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
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

- Opened 2007
- 136 beds
- Specializes in cardiac, trauma care
- Part of Poudre Valley Health System
• 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
We’re here for you.

pvhs.org
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

pvhs.org
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

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.
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

<table>
<thead>
<tr>
<th></th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
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</thead>
<tbody>
<tr>
<td>Participation rate</td>
<td>Ave.</td>
<td>68%</td>
<td>78%</td>
</tr>
<tr>
<td></td>
<td>(67)</td>
<td>(83)</td>
<td></td>
</tr>
<tr>
<td>RN-job enjoyment scale</td>
<td>High</td>
<td>68</td>
<td>68.72</td>
</tr>
<tr>
<td></td>
<td>&gt;60</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Practice Environment scale</td>
<td>1-4</td>
<td>3.23</td>
<td>3.20</td>
</tr>
<tr>
<td></td>
<td>scale</td>
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### Comparisons with Magnet Data (off web site)

#### Craig Stats

<table>
<thead>
<tr>
<th></th>
<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
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</thead>
<tbody>
<tr>
<td>RN Turnover</td>
<td>6.50%</td>
<td>10%</td>
<td></td>
<td>14.96%</td>
</tr>
<tr>
<td>Length of RN employment</td>
<td>6.96 yrs</td>
<td>6.49 yrs</td>
<td>7.26 yrs</td>
<td>9.6 years</td>
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#### Direct care RN stats

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<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
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<tbody>
<tr>
<td>National certification</td>
<td>54%</td>
<td>54%</td>
<td>54%</td>
<td>54%</td>
</tr>
<tr>
<td>ADN</td>
<td>35%</td>
<td>30%</td>
<td>11%</td>
<td>54%</td>
</tr>
<tr>
<td>BSN</td>
<td>59%</td>
<td>68%</td>
<td>80%</td>
<td>54%</td>
</tr>
<tr>
<td>Dip</td>
<td>5%</td>
<td>4%</td>
<td>9%</td>
<td>10.94%</td>
</tr>
<tr>
<td>MSN</td>
<td>0%</td>
<td>0%</td>
<td>1%</td>
<td>3.58%</td>
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#### Leadership stats only

<table>
<thead>
<tr>
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<th>2008</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
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</thead>
<tbody>
<tr>
<td>Nurse leaders with</td>
<td>90%</td>
<td>100%</td>
<td>100%</td>
<td>46.8%</td>
</tr>
<tr>
<td>certification</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nurse leader with masters</td>
<td>25%</td>
<td>25%</td>
<td>33%</td>
<td>46.3%</td>
</tr>
<tr>
<td></td>
<td>(4)</td>
<td>(4)</td>
<td>(4)</td>
<td></td>
</tr>
<tr>
<td>Nurse leader with</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>doctorate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CNO with Master education</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
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</table>
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