

# **Nursing Education Drives Employee Engagement To Improve Organizational Outcomes**



**North Shore University Hospital**  
Northwell Health<sup>SM</sup>

# Conflict of Interest Disclosure

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The authors have no actual or potential conflict of interest in relation to this presentation.

# Learning Outcomes

The learner will be able to:

- Identify metrics that track and trend employee engagement, professional empowerment, and organizational quality.
- Describe three hospital-based staff development strategies that engage employees and result in enhanced organizational outcomes.

# North Shore University Hospital (NSUH)

*Manhasset, New York*

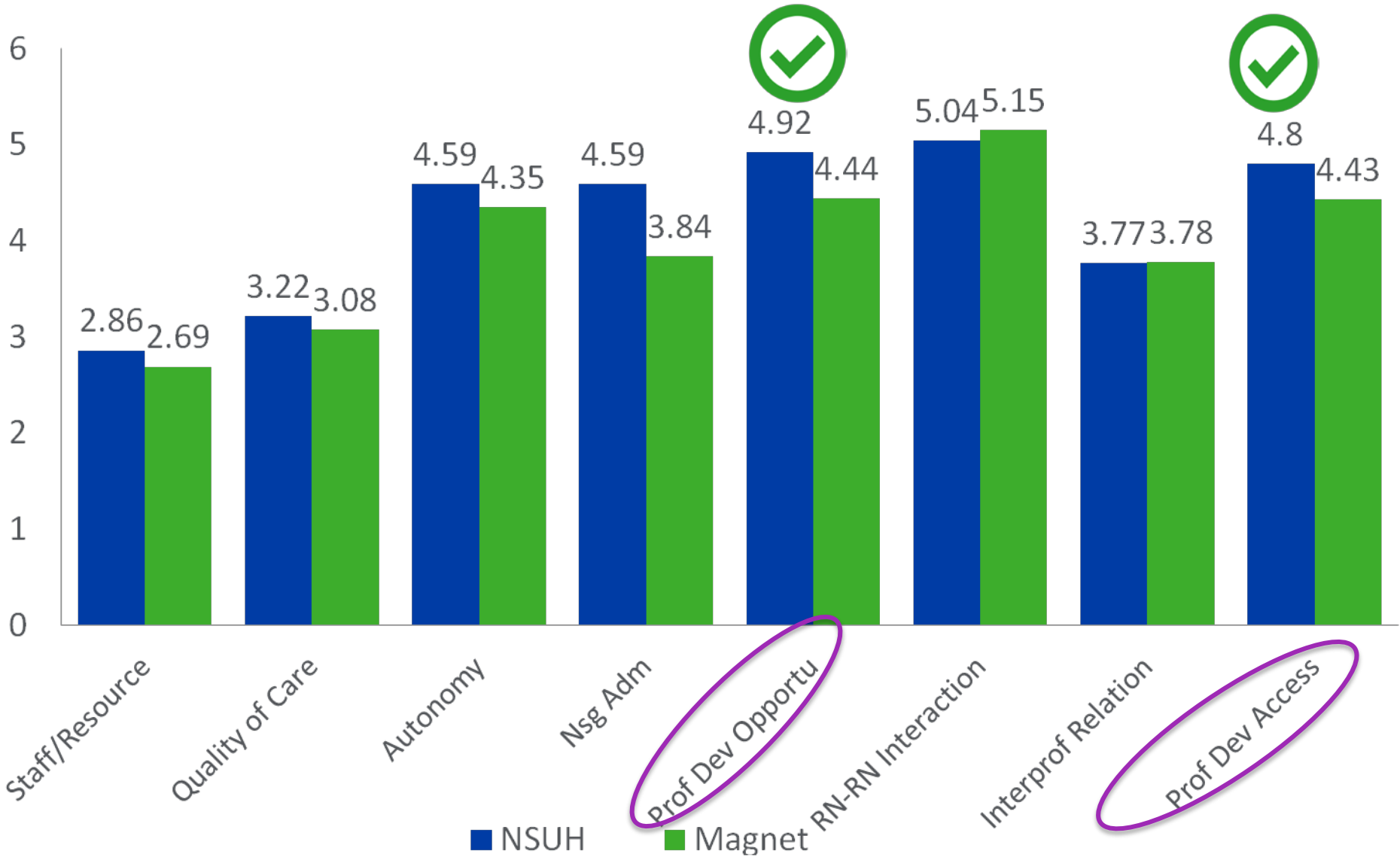


- Quaternary facility of Northwell Health
- 6 service lines
- 864 certified beds
- 1,950 RNs/500 ancillary support staff employed
- 82% direct care RNs BSN prepared
- 100% leadership RNs BSN prepared
- Awaiting Magnet site visit



