Improving Satisfaction Metrics - Happy Nurses & Patients
Webinar Logistics

1. Webinar recording (1 day)
2. Streaming audio (PC/phone)
3. Muted; Ask Questions (Q&A panel)
4. Polls
5. Resources provided post-webinar
Today’s Objectives

1. Define and discuss current strategies to improve nurse and patient satisfaction

2. Describe the characteristics of a Magnet® organization and Magnet® culture contributory to nursing excellence and identify its impact on patient satisfaction

3. Discuss the role of the transformational leader in creating and sustaining Magnet® culture conducive to both nurse and patient satisfaction
1a. Nurse Satisfaction

What strategies increase nurse job satisfaction, and why is it so important?
Strategies to Improve Nursing Satisfaction

✓ Current strategies center on nurse engagement

✓ Practice of transformational leadership approach

✓ Healthy Work Environment practices
Why is Nurse Sat So Important?

✓ Nursing shortage

✓ Nurse satisfaction and outcomes are related

✓ Institute of Medicine (IOM) call to action
1b. Patient Satisfaction

What are strategies to increase patient satisfaction, and why is it so important?
Strategies to Improve Patient Satisfaction

✓ Improve nurse satisfaction
✓ Rounding
✓ Bedside report
✓ Care coordination across continuum
✓ Patient and Family Centered Care Model
Why is Patient Sat So Important?

✓ Almighty dollar
✓ Healthcare is a business
✓ Healthcare is a service industry
✓ Quality of care
2. The Magnet® Journey

How do Magnet® organizations achieve success in nurse and patient satisfaction?
Characteristics Contributing to Nursing Excellence

✓ Improved nurse sensitive & patient outcomes
✓ Community/professional recognition
✓ Positive professional relationships
✓ Increased scholarly output/research
✓ Healthy Work Environment
✓ Professional development/support/shared decisions
What is Magnet® Culture?

Magnet® culture is underpinned by:

✓ Quality/safety
✓ Innovation
✓ Nursing excellence
How Does Nursing Excellence Impact Patient Satisfaction?

✓ Patient experience is impacted by

- Communication with nurses
- Responsiveness of staff
- Pain management
- Communication about meds
- Overall rating of hospital
Novel Approaches: Bringing Innovation into Satisfaction Practices

✓ Data analytics

✓ Take care of the nurses and they’ll take care of everything else

✓ Practice patient and family-centered care…really
3. Transformational leaders’ role

How do leaders’ use transformational leadership approach to impact nurse and patient satisfaction?
Transformational Leaders' Role

- Transformational leaders grow leaders within the ranks thereby enhancing satisfaction
- Executive management sets tone
- Integration of three groups- executive leaders, managers, and staff
- Include and develop middle management
Executive Leader

✓ High performance work practices

✓ Engagement is particularly important
Development of Nurse Manager

✓ Review existing tools

✓ Tap into your organizational resources

✓ Assign mentors

✓ Develop nurse managers’ emotional intelligence
Summary
Questions?
Save The Date

HealthLinx will be at the ANCC Magnet Conference this October in Houston!

Come visit us at Booth #747!
Questions? Contact Us!

Kelly Ruggiero
Director of Nursing Excellence and Logistics
800.980.4820 x227
614.542.2227 (direct)
614.378.6344 (cell)
kruggiero@healthlinx.com
References


References


