



Nurse Support Program I:

Shaping the future of the Nurse Workforce in MD

Agenda

- Introductions
- Summary of results
- Recommendations for next cycle
- Presentations from the field
- Next steps

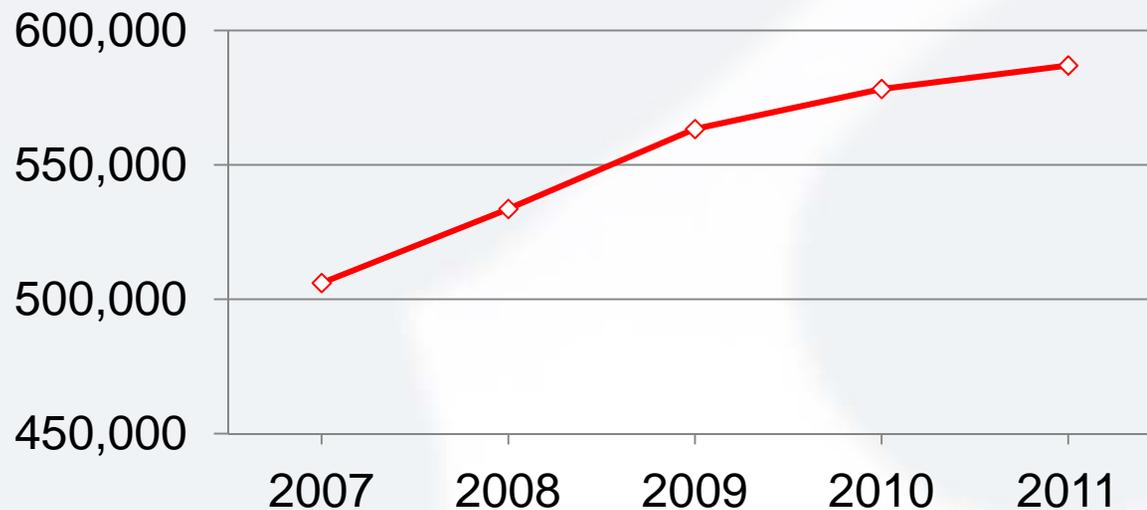
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What Have We Accomplished

