Title:
Nursing Leadership (Directorate's) Key to Nursing Excellence

Jothi Clara Micheal
Nursing Directorate, Global Hospitals Group India, Global Hospitals Group, Chennai, India

Session Title:
Developing Clinical Nursing Leaders
Slot:
LA 03: Friday, September 26, 2014: 10:30 AM-11:45 AM
Scheduled Time:
10:30 AM

Keywords:
Health care Accreditation, Nursing Care Excellence and Transformational leadership

References:

Learning Activity:

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<thead>
<tr>
<th>LEARNING OBJECTIVES</th>
<th>EXPANDED CONTENT OUTLINE</th>
<th>TIME ALLOTTED</th>
<th>FACULTY/SP EAKER</th>
<th>TEACHING/LE ARNING METHOD</th>
<th>EVALUATION/FEEDBACK</th>
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<td>Example</td>
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<td>Critique selected definition of the term, &quot;curriculum&quot;</td>
<td>Definitions of &quot;curriculum&quot;</td>
<td>Course of study Arrangements of instruction materials</td>
<td>20 minutes</td>
<td>Name, Credentials</td>
<td>Lecture PowerPoint presentation Participant feedback</td>
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<td>Group discussion: What does cultural training mean to you?</td>
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<td>The subject matter that is taught Cultural &quot;training&quot; Planned engagement of learners</td>
<td>Critique the framework on accreditation preparedness with application of National Accreditation for Nursing Excellence</td>
<td>Dr. Prof. Jothi Clara J. Micheal, Group Director - Nursing, Nursing Directorate, Global Hospitals Group (GHG), India MSc N RN., RM., PhD, MBA(HA)</td>
<td>Lecture Power Point presentation Open Discussion Participants feedback on their view on scope for improving the framework</td>
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<td>Detailing National Accreditation for Nursing Excellence” (NANE) and GHC’s Framework on Accreditation Preparedness. Selection of concepts, linking concepts to standards of excellence, scaffolding strong building blocks and TRIO concepts of HCO</td>
<td>Comprehend the application and evaluation the applicatio of framework in the HOC and the process</td>
<td>Dr. Prof. Jothi Clara J. Micheal, Group Director - Nursing, Nursing</td>
<td>Lecture Power Point presentation Participants feedback on out of box thinking in application of framework and improvement</td>
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Abstract Text:

**Purpose:**

To share knowledge on the experience of Nursing Leadership’s (Directorate’s) Key to Nursing Excellence at Global Health City (GHC) Chennai in developing and evaluating GHC framework on accreditation preparedness with application of National Accreditation for Nursing Excellence within Indian context. This paper will explain the framework on accreditation preparedness and elaborate the application and evaluation at GHC.

**Methods:**

The Nursing Directorate (ND) at Global Health City (GHC), India focuses on nursing care excellence balancing cost, quality & safety. With the aim of developing nursing standards that would well suit Indian health care system, nursing leaders’ from different states of India were invited as resource persons for the
first National Conference hosted at GHC Chennai one of the hospitals of GHG. The outcome was the National Accreditation for Nursing Excellence” (NANE) which was developed exemplifying five standards of excellence: 1) Evidence of transformational leadership at all levels of the Health Care Organization (HCO); 2) Structured nursing empowerment; 3) Excellence in nursing practice clinical outcomes; 4) Evidence based practice in all aspects of nursing structures & processes, and 5) Quality indicators of nursing identified, described and measured empirically. Based on this, a GHC’s Framework on Accreditation Preparedness was conceptualized at GHC, applied and evaluated over the past 3 years incorporating Nursing, Medical and Operational excellence (TRIO concepts of HCO) to error capturing, Quality Indicator, patient safety and satisfaction of both patient and staff

Results: A significant improvement occurred in error capturing, continuous Quality Improvement, Implementation of patient safety measures and satisfaction of both patient and staff year after year.

Recognition for nursing care and nurses image has improved among the doctors, management and other health care providers.

Three other Hospitals in India and Middle East countries seek support and consultation from Nursing Directorate in coaching their Nursing Leaders

Conclusion: Implications for nursing leadership includes scaffolding strong building blocks highlighting logical interlinks between transformational leadership, service excellence goals, structural empowerment, operational & clinical excellence, CQI, error prevention and ethical culture.

Replication of the application and evaluation of GHC's framework on accreditation preparedness in 4 other Global Hospitals in major Cities of India was highly recommended by the management.