



5TH ANNUAL NDNQI® CONFERENCE
2010 NDNQI Award for Outstanding Nursing Quality®





Marla J. Weston, PhD, RN
CEO, American Nurses Association

Karen L. Miller, PhD, RN
Senior Vice Chancellor for Academic and Students Affairs
University of Kansas Medical Center
Dean and Professor, School of Nursing
Dean, School of Allied Health

January 26 – 28, 2011
Hyatt Regency Miami
Miami, Florida

2010 NDNQI Award for Outstanding Nursing Quality®

Patient Outcomes



Performance Measurement

Patient Safety

NDNQI Award Qualifications

- Data for 4 consecutive quarters
- Participate in RN survey
- Data analysis – nursing-sensitive measures
 - ✓ Structure of nursing (e.g., nursing care hours)
 - ✓ Process of nursing (e.g., pressure ulcer prevention)
 - ✓ Patient outcomes (e.g., hospital-acquired infections)
- Rankings within hospital category
- Environmental scan
 - ✓ Publicity– poor patient outcomes, dissatisfaction
 - ✓ Previous awards for patient care

2010 Award Categories

- ▶ **Academic Medical Center**
- ▶ **Community Hospital**
- ▶ **Teaching Hospital**
- ▶ **Pediatric Hospital**
- ▶ **Rehabilitation Hospital**

NDNQI Case Study:

Catheter-associated urinary tract infections SICU

Problem: Infection rate in SICU above NDNQI mean

Objective: 75%-100% reduction

Actions

- Add review of continued need for catheter to daily rounds
- Culture change: Catheter removal within 3 days

Result

- No infections for 5 consecutive quarters

Academic Medical Center



University of Kansas Hospital, Kansas City, KS
Tammy Peterman, MSN, RN, NEA-BC



THE UNIVERSITY OF KANSAS HOSPITAL



University of Kansas Hospital Our Story “The Quality Journey”

Tammy Peterman, EVP/COO/CNO
The University of Kansas Hospital



The Beginning – The Mid-1990s

- The lowest levels of patient satisfaction in the country
- No quality measures
- Staff turnover – 33% annually
- Patient volumes declining by 5% per year over the past four years
- No cash reserves and a projected \$20M shortfall in two years
- A consultant's report with 2 of the 6 recommendations being to close or to sell the hospital

