



# ACHIEVING EXCELLENCE: A PATIENT- CENTERED APPROACH

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# SOLUTIONS FOR PATIENT SAFETY

<http://www.youtube.com/watch?v=HyWhNkcbXk8>



BE THE NURSE YOU WANT AS A PATIENT



# PATIENTS REALLY WANT...

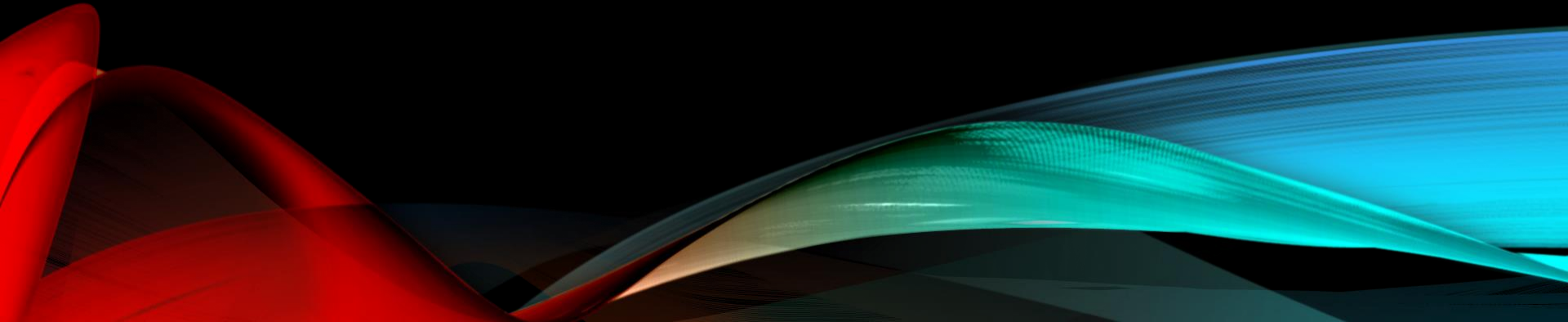
- Private room – including “their own bathroom and no roommate”
- The **best medicine** – patients want to know their doctors are “highly qualified” but do not want this information “to be statistical. They prefer testimonials from other patients or clinicians they **trust**”
- Continuity, choice, coordination – care from “same person or team” important
- **Kindness** – “in the days before health insurance, patients paid for care that consisted primarily of kindness”
- **Hope** and certainty – even in dire situations, patients “want to have hope and be offered options that might help”

# HOW BEST MEET THESE?

- **Best practice**
- **Trust**
- **Kindness**
- **Hope**

# PERSONAL ACHIEVEMENT OF EXCELLENCE

How is this related to patient-centered care?



# CERTIFICATION

- .... process by which a nongovernmental agency **validates**, based upon predetermined **standards**, an individual **nurse's qualifications for practice** in a defined functional or clinical area of nursing.

AACN <http://www.aacn.org/wd/certifications/content/consumer-whatiscert.pcms?menu=certification>



# CERTIFICATION: THE EVIDENCE

- Intrinsic value of certification
  - Personal accomplishment, satisfaction, knowledge validation, and attainment of a practice standard.
- Empowerment
  - Formal and informal power
  - Control over practice and shared decision making
  - Linked to increased
    - Job satisfaction
    - Intent to stay in position
- Enhanced collaboration
  - Improved communication and collaboration with other healthcare team members

(Fitzpatrick et al., 2010; Schroeter et al., 2012; Wade, 2009)



# CERTIFICATION: THE EVIDENCE

- Patient satisfaction
  - Nurse report of increased patient satisfaction
- Clinical competence and expertise
  - Nurse report enhanced skills and knowledge
  - Leading to increased confidence
- Patient outcomes (Krapohl et al, 2010; Frank-Stromburg, et al., 2001; Wade, 2009)
  - Variety of research outcomes – positive and negative
  - Too many other factors to control

