



Mercy Navigator

3 DAYS

until Magnet site visit

Sample questions that the ANCC appraisers may ask:

- “How would you describe the relationship you have with the nursing team?”
- “What kind of education/professional development opportunities are available to Mercy employees?”
- “Have you or your department been involved with any performance improvement projects? Tell me about one.”
- “Tell me about a patient safety initiative and its results.”
- “How do you communicate and provide feedback to leadership?”
- “When you have conflicts in your department, how are they handled?”
- “Describe your current system for documenting patient care.”
- “How are patient satisfaction results shared with your unit?”
- “Describe an ethical issue you have encountered. What support was available for you?”



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What to expect from the Magnet Site Visit (Sept. 11-13)

The American Nurses Credentialing Center (ANCC) has awarded Mercy Medical Center – Des Moines a Magnet Site Visit. The visit, which is scheduled for Sept. 11-13, 2007, is the final step in the Magnet application process.

During the site visit, ANCC-selected appraisers will tour Mercy’s Central, Capitol, Franklin and Hospice campuses. Their goal is to verify, validate and amplify the information

provided in Mercy’s Magnet document by asking Mercy employees and physicians why they feel Mercy deserves the Magnet status designation.

The site visit does not guarantee that Mercy will be awarded Magnet status. However, it does confirm that the ANCC appraisers feel that Mercy is an excellent health care organization that not only provides exemplary patient care, but also values its employees.

Why do you work at Mercy?

In preparation for the questions that the ANCC appraisers may ask during the Magnet site visit, Magnet Navigators asked Mercy employees why they choose to work at Mercy.

“I have worked at Mercy for 25 years, and have always felt that Mercy cares about me as an individual and my growth as a medical provider while showing respect and compassion for my professional and private life. I feel Mercy gives the very best care available.”

Linda, Information Technology

“Mercy’s mission and values fit very well with my own values. Mother McCauley set the stage; the nuns

continued with her mission and set a great foundation for us as a benchmark for what we do. The values are parallel with nursing values, so it makes it very easy to feel fulfilled in the work that I have always done at Mercy.”

Pat, Administration

“When I graduated from nursing school, a friend and I were hired here. I find my work very rewarding! My supervisors are always trying to improve nursing satisfaction and patient care. They constantly work to see that people are being treated fairly. I absolutely love my job!”

Jen, 8S Outpatient Suite

Magnet Moment



In the June issue of Mercy's *Health Wise* newsletter, "change in line of work" was listed as one of the situations that cause

Americans the most stress. In the second week of her new position in Mercy's Six Sigma department, Kim Walters found herself relating to that finding all too well.

Her schedule on Tuesday, June 19, included several introductory meetings with unit directors. Her first meeting was with Shari Carlson, director of 5 North. The meeting began with a briefing about the area, followed by a tour of the unit and discussion of services offered.

During their meeting, Shari and Kim heard some commotion coming from across the hall. They stepped out of the room to find a patient lying in the doorway of her room. She had just started on a walk with her physical therapist when she collapsed. Kim's experience as a Mercy CCU nurse kicked in, and she and Shari rushed over to offer assistance. After a quick assessment, a code was called.

Being in the right place at the right time, Kim was able to use her critical care nursing skills to initiate the care needed for this patient.

Dear Mercy Family,



The Magnet Nursing Recognition Award™, administered by the American Nurses Credentialing Center in Washington, D.C., is a very prestigious honor bestowed on health care institutions that create an environment through culture, philosophy and practice to attract and retain well-qualified nurses who promote quality patient care.

So far, Mercy has completed the application and documentation stages of the Magnet process, from which we successfully earned a site visit scheduled for Sept. 11-13. If Mercy meets all of the criteria surveyed during the site visit, our organization will be awarded Magnet Nursing Recognition status for four years. To do so, we must demonstrate excellence in:

- the nursing department's management philosophy and practices;
- adherence to national evidence-based standards for improving the quality of patient care;
- nursing leadership that supports professional practice and continued competence of the nursing staff; and
- attention to the diversity of our patients and their families.

