

A Message from Sue Eckert

Dear Nursing Colleague,



You know that the work you do every day touches many lives, speeds recovery for our patients and provides essential support for their loved ones.

At the same time, you play a vital role in making certain the Department of Nursing at MedStar Washington Hospital Center continues to move forward. You help prioritize our strategic goals and then you work on the teams that bring those goals to life.

This year, a record 1,043 Hospital Center nurses, patient care technicians and unit clerks took part in sessions that developed and finalized our FY17 Strategic Plan. It is a plan that reflects you: what you think is important at the bedside, and what you think we need to keep improving our practice and teamwork. This *Roadmap to the Future* reflects the voice of nursing and will keep us on course incorporating best practices and supporting our nursing work force.

Among the exciting new goals is your endorsement of seeking the Pathway to Excellence® designation from the American Nurses Credentialing Center. Achieving external validation of our organization reflects both your faith in our accomplishments over the past five years and the very real need to engage and retain our nurses. Pathway to Excellence is designed to involve more nurses in all aspects of patient care, and to celebrate the excellent work you do, both at the bedside and in completing our Strategic Plan goals.

I look forward to another successful year moving forward, together, on the road to the future.

Sue Eckert, RN, MSN, NEA-BC, CENP
Senior Vice President and Chief Nurse Executive



Roadmap to the Future

2016-2018 Nursing Strategic Update

2017 Update



MedStar Washington
Hospital Center



MedStar Washington
Hospital Center



Pull down to open

FY 2017 - FY 2018 MWHC Nursing Strategic Goals

| Trusted Leader | | Caring for People | | Advancing Health |
|--|---|--|---|--|
| BEST PATIENT EXPERIENCE | MARKET LEADERSHIP | FINANCIAL STRENGTH | BEST PLACE TO WORK | HIGHEST QUALITY & SAFETY |
| <p>FY 2017</p> <ul style="list-style-type: none"> • Further optimize Nursing Director – Medical Director dyad relationship (Saale) • Utilize alternative non-pharmacologic interventions to enhance pain management (Saale) • Improve collaboration with select ancillary departments (EVS, Nutrition, Facilities, Pharmacy, Materials, Central Patient Transport) to enhance the patient experience (McGee) • Positively impact the patient and family experience through strategies that are evidence-based, innovative, impactful and sustainable. Focus on: <ul style="list-style-type: none"> - Language of Caring - Bedside shift report - Meaningful hourly rounding - D/C phone calls - Responsiveness of staff (Washington) • Implement the Interdisciplinary Model of Care (IMOC) for all IP units (Bruce) • Enhance care transitions through exploration of care coordination roles for nursing (Bruce/Yitbarek) | <ul style="list-style-type: none"> • Design a collaborative, formalized focus to enhance patient and family engagement in the perioperative setting (Lewis) • Achieve CCNE accreditation for the Nurse Residency Program (Donnelly) | <ul style="list-style-type: none"> • Optimize nurse staffing to include Patient Care Technicians and Unit Clerks (Yitbarek) • Improve patient flow and optimize patient throughput (Washington) • Improve engagement, recruitment and retention of nursing associates with supportive, evidenced-based, and sustainable activities (Washington) | <ul style="list-style-type: none"> • Expand the Nursing Leadership Academy by establishing a standardized, focused curriculum for Nurse Directors and Patient Care Managers (Eckert) • Seek nursing workforce national recognition through ANCC Pathway to Excellence designation (Lewis) • Improve the experience of nursing associates who float to another unit, to include Float Pool (Yitbarek) • Continue to increase the number of certified RNs by 5% (Saale) • Complete phase 3 implementation of collaborative governance structure (Saale) • Improve the workplace safety program to include tactics to decrease patient/family abuse to care providers, evaluating the Behavioral Emergency Response Team (BERT) and optimizing safe patient handling (McGee) • Redesign the unit clerk role to assimilate with MedStar vision and changes with MedConnect 3 implementation (McGee) • Increase opportunities and utilization of the CEN for specialty training (Donnelly) • Perform a needs assessment for DON associates to determine education and competency opportunities (Donnelly) • Increase collaborations with schools of nursing and other ancillary schools (Scrub Tech, MA, Endoscopy Techs) (Donnelly) | <ul style="list-style-type: none"> • Maintain Level IV NICHE designation and roll out to 4 more units (McGee) • Enhance culture of safety principles through peer review process and PSE optimization (Bruce) • Initiate implementation of relationship-based care and primary nursing relationship-based principles to include continuity of care and enhanced assignment making (Bruce) • Improve Hospital Acquired Infection rates (SSE, CAUTI, CLABSI, C-diff) (Donnelly) • Prepare for and implement MedConnect 3 (Donnelly) • Implement all MSH clinical practice guidelines (CPG), and prepare gap analysis and implementation plans for new CPGs as they are developed (Donnelly) • Actively support the reduction of sepsis mortality and overall mortality rates (Donnelly) |
| <p>FY 2018</p> <ul style="list-style-type: none"> • Refine IMOC processes to enhance the patient experience • Hardwire Language of Caring principles | <ul style="list-style-type: none"> • Increase national recognition of MWHC nursing’s work via presentations at professional nursing conferences and events • Secure academic partner for MSN/DNP program | <ul style="list-style-type: none"> • Enhance automated daily productivity tools for leaders to evaluate the use of nursing resources | <ul style="list-style-type: none"> • Expand the Nursing Leadership Academy to include curriculum for front line RN’s (Eckert) • Develop succession plan for nursing leaders <ul style="list-style-type: none"> - Utilize 360 review process - Development of career aspiration statements • Implement phase 4 of collaborative governance structure with unit-level shared governance • Increase opportunities for non-NRP staff RNs/Techs: expand specialty offerings in CEN: Periop, NICU, VAD, use of simulation, skill days for MAs/Techs, skill days on units • Retention planning: identify and mentor self-driven learners to leadership role • Increase use of technology at the point of care to provide real time information and communication (electronic monitors on all units) | <ul style="list-style-type: none"> • Select and implement the use of 2 complementary alternative therapies to enhance patient outcomes and their experience • Support the transition of Peribirth and ARIA into EMR |