



October 2008

...is a compilation of information, questions and answers from the monthly Nurse Practice Council luncheon held by Maria Brennan, CNO with the Staff Nursing representatives to the Nurse Practice Council.

E-MAIL YOUR QUESTIONS DIRECTLY TO **MARIA BRENNAN, MSN, RN, CPHQ - VP, Patient Care Service and Chief Nursing Officer**

...brennanm@sjhmc.org

State of Affairs:



Nursing Progress Report to the Board of Trustees

I presented the following power point to the St. Joseph's Healthcare System Board of Trustees on September 19, 2008. They were very impressed with nursing's activities, awards and outcomes for 2008.

Nursing Services at St. Joseph's Healthcare System 2008

Accomplishments of the Nursing Department

- Achieved our third Magnet re-designation at the Paterson Campus
- Developed a new care delivery model that encompasses Jean Watson's Theory of Caring and Relationship Based Care
- Implemented a computerized nursing documentation system on both campuses
- Strengthened our Nursing Research Program through staff education, journal clubs and increasing nursing research studies
- Developed our staff through our shared Governance Model. Staff RN's were able to successfully manage our JCAHO and Magnet Surveys
- Achieved a 1% RN vacancy rate at the Paterson Campus and a 2% vacancy rate at the Wayne Campus
- Minimal agency usage at Paterson and decreasing agency usage at Wayne
- Developing a strategic plan to raise the level of nursing at the Wayne Campus by achieving Magnet designation within 5 years

Awards & Recognition

- ANCC Magnet Award
- NJHA for our V.A.P. rates
- For the second year in a row St. Joseph's Paterson has been named one of the top 10 best places for nurses to work in the tri-state area
- Recognized by the Organ & Tissue Sharing Network for our # of successful organ transplants
- Our Pediatric Hospital received the Palliative Care Award for our Comfort Corner Room





- CNO Awards:
 - Governor's Award
 - Organization of Nurse Executives—Nurse Executive Award
 - NJ Biz Healthcare Hero Nominee
- We will continue to raise the bar for nursing to achieve even better outcomes for our patients and families