Our Guiding Formula for Transformation

World Class Patient
Outcomes

+

World Class Patient
Satisfaction

Delivered by Competent,
Committed and Engaged Staff



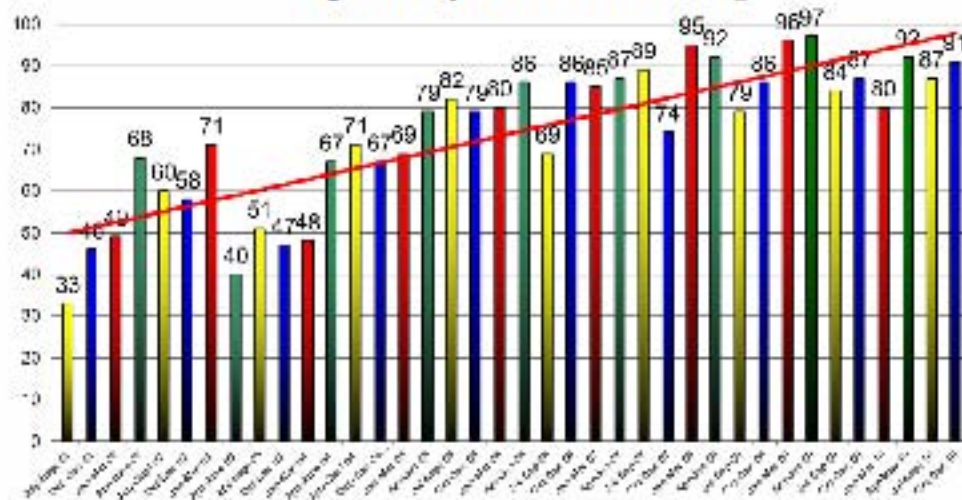
Strong, Sustainable
Growth

+

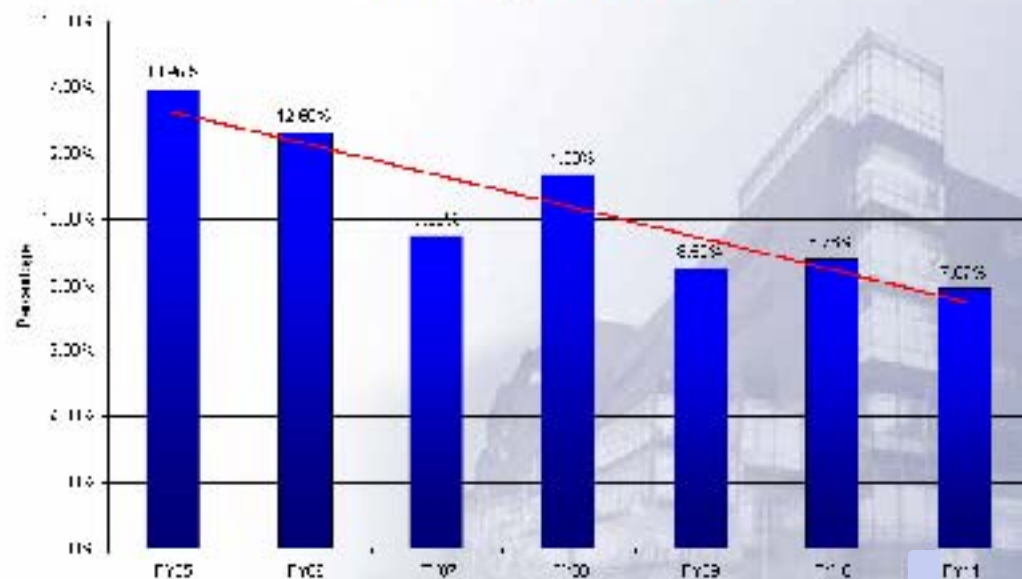
Strong, Sustainable
Financial
Performance

THE UNIVERSITY OF KANSAS HOSPITAL

Patient Satisfaction Quarterly Percentile Rating

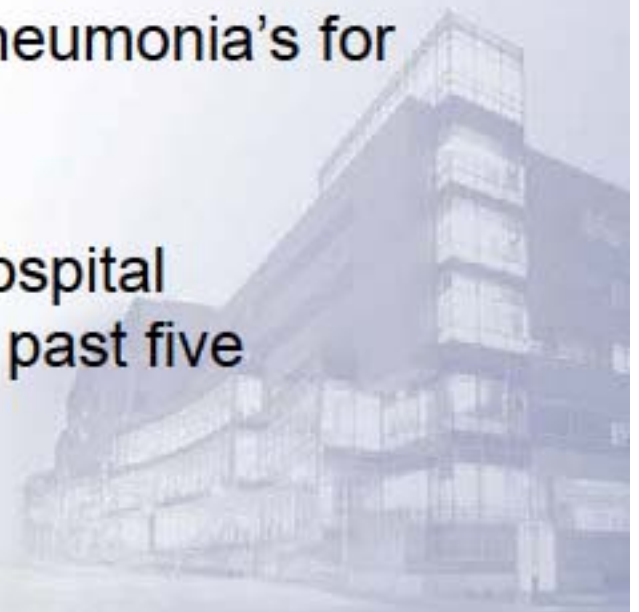


Nursing Turnover



Nursing Sensitive Quality Measures

- 48% decline in Codes Outside of the ICU since the initiation of the Rapid Response Team over the past five years.
- 43% decline Ventilator Acquired Pneumonia's for the last nine quarters.
- 74% decline in incidence rate of Hospital Acquired Pressure Ulcers over the past five years.



What's Next

- Ongoing pursuit of our vision--

**To Lead the Nation in Caring, Healing,
Teaching and Learning.**



Community Hospital



Medical Center of the Rockies, Loveland, CO

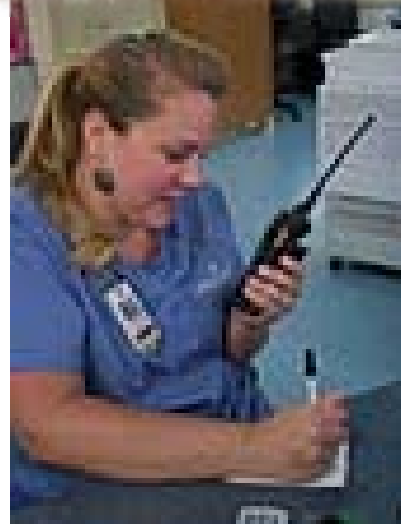
Kay Miller, MSN, RN, NE-BC, CENP





Medical Center of the Rockies

POUDRE VALLEY HEALTH SYSTEM




ANA
AMERICAN NURSES
ASSOCIATION

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- Patient- and family-centered model of care
- PVHS a 2008 Baldrige recipient
- MCR a 2010 Magnet designee
- Less than 4 years from opening to Magnet designation





MEDICAL CENTER
OF THE ROCKIES

POUDRE VALLEY HEALTH SYSTEM



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HEALTH SYSTEM

We're here for you.

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Teaching Hospital



Poudre Valley Hospital, Fort Collins, CO
Craig Luzinski, MSN, RN, NEA-BC, FACHE





POUDRE VALLEY HOSPITAL

POUDRE VALLEY HEALTH SYSTEM

we're here for you.





POUDRE VALLEY HOSPITAL
POUDRE VALLEY HEALTH SYSTEM

We're here for you.



