

NRC Health Real-Time and Magnet Designation

NRC Health has a history of working with both clients who have achieved Magnet designation and those 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 included in the standard suite of experience tools** including an ANCC approved Magnet question pod for the Real-time program that applies to all service settings. This focuses all your areas in the same direction to further drive improvement.
- **Full ANCC approval of NRC Health's Real-time program** inclusive of the methods of outreach, category mappings, questions for use, data tables and charts (i.e. Magnet Report).

ANCC Magnet Recognition Program Approved Questions

NRC Health has a strong commitment to supporting the success of our partnering organizations.

- The 2019 Magnet manual has an increased focus on ambulatory care. NRC Health is **the only partner to have mapped the acute and post-acute settings** to ANCC's nine categories of patient satisfaction. NRC Health takes pride in being the first to map the entire care continuum.
- Where possible, **NRC Health has mapped questions to more than one ANCC patient satisfaction category**. As a result, some 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.

Magnet Report

Courtesy and Respect

FACILITY	QTRS WITH DATA	% OF QTRS ABOVE COMPARISON	Q1 '19	Q2 '19	Q3 '19
CR: Did nurses treat you with courtesy and respect?					
NRC Average	-	-	80.5 n=2,258,183	81.1 n=2,521,070	81.1 n=2,692,181
Boardwalk Joy Schools Health and Wellness Center	3	100.0%	95.0 n=80	94.4 n=108	94.1 n=85
Downtown Joy Schools Health and Wellness Center	3	100.0%	100.0 n=52	95.5 n=52	97.0 n=68
East Joy Schools Health and Wellness Center	3	66.7%	83.8 n=37	81.0 n=58	95.7 n=47
Joy Employee Clinic	3	100.0%	92.1 n=83	88.0 n=75	92.6 n=54
Joy University Health Center	3	33.3%	78.6 μ n=28	78.6 μ n=28	100.0 μ n=3
Mountainview Joy Schools Health and Wellness Center	3	100.0%	93.5 n=62	88.9 n=144	86.6 n=51
North Joy Schools Health and Wellness Center	3	100.0%	87.5 μ n=24	85.7 n=35	96.7 n=30
Norwalk Joy Schools Health and Wellness Center	3	100.0%	81.8 n=44	88.5 n=52	94.8 n=58
Oceanside Joy Schools Health and Wellness Center	3	100.0%	100.0 μ n=25	91.2 n=34	95.0 μ n=20
Riverside Joy Schools Health and Wellness Center	3	66.7%	75.0 μ n=4	100.0 μ n=4	90.9 μ n=11
South Joy Schools Health and Wellness Center	3	100.0%	84.7	87.0	88.3

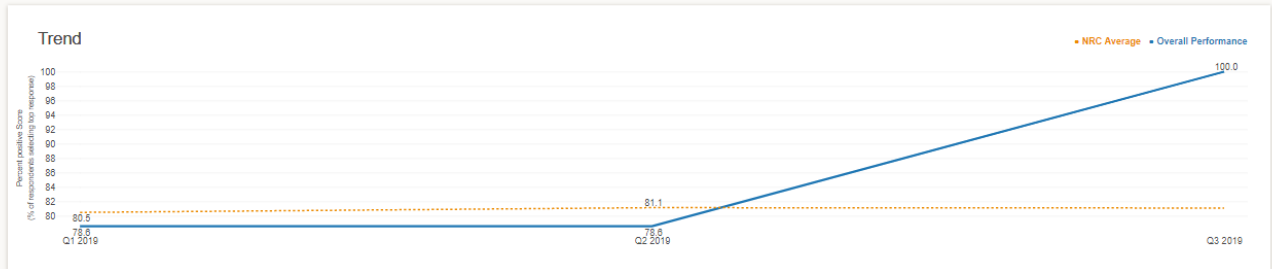
Some benefits of the Patient Satisfaction with Nursing (EP20EO and EP21EO) report include:

- 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.

Courtesy and Respect

Did nurses treat you with courtesy and respect?
Joy University Health Center



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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.