

Transformation of the Professional Nurse Role in an Ambulatory Care Setting

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Shared Governance in Ambulatory Care

Analysis

NDNQI RN Satisfaction Survey Results:

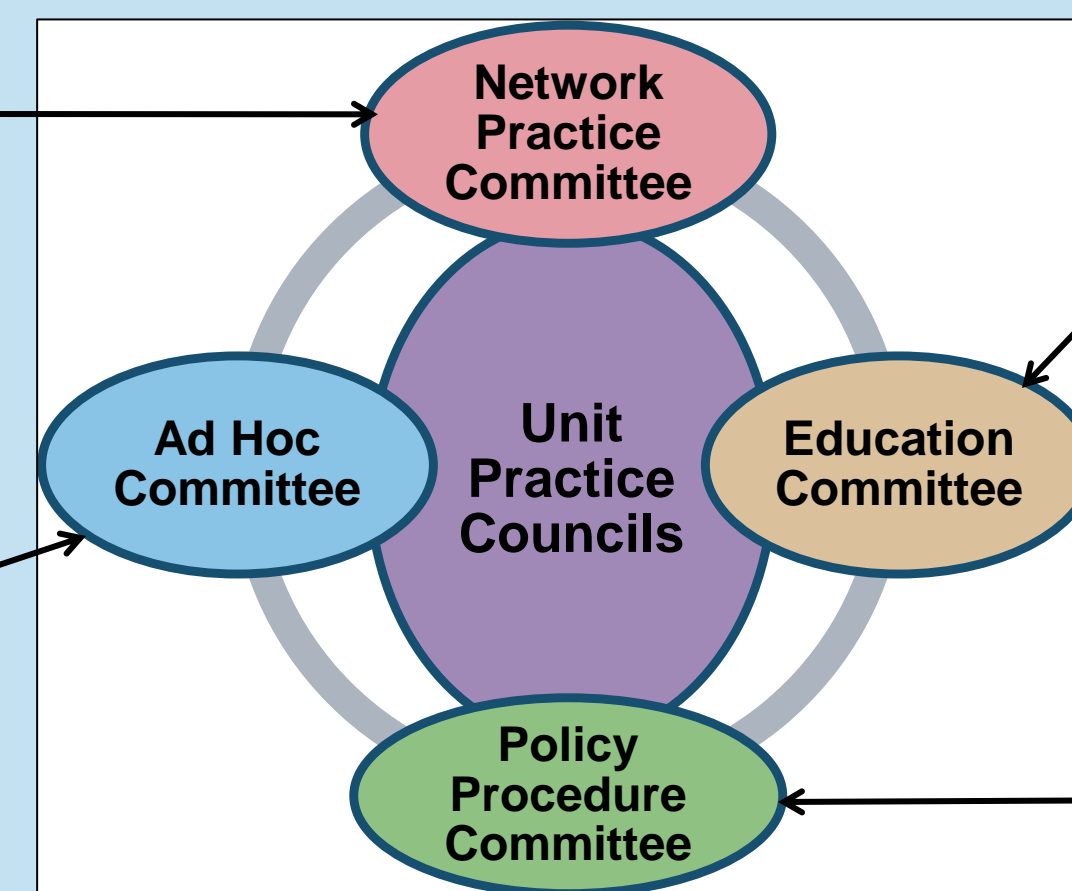
- From 2008 to 2009, T-scores decreased for decision making, autonomy and professional status.
- 2009 T-scores below benchmark mean for like hospitals.

Plan/Implement

Align ambulatory care nursing committee structure with hospital nursing committee structure.

- 17 ambulatory care sites represented
- Quality improvement oversight: Action plans for patient satisfaction, RN satisfaction and nursing sensitive quality indicators
- Standardization of best practices across sites

Short term task forces
Example: asthma champions, smoking cessation



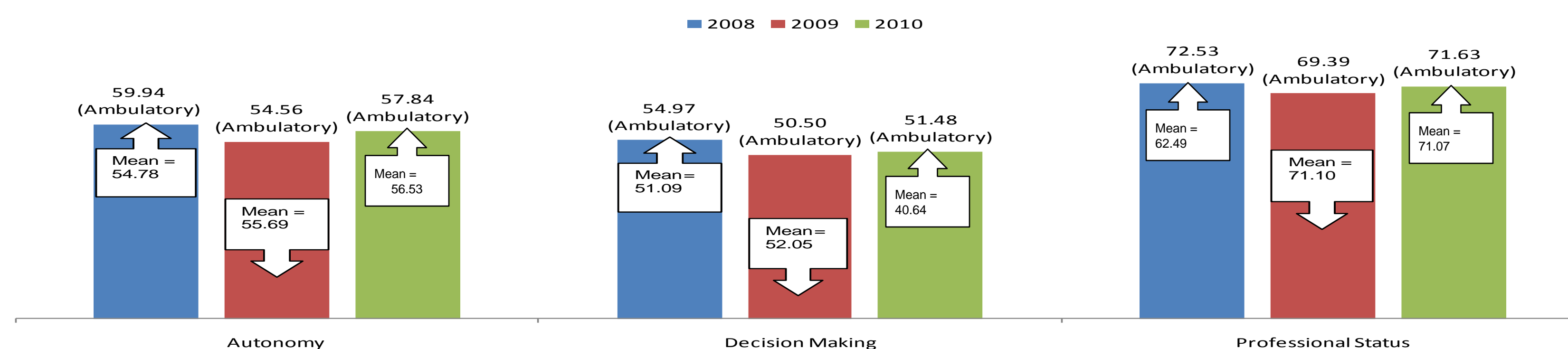
Coordination of CE opportunities, competency oversight

