

Pathway to Excellence[®] Case Study: Empowered Nurses Improve Quality Care at Advanced Care Center at Lakeview

Advanced Care Center at Lakeview is focused on providing quality health care and a lifetime of wellness to its residents. Although the New Jersey–based organization understood internally that care was excellent and staff satisfied, on a broader level, it wanted the external nursing community to validate this as well. Additionally, Lakeview’s leadership believed promoting an environment centered on professional development would drive outcomes, retention, and satisfaction even higher.

Pathway to Excellence[®] criteria is consistent with this philosophy. As one of the first organizations in the country to receive Pathway to Excellence in Long Term Care™ designation from ANCC, Lakeview was recognized as an industry leader and its staff was recognized at the highest professional level for nursing.

The resulting improvements have exceeded Lakeview’s expectations. “Nurses and CNAs are now empowered to make decisions that improve care, and stronger relationships among colleagues and with management have improved the practice environment,” says Linda Bowersox, vice president of Clinical Services. “Everyone has a greater appreciation for using evidence-based practice as an impetus for change.”

Patient outcomes have improved as a result. Specifically, falls have decreased by 55%, facility-acquired UTIs by 57%, and pressure ulcers by 75%. Through shared governance, nurses are collaborating with physicians to develop a model that will expand APN coverage, improve clinical outcomes, and support and mentor staff. To promote staff advancement, Lakeview is partnering with another local organization to offer on-site LPN to RN, AS to BSN, and MSN to DNP programs. Four nurses have become PICC certified.

Nursing is viewed at a higher level and staff satisfaction has improved as a result. Having an environment that engages and values nursing staff has positively improved retention. Lakeview has not had a single vacancy in nursing administration or among its licensed nursing staff in two years.

At a Glance

Advanced Care Center at Lakeview in Wayne, New Jersey, provides comprehensive medical, nursing, and rehabilitation services to a diverse patient population. In addition to long-term care, the center offers inpatient subacute programs. Staff includes 22 RNs, 46 CNAs, and 15 LPNs.

Results

- Reduced falls by 55%
- Decreased facility-acquired UTIs by 57%
- Decreased pressure ulcers by 75%
- Achieved zero vacancy rate in nursing administration and licensed nursing staff for two years
- Created on-site LPN to RN, AS to BSN, and MSN to DNP programs, in partnership with another local organization
- Four nurses are now PICC certified

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 nurses.