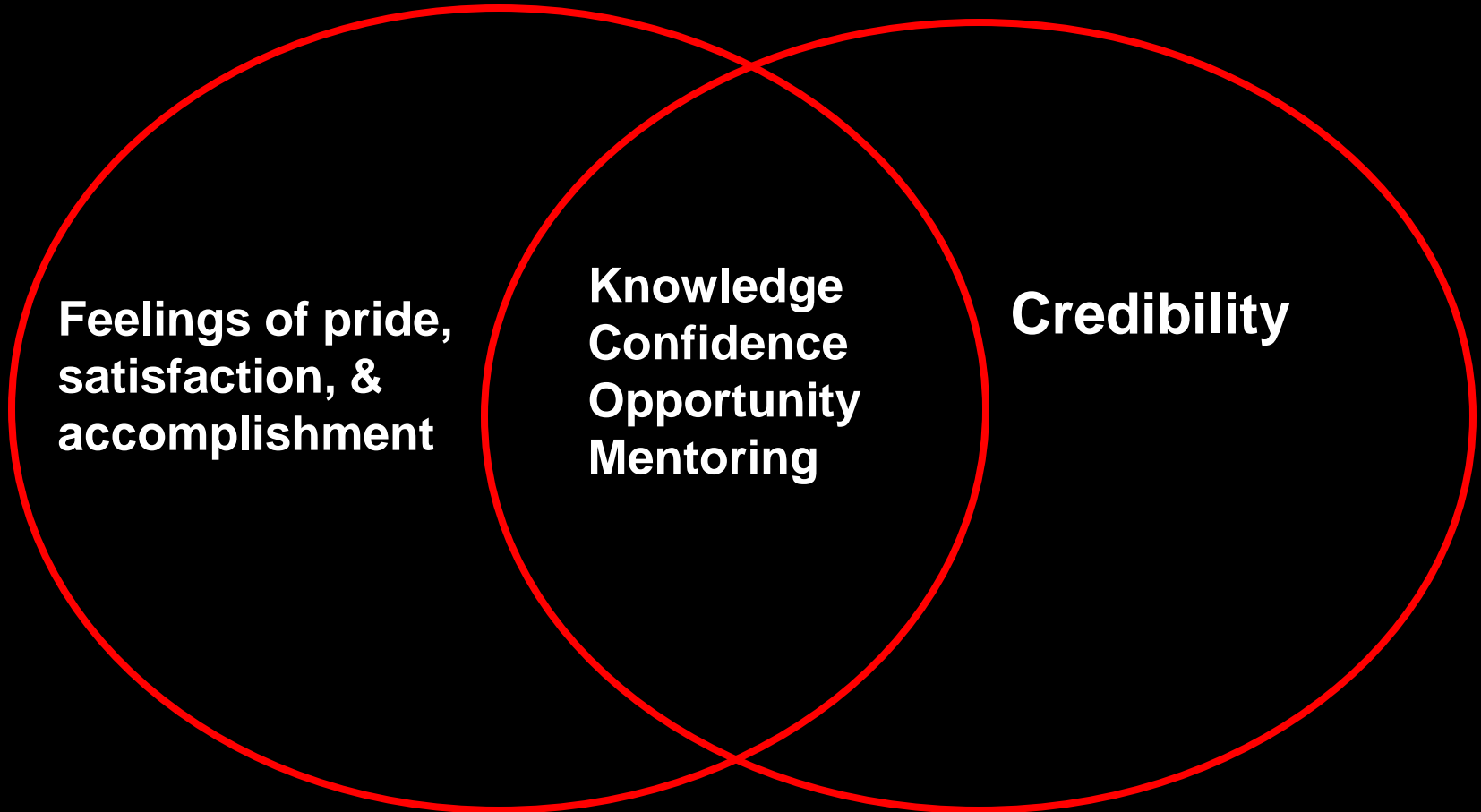
**Personal**

**Professional**

**Feelings of pride,  
satisfaction, &  
accomplishment**

**Knowledge  
Confidence  
Opportunity  
Mentoring**

**Credibility**



# HOW BEST MEET THESE?

- **Best practice**
- **Trust**
- **Kindness**
- **Hope**



# THE CORE OF CARING

- The confident nurse
- Skill set needed
  - Communicator
  - Collaborator
  - Knowledge worker
  - Kind
  - Caring
  - + Attitude

# What do *empowered* nurses look like?

- Confident nurses!



