

2019 NURSING ANNUAL REPORT

Abbott Northwestern Hospital



Abbott Northwestern Hospital achieves Magnet® recognition for nursing excellence — for the third time

Magnet® recognized organizations empower nurses to reach their true potential. Magnet status garners more than external prestige — it shows the world that it's an organization that recognizes the invaluable potential of nurses to lead health care change. When a health care organization fosters the ideal environment for nursing talent, the whole organization reaps the rewards. Magnet appraisers look at how a hospital meets key Magnet Model Components. Read on to see how Abbott Northwestern responded to these components and helped achieve a third redesignation.



Transformational Leadership



Nurses lead by example to identify new solutions, promote innovation and motivate others to meet the demands of the future.

FALLS TIER 2.5 NURSING HUDDLE

Innovative strategies were needed to improve patient outcomes related to harmful patient falls. In January 2018, Abbott Northwestern implemented tiered safety huddles as a strategy to engage staff in identifying safety concerns and increasing their participation in problem solving. Each level raises, addresses or resolves issues in the moment.

Based on the success of the safety huddles, and the increase in harmful patient falls, a Nursing Tier 2.5 Safety Huddle started in May 2019 to focus on fall prevention. To enhance safety, awareness and communication of patient falls with harm:

- Charge nurses and unit leaders conduct audits on high fall risk patients on each shift.
- Just-in-time coaching and recognition enhances a safety culture.
- Unit huddle boards are updated each shift at Tier 1 huddle.
- Safety concerns from Tier 1 advance to Tier 2 huddle. Information is shared at the Nursing Tier 2.5 huddle with the Chief Nursing Officer. Information includes a comprehensive look at fall risk across all inpatient units within the last 24 hours. Barriers discovered at this huddle are escalated to the appropriate resource for resolution.
- After every patient fall, Action Planning Meetings occur with the unit leaders, director and quality specialist. To prevent further falls, and enhance communication, nursing leaders hear all learnings. Any issues are assigned to resources for immediate resolution.

These strategies are critical to the success in reducing harmful falls across the hospital, resulting in a 53 percent reduction in harmful falls.

Exemplary Professional Practice

Commitment to the highest standards of professionalism sustains a culture of safety, compassion and quality in the delivery of patient care.

BRAIN CODE: Improving Recognition and Timely Intervention for Intracranial Hypertension/Herniation

Early recognition and treatment of intracranial hypertension (HTN)/herniation is critical. Implementation of a brain code process allows for a structured team response, bringing critical medications/interventions to the bedside for patients with cerebral herniation. It was imperative to have a structured response to cerebral herniation events.

The “brain code” brings key caregivers including an intensivist, neuro critical care RN, pharmacist and respiratory therapist to the bedside to further

assess and intervene in a patient with clinical signs of herniation. A brain code kit, including medication and equipment, is brought to the bedside by the brain code team. The brain code process supports the Emergency Neurological Life Support tier 1 interventions for elevated intracranial pressure/impending herniation.

Education was developed by reviewing the clinical signs of herniation, triggers for activating a brain code, team roles/responsibilities and medications to treat herniation. A brain code algorithm was developed for use at the bedside to guide staff through the process to ensure timely interventions.

Mock brain codes were conducted in the ICUs to work through the process and identify improvement opportunities.

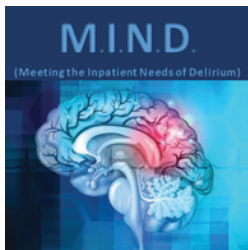
EVALUATION/OUTCOMES

Mock brain codes were done on all shifts and revealed improvement opportunities, which were implemented. The algorithm also was simplified. Success was measured by recognition of clinical herniation signs with brain code activated, compliance with process and appropriate medication ordering and administration. Results to date have been extremely positive.



New Knowledge, Innovations and Improvements

Nurses contribute to patient care, to Abbott Northwestern Hospital and to the profession by identifying new models of care, improving existing protocols, assessing new evidence and developing more effective practices.



Studies show up to 40 percent of hospital-acquired delirium is preventable. With neuroscience patients having some of the highest risk factors, Neuroscience nurses participated in an inter-professional evidence based practice project to

offer solutions. Other key members were Abbott Northwestern Volunteer Services department, three DNP students and two adjunct professors from Saint Catherine's University.

A comprehensive literature review revealed multi-component, non-pharmacological interventions as the most effective method in preventing delirium. Two of the most effective strategies include increasing nursing knowledge and confidence, and using volunteers.

