Achieving Nursing Excellence

2014 Nursing Annual Report
Indiana University Health Methodist Hospital
Indiana University Health University Hospital
Riley Hospital for Children at Indiana University Health
We are pleased to share this nursing annual report for IU Health Methodist and University hospitals and Riley Hospital for Children at IU Health. This past year was one of great accomplishment for the 3,500 nursing team members throughout our hospitals as we successfully achieved re-designation as a Magnet Hospital System.

This achievement marks the second time these three hospitals have been re-designated Magnet and recognized for nursing excellence at the national level. Magnet status is considered the gold standard for nursing care, and it takes an entire team to earn this prestigious distinction.

For patients and families, the Magnet designation is one more “seal of approval” for the quality and safety of care that IU Health hospitals provide. For our team members, this is recognition of a job well done, marked by collaboration, coordination and relentless pursuit of positive outcomes for those we serve.

This report includes hospital-specific quality improvement successes, reflecting our work toward achieving excellence in measures that signal we’re providing the best care possible to our patients. We’re also working diligently to ensure our nurses achieve the education and certification goals set forth in our Nursing Strategic Plan.

As healthcare continues to evolve, our nurses remain steadfast in their commitment to deliver on the IU Health promise of assurance. We look forward to taking the next steps in our journey of nursing excellence and thank our nurses for devoting their skills and talents in service to our patients.

Linda K. Chase, PhD, RN, NEA-BC
Vice President and Chief Nursing Officer
Patient Care Services
IU Health Methodist Hospital
IU Health University Hospital

Elizabeth Paxton, MSN, RN, NE-BC
Vice President and Chief Nursing Officer
Riley Hospital for Children
at IU Health

IU Health Methodist and University hospitals and Riley Hospital for Children at IU Health were first designated Magnet in 2004 and re-designated in 2009 and 2014. The award puts IU Health in elite company with other nationally recognized health systems that have earned this designation.
IU Health mission, vision, values

**Mission:** To improve the health of our patients and community through innovation and excellence in care, education, research and service.

**Vision:** IU Health strives to be a preeminent leader in clinical care, education, research and service. Our excellence is measured by objective evidence and established best practices. Exemplary levels of respect and dignity are given to patients and their families, while professionalism and collegiality mark relationships between team members and physicians. IU Health continues to focus on innovation and excellence through collaboration among its partner hospitals and its affiliation with Indiana University School of Medicine.

**Values**
- Total patient care, including mind, body and spirit
- Excellence in education for healthcare providers
- Quality of care and respect for life
- Charity, equality and justice in healthcare
- Leadership in health promotion and wellness
- Excellence in research
- An internal community of mutual trust and respect

The IU Health Nursing Model of Assurance

The professional practice model (PPM) for nursing at IU Health is made up of distinct but inter-related parts, including the care delivery model (CDM) at its core. The PPM is the organizing system enabling and assuring excellence in care delivery. It reflects the structure/environment that is in place at IU Health to support nurses and other healthcare team members as they deliver patient care.

Our nursing philosophy

IU Health nurses fulfill and live the IU Health mission, vision and values by delivering on the promise of assurance to patients and their families. Our nurses align their work with IU Health priorities and ensure that patients receive the safest, highest quality care.
Nursing as a profession

Nurses have specialized education and training validated by professional licensure. A clear code of ethics and established practice standards guide care delivery. Nurses work autonomously within a scope of practice, formulating and carrying out a plan of care that requires application of sound judgment, clinical reasoning and critical thinking.

Nursing research

Ongoing research at IU Health’s three downtown Indianapolis hospitals defines evidence-based practice.

2014 nursing research and professional publications

<table>
<thead>
<tr>
<th></th>
<th>IU Health Methodist Hospital</th>
<th>IU Health University Hospital</th>
<th>Riley Hospital for Children at IU Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closed Research Studies</td>
<td>4</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Open Research Studies</td>
<td>3</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Publications</td>
<td>15</td>
<td>6</td>
<td>4</td>
</tr>
</tbody>
</table>
Focus on quality improvement

Falls
More direct care team member engagement resulted in a 13 percent decrease in fall rates at IU Health Methodist Hospital. Consistent caregiver hand-off communications, unit shared learning, patient-family communication and post-fall debriefing strategies initiated by the hospital’s fall prevention team led to improved fall rates in 2014 that exceeded national benchmark performance. In addition, nursing team members were trained to use ergonomic equipment for safe mobility, and a night shift fall team meeting was started to address a trend in patient falls during the night shift.

Hospital-acquired pressure ulcers – Stage II
Nursing-directed interventions helped reduce device-related infections and pressure ulcers by 56 percent in 2014. Using an i-taping method, critical care nurses worked closely with respiratory therapy colleagues to develop a coordinated schedule for repositioning nasal/oral gastric tubes. Nurses collaborated with physicians on a protocol for pressure-relief interventions for tracheostomy patients.

Focus on education

**BSN prepared direct care nurses**
More than 67 percent of nurses at IU Health Methodist Hospital are BSN prepared, jumping nine percent since 2012.

**Direct care nurses with a certification**
Certification among nurses at IU Health Methodist Hospital has risen steadily in recent years.