- Believe in the power of nursing

# Who are the empowered Confident nurses?

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- “Can do” attitude
- Assertive
- High expectations of themselves & others
- Collaborators
- Have vision & act on that vision
- Accountable
- Have initiative

**Attitude is Everything!**



# People with Confidence

- Trust their abilities
- Sense of control over their lives and their environment
- Positive view
  - I feel *super-fantastic*!
  - I *love* traffic!



# Research on Positivity



- Simple act of smiling releases endorphins
- 1979, Norman Cousins Anatomy of an Illness
  - Wrote his own prescription: laughter!
- Patch Adams; Dr. Raymond Moody, (Laugh After Laugh)



# Research on Positivity

- Laughter
  - Raises levels of T cells, gamma-interferons, and B cells
  - Temporarily stimulates your blood flow, lymph flow
  - Lowers blood pressure



# Positive People

- Are known
- Influence others to be positive
- Help retain confidence in everyone
- Have ***gratitude with attitude!***



# Positive People in the Workplace

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- Improve communication
  - Improve teamwork
  - Influence others' morale
  - Boost the FUN in work
  - Increase productivity
- 
- Positive people are confident!



# Negativity

- Influences too
- Dismantles teamwork
- Increases stress
- Cripples productivity
- And no one has any fun.



# Attitude is Essential for Confidence

- Southwest recruiter looks for: “... the perfect blend of energy, humor, team spirit, and self confidence ...”



When bags fly free!