Increasing nursing knowledge included:

- Educating floor staff on risk factors and prevention
- Pre- and post-survey testing for knowledge and confidence
- Routinely identify patients who are at high risk for delirium

MIND Volunteer Program Goals included:

- Recruit and train volunteers to help prevent delirium
- Assist nurses with implementing prevention strategies
- Interact and support patients and their families by providing evidence-based activities to those at risk for developing delirium
- Maintain cognitive and physical function of high risk older adults throughout hospitalization
- Maximize independence at discharge and prevent unplanned hospital readmission relating to delirium



RESULTS

Over 80 percent of regularly scheduled H8000 nurses completed education and both nursing knowledge and confidence increased. Volunteers we recruited, trained, and visited with patients.

NEXT STEPS

Education of all regularly scheduled H8000 floor staff; recruit and train volunteers; and analyze data to determine if delirium incidence has decreased post intervention.

Structural Empowerment

Strong relationships and partnerships provide an environment where professional practice flourishes and where nurses are empowered to find the best way to accomplish organizational goals and achieve desired outcomes.

Effect of a Hybrid Periop 101 Orientation Program on Nursing Self-Efficacy, Knowledge and Retention

Due to the complexity of surgery, Operating Room (OR) staff are highly skilled, and specially trained. Registered Nurses (RNs) who work in ORs often go through a six-month orientation program. The changing make up of OR nurses is changing as many nurses (almost 20 percent) approach retirement. Retention of skilled and trained RNs is a high priority at Abbott Northwestern.

Orientation for this specialty is 6-12 months and resource intense. Limited numbers of experienced OR RNs apply for open positions. Despite Abbott Northwestern's six-month orientation program using AORN Peri-Op 101, the 12-month turnover rate was about 20 percent.

The facts point to a critical need to train and retain novice Operating Room nurses.

Revising the orientation program became a critical goal. Allina Health partnered with Anoka Technical College to create a hybrid Periop 101 orientation program using a blended learning approach. The new program combined online coursework with simulation, synchronous classroom discussions taught by nursing faculty, and clinical orientation with an experienced preceptor. Clinical experience was aligned with classroom content and guided

by defined learning objectives. Over a ten-week period, nurses attended classes at the college one day a week for eight hours. The remaining four days, the novice OR nurse was with a preceptor.

A study was created and conducted to determine the effectiveness of a hybrid orientation program for novice OR nurses on their self-efficacy, knowledge and retention.

Nurses enrolled in either the traditional orientation program or the hybrid orientation program. Measurements were RN retention rates and administering a validated nurse retention scale at three, six, and twelve months after hire.

RESULTS

Improved final exam scores, increased retention and confidence of novice operating room nurses, a decreased utilization of agency/travel nurses, and more efficient allocation of human resources for program delivery and administration measured the success of this study.



Abbott Northwestern Addictions (Bridge) Clinic

The opioid epidemic in Minnesota appeared at Abbott Northwestern through an increased number of overdoses in the Emergency Department, and an increased need for addiction services in communities such as cardiovascular and The Mother Baby Center at Abbott Northwestern and Children's Minnesota.

In 2018, Abbott Northwestern did not have addiction medicine or toxicology consultation services on campus and there was no outpatient addiction clinic at Abbott Northwestern. Leaders also noted that the closest Allina Health resources were at Unity Hospital in Fridley. In 2019, Kate Katzung, MD, wrote a grant to the Abbott Northwestern Foundation for an Addiction Clinic at our hospital. In September 2019, Addiction Medicine and Toxicology Consults were started in the inpatient and the Emergency Department, and referrals were made to treatment programs and medication management.

In November 2019, Abbott Northwestern opened the Addictions Clinic (Bridge Clinic) based out of the Emergency Department. The Bridge Clinic is open Tuesdays and Thursdays, and supported by nurses, board certified toxicologists and social workers. It is a transitional outpatient addiction clinic for discharged inpatients and patients leaving the Emergency Department who are not yet connected to outpatient care. The Bridge Clinic provides patients with continued necessary treatment until appropriate community connections are made.



2019 Nurses Week winners

Recognition and awards

2019 NURSES WEEK

Twenty nurses were recognized with Nursing Excellence awards and scholarships for their outstanding patient care, mentorship and leadership. Congratulations to all the nominees and winners!

MPLS.ST.PAUL MAGAZINE OUTSTANDING NURSE AWARDS FINALISTS

These awards are designed to honor nurses who are impacting our community in clinics, hospitals, classrooms, and beyond. Six Abbott Northwestern nurses were named as finalists.

MARCH OF DIMES NURSE OF THE YEAR AWARDS FINALIST

Hundreds of applications across 15 defined categories were reviewed and scored by high-ranking medical professionals. Through this competitive process, finalists are then determined. Abbott Northwestern was proud to have two finalists.

CERTIFICATIONS

More than 40 nurses earned specialized certifications in 2019.

Abbott Northwestern is regularly recognized and awarded nationally for industry leadership and quality.

