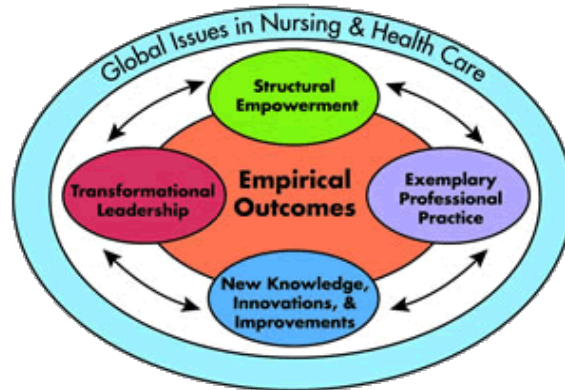


Updates: Clinical Center Magnet® Accreditation Journey October 20, 2023

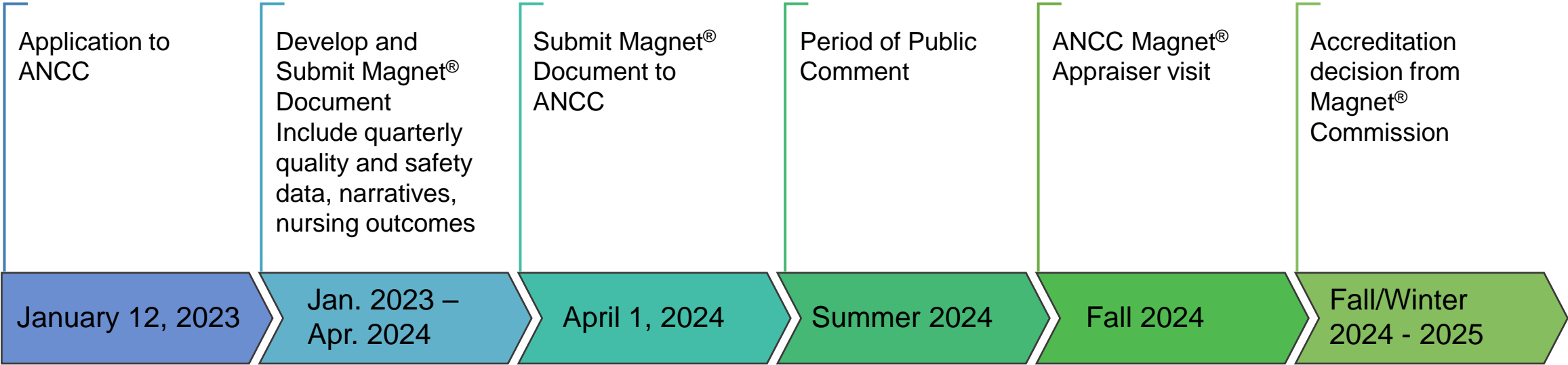
Barbara Jordan, DNP, RN, NEA-BC
Chief Nurse Officer
NIH Clinical Center Nursing Department

Progress Report

- Journey Milestones
- Clinical Center Magnet Document Updates
- Narrative Example from Document
- Review Patient Engagement Metrics for Magnet



Journey Milestones



Document Progress

| Manual Standards By Chapter | In Draft/ Identified | Examples to be identified | Complete |
|--|---------------------------------|--------------------------------------|-----------------|
| Transformational Leadership | 15 | 1 | 2 |
| Structural Empowerment | 14 | 4 | 3 |
| Exemplary Professional Practice | 20 | 5 | 1 |
| New Knowledge, Innovations and Improvements | 11 | 2 | 0 |

EP15: Provide one example, with supporting evidence, of nurse(s), as participant(s) of an interprofessional team, applying available resources to address ethical issues related to clinical practice.