![Graph showing percentage of BSN prepared nurses (2012: 58.50%, 2013: 62.00%, 2014: 67.45%)](image1)

Goal by 2020 is 80 percent of nurses BSN prepared.

![Graph showing percentage of nurses with certification (2012: 25.02%, 2013: 27.45%, 2014: 31.11%)](image2)

Goal is to increase percentage each year.

Spotlight on nursing excellence

“When I learned Methodist was asking for volunteers to form a [special pathogens] team, I remembered the nursing oath I took when I graduated. I have a commitment to take care of all those in need.”

Britney Farley has a passion for teaching and mentoring fellow nurses. After attending a conference, she developed an advanced trauma course now offered to critical care nurses at several IU Health system hospitals. Equally committed to patient care, Farley was one of the first to volunteer for IU Health’s Special Pathogens Unit, launched in 2014 to treat patients with highly contagious pathogens such as Ebola.
Achieving Nursing Excellence

Focus on quality improvement

Falls
Proactive strategies enabled fall rates at IU Health University Hospital to exceed benchmark targets when compared to similar hospitals. Nursing team members helped create special fall-risk identifiers, a set of universal symbols easily recognized by team members hospital-wide, to communicate a patient's fall risk.

Catheter-associated urinary tract infections
Collaborating with physicians, nurses developed a protocol that led to a reduction in catheter-associated urinary tract infections. Integrating evidence-based infection prevention practices, the protocol allowed nurses to assess criteria in determining need for a catheter. In addition, nurses reviewed catheter use on a daily basis, quickly removing unnecessary catheters based on the guidance. Overall, the protocol expedited care delivery and reduced catheter utilization rates below the National Healthcare Safety Network's 25th percentile for more than 50 percent of nursing units.

Focus on education

BSN prepared direct care nurses
More than 72 percent of the direct care nurses practicing at IU Health University Hospital are BSN prepared.

Direct care nurses with a certification
Nearly one-third of nurses at IU Health University Hospital have earned certification.

Goal by 2020 is 80 percent of nurses BSN prepared.
Goal is to increase percentage each year.

Spotlight on nursing excellence

"Working closely with physicians, we were able to identify many patients who proved to be opioid tolerant as part of a pain management pilot study at University. Using the protocol, we were able to adjust patients’ pain medications, relieve their pain, and in many cases, shorten their length of stay in the hospital."

Improving pain management for patients is an important priority for Jennie Nelson. As one of the first nurses to receive training as a Pain Resource Nurse, Nelson was instrumental in the implementation of the opioid pain management program. She has also coached nurses on her unit and throughout the hospital on pain management principles and evidence-based interventions. Recently named a senior partner in the IU Health Career Advancement Program, Nelson attends Indiana State University and is studying to become a nurse practitioner.
Focus on quality improvement

Falls and serious safety events
Team members conduct huddles after each fall occurrence to determine root cause, and other strategies led to a 40 percent reduction in falls with injury in 2014. Additionally, comprehensive proactive education resulted in a 76 percent decrease in serious safety events in 2014.

Seven-day readmission rate
Communication and the teach-back method enabled Riley at IU Health to maintain a seven-day readmission rate 35 percent below the national average. Huddles addressing reasons for readmission and key learnings are part of the reason Riley at IU Health has a lower readmission rate than most hospitals. Additionally, direct care nurses are able to gauge the family's understanding of a child's care needs upon discharge when patient caregivers teach back to nurses the instructions they've learned.

Focus on education

BSN prepared direct care nurses
Nearly 76 percent of Riley at IU Health nurses are BSN prepared, up from nearly 73 percent in 2012.

Direct care nurses with a certification
Nearly one-third of nurses at Riley at IU Health have earned certification.

Goal by 2020 is 80 percent of nurses BSN prepared.

Goal is to increase percentage each year.

Spotlight on nursing excellence

“Being a direct care nurse and having the opportunity to take on a leadership role was an amazing experience. I think it shows a lot about a hospital and a system when they trust the people doing the work on the front line to be at the table making necessary changes for the good of our unit and patients.”

As a nurse leader, Jessamyn Salter successfully led the implementation of the nursing skill mix change from 98:2 to 70:30 over 90 days in fall 2013. During this time, Salter’s unit improved patient satisfaction scores to 94.4 percent and decreased labor cost per equivalent discharge by 25 percent. She presented the unit’s improvement metrics at the Children’s Hospital Association (CHA) Leadership Conference in fall 2014. Salter was recently promoted to partner in IU Health’s Career Advancement Program and is currently pursuing nurse practitioner credentials at Indiana University.

Jessamyn Salter, RN, BSN, CPN
9 East – Cardiovascular Intensive Care Unit
A private, nonprofit organization, Indiana University Health is Indiana’s largest comprehensive health system and is comprised of hospitals, physicians and allied services dedicated to providing preeminent care throughout Indiana and beyond. Our unique partnership with the Indiana University School of Medicine gives our highly skilled physicians access to innovative treatments using the latest research and technology.

Discover the strength at iuhealth.org.

© 2015 IUHealth 11/15