

# **Academic Service Partnership Model: Linkages to Improve Quality Care and Nurse Involvement in Acute Care Hospitals and Academic Institutions**

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# The Partners

- Case Western Reserve University Frances Payne Bolton School of Nursing, Cleveland, OH USA
- University of Hong Kong, School of Nursing, Hong Kong
- Mount Sinai Hospital Department of Nursing Center for Nursing Research and Education, New York, NY USA
- Hong Kong Hospital Authority Department of Nursing, Hong Kong

# Case Western Reserve University, Cleveland, OH





# Hong Kong



# University of Hong Kong School of Nursing





# Hong Kong Hospital Authority



# NY Visit January 2006





# HKU Partnership CWRU

2007 Retreat HKU



HKU Faculty





# February 2007



# The Foundation: The Academic Partnership

- CWRU
- HKU





# The 3<sup>rd</sup> Annual Nursing Forum HKU 2009



# Partnership Objectives

- Prepare future nurse leaders
- Link academics and practice
- Enhance quality patient care
- Increase nurse engagement
- Share nursing challenges across settings
- Provide opportunities for cultural exchanges



# HKU Faculty Retreat 2010



# Connections to Other Universities: HKU Shanghai Visit 2010





# The Academic Partnership

- Semester exchange for final year undergraduate students
- One of a handful of universities of US Schools of Nursing that offer international experience as credit-toward-major rather than as elective course
- CWRU course meets community health nursing requirement...”  
course title “Nursing in a Global Community”
- Students participate in community health and faculty research projects

# Mount Sinai Medical Center New York City



# Mount Sinai Hospital

## Center for Nursing Research & Education

The Department of Nursing established the Center for Nursing Research and Education (CNRE) in collaboration with the Mount Sinai School of Medicine with a new focus in 2009:

**Research, Education, Global Health & Advanced Practice.**

One of the only nursing centers in the country to be established within a medical school, CNRE formalizes an already strong relationship between Mount Sinai nurses and physicians. The Center will facilitate multidisciplinary translational research programs that emphasize patient care and strengthen the profession of nursing through education, innovation and the application of research into everyday nursing practice.





# **Hong Kong Nurse Leaders Visit Mount Sinai Hospital (April 2011 to present)**

- Hosted through the Center for Nursing Research and Education (CNRE) at Mount Sinai
- Observations and clinical experiences planned based on clinical backgrounds of nurses
- Matched with key leaders and clinicians within the institution

# The Partnership Extended to an Academic Service Partnership



**MSH and HK Hospital Authority**

# Hong Kong Hospital Authority Nursing Leaders Collaborate with Mount Sinai Nursing Leaders 2011





# **University of Hong Kong Nursing Forum Revisited 2011**

- Combined with consultation to HK Health Authority (need description of key aspects of CP work with HK HA and photos of CP visit to hospitals in HK)
- HKHA Interested in the Advanced Practice role at MSH



# MSH Global Nursing Leadership Academy

**Hong Kong Hospital Authority  
Nursing Leaders collaborate with  
Mount Sinai Nursing Leaders  
April 7-8, 2011**



# Magnet Workshop, Hong Kong Hospital Authority May 2011

**(Pictured Left)**

Carol Porter DNP, RN  
discussing the MSH Nursing  
experience: leading quality  
patient care. May 2011



**(Pictured Right)**

HKHA Nursing Leader  
presenting on Structural  
Empowerment



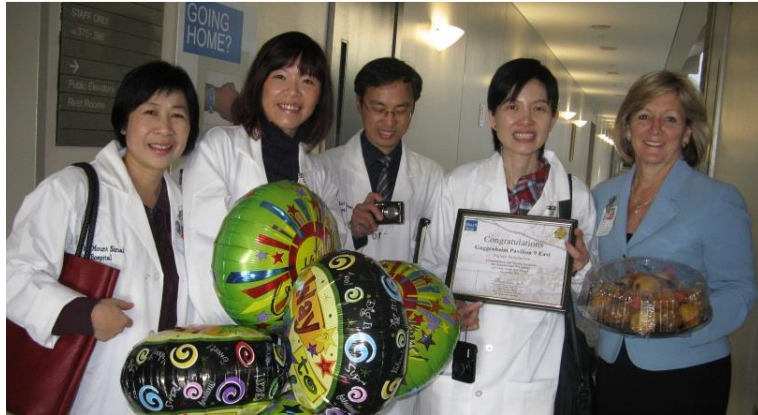




# **Transformational Leadership**

Hong Kong Hospital Authority Nursing  
Leaders and Mount Sinai Nursing  
Leaders / Advanced Practice Nurses

