


World-Class Tips for Successful Site Visit Prep

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Making healthcare remarkable




Objectives

1. Methods to identify staff's strengths and weaknesses
2. Describe innovative strategies for preparing staff for the Magnet site visit




Novant Health Forsyth Medical Center


Forsyth Medical Center




Kernersville Medical Center



Medical Park Hospital



Visit Website



Many Changes in Year Before Re-Designation

- Developed new professional practice model
- Revised shared governance structure
- Revised peer review process
- Changed vendors for patient satisfaction
- Developed new care delivery model
- CNO left the organization and had interim CNO



What Keeps You Awake at Night?

- 1.Contents of the Magnet document
- 2.Questions that an appraiser may ask
- 3.Nurse sensitive indicators
- 4.EBP, process improvement, and research
- 5.Professional practice model
- 6.Shared governance
- 7.Peer review
- 8.Care delivery systems



Strategies Used to Prepare Staff

- Magnet Advisory Committee
- Nursing Leaders
- Education
- Meetings
- Magnet Mondays
- Document review
- Mock surveys
- All materials easily accessible



Magnet Advisory Committee

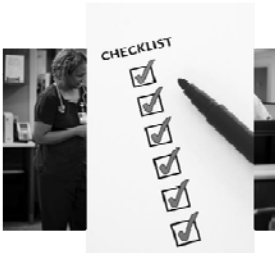


- Facilitate communication
- Promote involvement of all employees
- Assist with staff understanding of what Magnet designation means to staff and patients
- Promote a culture of excellence using the principles and standards of the Magnet Recognition Program



Nursing Leader Retreat

- 2 hour session
- Included Magnet Advisory Committee members, nurse managers, directors of nursing, and nursing educators
- Gave time to develop unit based plan
- Checklist for bulletin boards
- Checklist for unit preparations



Unit Site Visit Preparation Checklist

- Annual performance evaluations with peer review
- Education records for nurses at all levels
- Communication books/bulletin boards available
- Staff meeting and unit shared governance meeting minutes available
- Ensure you have a representative on each nursing council and staff know who their rep is
- Unit report cards accessible to staff
- Patient satisfaction information accessible to staff
- Recent PI graphs on bulletin boards



Unit Site Visit Preparation Checklist

- Unit vacancy rates available to staff
- Post upcoming educational opportunities
- Update plaques that recognize RN certification
- Update plaques that recognize career ladder
- Review CAUTI rates and develop a plan to improve if you do not already have one
- Be aware of the most common nursing injuries on your unit and be prepared to discuss with appraisers
- Review unit fall rates and have a plan for improvement. Ensure staff are aware of plan.



Bulletin Board Suggestions

- Customer satisfaction/ action plans/ patient comments
- Employees satisfaction/ action plans
- Performance improvement(s)/ unit success stories (falls, pressure ulcer rates)
- Evidence based practice/ Examples of application on your unit
- Research- unit research projects
- Professional Achievements (individual unit nurses)
- PPM poster- How the PPM is used on your unit
- Anything that will remind staff to talk brag about your unit success



Staff Education: Make It Fun!



1st To Know



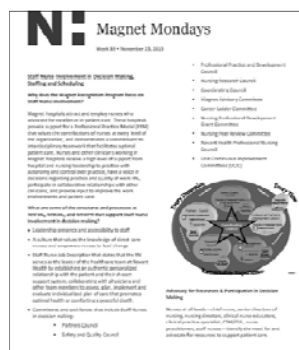
Talk to Anyone that will Listen!

- Nursing councils
- Leadership
- Physicians
- Interdisciplinary groups
- Ancillary departments
- Community partners



Magnet Mondays

- Electronic newsletter
- 40 weeks of topics
- Began with simple concepts and then became more in-depth
- Toolkits for nursing leaders and educators



Document Review

Cheat sheets to help staff find information in the Magnet document

Indexed by council and committee

Indexed by nurses names

Indexed by nursing units



Mock Surveys

Mock survey by MPD and nursing leaders

Mock survey by MPD from another Magnet facility

Outside consultant

All units

All councils

All groups scheduled to interview with appraisers



Accessibility

Hospital intranet

Bulletin boards

Flip and Tells

Posters

Unit based in-services

Nursing Grand Rounds

Self learning activities

Magnet document available to all staff



Site Visit Logistics

Four appraisers

Three hospitals

Two surgical centers

Seventy seven units

Thirty four meetings

Four days



Results

February 27, 2014

Third Magnet designation!



Questions

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