Increased the Number of Bedside Nurses

Statewide trends show increases in number of RNs in the field

Statewide RN FTEs
2007-2011



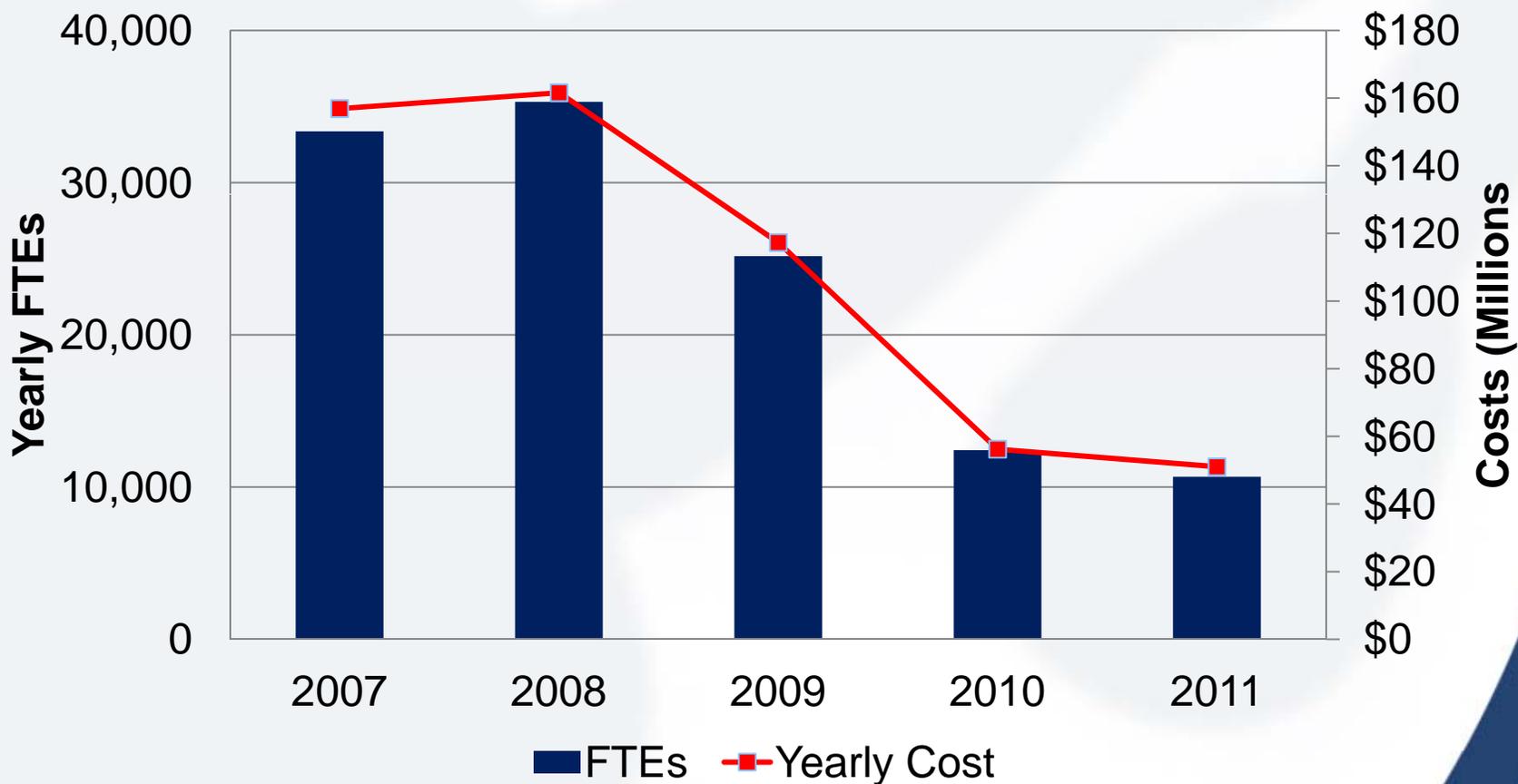
Cultivated Advanced Degree Nurses

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- Supporting nursing education through scholarships, continuing education and research opportunities
- Collaborating with Schools of Nursing to promote educational advancement among staff
 - 45 BSN graduates