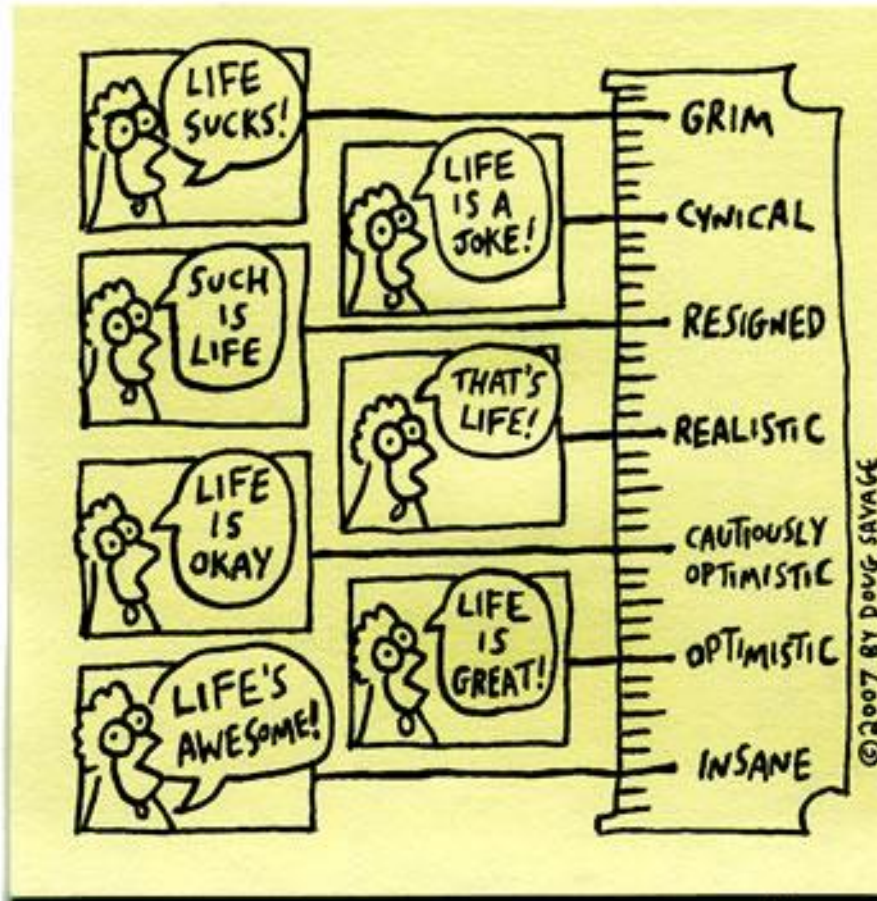
# The Attitude Scale

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savagechickens.com

*Savage Chickens*

by Doug Savage



www.savagechickens.com

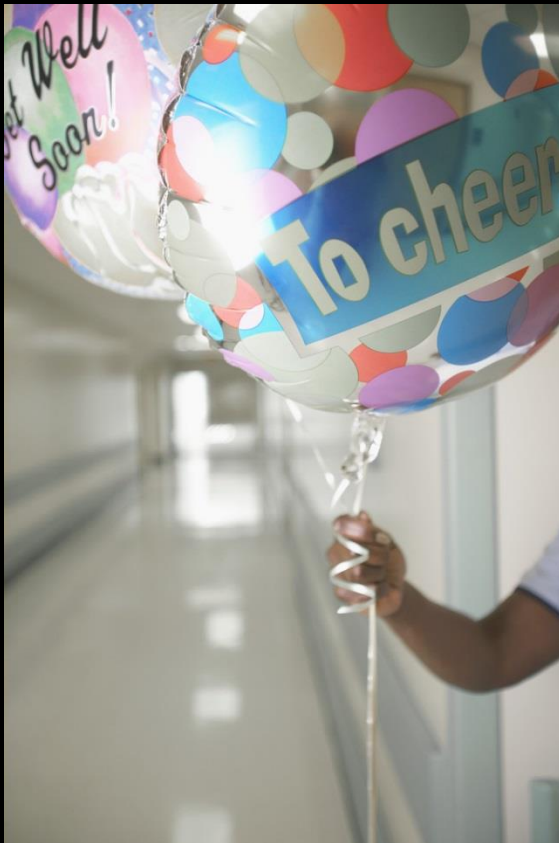
# The Attitude Scale

## Where do you land?



**Attitude is Essential for  
Confidence**

BE THE UNIT YOU  
WOULD BE ON AS A  
PATIENT





ALIGN ALL ACTIVITIES  
TO BE PATIENT-CENTRIC

# BASIC ASSUMPTIONS

- Increase engagement;
  - define “professional nurse”
- Improve practice based on evidence;
  - define “evidence”
- Improve staff satisfaction (patient satisfaction);
  - define “satisfaction”



CREATE THE  
COMMUNITY TO  
PRODUCE THE VALUE

Define Value: ***ASK***



***AACN Standards for  
Establishing and  
Sustaining Healthy  
Work Environments: A  
Journey to Excellence.***

**[www.aacn.org](http://www.aacn.org)**



# Achieving Healthy Work Environments

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**3** big buckets of interventions for establishing and sustaining healthy work environments

**1.** The solid foundation: structures, policies, processes established and maintained

**2.** The micro-system culture: Structures, policies, processes, and people

**3.** The individual as professional

# *Skilled Communication*

***Nurses are as proficient in communication skills as they are in clinical skills:***

***In the organization ~ 51% agree (60% Magnet)***

***In the work unit ~ 65% agree (82% Beacon)***

Ulrich et al, Oct 2006

Ulrich et al, June 2007

# *True Collaboration*

***Nurses are relentless in  
pursuing and fostering collaboration:***

***In the organization ~ 48% (60% Magnet)  
In the work unit ~ 63% (83% Beacon)***

# *Meaningful Recognition*

***Nurses are recognized for the value each brings to the work of the organization:***

***In the organization ~ 57% (73% Magnet)***

***In the work unit ~ 74% (82% Beacon)***

***Nurses recognize others for the value each brings to the work of the organization:***

***In the organization ~ 66% (78% Magnet)***

***In the work unit ~ 73% (87% Beacon)***

# *Effective Decision Making*

***Nurses are valued & committed partners  
in making policy, directing & evaluating  
clinical care & leading organizational  
operations:***

