



# Mercy Navigator

The *Mercy Navigator* is a publication to inform and update all employees on the steps that Mercy is taking to achieve Magnet Status from the American Nurses Credentialing Center. Since January 2004, members of Mercy's nursing team have been on an "Amazing Journey" to learn about the 14 Forces of Magnetism and integrate them into the organization. Mindful of the significant impact that Magnet Status will have on employees and patients, the Navigator team works to educate staff about this journey toward this designation and its importance to Mercy Medical Center.

## Why pursue Magnet Status?

### Patient Benefits:

- Better patient outcomes
- Consistent high-quality care
- Greater public confidence in care delivery
- Increased patient satisfaction
- Emphasis on evidence-based practice

### Staff Benefits:

- Increased staff satisfaction
- Recognition of worth and quality of nursing
- Demonstration of the importance of nurses

- Increased collaboration within the work environment
- Enhancement of the following values: empowerment, pride, mentoring, nurturing, respect, integrity and teamwork

### Organizational Benefits:

- Increased stability of staff
- Improved collaborative relationships
- Increased use of organization by health care plans
- Important to consumers
- Lower turnover of staff
- Strong market strategy

## What is Magnet Status?

Magnet Status is recognition of a health care organization for providing the very best in nursing care through their professional practice. Magnet hospitals are health care facilities that have adopted system-wide measures to improve the work environment as a way to improve quality and, at the same time, boost job satisfaction, recruitment and retention (Romano, 2002).



On Dec. 19, Mercy nurses, clinicians and administrators participated in a bi-monthly "Advancing Evidence-Based Practice" series. More than 33 evidence-based practice posters representing unit-based, organization-wide, educational, clinic and home health initiatives were showcased. Several posters have been presented at regional and national conferences. The program is designed to improve the quality of patient care delivered at Mercy through the discussion of clinical outcomes resulting from evidence-based practice initiatives.



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Every Day in Every Way.™

## Learn more about Magnet Status

If you are interested in learning more about Magnet Status or would like to become part of the Mercy Navigator team, please contact Karen Brown, Magnet administrative assistant, at x-38847 or [kbrown3@mercydesmoines.org](mailto:kbrown3@mercydesmoines.org).

The Navigators currently meet on the fourth Thursday of each month from 8:30-11 a.m. in the East Tower Auditorium.

# Cancer patients benefit from caring employees

Thanks to the compassion and generosity of the nurses and staff on 8 South, oncology patients at Mercy who need end-of-life care but cannot be sent home or to a hospice facility now have the opportunity to spend their last hours in a cozy, home-like care environment.

In an effort to improve patient care, 8 South's Shared Governance Team came up with the idea of developing special end-of-life kits to help soothe dying patients and their families. Complete with soft pajamas, colored sheets, fuzzy socks, warm blankets, lotion and relaxing CDs, the kits enable the unit's nurses to transform ordinary patient rooms into havens of comfort and warmth.

The kits are supplied by 8 South's very own staff. "We posted the idea on the staff board asking for donations and our staff responded tremendously," said Marcy Stocker, RN, chair of the 8 South

Shared Governance Team. "We began using them in November and they have been well-received every time. We found the kit is an easy, special touch that makes a big difference in the lives of our patients and their families. This is the type of thing a family remembers – not that their loved one had the best equipment or bed."

Unit Nursing Director Rachael Johnson, RN, said she is pleased with the innovative idea and its effects on patients and families. "I'm so proud of our staff for taking on this project," she said. "They are displaying the mission of Mercy Medical Center and the mission of Shared Governance by improving patient care through this dignifying gesture."

For more information about the end-of-life kits or to donate resources to supply future kits, please contact Marcy Stocker at [mstocker@mercydesmoines.org](mailto:mstocker@mercydesmoines.org).

Members of the 8 South Shared Governance Team display an end-of-life kit. Pictured (L-R): Marcy Stocker, RN; Jen Nutt, RN; Helen Smith, RN; and Julie Veldhuizen, RN. Not pictured: Nicole Jack, RN; Jocelyn Lenhart, RN; Jill Wolken, RN; and Rachael Johnson, RN, BSN, OCN, MS.



