NRC Health and the ANCC Recognition Program

NRC Health has a history of working with clients who have achieved Magnet designation or are on their Magnet journey. By listening and being responsive to our partner’s needs, NRC Health offers Magnet specific tools and support to our clients at no additional expense.

Some of the benefits of partnering with NRC Health include:

- **Magnet questions are already included in the standard suite of patient and family experience tools** with additional ANCC approved Magnet questions available for use. NRC Health also has an ANCC approved Magnet question pod for the Real-time program that applies to all service settings, focusing all your areas in the same direction to further drive improvement.

- **A Magnet Hospital comparison group** was created to help clients identify the level of care our Magnet partners have achieved. Data is provided at the unit/clinic, facility, and system level to help organizations understand the performance of their peers.

- **Access to one of the largest patient experience comparative databases in the world with the opportunity to benchmark against like facilities by characteristics** such as HCAHPS, Bed Size, ED Volume, Provider Specialty (Physician Groups), Urban/Rural, etc.

ANCC Magnet Recognition Program Approved Questions

NRC Health has a strong commitment to the ANCC Magnet Recognition Program and supporting the success of our partnering organizations.

- Working with the ANCC, NRC Health is **the only partner to have mapped both the acute and post-acute settings** to ANCC’s nine categories of patient satisfaction. NRC Health takes great pride in being the first to map the entire care continuum as the Magnet program continues to shift data collection requirements into post-acute care.

- Where possible, **NRC Health has mapped questions to more than one ANCC patient satisfaction category when the definition applied**. As a result, some of our questions have double and triple category mappings.

Additionally, NRC Health has **one point-person within the organization dedicated to working directly with the ANCC in an ongoing capacity**. This helps to expedite the approval submission process and similarly streamlines communications with the ANCC. In turn, we are able to advise the ANCC on upcoming mandated program industry changes. This collaboration puts us at the forefront of other partners, working in very close alignment with the ANCC at all times.
Patient Satisfaction with Nursing ("Magnet") Report

NRC Health was the first to collaborate with the ANCC for building a report that would **fully meet the manual requirements for data submission** and **reduce the time necessary for data extraction/running reports** as part of the application submission process for Magnet.

Information collection should be easy when focusing on processes, data, and seeking designation status. This was the driving mantra when working with the ANCC during the report development process, with the end-user in mind.

Some benefits of the Patient Satisfaction with Nursing (EP20EO and EP21EO) report include:

- Identifiers that map the patient satisfaction question to the **ANCC approved** category.
- Error-proof processes where **only ANCC approved** questions can be chosen by the user.
- Expedient selection of national benchmarks.
- Areas with less than eight quarters of data flagged for a narrative explanation (e.g. unit closure or partner changes).

The report **auto-generates both the data table and graphical display** to export as a PDF. This saves significant Magnet coordinator time.
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Nursing Satisfaction Survey (EP2EO)

NRC Health is diligently working on offering the nursing satisfaction survey (“RN Survey”), however we do not offer this product for the Magnet Recognition Program at the current time. For continuity, we recommend that clients and prospects remain with their current survey partner for the data collection and evaluation of requirement EP2EO in the interim.

Partnering for Your Success

Achieving Magnet designation is symbolic of the commitment between an organization and its nursing staff, the care delivery of patients with an ongoing focus on excellence in outcomes, and elevates an organization with additional brand equity in the community. There are many levels of partnering that NRC Health uses to facilitate an organization’s Magnet journey or redesignation:

- **Customer Success Manager (CSM) support** including a next-working-day turnaround on responding to questions and account reviews. The CSM confers with Magnet coordinators and Nursing leadership to create internal alignment and congruency across all RN staffed areas and provides patient satisfaction Magnet-specific updates as they occur.
- **Magnet specific resources** (e.g. crosswalks, ANCC approved question references).
- **Individualized Magnet report training** including department/clinic level phone conferencing sessions that show managers how to identify their areas needing more focus.
- **Supplemental communication with internal Magnet coordinators** as needed by the organization to better understand submission requirements related to patient satisfaction data collection and interpretation. Information is based upon years of working with the ANCC.
- **One point-of-contact for Magnet related items.** A prior CNO/RN having worked closely with internal magnet coordinators, clinical staff, and the criteria is involved with each Magnet designated/journey partner’s onboarding from day one, and remains part of the team.
- **Best practice sharing** through networking events, best practice webinars, conferences, case studies, peer-review publications, and collaboration with peers.

Partnering with organizations as a team ensures a smooth and seamless conversion from other partners to avoid disruption of Magnet patient satisfaction data being collected.