NIH CC Example: *Ethical Considerations in the Interprofessional Care Planning for a Paraplegic Patient Participating in a Clinical Trial*

- In February 2022, 5NW Nurse Manager Iman Jones (Clinton), MSN, RN, coordinated a series of planning meetings in response to the admission of a 69-year-old paraplegic woman with metastatic thyroid cancer enrolled in protocol *77-DK-0096: Studies on Thyroid Nodules and Thyroid Cancer*.
- 5NW patients on radiation isolation are typically independent in self-care activities, which reduces radiation exposure times for care staff. The paraplegic patient would require more extensive care, with greater staff presence at the bedside. Extensive care planning was required to meet the needs of the patient undergoing radiation isolation, as well as to address concerns related to radiation exposure of staff. Bioethics was consulted as part of the extensive interprofessional team, who made several recommendations to support the ethical treatment of the patient and the concerns of staff.
- A system was developed, which included increased staffing through the use of nurse volunteers. The system was successful in keeping staff safe and ensured the quality of patient care was maintained during the patient's uneventful admission in February 2022.
- The interprofessional team was comprised of staff from NIDDK, 5NW, Medical Materials and Environmental Services, NIH Bioethics, CC Facilities, CC Office of Patient Safety and Quality, CCND Office of Safety and Quality and the NIH CC Division Radiation Safety.

Staff Engagement

Magnet Rounds

- Monthly Theme
- Goal: Reach majority of front-line staff weekday, nights and weekend
- Magnet Document Team and Magnet Ambassadors

Magnet Fair: October 26, 2023 "Take A Journey to Excellence"

- FAES Terrace
- 11am – 3pm
- Education and Engagement



Take A Journey to Excellence
October 26, 2023
NIH Clinical Center, FAES Terrace
11am - 3pm



The NIH Clinical Center
is on the Journey to
ANCC Magnet®
Accreditation



Magnet and Patient Engagement Metrics

- Magnet: EP21EO & EP22EO
- Select four (4) of nine (9) categories for both inpatient units and ambulatory settings
- Demonstrate outperformance of the benchmark provided by the vendor's national database.
- The expectation is that for each patient satisfaction category chosen, the majority of the units must outperform the national mean, median or other measure of central tendency for the majority of eight (8) quarters.

Patient Engagement: Inpatient Magnet Categories

- Courtesy and Respect
- Patient Engagement or Patient Centered Care
- Responsiveness
- Safety



Magnet and Patient Engagement Metrics: Inpatient Magnet Categories

Courtesy and Respect: Nurses' attitudes towards your requests

| | 2021 Q3 | 2021 Q4 | 2022 Q1 | 2022 Q2 | 2022 Q3 | 2022 Q4 | 2023 Q1 | 2023 Q2 | |
|----------|---------------------------|-----------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-----|
| 3NE | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored below the mean | Scored above the mean | 7/8 |
| 3NW | Scored below the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | 7/8 |
| 3SEN | Scored above the mean | Scored above the mean | Scored above the mean | 'n' is too low per vendor | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | 7/8 |
| 3SWS/ICU | 'n' is too low per vendor | Scored above the mean | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 1/8 |
| 5NW | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | 8/8 |
| 5SE | Scored above the mean | Scored above the mean | 'n' is too low per vendor | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | 7/8 |
| 5SWN | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored below the mean | Scored above the mean | 7/8 |
| 7SWN | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored below the mean | 7/8 |

100% (8/8) Eligible Inpatient Units are Magnet Ready

- Scored above the mean
- Scored below the mean
- Too few responses to provide meaningful data

Magnet and Patient Engagement Metrics: Inpatient Magnet Categories (continued)

Courtesy and Respect: Courtesy and respect of the nurses

| | 2021 Q3 | 2021 Q4 | 2022 Q1 | 2022 Q2 | 2022 Q3 | 2022 Q4 | 2023 Q1 | 2023 Q2 | |
|-----|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-----|
| 1SE | Scored above the mean | Scored above the mean | 'n' is too low per vendor | Scored above the mean | Scored below the mean | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 3/8 |
| 1SW | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | Scored above the mean | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 1/8 |
| 7SE | Scored above the mean | Scored above the mean | Scored above the mean | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 3/8 |

Courtesy and Respect: Care team's concern for your/your child's privacy

| | 2021 Q3 | 2021 Q4 | 2022 Q1 | 2022 Q2 | 2022 Q3 | 2022 Q4 | 2023 Q1 | 2023 Q2 | |
|------|---------------------------|---------------------------|---------------------------|---------------------------|-----------------------|-----------------------|---------------------------|---------------------------|-----|
| 1NW | Scored below the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | 7/8 |
| 5SE | Scored above the mean | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | Scored above the mean | Scored below the mean | 'n' is too low per vendor | 'n' is too low per vendor | 2/8 |
| 7SWN | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | Scored above the mean | Scored above the mean | Scored below the mean | Scored above the mean | 3/8 |