# Magnet Moments

*Magnet Moments demonstrate the quality care, reassurance and compassion that Mercy nurses offer patients and their families on a daily basis.*

Compassion for their patients – coupled with the evident bond between a husband and wife – guided the decisions of three Mercy team members this past July. Sara Sagers, 6 North, along with Kristi Fritch and Liz Rezek, 3 West Cardiovascular Care and Recovery, not only provided high quality care for one elderly couple, but also kept them together in their time of need.

The care continuum began when the husband was transferred to 3 West after undergoing an angiogram. He was in the care of Liz Rezek, who knew that he would probably not make it through the night. Upon learning about her husband's condition, the wife, a patient on 6 North, asked to leave her own room to be with her husband.

Kristi Fritch, secretary from 3 West, coordinated the wife's visit to see her husband. "His face lit up when he saw his wife and he was immediately comforted by her presence," Kristi said.

Unfortunately, the husband's status continued to decline over the course of the day. To ensure the couple would remain together throughout the night,

Kristi arranged for the husband to be transferred to 6 North. "I wanted to help them through this trying time, and it was great to see the care just keep going," she said.

Upon arriving on 6 North, Sara Sagers took over care of the husband and wife. She felt that the couple needed to be together – regardless of what happened – and asked her charge nurse, Marge Drahaus, if they could room together for the night. "She needed rest and he needed her; they just needed to be together," Sara said.

Marge supported Sara's decision and they made arrangements for the wife's bed to be moved into her husband's room for the night. But Sara didn't stop there. She then set up cots in the wife's previous room so that the couple's family had a quiet place to rest.

Immediately after the wife was settled into her husband's room, his status began to improve and he survived the night. "The wife was able to rest and felt that she was caring for her husband," Sara said. "I treated them with the same care I'd hope to receive as a patient."

The husband was a patient at Mercy for three more days before he was transferred to hospice, where he later passed away.



Sara Sagers, 6 North; Liz Rezek, 3WCC; and Kristi Fritch, 3WW, ensured that a husband and wife remained together during their time of need.

## Forces of Magnetism

### Force 6 – Quality of Care

There is a perception among nurses that they are providing high quality care to their patients and those serving in leadership positions are responsible for developing an environment that positively influences patient outcomes. In addition, quality care is demonstrated to be an organizational priority.

### Force 9 – Autonomy

Nurses are permitted and expected to practice autonomously, consistent with professional standards. Independent judgment is expected to be exercised within the context of a multidisciplinary approach to patient care.

### Force 12 – Image of Nursing

Nurses are viewed as an integral component of an organization's ability to provide quality patient care services. The services provided by nurses are characterized as essential by other members of the health care team.

### Looking Forward

Now that the Magnet document is complete and the editing process has begun, look for more Magnet-related events to occur in preparation for the site visit. The Magnet Steering committee anticipates a site visit will occur in early summer 2007. Watch for additional communication from the Magnet Navigators in your unit and around the hospital.

## Word Search

Complete this word search and turn it into the Magnet Navigator on your unit for a chance to win a prize.

Name: \_\_\_\_\_

Unit: \_\_\_\_\_

Phone: \_\_\_\_\_

# Magnet Jumble

B P R E O L Z N Q T S L C D N L B Y N O  
E G R B G V E U O E E O K O D T X M A N  
N O D O D A A A M I L A I G E D Y O V O  
E V L M F L M O D L T T C X X R J N I I  
F E J D I E C I A E C N C H A W A O G T  
I R G T N T S B G A R E E N I W O T A A  
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AUTONOMY  
BENEFITS  
COLLABORATION  
COMMUNITY  
CONSULTATION  
EVIDENCE BASED  
EXCELLENCE  
GOVERNANCE  
INTERDISCIPLINARY  
LEADERSHIP  
NAVIGATOR MAGNET

NURSING COUNCILS  
NURSING IMAGE  
OUTCOMES  
PROFESSIONALISM  
QUALITY  
RECRUITMENT  
RESEARCH  
RETENTION  
SATISFACTION  
SHARED  
TEACHING