

Pathway to Excellence® Case Study: Osborne Park Hospital, Perth, Western Australia

Established in 1962, Osborne Park Hospital (OPH) provides comprehensive specialist health care services to patients and families throughout Western Australia (WA). The 150-bed facility features three main clinical areas: rehabilitation and aged care, surgical services, and women's and newborn services.

Several years ago, nursing leaders sought new ways to revitalize the hospital's mature workforce, motivate and engage younger nurses, and validate the exceptional work of the nursing staff. ANCC's Pathway to Excellence Program offered the perfect vehicle to achieve these goals. The journey gave OPH the opportunity to benchmark against international norms and positively transform the practice environment. In addition, the prospect of being the first Australian hospital with the Pathway to Excellence designation was very motivating.

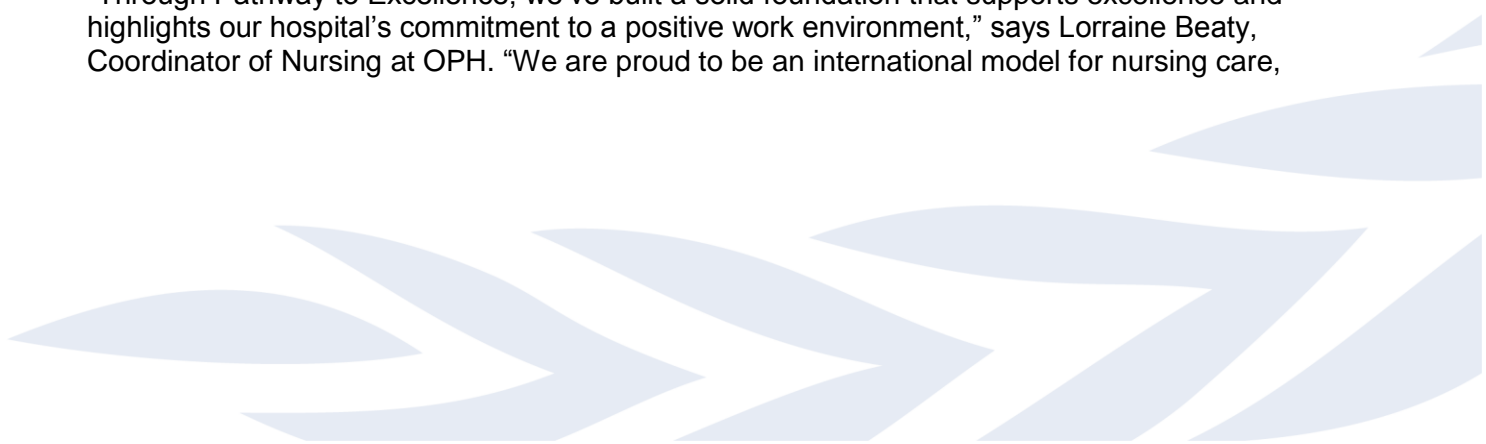
In 2014, OPH became the first hospital in Australia and the second hospital outside of the United States to earn the Pathway credential. The achievement led to several significant quality and safety improvements.

A nurse-driven hand hygiene compliance campaign focused on improving the hospital's handwashing rate over a two-year period. Strategies included staff education, a new jewelry and nail policy, regular updates via newsletter, notice boards and competitions, and targeting staff groups with low compliance rates. As a result, the hospital's hand hygiene compliance rate improved from 55% to more than 88%, significantly above the Australian national average of 72%. OPH is regularly among the top-performing hospitals in WA for hand hygiene and recently received the WA Health Award in the Performance Improvement Category.

Nurses also led an inpatient fall prevention initiative that included intensive staff education and the introduction of a "Frequent Faller" program to target the hospital's elderly patient population who have 2 or more falls. Results identify that the number of falls attributed to "frequent fallers" has decreased from 45% to 29% over two years.

Another area of improvement was staff engagement. Working to achieve Pathway designation fostered teamwork among the hospital's nurses, midwives, and hospital staff, enhanced nurses' sense of pride in their work, boosted staff awareness, and put the spotlight on nursing. Additionally, the designation provides a point of difference to attract nurses who want to work in a hospital that holds international recognition.

"Through Pathway to Excellence, we've built a solid foundation that supports excellence and highlights our hospital's commitment to a positive work environment," says Lorraine Beaty, Coordinator of Nursing at OPH. "We are proud to be an international model for nursing care,



where engaged and dedicated staff work together to provide safe, high quality care for patients across Western Australia.”

At a Glance

Part of the Sir Charles Gairdner Osborne Park Health Care Group, Osborne Park Hospital's areas of specialization include Rehabilitation and Aged Care, Surgical, and Women's and Newborn. The hospital has a vision to provide exceptional care from staff who put patients first and value accountability, compassion, continuous learning and teamwork.

Results:

- Improved hand hygiene compliance from 55% to 88.2% in two years
- Reduced the fall rate from 7.93 per 1000 bed days in 2012 to 7.35 per 1000 bed days in 2015.
- Improved staff collaboration and satisfaction

About the Pathway to Excellence® Program

The 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 staff.