

An account of the Western New York Center for Nursing Workforce and Quality (WNY CNWQ), a community based collaborative

Sung-Heui Bae¹, PhD, MPH, RN, Maureen Kelly², MS, BSN, Bonnie Ann Glica³, MS, BSN, Alexandra Spencer⁴, MS, BSN, Jennifer Jennings⁵, DNP, MS, FNP-BC, BSN

¹University at Buffalo, The State University of New York, School of Nursing, ²Roswell Park Cancer Institute, ³Erie County Medical Center, ⁴Catholic Health, ⁵Kaleida Health

Purpose

- In response to the critical nursing workforce and quality of care issues in WNY, area nursing leaders created a Collaborative:
 - To provide a mechanism to implement and evaluate nursing sensitive quality indicators
 - To employ and retain a competent nursing workforce in WNY

Significance

- Due to the aging nursing workforce WNY expects to face extreme shortfalls in the future, which are expected to have severe effects on health and quality of life in WNY
- Thus, there is a critical need for collaboration among healthcare systems, schools of nursing, and other stakeholders

Strategy and Implementation

- To accomplish objectives, the Steering Committee received funding from the John R. Oishei Foundation for two years (2010-2012)



Strategy and Implementation (cont'd)

- The first objective**
 - To formally establish the Collaborative
 - The Committee consists of nursing leaders from four major hospital systems of the urban county in WNY and University at Buffalo School of Nursing. The Committee developed a sustainable governance and operations model/memorandum of understanding
- The second objective**
 - To develop the WNY CNWQ
 - The Committee identified components of the database, which consisted of selected nursing sensitive quality indicators derived from the National Database of Nursing Quality Indicators (NDNQI), nurse safety outcomes, and hospital/nursing unit characteristics. All of the participating healthcare systems have joined the NDNQI
 - Table 1 Nursing Sensitive Quality Indicators

NDNQI Quality Indicators	Nurse Safety Outcomes	Organizational Variables
Nurse staffing skill mix	Needlesticks	Hospital size
Nursing hours per patient day	Back injuries	Teaching status
Nurse turnover		Unit size
Nurse education		Unit type
Nurse unit tenure		Patient day
Nurse age		Case mix
Nurse gender		Transforming Care at the Bedside Status
RN work environment		Dedicated Education Unit Status
RN job satisfaction (overall satisfaction)		
Fall/injury rates		
Pressure ulcer		
Ventilator-associated pneumonia		
Central line-associated blood		
Physical restraint prevalence		

Strategy and Implementation(cont'd)

- Web-based portal**
 - A web-based portal to provide data collection and statistical analysis tools was implemented in July 2011
 - A pilot research study to test innovations will be implemented next year (2011-2012)



Evaluation

- The database will be used to improve quality and redefine nursing practices

Implications for practice

- The WNY CNWQ has provided a forum to evaluate the nursing workforce and quality of care at the local level. Additionally, expansion plans to recruit other area schools of nursing and rural hospitals into the Collaborative are underway. Local nursing units can compare themselves to other similar local units.

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