Reduced Dependence on Agency Nurses

Trends in Agency Nurses: Cost & FTEs



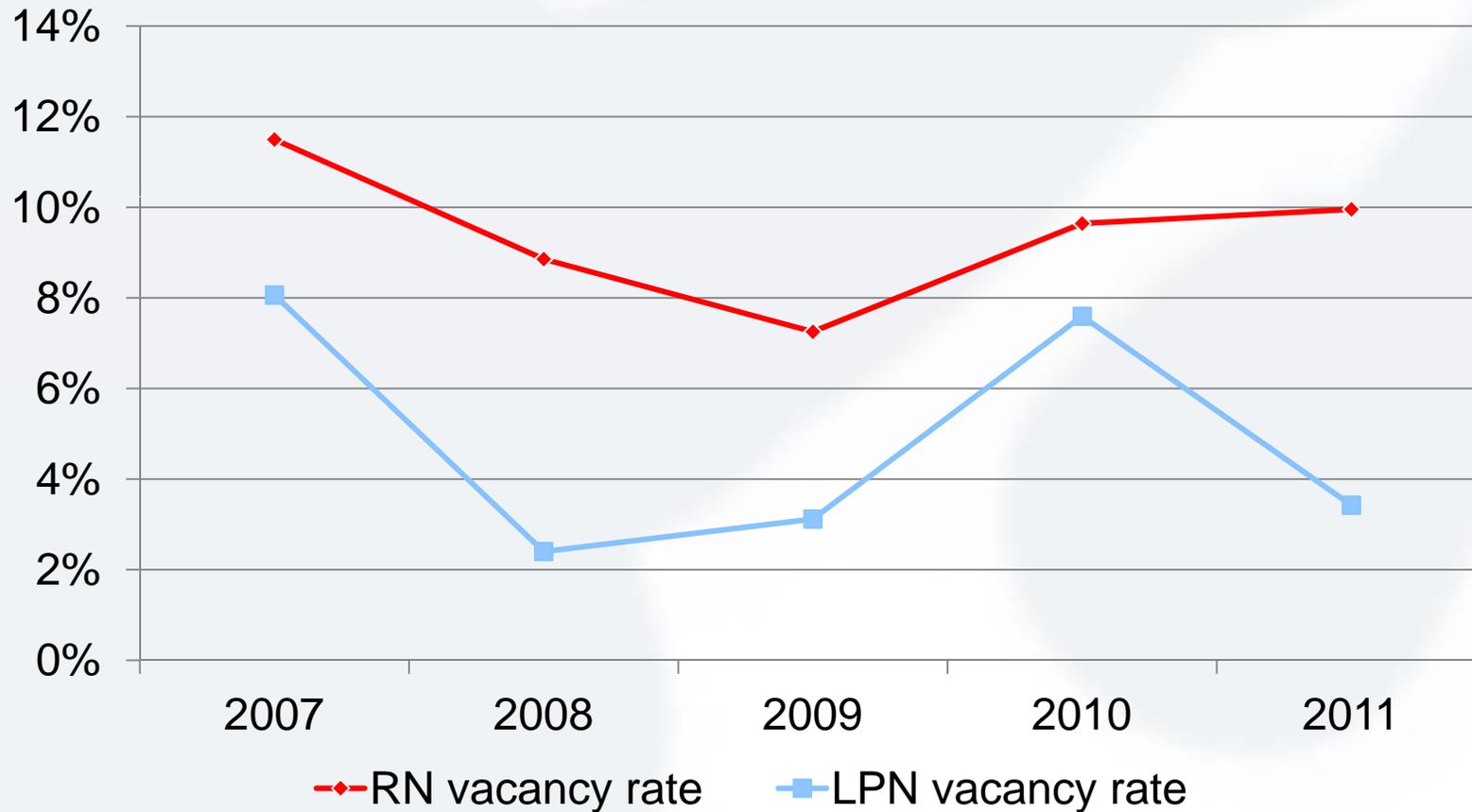
Developed Programs to Retain New Staff

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- Ensuring retention of new hires and graduates
 - 1,091 in preceptor programs
 - 954 in mentoring programs
- Engaging nurse staff
 - 421 mentors
 - 411 preceptors

