

Pathway to Excellence® Case Study: St. Luke's Medical Center-Global City

As the Philippines leading healthcare institution, St. Luke's Medical Center-Global City is committed to delivering state-of-the-art medical care that meets the needs of its patients. The 528-bed, acute care hospital in Bonifacio Global City, Taguig, enjoys accreditations and key affiliations with prestigious organizations around the world. Its vision is to be internationally recognized as an academic medical center by the year 2020.

To realize this vision and advance quality and outcomes, St. Luke's Global City embarked on the Pathway to Excellence® journey. Nursing leadership embraced the Pathway standards as an effective framework to meet three central goals: improve nurse satisfaction, increase patient satisfaction, and enhance clinical outcomes. By adhering to the standards, the hospital would transform its culture into a positive practice environment and achieve nursing excellence.

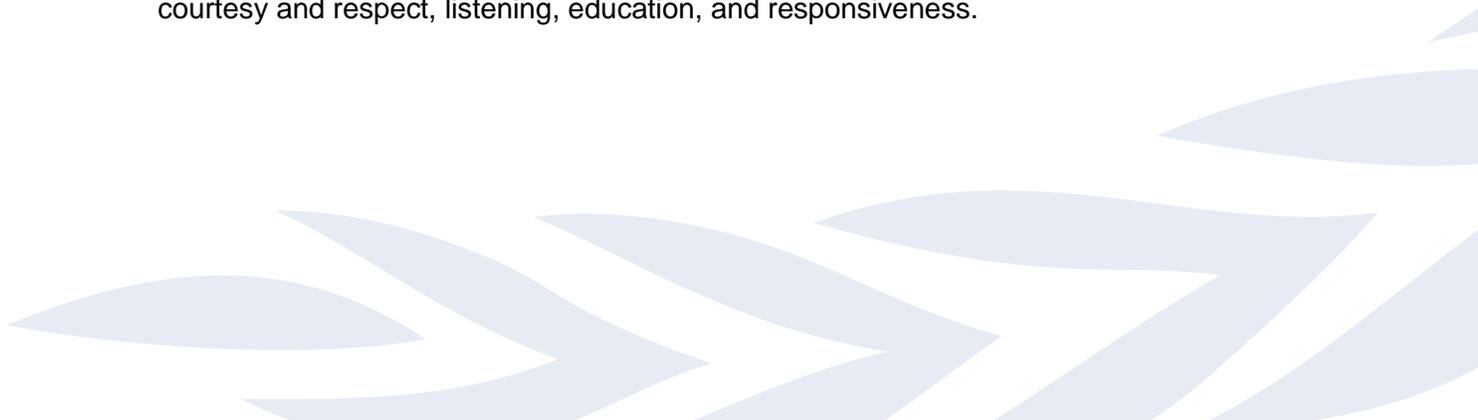
In March of 2018, St. Luke's Global City made history, becoming the first hospital in the Philippines to achieve ANCC Pathway to Excellence designation.

Improving Satisfaction and Outcomes

Earning the Pathway credential has generated substantial gains in key areas:

- **Nursing satisfaction has skyrocketed.** The hospital now outperforms the NDNQI global mean in professional development opportunities, autonomy, staffing and resource adequacy, nursing foundations for quality of care, nurse-to-nurse interaction, and nursing administration.

In addition, the Pathway journey resulted in new salary differentiation and equitable compensation policies, a quality procedure for staffing and flexible scheduling, a clinical ladder, and DAISY award recognition – all proven satisfiers for bedside nurses.

- **Safety and quality outcomes are rising,** as evidenced by the hospital's nursing-sensitive indicators. Scores currently surpass the NDNQI global mean for falls with injury, hospital-acquired pressure ulcers, CLABSI, and CAUTI.
 - **Patient satisfaction is climbing.** Happier nurses mean happier patients. St. Luke's Global City's patient satisfaction scores outshine Press Ganey's global mean for nurse courtesy and respect, listening, education, and responsiveness.
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“The benefits of working in a Pathway organization are many,” says Chiska Alaida Cases, RN, a direct care nurse in the main OR. “Our efforts are recognized and valued, which motivates us to excel and do more. This leads to excellent patient satisfaction and high-quality patient care. All nurses grow in a professional manner since they are supported and appreciated.”

Creating a Culture of Collaboration

Pathway has created a culture of collaboration through interprofessional teamwork. Shared governance and shared decision-making are standard practices across the organization. When it comes to big decisions about major issues, all disciplines are involved. As a result, employees feel engaged and empowered. They value the importance of cooperation, unity, and trust and understand that no matter how hard the task may be, nothing is impossible if they do it together.

What advice does St. Luke’s Global City have for other international organizations contemplating the Pathway journey? Cherry Pena, MAN, RN, Associate Director OIC, Nursing Research System Management and Accreditation, offers these tips. “Focus on consistency in purpose and unity in achieving the vision,” she says. “Teamwork is critical. It’s essential to involve all disciplines throughout the hospital and involve all levels of nursing through creation of a core group. Be creative and have fun. Above all, don’t be afraid. Pathway is doable!”

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About St. Luke’s Medical Center

[St. Luke’s Medical Center \(SLMC\)](#) is the most respected and recognized healthcare institution in the Philippines. Its two facilities—in Quezon City and Global City, Taguig— are on par with the most advanced hospitals around the world. With a mission to deliver state-of-the-art healthcare that puts the needs of its patients first, SLMC is guided by key drivers including good clinical outcomes, patient safety, education, training and research, a superior patient experience, and financial viability.

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 and engage nurses.