During their visit, Magnet surveyors will spend most of their time on the units and in meetings, talking with staff nurses throughout the hospital. We will be notified as to whether we have achieved Magnet status within four to six weeks following the site visit.

So why is this award important? Organizations that have achieved it have reported enhanced recruitment and retention of highly qualified professional nurses – which, in turn, has facilitated consistent delivery of quality patient care. Other benefits include enhanced recognition in the community, increased utilization by healthcare consumers and networks and increased stability in patient care systems across the organization.

I commend Mercy's nurses for enabling us to get to this point. Now let's all work together to make this site visit the very best possible!

Thank you.

Jackie Frost-Kunnen, RN, MSN, CNAA
Senior Vice President and Chief Nursing Officer

Magnet Site Visit Q&A

Q:When will the Magnet appraisers be at Mercy?

A: The appraisers will be on our campuses (Central, Capitol, Franklin and Hospice) between the hours of 7 a.m. and 6 p.m. from Sept. 11-13. A Magnet Navigator will always escort the appraisers.

Q:Who are the appraisers, and how many will visit Mercy's campuses?

A: The appraisers are selected by the American Nurses Credentialing Center (ANCC). Mercy will have four appraisers and one Fellow. The number assigned to Mercy was dependent upon the size of each of our campuses and the distance between the campuses and the main facility. Minimally, every hospital has at least two appraisers.

Q:What is the benefit of Magnet status to our patients?

A: Magnet status will give patients and families confidence that Mercy has obtained the highest honor awarded for nursing care, resulting in:

- increased patient/family satisfaction;
- decreased risk of falls, medication errors and post-procedure complications;
- care provided by a group of nurses dedicated to professional development, including a higher percentage of certified RNs; and
- increased RN staffing with a focus on continuity of care.

Q: Does the Magnet designation expire?

A: Magnet status is awarded to selected hospitals for a four-year period; an interim report must be filed every year. A comprehensive renewal application must be completed at the end of each designation period to retain Magnet status.

Q:What should I do if the appraisers visit my unit?

A: First impressions matter. If you see the appraisers, greet them. They want to hear your stories and learn why you and your peers make Mercy Magnet-worthy. The appraisers are not the decision makers. However, they are responsible for documenting their experience during Mercy's site visit and providing that information to the Magnet Commission.

Q: If I am asked to meet with the appraisers, what should I expect?

A: Be on time. You will have only a limited amount of time with the appraisers. Think about one example that you want them to know when they walk away from your unit. In preparation, review the sample questions in this issue of the *Navigator*.

Mural teaches patients, staff about Mercy's Magnet journey

To help spread the message about Mercy's Magnet journey, Deb McGee, RN, Mercy Home Health Services, painted a mural on the windows of the former gift shop at Mercy Capitol. The mural defines what Magnet status means – including the benefits for Mercy patients and staff.

"I had a lot of fun while I was painting the windows," Deb said. "Patients, visitors and staff were all very interested in what I was doing and seemed to have fun watching the progress during the 20-hour project."



Magnet interpretation – one child's view

My son, Peter, has been bugging me to tell you about his plan to bring patients to our hospital. This is a picture he drew of Mercy, with a giant crane attached to the building. At the end of the crane is a giant magnet. Peter says the crane can reach very far – even to SW 9th Street and Army Post Road – and all of the patients will have magnets to wear.

In this picture, the patient is wearing a blindfold, because she might be afraid of going through the air. Peter says that Mercy will still need an ambulance for our out-of-town transfers, but the magnet idea will save money, too. Maybe this is what is meant by “Magnet status!”

- Elizabeth, MTT

Although Peter interprets Magnet status to mean that actual magnets will bring patients to Mercy, he is not that far from the true meaning. Magnet recognizes and rewards health care organizations that provide outstanding care and demonstrate a commitment to quality and safety.

Only a select few hospitals achieve this recognition, which positions an organization – both nationally and locally – as an exceptional health care provider. Mercy truly is “magnetic,” and we deserve the national recognition of Magnet status for the services we provide.