Celebrate  
SUCCESS

# NSUH NDNQI RN Satisfaction Survey 2016



# Driving Engagement through Empowerment

Press Ganey NSUH Employee Engagement Survey Results

**PCS Engagement**  
National Healthcare Comparison

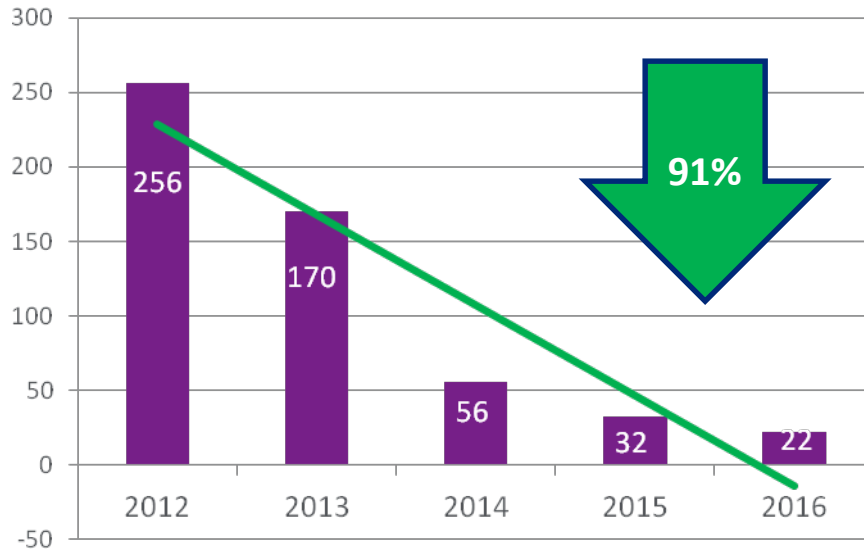


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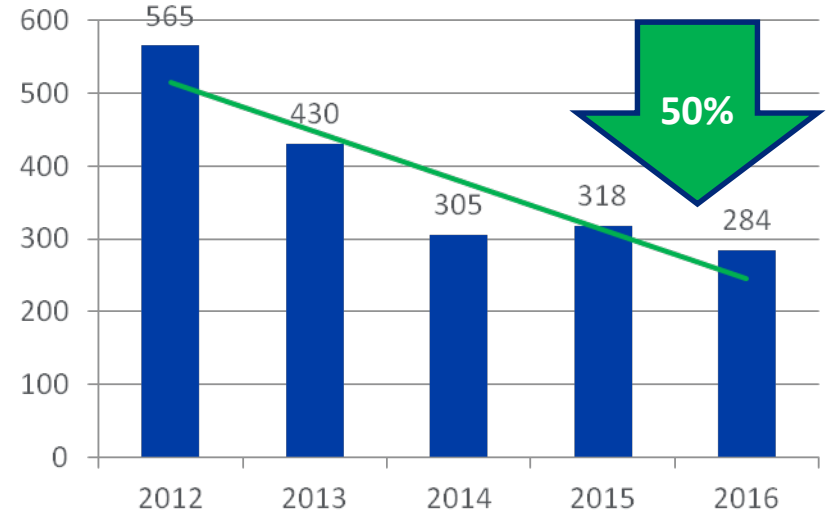
**RN Engagement**  
National Nursing Comparison



