table>
<thead>
<tr>
<th>Division</th>
<th>Priority: Quality of Care</th>
<th>Pain Management: Response to Cues</th>
<th>Attention: Special Patients Needs</th>
<th>How well does your pain controlled?</th>
<th>Nurse: Keep you informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVERALL</td>
<td>⨿</td>
<td>⨿</td>
<td>⨿</td>
<td>⨿</td>
<td>⨿</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Division</th>
<th>Overall Patient Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVERALL</td>
<td></td>
</tr>
</tbody>
</table>

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® Escorts

You will have multiple meetings in multiple locations throughout your organization.
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

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
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
THANK YOU
Questions/Discussion

Contact Information
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(708) 684-2168