Poudre Valley Hospital

241 Bed Acute Care Facility & a 40 Bed IP/OP Mental Health Facility

Areas of Specialty

- Women's and Family Service – Level IIIb Nursery, Pediatric Surgery, Perinatology
- Neurology Services – Joint Commission Stroke Center of Excellence
- Level III Trauma Center – American College of Surgeons
- Oncology Services – Inpatient, Outpatient, and Research (Including Phase I)
- Bariatric Center of Excellence
- Orthopedic Services
- Family Medicine Residency Program

Nursing Recognition

Magnet Designation since 2000 – 18th facility designated

Magnet Prize Recipient in 2009 – Community Case Management Program

ANA/ NDNQI Outstanding Nursing Quality Award 2007, 2008, and 2009



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Pediatric Hospital



**Children's Hospital & Medical Center,
Omaha, NE**

Pamela Carson, MS, RN, NE-BC





Children's

HOSPITAL & MEDICAL CENTER

We know children.



Nursing at Children's

- 650 RNs; 42 APRNs
- 76% BSN prepared or higher
- 52% of all nurses are nationally certified
- 78% of all eligible inpatient nurses are certified
- Low RN turnover rate (2%)
- High RN satisfaction scores



We know children.

Located in Omaha, NE

Provide care for 250,000 children per year from a 5 state region

Magnet designation

Services:

- Inpatient Care
 - 145 beds
- Ambulatory Clinics
 - 30 specialties
- Home Healthcare Visits
- Private Duty Nursing
- Fragile Child Daycare
- Transport Service

How did we get results?

Culture

- Passion for nursing and for our patients
- Teamwork and Staff Engagement



Structure

- Magnet Standards
- Shared Governance Structure – CORE Council

Collaboration

- Support from all disciplines
- Academic partnerships
- Networking for Best Practices

Recognition

- PI Project Awards
- Sustained Results Awards



How did we get results?

Staying focused on . . .

Outcomes



Culture

Collaboration

Structure Recognition



Rehabilitation Hospital



Craig Hospital, Englewood, CO
Diane Reinhard, MBA, MSCIS, BSN, RN,
NE-BC, CRRN



Craig Hospital



Caring exclusively for patients with spinal cord and brain injuries.



CRAIG HOSPITAL



Caring exclusively for patients with spinal cord and brain injuries.





***At Craig, Nursing does matter.
Together, we work as a team with our colleagues.
We believe in being Caring, Compassionate, Committed !
I am a member of Craig nursing... I make a difference!***

Staff satisfaction				
		2009	2010	2011
Participation rate	Ave.	68%(67)	78%(83)	
RN- job enjoyment scale	High >60	68	68.72	
Practice Environment scale	1-4 scale	3.23	3.20	

- Unit dashboards
- Unit PI projects
- Leadership quality capstones
- Nursing leads Hospital wide PI projects

Comparisons with Magnet Data (off web site)					
Craig Stats					2009 Magnet Hospital Stats
	2008	2009	2010	2011	
RN Turnover	6.50%	10%	14.96%		11.32%
Length of RN employment	6.96 yrs	6.49 yrs	7.26		9.6 years
Direct care RN staff					
National certification		54%	54%		54%
ADN	35%	28%	11%		54%
BSN	59%	68%	80%		54%
Dip	5%	4%	9%		10.94
MSN	0%	0%	1%		3.58
Leadership stats only					
Nurse leaders with certification	90%	100%	100%		46.8%
Nurse leader with masters	25% (4)	25% (4)	33% (4)		46.3%
Nurse leader with doctorate	2	2	2		
CNO with Master education	100%	100%	100%		100%

Nursing Services

Craig Hospital's Mission Statement:

"To advocate for and provide exemplary rehabilitation care to people affected by spinal cord and traumatic brain injury so that they can achieve optimal health, independence, and life quality. "

Core Values

- Foster independence through education and experiences
- Encourage peer support
- Develop a family atmosphere where caring for others is shared
- Embrace a culture of safety
- Put fun into the process of rehabilitation
- Advance rehabilitation through research
- Promote life quality through advocacy and education

Craig Hospital NURSING CREED

*At Craig, Nursing does matter.
Together, we work as a team with our colleagues.
We believe in being Caring, Compassionate, Committed
!*

*I am a member of Craig nursing...
I make a difference!*

*Standing alone I hold my own unique shape.
My individual strengths, skills and experience
define my boundaries
and bring color to my individuality.
But, standing alone I am bound.
I am unable to expand my borders.*

*It is only by interlocking my hands
with those of others
that together we can blend our beautiful
array of colors and create the picture that is...*

CRAIG NURSING !

Author

Lisa Kramer, RN, Clinical Nurse Coordinator

Proud to be Magnet Designated since 2005 !!



2010 NDNQI Award-Winners

Standing Out in 2010

Leading the Way in 2011

- University of Kansas Hospital
- Medical Center of the Rockies
- Poudre Valley Hospital
- Children's Hospital & Medical Center-Omaha
- Craig Hospital





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