Development and review of policies

Evaluation

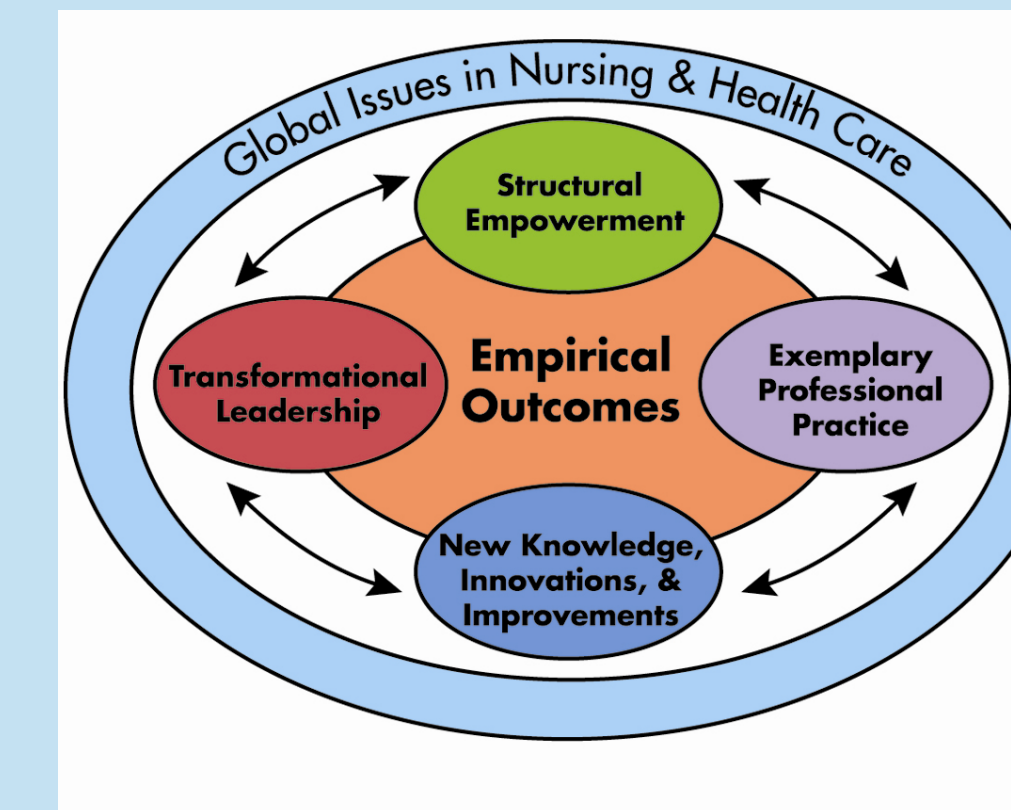
T-Score for like units in all hospitals increased and above benchmark mean.

NDNQI RN Satisfaction Survey Results



The professional nurse role in an ambulatory care setting is critical to organizational response to healthcare reform. Professional nurses will be the driving forces for patient-centered medical homes. The Magnet Model provides the framework for this transformation.

Magnet Model



NCQA Patient Centered Medical Home Standards

- ❖ Enhance Access and Continuity
- ❖ Identify and Manage Patient Populations
- ❖ Plan and Manage Care
- ❖ Provide Self-Care and Community Support
- ❖ Track and Coordinate Care
- ❖ Measure and Improve Performance

New Knowledge, Innovations and Improvements

Plan and Manage Care

Measure and Improve Performance

Transformational Leadership

Enhance Access and Continuity

Identify and Manage Patient Populations

Structural Empowerment

Identify and Manage Patient Populations

Track and Coordinate Care

Exemplary Professional Practice

Plan and Manage Care

Provide Self-Care and Community Support

Quality Metrics

RN Satisfaction

Patient Satisfaction

Empirical Outcomes

Financial Metrics

