

Pathway to Excellence® Case Study: Baptist Health Paducah Hospital Paducah, KY

Baptist Health Paducah, part of the Baptist Health family of hospitals, is a 337-bed acute and skilled care hospital that serves patients in four states: Kentucky, Illinois, Missouri, and Tennessee. The hospital provides a full range of healthcare services; its physicians represent more than 40 medical specialties.

In 2014, the Baptist Health system set a goal for all eight of its hospitals to achieve ANCC Pathway to Excellence® or Magnet® recognition by the end of 2018. Baptist Health Paducah was also looking for a way to support and honor its nurses. The Pathway framework, with its focus on quality, safety, shared decision-making, leadership, well-being and professional development, provided the optimal structure. The hospital achieved Pathway designation in 2016.

Benefits were immediate and far reaching:

- **Dramatically Improved CLABSI Outcomes.** A nurse-driven initiative to implement the evidence-based MAGIC (Michigan Appropriateness Guide for Intravenous Catheters) guidelines decreased central line utilization by 45% and reduced CLABSI rates by 90%.
- **Increased Leadership Opportunities.** The hospital's multidisciplinary Leadership Academy and Succession Planning Program targets new and emerging leaders to ensure continuity within the organization. Twice a year, the team assesses potential vacancies (due to retirement or advancement) and identifies potential candidates who are invited to apply for Leadership Academy. Any employee new to a leadership role or interested in leadership development may also apply for the program. Level 1 focuses on communication skills, emotional IQ, team dynamics, and conflict resolution. Level 2 focuses on business management skills.
- **Healthier Employees.** Nurses created a Wellness Council to develop programs that improve the health and well-being of all employees. The council's first order of business was a Wellness Fair, which educated 500+ employees about healthy lifestyles, fitness, nutrition, self-care, and more. The event will be held annually. Another program is "Blessing of the Hands," in which a staff chaplain visits different units and blesses the hands of those caring for patients. A staff walking program, "Steps for Stars," is in the works.

- **Empowered Staff.** The Pathway journey elicited changes to daily staffing that give direct care nurses and other staff greater input into the decision-making process.
- **Higher U.S. News Ranking.** Baptist Health Paducah rose on *U.S. News & World Report's* annual list of hospitals and is currently ranked #6 in Kentucky.

Nursing leadership has tips for those on the Pathway journey or considering it:

- Include direct care nurses at every level; keep them involved and informed.
- Select a mentor – someone experienced in the journey who can offer guidance and review documents.
- Don't neglect the gap analysis! It's important to get a feel for how direct care nurses understand specific elements of each Pathway standard.

"The Pathway journey was a huge opportunity to celebrate nursing and all those who give of themselves day after day to take care of our patients," says Tracy Phillips, DNP, RN, NE-BC, Pathway to Excellence Coordinator and Nurse Researcher. "Pathway provided us with the model to communicate important information about key resources and programs that support our nurses and our employees."

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About Baptist Health Paducah Hospital

Baptist Health Paducah is a regional medical and referral center, serving 200,000 patients a year from four states. The hospital provides a full range of services, including cardiac and cancer care, diagnostic imaging, women's and children's services, surgery, emergency treatment, rehabilitation, transitional care, weight management and wound care. Overall, Baptist Hospital Paducah offers 20 points of care to make healthcare more convenient for area residents. Learn more at <https://www.baptisthealth.com/paducah/Pages/about-baptist-health-paducah.aspx>

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. www.nursecredentialing.org/pathway

About ANCC

The mission of the [American Nurses Credentialing Center](#) (ANCC), a subsidiary of the American Nurses Association, is to promote excellence in nursing and healthcare globally through credentialing programs. ANCC's internationally renowned credentialing programs certify and recognize individual nurses in specialty practice areas. ANCC recognizes healthcare organizations that promote nursing excellence and quality patient outcomes while providing safe, positive work environments. In addition, ANCC accredits healthcare organizations that provide and approve continuing nursing education and accredits transition to practice programs and prepares nurses for new practice roles. For more information about ANCC, visit us at nursingworld.org/ancc and follow us on [Twitter](#). ANCC is the only nurse credentialing organization to successfully achieve ISO 9001:2015 certification.