***In the organization ~ 60% (75% Magnet)***

***In the work unit ~ 69% (89% Beacon)***



# *Appropriate Staffing*

***There is staffing that ensures the effective match between patient needs & nurse competencies:***

***In the organization ~ 51% (63% Magnet)***

***In the work unit ~ 65% (83% Beacon)***

# *Authentic Leadership*

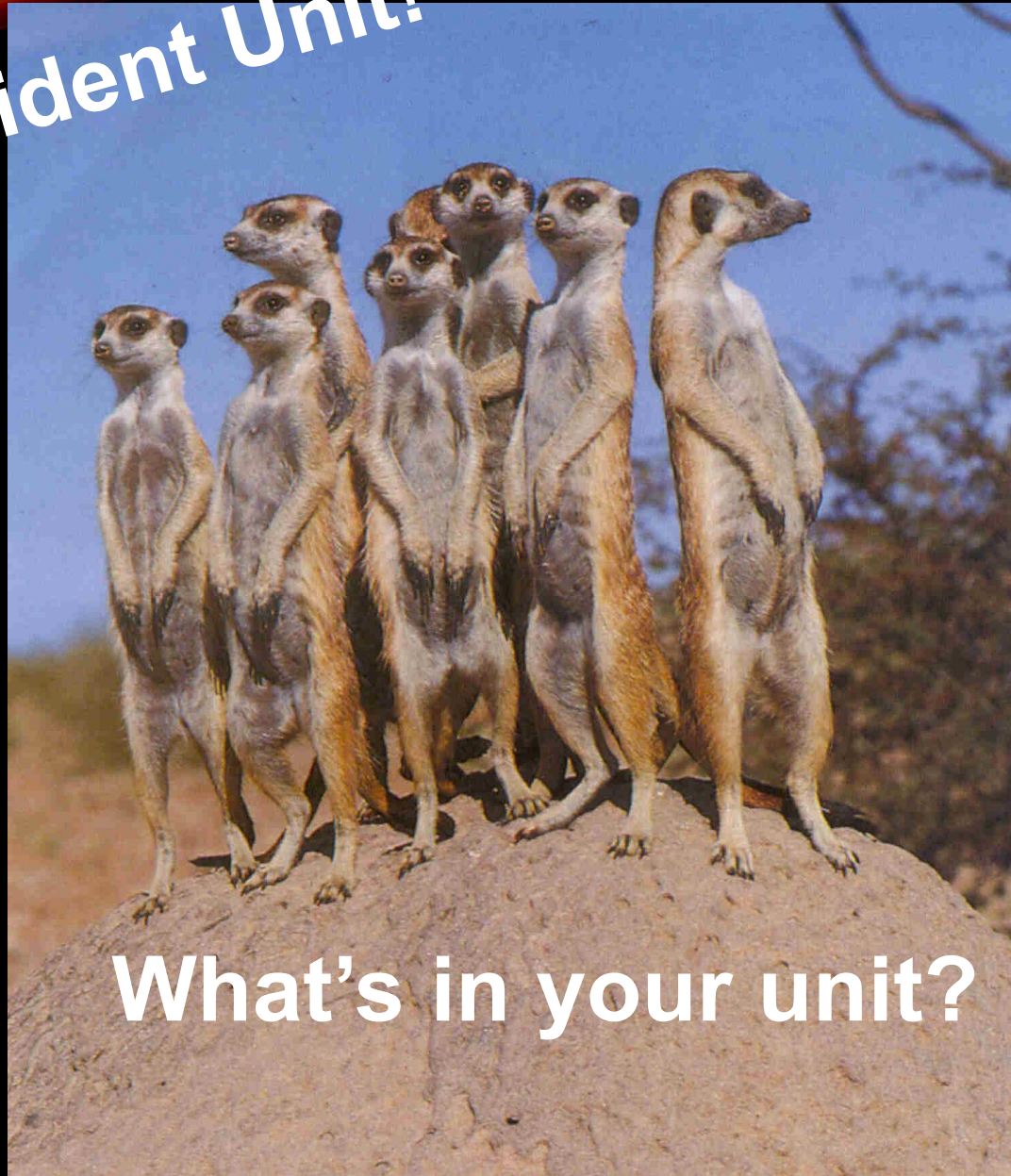
***Nurse leaders fully embrace the imperative of a healthy work environment:***

