

Magnet® Primary Designation Case Study Hillcrest Hospital, Mayfield Heights, OH

Hillcrest Hospital was fortunate to have a dedicated Magnet program director (MPD) and chief nursing officer who strongly believed in the Magnet vision. They partnered to put the hospital on the Journey to Magnet excellence and achieve Magnet recognition for their excellent clinical nurses. The first step was a significant culture change in which shared governance drove practice advancements and raised the bar of clinical performance. Goals included strengthening nurse engagement, increasing patient outcomes, enhancing clinical performance, and improving patient satisfaction.

Sadly, the hospital lost its MPD to cancer and a second MPD was unable to complete the journey. A determined steering committee, supported by a core group of champion clinical nurses, helped overcome these late challenges. ANCC staff provided help and encouragement to reach goals.

Magnet designation impacts the organization in countless ways. Everything from pride among nurses to innovation and collaboration flourishes. These improvements impact not only nursing but all hospital departments. Community awareness and recognition are also evident. Staff members internalize and demonstrate increased accountability for meeting and exceeding the benchmarks of care excellence. As a result, every individual truly makes a difference.

The journey produced some significant quality and safety improvements. A new no-lift-alone program improves safety for nurses and caregivers. A pilot project to create a dedicated Innovation Unit for nursing research was so successful it's been rolled out to other nursing units in the hospital. A bundled payment system for orthopaedic patients promotes mobility and decreases length of stay. Patient call lights now directly connect to specific caregivers to improve response time and patient satisfaction. And new nurse protocols for urinary catheter removal improved Surgical Care Improvement Project (SCIP) core measures and decreased infection rates.

A focus on specialty certification stimulates healthy competition among units to attain the highest certificate rate, thus improving professional knowledge and practice. Initiatives including a voucher system to offset the cost of certification exams make it easier for nurses to achieve certification. As a result, Hillcrest's specialty certification rate is now 21.3%, up from 14.5% just a few years ago.

The hospital's ongoing Magnet journey inspires innovation and collaboration, evidence-based practice, and community partnerships. It verifies and validates care within the organization, and fosters a positive workforce, which generates positive work environments and sustains a forward momentum and focus.

For others considering the Magnet journey, Hillcrest recommends laying the groundwork well in advance. Focus on improving patient quality, safety, and satisfaction, as well as staff engagement. Shared governance, a culture of excellence, and supporting structures to sustain long-term changes are critical for a successful journey.

About the Magnet Recognition Program®

The Magnet Recognition Program® recognizes healthcare organizations for quality patient care, nursing excellence and innovations in professional nursing practice. Consumers rely on Magnet designation as the ultimate credential for high quality nursing. Developed by the American Nurses Credentialing Center (ANCC), Magnet is the leading source of successful nursing practices and strategies worldwide.

