Nursing Education Drives Employee Engagement To Improve Organizational Outcomes
Conflict of Interest Disclosure

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The authors have no actual or potential conflict of interest in relation to this presentation.
Learning Outcomes

The learner will be able to:

- Identify metrics that track and trend employee engagement, professional empowerment, and organizational quality.
- Describe three hospital-based staff development strategies that engage employees and result in enhanced organizational outcomes.
North Shore University Hospital (NSUH)
Manhasset, New York

- Quaternary facility of Northwell Health
- 6 service lines
- 864 certified beds
- 1,950 RNs/500 ancillary support staff employed
- 82% direct care RNs BSN prepared
- 100% leadership RNs BSN prepared
- Awaiting Magnet site visit
Driving Engagement through Empowerment

Press Ganey NSUH Employee Engagement Survey Results

2012
38th %ile

2014
67th %ile

2016
72nd %ile

PCS Engagement
National Healthcare Comparison

2012
40th %ile

2014
50th %ile

2016
72nd %ile

RN Engagement
National Nursing Comparison

9/20/2017
Recipes FOR Success
Promoting Specialty Certification

- Multi-modal approach to certification preparation across service lines
- Strategic assessment of eligibility by unit educators
- Focus on cohort-style learning to foster peer support and mentorship
- Utilization of “no pass, no pay” strategy with ANCC Success Pays™ program
- Focus on “Recognition”

Direct Care RNs

- 2012: 26%
- 2013: 28%
- 2014: 36%
- 2015: 45%
- 2016: 53%
- Mag.: 32%

2016 NSUH Goal 48%
Supporting Clinical Advancement of Staff
*(Clinical Ladder Program for RNs and Patient Care Associates)*

- Promotes ‘learning culture’ by facilitating continuing education opportunities
- Supports performance improvement and research activities
- Encourages staff to align unit projects with strategic initiatives
- Engages in recognition of staff accomplishments
Developing a “Champion Model”

- 56% patient care staff engaged in a “champion” group (10 champion groups)
- Nurse Educators facilitate:
  - Diabetes
  - Skin
  - CAUTI
  - Hourly Rounding
  - PCA Quality
Recipe for Champion Engagement Success

- Maintaining a regularly scheduled meeting agenda
- Promoting a ‘learning culture’
- Educate the experts
- Utilizing data/dashboard to assess progress toward goals
- Focusing on evidence-based practice protocols
- Encouraging peer-to-peer support
- Supporting activities that promote accountability
- Listening and responding to champion feedback
- Embracing innovative ideas
- Sustaining positive changes
The Dashboard to Our Success

Northwell Health