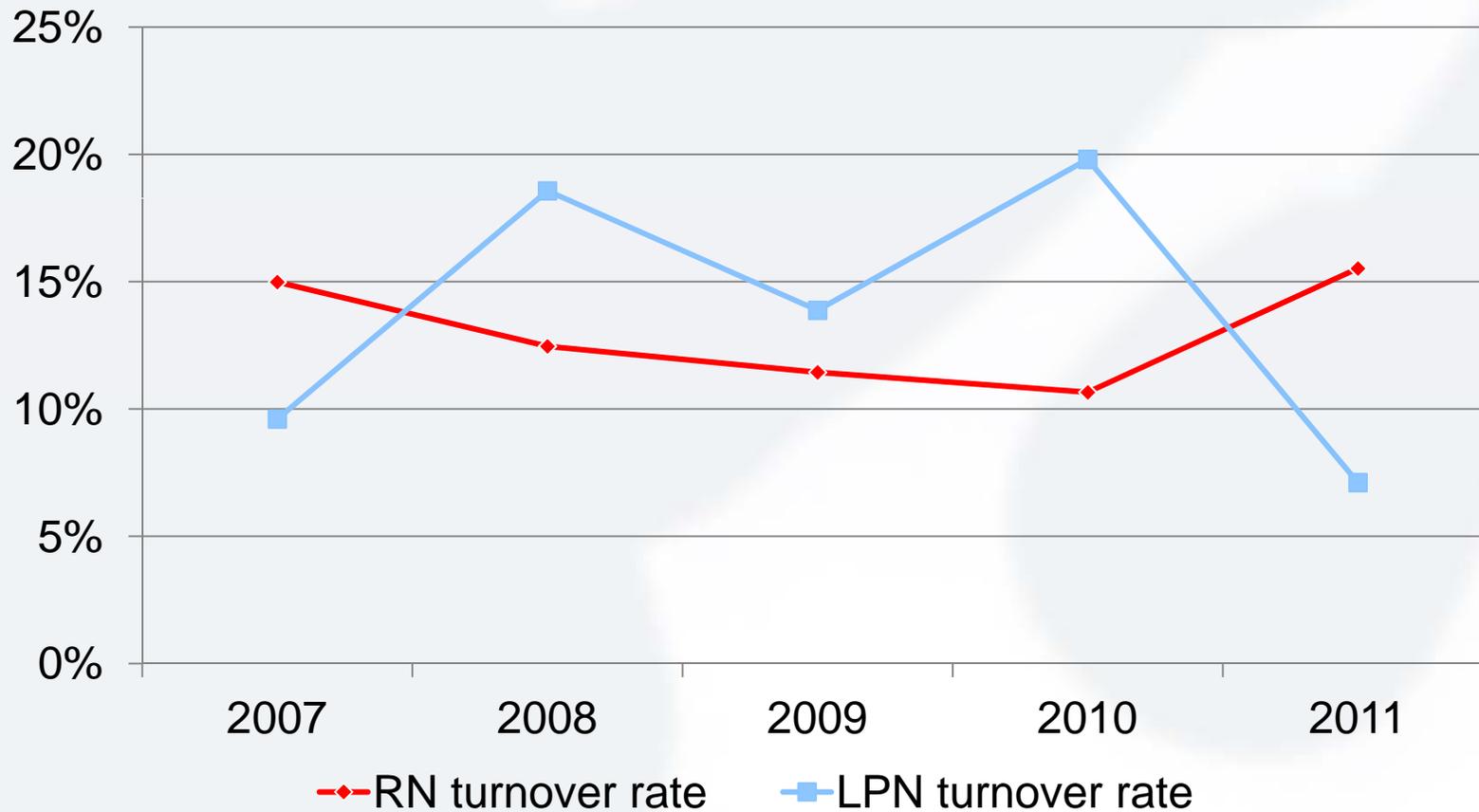
Decreased Nurse Vacancy Rates

Average Statewide Vacancy Rates



Decreased Nurse Turnover Rates

Average Statewide Turnover Rates



Engaged Existing Staff and Developed New Leaders

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- Unit-based and hospital-wide nursing councils
- Expanding participation in evidence-based practice through research
- Supporting nursing career ladders
- Nurse manager leadership training
- Nurse champions and specialty certifications

Recognized as Leaders in Nursing Excellence

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- Johns Hopkins (11/2003)
- Franklin Square (11/2008)
- University of MD (7/2009)
- Dorchester (10/2009)
- Memorial Hospital of Easton (10/2009)
- Mercy (9/2011)

Data Shows Link Between Nursing Excellence and Patient Outcomes

Nursing Sensitive Hospital-Acquired Complications, FY 2011

Risk Adjusted Complication Rates per 1,000 admission

| | Magnet Hospitals | Non-Magnet Hospitals | Difference |
|--|------------------|----------------------|------------|
| PPC 31: Decubitus Ulcer | 1.11 | 1.54 | -27.92% |
| PPC 28: In-Hospital Trauma and Fractures* | 0.06 | 0.21 | -71.43% |

*Statistically Significant

Source: 3M Potentially Preventable Complications Grouper using HSCRC FY11 Abstract Data

Link between Nursing Excellence and Patient Satisfaction



Patient Experience of Care Measures, CY 2010

Source: HCAHPC

| HCAHPC Measure | Magnet Hospitals | Non-Magnet Hospitals | Difference |
|--|------------------|----------------------|------------|
| Communication About Medicines (Q16-Q17)* | 63.4% | 57.0% | 6.45% |
| Communication With Nurses (Q1-Q3) | 80.4% | 75.8% | 4.60% |
| Discharge Information (Q19-Q20)* | 86.2% | 80.9% | 5.35% |
| Responsiveness of Hospital Staff (Q4,Q11)* | 63.2% | 56.7% | 6.54% |
| Communication With Doctors (Q5-Q7) | 80.8% | 77.8% | 3.00% |
| Pain Management (Q13-Q14) | 70.2% | 67.1% | 3.05% |
| *Statistically Significant | | | |

Link Between Nursing Excellence and Patient Satisfaction, cont.

Patient Experience of Care Measures, CY 2010

Source: HCAHPC

| HCAHPC Measure | Magnet Hospitals | Non-Magnet Hospitals | Difference |
|--|------------------|----------------------|------------|
| HCAHPS SCORE IN QBR for FY2012 Rates* | 65.4% | 37.1% | 28.30% |
| Cleanliness of Hospital Environment | 65.6% | 64.1% | 1.50% |
| Quietness of Hospital Environment | 54.2% | 53.7% | 0.52% |
| Willingness to Recommend this Hospital | 72.2% | 66.0% | 6.25% |
| Overall Rating of this Hospital | 70.8% | 64.7% | 6.14% |

*Statistically Significant

What Can Be Improved

Focused Metrics = Consistent Reporting and Meaningful Data

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- Lots of metrics but does not tell the story
- Missing data
- Data not comparable year to year
- Data not verifiable