***In the organization ~ 57% (70% Magnet)***  
***In the work unit ~ 66% (87% Beacon)***



**Confident Unit!**

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**What's in your unit?**

# BEACON AWARD



# BEACON AWARD

- In 2010, AACN updated the criteria for the Beacon Award for Excellence. The award continues to incorporate:

- 1. Leadership Structures and Systems.**
- 2. Appropriate Staffing and Staff Engagement.**
- 3. Effective Communication, Knowledge Management, Learning & Development and Best Practices.**
- 4. Evidence-based Practice and Processes.**
- 5. Outcome Measurement.**



# UNIT PROFILE

- Framework for unit functioning
- Not graded
- General demographics
- Mission and vision
- Unit leaders
- Shared decision making
- Skill mix
- Collaboration with departments
- Trend staff satisfaction; describe



# BEACON AWARD

- 2 evaluation dimensions:
  - Process
  - Results



# PROCESSES

- Approach to processes
  - Methods used
  - Effectiveness
  - Approach repeatable/systematic
  - Stakeholders used
  - Learning with the approach



# RESULTS

- Measurable outcomes
- Levels
  - Current performance
- Trends
  - Over time
  - Valid with at least 3 historical data points
- Benchmarking
  - Appropriate national standard
  - In addition, own benchmark



# CATEGORY 1: LEADERSHIP STRUCTURES AND SYSTEMS

- Unit leader training, accountability, interdisciplinary
- Relationships with staff
- Communication
- Recognition and reward
- How track and integrate data and performance
- Unit performance measures clinical outcomes
- How use data



## CATEGORY 2: APPROPRIATE STAFFING

- Staffing plan
- Skill mix
- Adjustments made based on?
- Evaluation of staff decisions
- Recruit, hire and retain staff
- Supportive work environment

# **CATEGORY 3: EFFECTIVE COMMUNICATION, KNOWLEDGE MANAGEMENT, LEARNING AND DEVELOPMENT**

- Skilled in communication and collaboration – how?
- Patient transfers
- Ethical issues – how handled?
- Moral distress
- Abusive behavior – how handled?
- Orientation
- Learning needs

# **CATEGORY 4: EVIDENCE-BASED PRACTICE & PROCESSES**

- Policies, procedures, protocols
  - Based on national standards
- Culture of inquiry
- Staying current
- Translation of evidence
- Safe medication practices
- Pain management
- Evidenced-based physical design of unit
- Incorporation of patient/family with decisions
- PEOLC

# CATEGORY 5: OUTCOME MEASUREMENT

- Staffing effectiveness, staff safety, staff satisfaction
  - Benchmarked
- Levels and trends of key measures for pt/family satisfaction
  - Benchmarked
- All HACs, medication safety, serious reportable events: levels and trends
  - benchmarked



# MEETING THESE = *HUMANISTIC CARING*

- **Best practice**
- **Trust**
- **Kindness**
- **Hope**



# IF WE COULD SEE INSIDE EACH OTHERS HEARTS

[http://www.youtube.com/watch?v=Wl2\\_knlv\\_xw](http://www.youtube.com/watch?v=Wl2_knlv_xw)





# VICTORIA NAHUM

- Words then backwards:
- [http://www.youtube.com/watch?v=dfy\\_II4SNGM](http://www.youtube.com/watch?v=dfy_II4SNGM)