*Exchange Ideas and Knowledge*



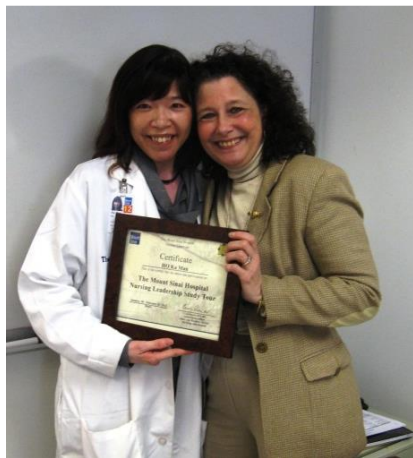
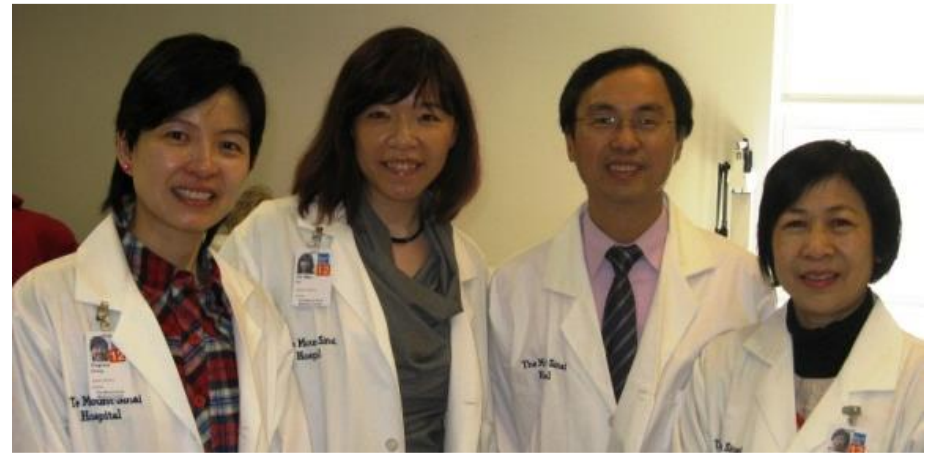
Clinical Staff are congratulated for improving  
pain management of their patients:  
**Pain Buster Rounds by  
Hospital Leadership**



# HK Nurses at Mount Sinai 2012







## Hong Kong Nursing Leaders February, 2012

# US Nurse Leader – Judy Miranda, MSN, APRN Transplant Expert Shares Experiences in Hong Kong - May 2012



# Beyond Institutional Boundaries: Connections at the American Academy of Nursing 2012



**2012 Academy of Nursing Induction Dinner; Pictured Left to Right;**

Seated: Frances Wong, PhD, BSN, RN; Sylvia Fung, DHS, MSc, RN; Carol Porter, DNP, RN, FAAN

Standing; Angela Barron McBride, PhD, RN, FAAN; Sophia Chan, PhD, MPH, RN, FAAN

Barbara Nichols, DHL, MSN, RN, FAAN, ; Joyce Fitzpatrick, PhD, RN, FAAN Agnes Tiwari, PhD, RN, FAAN;

Beth Oliver, DNP, RN; Maria Vezina, EdD, RN, NEA-BC; Karen Martin, MSN, RN, FAAN





**Hong Kong  
Nursing Leaders,  
December 2012**

# **Hong Kong Nurse Leadership Institute at Mount Sinai Hospital 2012**

- Hosted through the Center for Nursing Research and Education at Mount Sinai Hospital
- 4 week intense experience
- Goals identified before Nursing Leadership Academy
- Observations and clinical experiences planned based on clinical & administrative backgrounds of nurses
- Matched with key leaders and clinicians within the institution

# 2013 HK Leaders Visit Mount Sinai

Wong Pui Han

Advanced Practice Nurse  
Pamela Youde Nethersole Eastern  
Hospital

Chan Yuen Shan Antonia

Advanced Practice Nurse  
Queen Mary Hospital

Wong Chun Kwan

Advanced Practice Nurse  
United Christian Hospital

Ng Ching Ha

Advanced Practice Nurse  
Tuen Mun Hospital





# Healthcare Team Engagement

## Interdisciplinary teamwork and collaboration

Essential skills necessary for providing quality care, evaluation and process improvement focused on healthcare.

Working and communicating effectively with each other.

Keeping the patient in the center of their own care as an active participant.

“Patient /Family centered care is a fundamental value and essential in the improvement of clinical care, service, satisfaction and financial outcomes.”(IHI)

Institute for Healthcare Improvement. Improving the Patient Experience if Inpatient Care.

<http://www.ini.org/IHI/Topics/PatientCenteredCare/PatientCenteredCareGeneral/EmergingContent/ImprovingthePatientExperienceofInpatientCare.htm>

# Collaboration between nursing leaders and nurse practitioners to advance the nurse consultant role



# Nurses Leading Change...Driving Outcomes

- Positive work environment supporting nursing practice and excellent patient care
- Excellent Patient Satisfaction - patients and families
- Quality outcomes: clinical & organizational performance
- National and global nursing partnerships
  - IOM report and work
  - Global nursing leadership collaboration
- Collaboration on research, education and global healthcare
- Promote opportunities for professional growth for all nurses
- Let's learn from each other's experience and perspective



# **Clinical Quality Excellence, Positive Patient Experiences and a Satisfied Workforce = Success!**

- Collaboration
- Culture of Staff and Patient Safety
- Team work at all levels
- Consider all perspectives
- Continuous analysis of outcomes
- Education loop back to frontline staff

# The Future of Nursing

- Global connections
- Collaboration
- Service and academic partnerships

# Panel Discussion at Hong Kong University on the IOM Future of Nursing Report - May 2011





# Expanding the partnership...January 2012 Philippines



# Research collaboration

- Comparison study of nurses in 5 countries
- Perceptions of end of life choices for patients, parent, and self
- Published: Coffey, A. et al. (2013). Nurses' preferred end-of-life treatment choices in five countries. *International Nursing Review*, 60:313-319.