100% (8/8) Eligible Inpatient Units are Magnet Ready

| | |
|---------------------------------------|--|
| ■ | Scored above the mean |
| ■ | Scored below the mean |
| ■ | Too few responses to provide meaningful data |

Ambulatory Magnet Categories

- Care
Coordination
- Careful
Listening
- Safety
- Service
Recovery



Magnet and Patient Engagement Metrics: Ambulatory Magnet Categories

Safety: How well the staff protected your safety (by washing hands, wearing ID, etc.)

| | 2021 Q3 | 2021 Q4 | 2022 Q1 | 2022 Q2 | 2022 Q3 | 2022 Q4 | 2023 Q1 | 2023 Q2 | |
|---------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----|
| 1H Peds | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored below the mean | Scored above the mean | Scored above the mean | Scored above the mean | 7/8 |
| 3SES/DH | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored below the mean | Scored above the mean | Scored above the mean | Scored above the mean | 7/8 |
| 55W/DH | Scored above the mean | Scored above the mean | Scored below the mean | Scored below the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | 6/8 |
| OP3 | Scored below the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | 7/8 |
| OP5 | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored below the mean | 7/8 |
| OP7 | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | 8/8 |
| OP8 | Scored below the mean | Scored below the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored below the mean | Scored above the mean | 5/8 |
| OP9 | Scored below the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored below the mean | Scored above the mean | Scored below the mean | 5/8 |
| OP10 | Scored above the mean | Scored above the mean | Scored below the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored below the mean | 6/8 |
| OP11 | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | 8/8 |
| OP12 | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored below the mean | Scored above the mean | Scored above the mean | Scored above the mean | 7/8 |
| OP13 | Scored above the mean | Scored above the mean | Scored below the mean | Scored below the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | 6/8 |

100% (16/16) Eligible Ambulatory Units are Magnet Ready

- Scored above the mean
- Scored below the mean
- Too few responses to provide meaningful data

Magnet and Patient Engagement Metrics: Ambulatory Magnet Categories

Safety: Extent to which staff washed their hands

| | 2021 Q3 | 2021 Q4 | 2022 Q1 | 2022 Q2 | 2022 Q3 | 2022 Q4 | 2023 Q1 | 2023 Q2 | |
|----------------|-----------------------|-----------------------|-----------------------|-----------------------|---------------------------|---------------------------|---------------------------|---------------------------|-----|
| 3SWN/PVCS | Scored below the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | 7/8 |
| OP1 Den | Scored above the mean | Scored below the mean | Scored above the mean | Scored below the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored below the mean | 5/8 |
| Operating Room | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 4/8 |

Safety: Degree of safety and security you felt in our facility

| | 2021 Q3 | 2021 Q4 | 2022 Q1 | 2022 Q2 | 2022 Q3 | 2022 Q4 | 2023 Q1 | 2023 Q2 | |
|--------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|-----------------------|-----------------------|-----------------------|-----|
| 1H Alc | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | Scored below the mean | Scored above the mean | Scored above the mean | 2/8 |
| OP4 | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | 'n' is too low per vendor | Scored above the mean | Scored above the mean | Scored above the mean | 3/8 |

Safety: Your trust in the skill of the staff who provided your test or treatment

| | 2021 Q3 | 2021 Q4 | 2022 Q1 | 2022 Q2 | 2022 Q3 | 2022 Q4 | 2023 Q1 | 2023 Q2 | |
|-----------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----|
| B2 RadOnc | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored above the mean | 8/8 |
| BSS | Scored below the mean | Scored above the mean | Scored above the mean | Scored above the mean | Scored below the mean | Scored above the mean | Scored above the mean | Scored below the mean | 5/8 |

100% (16/16) Eligible Ambulatory Units are Magnet Ready

| |
|--|
| Scored above the mean |
| Scored below the mean |
| Too few responses to provide meaningful data |