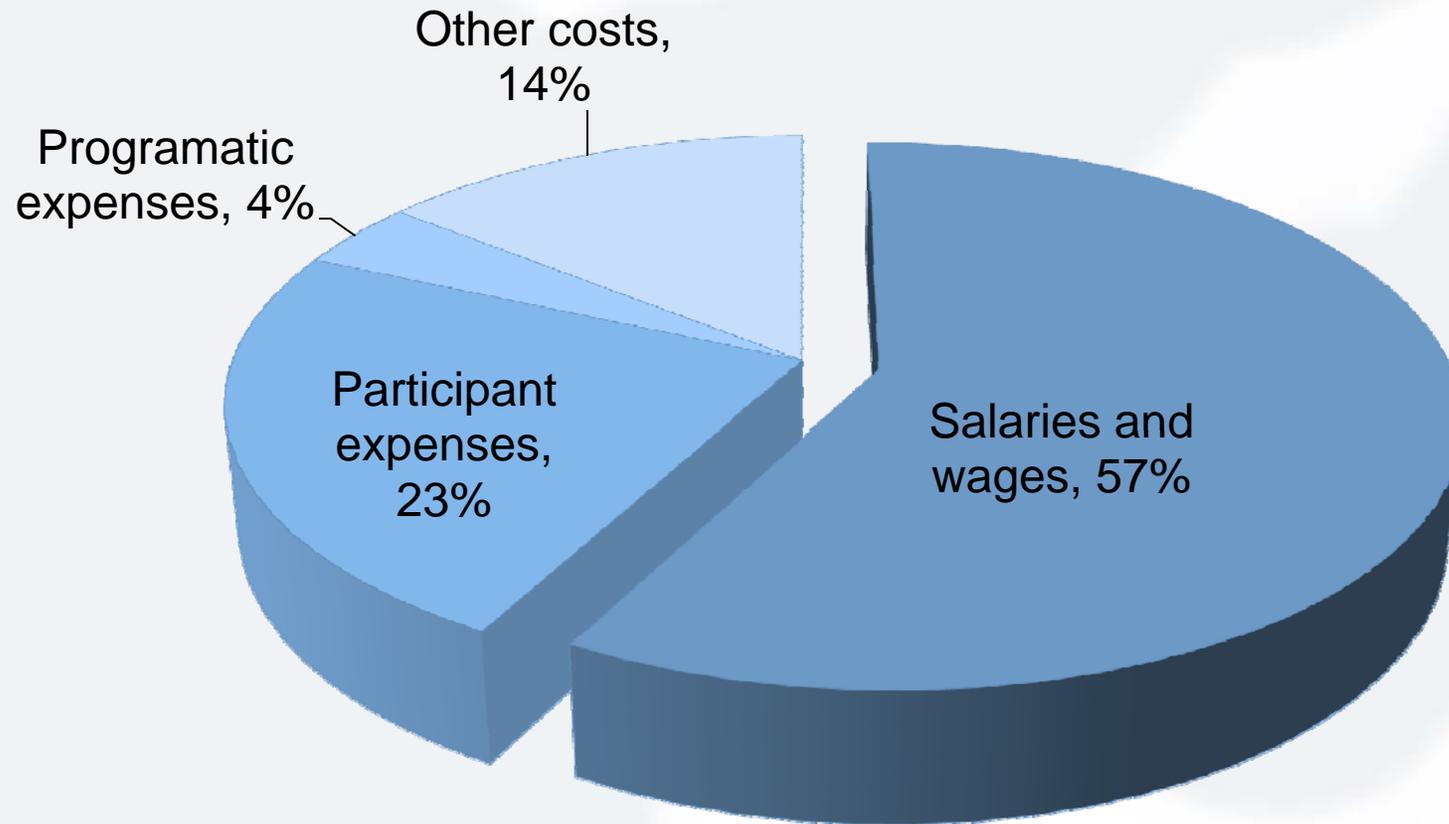
Tracking How Funds are Spent is Challenging

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- Expending budgets while reporting vacant positions
- Inconsistent cost reporting
- Requires more oversight

The Money Trail....

FY 2011 NSP I Funding Expenses



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The Future of NSP I: IOM Recommendations

In 2010, IOM Laid Out Blueprint for Future of Nursing

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- 8 recommendations to transform the nursing profession
- Address increasing demand for high quality, effective health care services
- Focus on improving nursing education, leadership and data collection

IOM: Implement Nurse Residency programs

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- Hospitals are doing some form of residency
- Define criteria and standardize definitions
- Support accreditation for formalized residency programs

IOM: Increase the Proportion of Nurses with Advanced Degrees

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- Majority of hospitals support nurses to advance degrees
- Current data shows some evidence of improved retention among hospitals
- Set targets and define metrics to track progress

IOM: Prepare and Enable Nurses to Lead Change to Advance Health

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- Data shows slight increase in the number of nurse managers
- Continue to support leadership training and succession planning
- Many leadership tracks:
 - Clinical ladder
 - Bedside specialists/competency training
 - Educators/Mentors/Preceptors
 - Management training

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NSP I 2012-2017: Moving Toward Nursing Excellence

How Do We Move Toward Nursing Excellence?

- Education and Career Advancement
- Patient Quality and Satisfaction
- Advancing the Practice of Nursing

Staff Recommendations

Proposed Recommendations

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1. Develop metrics around Nursing Excellence
2. Revise data collection processes
 - Application
 - Annual Report
 - Budget
3. Improve monitoring and oversight

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Questions & Discussion