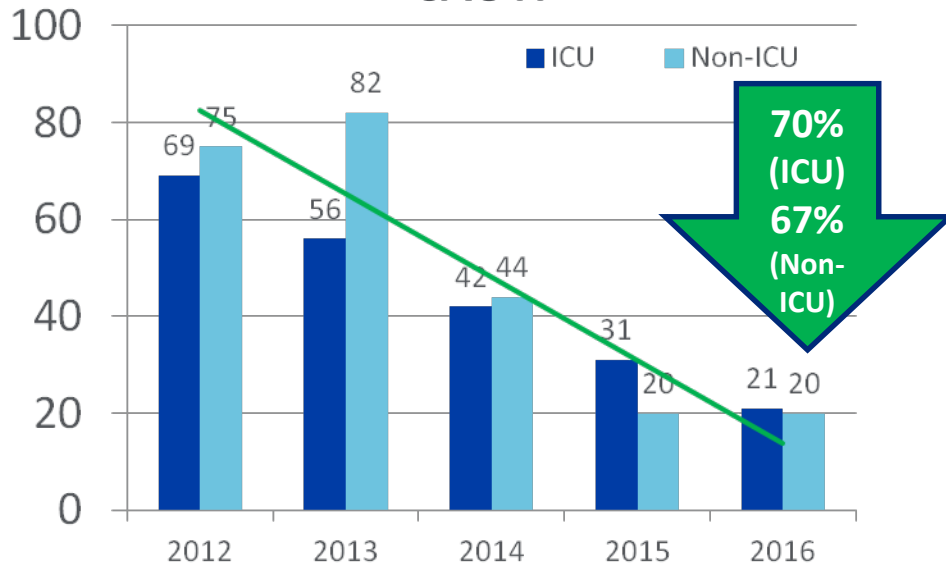
## HAPU



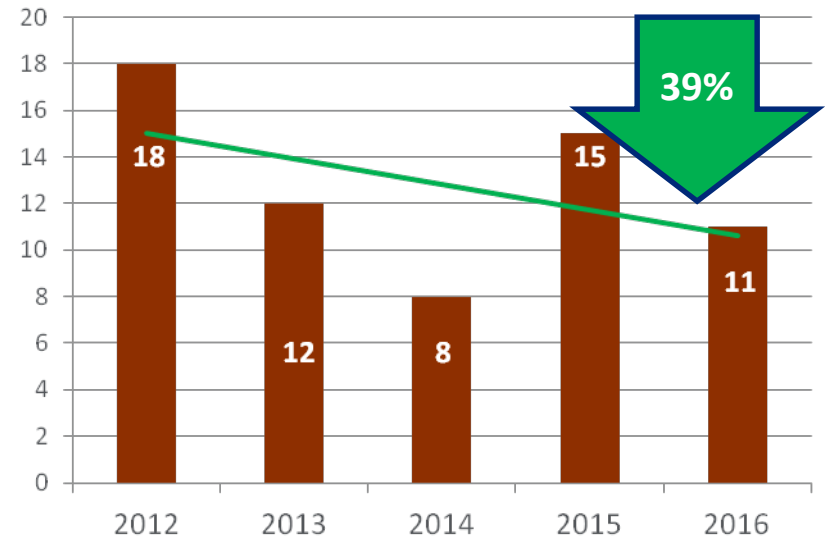
## Inpatient Falls



## CAUTI



## Falls w/ Injury





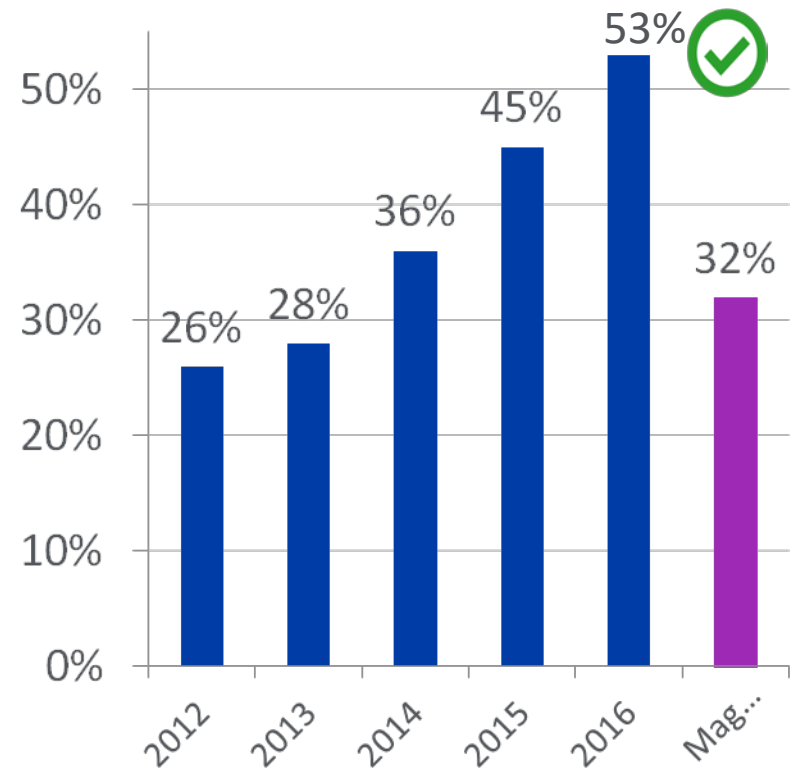
*Recipes*  
**FOR**  
*Success*

# Promoting Specialty Certification

## OPERATION CERTIFICATION

- Multi-modal approach to certification preparation across service lines
- Strategic assessment of eligibility by unit educators
- Focus on cohort-style learning to foster peer support and mentorship
- Utilization of “no pass, no pay” strategy with ANCC Success Pays™ program
- Focus on “Recognition”

### Direct Care RNs

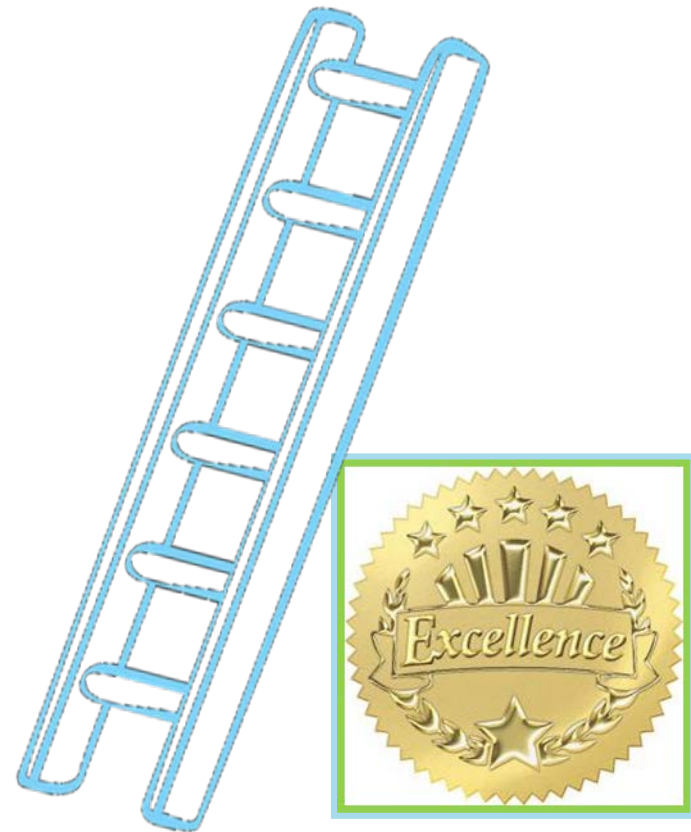


**2016**  
**NSUH Goal 48%**

# Supporting Clinical Advancement of Staff

*(Clinical Ladder Program for RNs and Patient Care Associates)*

- Promotes ‘learning culture’ by facilitating continuing education opportunities
- Supports performance improvement and research activities
- Encourages staff to align unit projects with strategic initiatives
- Engages in recognition of staff accomplishments



# Developing a “Champion Model”

- 56% patient care staff engaged in a “champion” group (*10 champion groups*)
- Nurse Educators facilitate:
  - *Diabetes*
  - *Skin*
  - *CAUTI*
  - *Hourly Rounding*
  - *PCA Quality*



# Recipe for Champion Engagement Success

- Maintaining a regularly scheduled meeting agenda
- Promoting a 'learning culture'
- Educate the experts
- Utilizing data/dashboard to assess progress toward goals
- Focusing on evidence-based practice protocols
- Encouraging peer-to-peer support
- Supporting activities that promote accountability
- Listening and responding to champion feedback
- Embracing innovative ideas
- Sustaining positive changes



# The Dashboard to Our Success

PHYSICIAN PARTNERSHIP



90%  
BY 2019

Workforce Engagement  
Customer Experience



# References

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