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We Can See Clearly Now:
Shared Governance Transparency

MAGNET RECOGNITION
AMERICAN NURSES CREDENTIALING CENTER
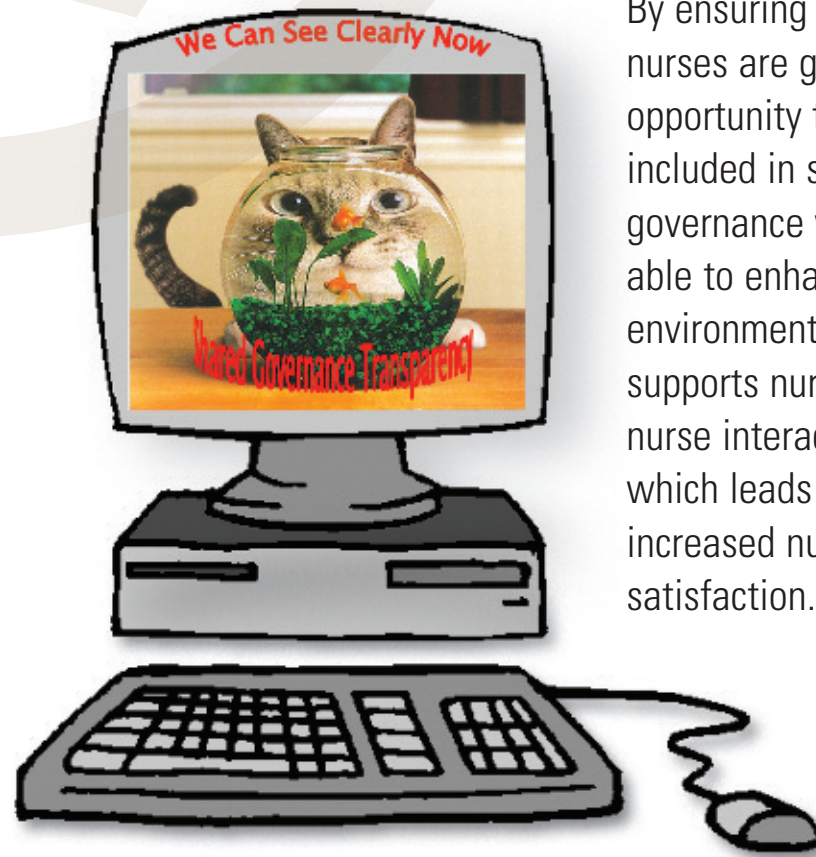
nch
Northwest Community Hospital

Arlington Heights, Illinois   www.nch.org

Abstract

Our shared governance culture is to listen and incorporate the voice of our workforce. One major goal for our organization is to engage staff in decision making. Sharing multi-council data is challenging. Magnitudes of decisions are highly dependent upon the communication flow throughout the councils and among nurses. The purpose for this project was to facilitate easy accessibility of information while enhancing shared governance.

By ensuring that all nurses are given the opportunity to be included in shared governance we are able to enhance an environment that supports nurse-to-nurse interactions, which leads to increased nursing satisfaction.

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Issues

- Information was disseminated in various ways, leading to inconsistencies for staff access to real time data.
- Challenges identified in receiving timely feedback from nurses.

Strategy

- All nurses have access to the organization's Intranet
- Process developed for council co-chairs to load relevant information onto a user-friendly nursing shared drive
- Linking the shared drive to the existing Intranet allows staff access to current data

Implementation

- Navigation is easy - in 4 easy clicks, a nurse can access information for any of the NCH Nursing Councils
- All councils have minutes, structure, membership, and reports to Corporate Strategic Nursing Council (CSNC) (oversight for all NCH shared governance) available to review
- Convenient access as each nursing department has multiple computers
- Shared governance overview during nursing orientation includes live demonstration of process

Data & Info

Outcomes

- Transparency has heightened awareness of our shared governance structure and increased relevance for nurses
- Council reporting has been streamlined leading to meaningful interaction among nurses
- Renewed strength of shared governance structure guides evidence-based practice and reflects nurses' voices
- All council members have current information prior to attending CSNC
- Unit based shared governance council information incorporated to Intranet site
- NDNQI Quarterly Reports and Dashboards and NDNQI RN Survey Reports and Dashboards also available to nurses through NCH Intranet
- Added benefit of supporting organizational initiative for "Going Green"

Future

- Monitor frequency of use by nurses through "hits" to site
- Evaluate nurse-to-nurse interactions, using NDNQI Nursing Satisfaction scores for that indicator