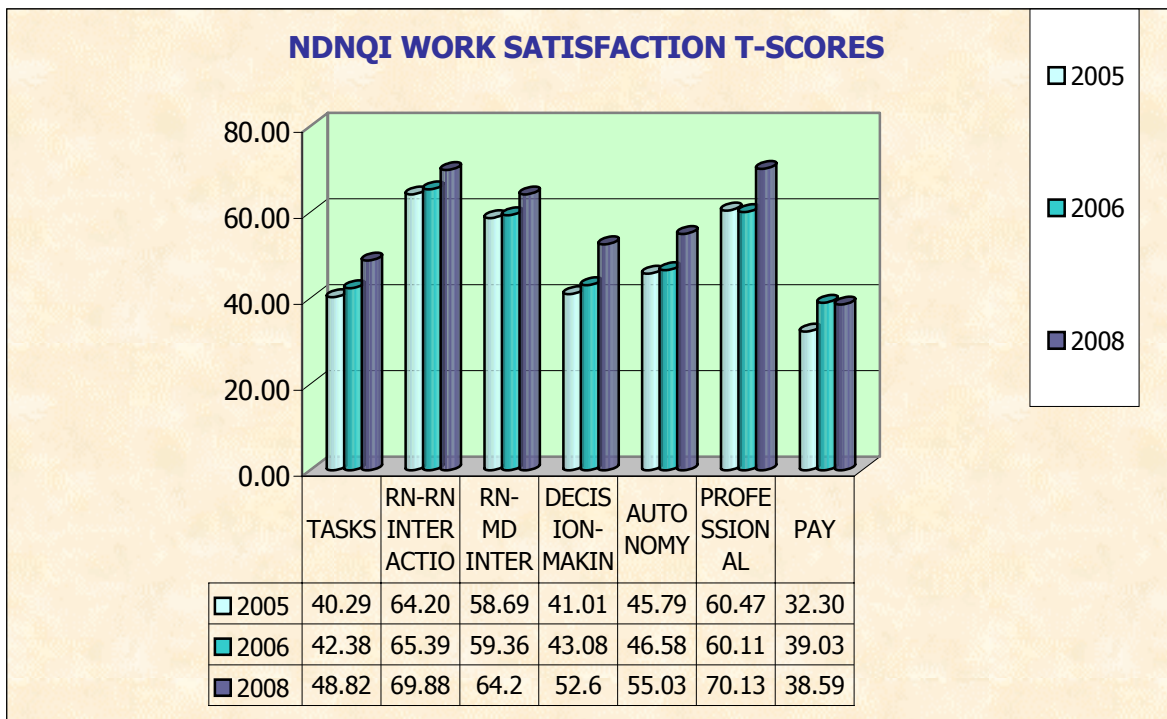
Nursing Satisfaction Survey Results

The 2008 survey was completed this past summer with more than 400 RNs participating. Thank you! Your input is necessary for making changes and helping us move forward. These slides, as it was presented to the Board of Trustees, demonstrates that each year since 2005 we have improved all indicators related to your role as professional nurses and your role as employees. Each unit that participated in the survey will receive unit-specific data and as you review this with your nurse manager and director you will need to develop action plans to address the 3 lowest scores for your unit. These action plans will include plans for measuring outcomes so we can see if the identified problems were resolved. I cannot stress enough the impact of your participation in this problem-solving process.

ADAPTED INDEX OF WORK SATISFACTION T-SCORES

NDNQI RN SURVEY	TASKS	RN-RN INTERACTION	RN-MD INTERACTION	DECISION- MAKING	AUTONOMY	PROFESSIONAL STATUS	PAY
2005	40.29	64.20	58.69	41.01	45.79	60.47	32.30
2006	42.38	65.39	59.36	43.08	46.58	60.11	39.03
2008	48.82	69.88	64.2	52.6	55.03	70.13	38.59

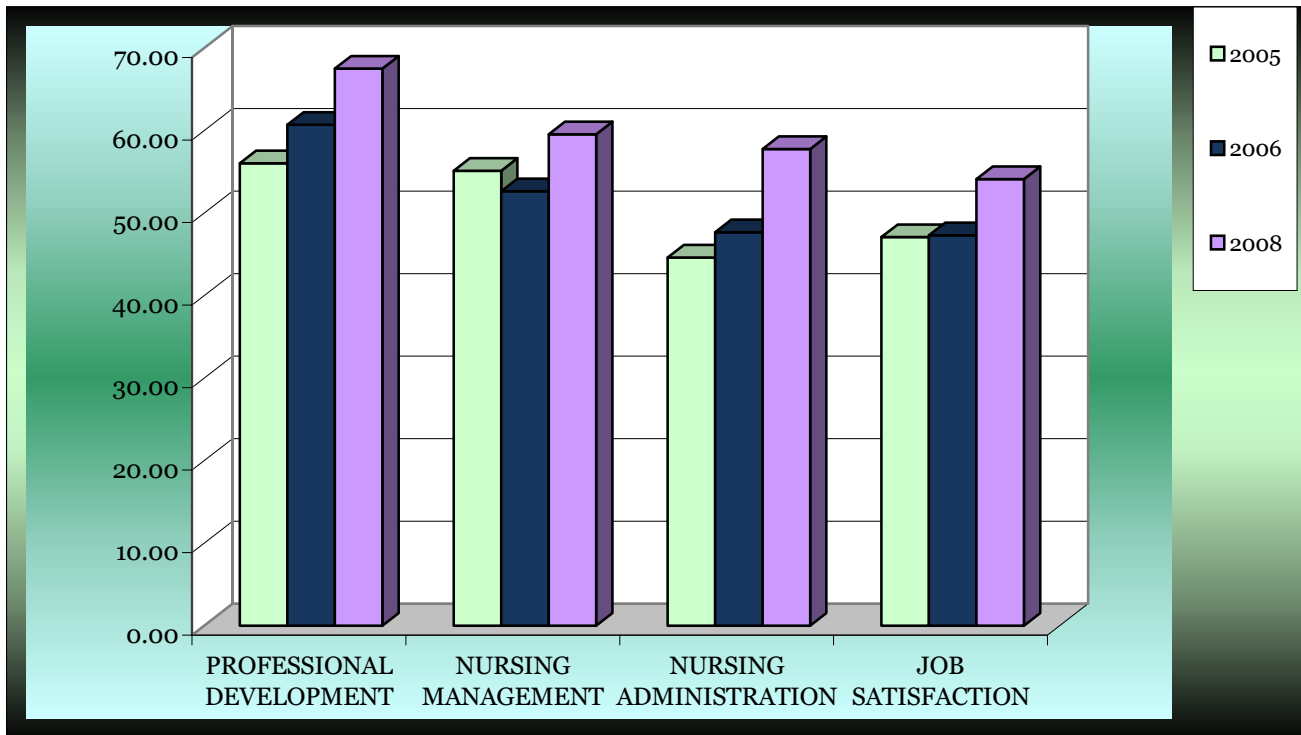
< 40 = low satisfaction, 40-60 = moderate satisfaction, > 60 = high satisfaction





