Achieving Magnet Recognition

The PinnacleHealth Story

Client

PinnacleHealth is a premier, community-based health system in Harrisburg, Pennsylvania, consisting of four hospitals, two ambulatory surgical centers and three diagnostics centers. It is a recognized healthcare innovator and provider, serving its patients for more than 130 years. It is a charitable organization committed to improving the health and quality of life for the people of central Pennsylvania. With nearly 5,000 employees, PinnacleHealth is Harrisburg, Pennsylvania's largest single employer, following the state and federal governments. More than 1,300 of these employees are nurses, and hundreds more are technical specialists.

Challenge

The nursing leadership was asked to help support the hospital’s core strategies of advancing clinical practice, improving patient safety, meeting regulatory requirements, and earning Magnet recognition from the American Nurses Credentialing Center (ANCC).

In complying with their mission “to maintain and improve the health and quality of life for all the people of central Pennsylvania,” the nursing leadership made a commitment to take evidence to the point of care. “At PinnacleHealth, we realized that to truly enable evidence-based practice, the relevant evidence needed to be incorporated into the nurses’ workflow and care processes,” says Sheri Matter, chief nursing officer at PinnacleHealth. “To make this happen, we sought a solution that would manage the vast amount of clinical evidence, integrate it with our clinical information technology system, and provide evidence-based knowledge to nurses at the point of care.”

Solution

PinnacleHealth selected ZynxCare to apply evidence-based nursing knowledge at the point of care and to develop and maintain multiple interdisciplinary plans of care focusing on those that addressed six key nursing-sensitive quality and safety measures: pain management,

Results

• Ventilator-associated pneumonia rates decreased to half the CDC’s acceptable levels
• Risk of falls with injury declined significantly
• Magnet recognition by the American Nurses Credentialing Center (ANCC) achieved
prevention of surgical site infection, prevention of ventilator-acquired pneumonia, tissue perfusion, fall prevention, and impaired mobility. Teams of clinical educators, staff nurses from Pinnacle’s Nurse Practice Committee, and a nurse informaticist developed evidence-based plans and assessments for these six patient problems.

After using the Zynx Health content management system, three teams of nurses noted efficiency improvements in customizing plans of care. The nurses have seen a considerable return on investment in the development of institutional guidelines, which now takes significantly less time. “Our nurses have reported being able to customize plans in two to four hours, when previously the process had taken months,” says Matter. In addition, the work of the advanced practice nurses at PinnacleHealth in customizing the ZynxCare plans of care resulted in “considerable gains in teamwork, as well as improvements in the overall quality of our plans of care.”

ZynxCare was instrumental in helping Pinnacle execute the 14 Forces of Magnetism, which is at the heart of the Magnet Recognition Program®, and lists characteristics that exemplify excellence in nursing. For example, PinnacleHealth supports the “Quality of Care” force by pushing evidence to work lists, called “clinical assessments,” which promote safe care. Furthermore, the evidence-based plans in ZynxCare help nurse leaders establish clear expectations, which support the “Management Style” force.

Finally, the Zynx Health content management system and online collaboration tool provide the means to support a structure based on shared governance and participation. “When the magnet surveyors were here, they were very impressed with what we have done through our partnership with Zynx Health,” says Matter. Through these and other initiatives, PinnacleHealth successfully achieved its first Magnet recognition in July 2006.

Results

Through the use of ZynxCare, PinnacleHealth experienced the following clinical improvements:

- Decrease in average blood glucose levels of diabetes patients from 190 to 165
- Increased rate of pain reassessment within two hours of intervention occurred 98% of the time
- Significant decline in the risk of falls with injury
- Smoking cessation education to patients improved from 82% to 97%
- Central line infection dropped to half of the CDC’s acceptable level
- Ventilator-associated pneumonia rates moved to half of the CDC’s acceptable level, meeting the core measure expectations 90% of the time across all ICUs
- Ensured that all its policies and procedures were evidence-based, enabling it to earn Magnet recognition in July 2006

By accessing evidence directly at the point of care, PinnacleHealth is making a cultural transformation. At the forefront of this initiative, Matter says, “Our staff nurses are increasingly making the shift from merely executing orders to managing patient problems, from task-based documentation to knowledge-based decision-making.” “Our nurses are celebrating these results,” says Matter. “They are realizing that the evidence is making a difference in the care they are delivering to their patients.”