

Pathway to Excellence® Case Study: Centro Médico ABC

Centro Médico ABC (CMABC) enjoys a proud history that dates back to 1886, when it first opened its doors as a single hospital. Today, it is a thriving private medical center with a strong tradition of service, vocation, teaching, research, and commitment to social responsibility. In 2007, CMABC joined Houston Methodist Global Health Care Services in Texas to put its specialty services on a level with international standards and become a benchmark for hospitals around the world.

The affiliation with Houston Methodist was one initiative to fulfill its vision to lead the transformation of healthcare. Pursuing ANCC's Pathway to Excellence® designation was another.

"We are always at the forefront in healthcare, searching for best practices that will benefit our patients," says Gudelia Bautista, CNO. "Providing the highest quality of care is our main objective and we knew that Pathway would help us create a favorable environment for our nurses that would facilitate best performance, improve nursing practice, and ultimately help us achieve our care quality goal."

Nurses at CMABC's sister hospital – the Pathway-designated Methodist Hospital of Houston – served as mentors on the Pathway journey. They offered advice and guidance, answered questions, and provided support. They helped everyone at CMABC understand the essence of the Pathway program and the importance of adopting the Pathway standards as a critical step in the quest for nursing excellence.

In 2017, CMABC became the first hospital in Mexico – and at the time, one of just five organizations outside the United States – to achieve Pathway to Excellence designation.

Powerful Results

By adopting Pathway's six practice standards, CMABC markedly improved clinical results, retention rates, and nurse and patient satisfaction.

Within just a few years of initiating the Pathway journey:

- **CAUTI rates** dropped from 2.42 to .044
- **VAP rates** fell from 6.69 to 1.82
- **Medication administration** incidents decreased from 7.1 to 5.2
- **Nurse satisfaction** jumped more than 10 percentage points in one year, with 94.1% of nurses saying they planned to stay in their current positions versus 83.3% the year before
- Overall **nurse turnover** plunged from 21% to 9%
- **Patient satisfaction** with care provided by nurses jumped from 75 to 94
- **Patient satisfaction** with care management improved from 71 to 87

Collaborative Benefits

The Pathway journey resulted in new partnerships between CMABC and various universities, facilitating professional development among nurses. The medical center is now considered the place for technical-level nurses to obtain their bachelor's degrees.

With staff from all areas contributing to the achievement of the Pathway credential, the journey improved collaboration throughout the enterprise, as well. Now, nurses in shared governance meetings routinely invite their colleagues from other disciplines to help them solve problems. And RNs are active members of numerous governing boards, sharing the nursing perspective with the Committee of Institutional Quality and others.

For those considering the Pathway journey, CMABC's nurse leaders stress the significance of support and buy-in at the very top. It is critically important that the CNO position the Pathway program as an essential element of the organization's strategic plan to improve patient care.

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About Centro Médico ABC

Centro Médico ABC is a non-profit organization focused on high complexity healthcare services. With a mission to care for the health and safety of patients through best practices, individualized care, professional development, research, innovation and community education, CMABC is Mexico's leading organization in the transformation of healthcare, recognized by experts as among the best in the world.

To fulfill its mission and vision, CMABC relies on six core values, communicated through the acronym "CUIDAR," which means "We Care."

The medical center offers full-service adult and pediatric hospitalization, with a focus on 10 service lines: orthopedics, neurosciences, rehabilitation, kidney transplant, oncology, cardiology & cardiovascular surgery, minimally invasive surgery, pediatrics, obstetrics & gynecology, and internal medicine.

Learn more at <https://www.abchospital.com/en/>

About Pathway to Excellence®

ANCC's [Pathway to Excellence® Program](#) recognizes a healthcare organization's commitment to creating a positive nursing practice environment. The Pathway to Excellence in Long Term Care Program is the first to recognize this type of supportive work setting specifically in long term care facilities. Pathway organizations focus on collaboration, career development, and accountable leadership to empower nurses.