NDNQI RN SURVEY	PROFESSIONAL DEVELOPMENT	NURSING MANAGEMENT	NURSING ADMINISTRATION	JOB SATISFA CTION	UNITS	RESPONSES	%
2005	56.04	55.14	44.61	47.10	27	477	54%
2006	60.71	52.65	47.69	47.31	27	215	40%
2008	67.52	59.56	57.77	54.11	29	410	58%

< 40 = low satisfaction, 40-60 = moderate satisfaction, > 60 = high satisfaction



State of Affairs

Magnet Recognition

We are planning a Magnet celebration for all Paterson-campus RNs on November 18th, 2008 at The Venetian in Garfield. The party will be 6:00 pm—10:00 pm with a cocktail hour, dinner and dancing. The Nerds will be the entertainment and the party is to be all fun with no presentations or speeches. Please save the date and plan to attend. I have always said that we have the best nursing department in the State and both Bill and I are so incredibly proud of your hard work, commitment and dedication to our patients, your profession and to this organization. We have decided to start the Magnet journey at St. Joseph's Wayne. MaryAnn Hozak and I will begin to work with that campus to get them ready for application in 5 years.

Relationship-Based Care

This past week we had 2 consultants from the organization that wrote book on RBC and work with Marie Manthey whose concept of "Partners in Practice" inspired our decision to choose this as our care delivery model. The nurse consultants, who travel to hospitals both nationally and internationally, were blown away with our implementation of the model and want Mria Manthey to visit us to see how we have done this! Once again, the nurses at St. Joseph's are viewed by outside survey teams as innovative, progressive and extremely passionate about nursing. We would like to invite Marie Manthey to come over Nurses Week in May, 2009.



Patient Satisfaction

As impressed as the RBC consultants were with our department they noted that our Press Ganey scores do not reflect what they see as a caring and dynamic nursing team and have suggested that we should do a root cause analysis to find out why our efforts do not translate to higher scores on the survey. The organization is also looking to a patient satisfaction consultant to help us with this problem. Anita Woodard will be coming later this fall to do just that and perhaps her use of focus groups will be part of this root cause analysis approach to find the disconnect between our efforts and are scores.

Finances

Our admissions have been very high over the last few months. Today our census is 465. We have been able to continuously make a profit, as we are about 90 admissions over budget. I know this keeps everyone very busy on the units so Thank You very much for all your hard work. As many hospitals are down in admissions and face continued threats for closure, we are thankful that St. Joseph's continues to grow in both services and quality of care. Bill McDonald has been very active in Trenton working with State legislators and the Department of Health commissioner, Heather Howard. One issue he pursues is the Charity Care reimbursements for our organization.

New Building Plans

The construction plans are getting underway. The new front of the hospital and lobby will be located in the old maternity entrance, which is just behind SICU. This area will begin construction probably in January so, for patient and staff safety it is imperative that SICU be moved. We are still meeting to see how we can best care for the surgical/trauma patients in other ICU areas and I will keep you updated as decisions are made. Construction above the Dialysis Center on Getty Ave will also start soon as the space for the clinics need to be done so the Xavier floors can be renovated for the relocation of the Johnson Building offices. The Johnson Building can then come down, making space for the Critical Care Tower to be built.

We have decided to include monthly the requested definitions of the five “pillars” of our current practice at St. Joseph's to assist you and your colleagues to “STRIVE FOR FIVE.”

- **National Patient Safety Goals**—elements of care found to be prone to patient injury. These are a big JCAHO focus. Examples include: Medication reconciliation; patient identification; VORB; hand off; and hand washing.
- **Studer**—“A nationally utilized program to promote positive patient satisfaction by using effective communication and empathy.” Five fundamentals include **Acknowledge** the patient's concerns; **Introduce** yourself; communicate **duration** (time expectations for procedures, exams, etc); **explain** plan and all care; **Thank them** for choosing us.
- **Watson**—“A Nursing theory/philosophy that provides a caring environment where patients perceive that they are well cared for.”
- **Relationship-Based Care**—“A care delivery model that describes working as a team.”
- **Evidence Based Practice**—“Basing current practice on practices proven by current research literature.”

