Everything Matters

NURSING EXCELLENCE MATTERS

The Core  the NM Nurse

The NM Nurse Mission
To be an indispensable partner in our shared commitment to transform healthcare and rank among the nation’s top academic medical centers

Aspiring Strategy  the roadmap

Care Continuum
Lead with a proven care delivery model that is patient and family centered, represents “the best practice” nationally, and showcases the power of quality/safety and inter-professional collaboration

how
› Implementing quality initiatives that inform, drive action and tie to individual performance improvement
› Practicing to the fullest extent of their expertise across the entire care continuum, acknowledged as a valued and respected professional
› Building a community of partnerships to deliver care that responds to the unique needs of diverse groups

Care Invention
Advance a rich culture of inquiry that encourages evidence-based practice and leads to the further creation and dissemination of new knowledge

through
› Accessing, synthesizing and applying information available from an array of sources to develop critical thinking skills and direct nursing care in real time
› Creating nationally recognized programs and processes for leadership development, shared decision-making and clinical excellence

Care Profession
Enable both a mentoring and challenging environment that sets the standard for the nursing profession, one that welcomes diversity, fosters excellence through professional practice and career development, and encourages lifelong learning and well-being

by
› Continuing to articulate, evolve and develop the nurse’s role in the new era that seeks to redefine value in health care
› Achieving exemplary levels of education and specialty certification beneficial to patients and in reaching professional development milestones
› Demonstrating interpersonal competency that enhances inter-professional collaboration and demonstrates best practices in patient and family-centered care

Envisioned Future  you said

The bar has been raised
“Nurses at all levels are practicing to their ‘full scope,’ serving in a highly collaborative capacity far beyond what was imagined just a few years ago. We’ve gone from top decile quality to zero preventable adverse events”

‘Outside of the box’ thinking the new norm
“Nurses across the country are benefiting from our knowledge base, advanced practices and teaching infrastructure to effect clinical excellence, transformational leadership and shared decision-making”

Career trajectory happens everyday
“Nurses are raising professional standards and seen as role models. Seizing development opportunities and embodying health and wellness, they are actively investing in themselves and each other. They are in touch with their communities.”
Shared Leadership and Decision Making  **the building blocks**

- Chief Nurse Executive Coordinating Council
- Hospital-wide and Departmental Nursing Committees
- Hospital-wide and Departmental Interdisciplinary Committees and Taskforces
- Area-Based Nursing and Interdisciplinary Committees

...create an exceptional environment that promotes autonomy, clinical decision making and individual and collective accountability for nursing practice

...with patient safety top of mind, develop and implement ‘value’ initiatives consistent with organizational goals that drive excellence from the frontline

...provide strategic vision through hands on guidance that results in exceeding care standards, performance measures and aligned goals

...foster an environment of collaboration and teamwork that promotes quality and patient safety and advances the delivery of exceptional patient care

Committed to Caring  **the differentiated goals**

The plan focuses on three year activities that support a vision of advancing the role of the nurse across all phases of care delivery, as well as enriching the practice of nursing and optimizing capabilities. Successful execution will be evidenced by . . .

- Increased nursing engagement
- Improvement in nurse-influenced quality indicators
- Acceleration of nursing’s local and national reputation

**FY13 ready**
- Care Continuum
  - Evolve the Patient Centered Care Model to an Interdisciplinary Model (Phase III) that advances patient care excellence
  - Improve the health and well being of our older adult population
- Care Invention – Advance the shared leadership structure and process through creating a new nursing structure and expanded opportunities for interdisciplinary collaboration
- Care Profession
  - Nurture leaders to advance effective interpersonal competency
  - Implement strategies to accelerate career development and manager effectiveness

**FY14 set**
- Care Invention – Leverage technology to achieve new levels of personalized care, maximize patient outcomes, and optimize care processes
- Care Profession
  - Expand strategies to advance interpersonal competency across nursing
  - Provide opportunities for nurses to practice to the full extent of their education and training to address future patient care delivery needs

**FY15 go**
- Care Continuum – Create processes and structures to improve care for older adults across sites of care
- Care Invention – Establish infrastructure for nationally recognized academies that advance nursing leadership, clinical excellence, and shared decision making and foster communities of practice
- Care Profession
  - Nurture leaders to advance effective interpersonal competency
  - Implement strategies to accelerate career development and manager effectiveness

**In Flight  the foundation of excellence**

- Care Continuum
  - Advance Patient Centered Care Model (Phase II)
  - Surpass quality indicator and patient satisfaction goals
- Care Invention
  - Expand interdisciplinary clinical research partnerships and disseminate findings of studies
- Care Profession
  - Improve healthcare worker safety through injury and fatigue prevention
  - Advance levels of education and specialty certification to top decile standards
  - Implement nurse residency programs