NURSING ANNUAL REPORT FY18

The James

MAGNET RECOGNIZED
AMERICAN NURSES
ORGANIZATION GROUP
Our nurses are guided and inspired by our Professional Practice Model (PPM). Our PPM has a core set of values—an identified body of knowledge, autonomous decision-making, peer feedback review of practice, and professional organizations for setting standards. Our Professional Practice Core Components illuminate our commitment to excellence.
Our conceptual framework, Relationship-Based Care* (RBC), is at the heart of what James nurses do every day. There are four relationships central to RBC: our relationship with the patient and family; knowing and caring for ourselves; collaboration with our colleagues; and a strong commitment to the communities we serve.

Successful Magnet® Redesignation!
As a result of the extraordinary work and dedication of our staff, the American Nurses Credentialing Center (ANCC) Magnet Commission unanimously voted to credential the OSUCCC – James as a Magnet® organization for the second consecutive time. Magnet® is the highest recognition an organization can achieve for nursing excellence, innovations in professional practice, and quality patient care. The committee was particularly impressed with our RBC culture, commitment to the community, and dissemination of research and evidence-based knowledge.

\*Used with permission from CHCM, Inc. (2004)
Relationship-Based Care: A Model for Transforming Practice
Creative Health Care Management, Inc. www.chcm.com

Our care delivery model of Primary Nursing enables James nurses to establish a therapeutic relationship with patients and families and partners with them to develop an individual plan of care. The results are demonstrated in our outstanding FY18 patient satisfaction scores.

<table>
<thead>
<tr>
<th>Inpatient</th>
<th>97th Percentile</th>
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<tbody>
<tr>
<td>Outpatient Oncology</td>
<td>84th Percentile</td>
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<tr>
<td>Ambulatory Surgery</td>
<td>92nd percentile</td>
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OSUCCC – James Receives Press Ganey Guardian of Excellence Award® for Patient Experience for Second Consecutive Year
Patients from hospitals across the country provide input and feedback on their care. Survey results put the OSUCCC – James in the top 5 percent for care received as measured by the Centers for Medicare/Medicaid’s Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS).

Blood and Marrow Transplant (BMT) Unit Earns Highest-Level Beacon Award for Excellence
The BMT unit received national recognition for exceptional patient care and professional nursing practice with a three-year Gold-Level Beacon Award for Excellence from the American Association of Critical-Care Nurses (AACN).
In 2015, the OSUCCC – James BMT unit was the first BMT unit in the nation to receive a Beacon Award, which was a Bronze-Level.
We are proud of the ongoing professional development of James Nurses:

- 51% maintain a specialty certification
- 94% have a baccalaureate or graduate degree in nursing
- 155 have voluntarily pursued and achieved a promotion on the clinical ladder
- They published 14 peer-reviewed articles in prestigious journals
- They provided 22 presentations at national conferences

National Recognition

The OSUCCC – James was selected as the recipient of the 2018 ONS Employer Recognition Award (Large Size Category).

We were also chosen as the recipient of the 2018 Oncology Nursing Certification Corporation Employer Recognition Award.

Misty Lamprecht, MS, RN, CNS, AOCN, BMTCN, was honored as the recipient of the 2018 Oncology Nursing Society Excellence in Blood and Marrow Transplantation Award.

Healthy teamwork is grounded in trust, dignity, mutual respect and open communication.

In the past year, 191 interdisciplinary staff have participated in six Relationship-Based Resilience retreats that provide an introduction to RBC to staff throughout our organization.

Another 245 staff have participated in a unit-based RBC retreat to enhance communication, teamwork and/or patient care.

Nursing units reported over 200 local, regional, national and/or global community initiatives. This exceptional commitment to our community was recognized by the ANCC Magnet® Program as exemplary.
James nurses routinely explore new ways to improve quality, enhance service, reduce cost and streamline operations to improve patient care.

The Innovation and Research Council provided $12,000 in funding for these four research projects:
- Resilience in Job Satisfaction in Nurse Residents
- Inhaled Essential Oil Effect on Chemotherapy-Induced Side Effects
- Connecting With Your Core: A Holistic Approach to Caregiver Support
- Infection Potential of Nurses Wearing Nail Polish

The OSUCCC – James Shared Governance model is the foundational platform that supports decision-making by nurses. Decisions made closest to the point of care delivery will result in positive patient, staff and system outcomes.

The councils were extremely active in preparing nurses for the Magnet® appraiser site visit, conducting Internal Review Board (IRB)-approved research studies, hosting the second annual Innovation and Research Day, reinforcing safety practices by increasing the use of personal protective equipment, and reviewing literature for innovative nurse recruitment and retention strategies.
Nursing Practice Demonstrates High Standards During Fiscal 2018

We celebrate our James nurses and the exemplary outcomes that our entire team brings about for our oncology patients and their families.

As demonstrated by our Magnet® redesignation, our second Press Ganey Guardian of Excellence Award® and our multiple national recognitions, we have experienced remarkable accomplishments and amazing examples of the passion and compassion that reflect our dedication to excellence in patient care, education and research.

Look for more examples of our accomplishments on our website, cancer.osu.edu/nursing.

Kris Kipp, MSN, RN
Executive Director,
Patient Services and Chief Nursing Officer
James Cancer Hospital
and Solove Research Institute