# Scenario

Mr Murphy is an 84 year old man who has been brought to the emergency room. He has been living in a nursing home for a month. He has suffered from Alzheimer's disease for seven years and now he is moderately demented. He does not recognise his children but smiles at his wife. He needs help getting in and out of bed and walks with help. He has urinary incontinence and occasional fecal incontinence. He is vomiting bright red blood and his blood pressure is very low (BP 80/40). Unless he is treated he will most likely die. His family are not available and there is no advance directive in the chart.

**Please choose from one of the following treatment options:**

**Palliative:** Leave him in the nursing home and keep him comfortable

**Limited:** Transfer to hospital for blood transfusion but no surgery or endoscopy

**Surgery:** Blood transfusion, endoscopy and surgery if necessary

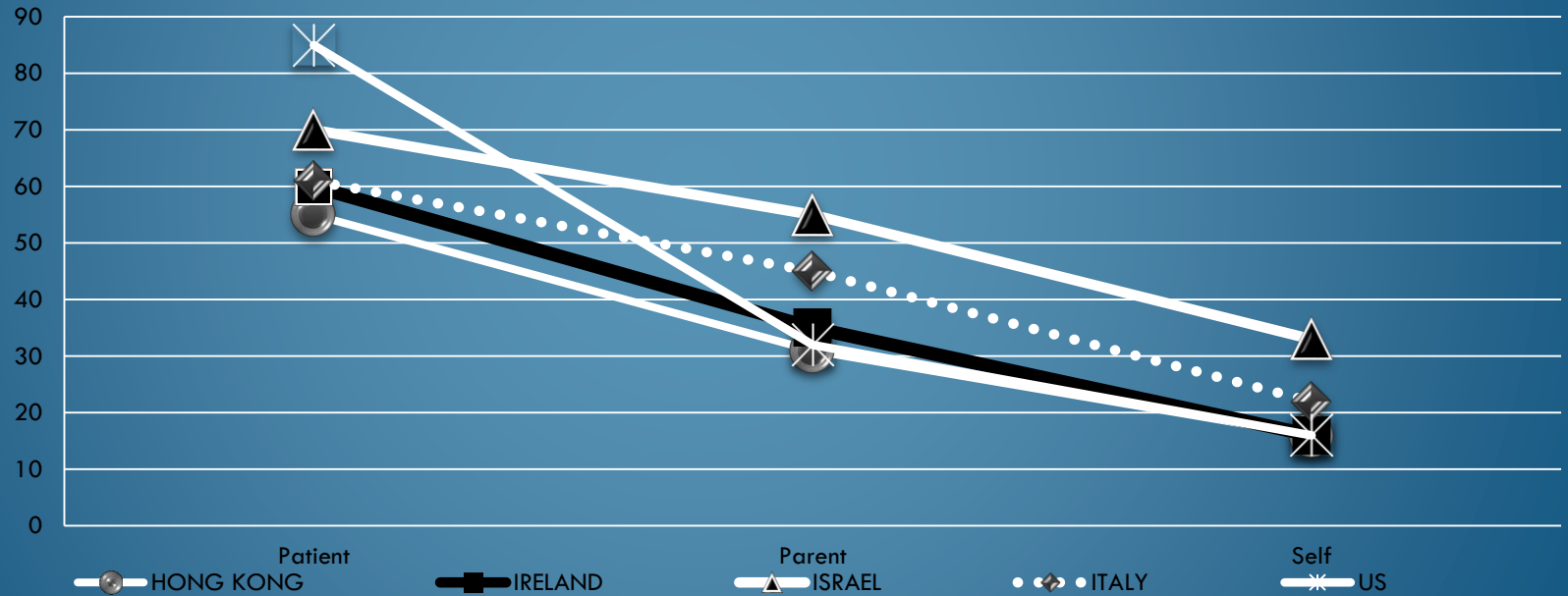
**Intensive:** Blood transfusions, endoscopy and surgery, intensive care, ventilator, and everything a modern hospital has to offer to maintain life.



# Treatment choices for each scenario

[illegible]

**Figure: I would perform CPR**



# Lessons Learned from Partnership

- Nurses face many of the same challenges across the world.
- Culture is a VERY important component of health and health care delivery.
- We all have much to learn from each other.
- Formal partnerships facilitate learning at all levels of the organization.



# Future Plans

- Extend opportunities for clinical nurses and nurse leaders to visit the partner institutions.
- Extend partnerships to nurse colleagues from other cultures.
- Build opportunities to share best practices to enhance quality care for patients, families, and communities.
- Strengthen the collaborative research.