Recognition of Nursing SE12

a. Provide one example, with supporting evidence, of the organization’s recognition of a clinical nurse for their contribution(s) in addressing the strategic priorities of the organization.

AND

b. Provide one example, with supporting evidence, of recognition of a group of nurses for their contribution(s) in addressing the strategic priorities of the organization.

Example b: PRISM Award
The Academy of Medical-Surgical Nursing (AMSN), in conjunction with the Medical-Surgical Nursing Certification Board (MSNCB), developed the PRISM program (Premier Recognition in the Specialty of Medical-Surgical) to recognize exemplary practice by medical-surgical units. Medical-Surgical units applying for the PRISM Award must exhibit exemplary nursing performance in the areas of effective leadership, recruitment and retention, evidence-based practice, highest levels of patient safety and quality outcomes, healthy practice environment and lifelong learning.

Group of Nurses’ Contribution to Strategic Priorities of the Organization
Pam Cross, BSN, RN-BC, Nurse Manager developed the PRISM application for 6C Surgery & Trauma over 18 months (June 2016 to December 2017). (Evidence SE12b-1, PRISM Application) The application highlighted clinical nurses contributing to the organization’s strategic priorities in multiple ways. (Evidence SE12b-2, WakeMed Health & Hospitals Strategic Plan) For example, members of the Unit Council developed a peer recognition program in October 2017 in response to feedback from the employee engagement survey.

In addition, clinical nurses Jackie Battles, RN; Julia Russell, BSN, RN-BC; Betsy Farmer, BSN, RN; and Carrie Johnson, BSN, RN impacted organization quality and safety goals through their research on the practice of rotating peripheral intravenous (IV) catheters. This facilitated changes in several policies and nursing practice, including the peripheral IV rotation policy in October 2017, after they presented their research at the organization Practice Council. Another system policy change impacted by these clinical nurses was the labeling of central lines to facilitate tubing changes.

Further, clinical nurses on 6C Surgery & Trauma impacted positive patient outcomes. Unit Council members, in collaboration with nurse aides, reduced the number of CAUTIs on the unit and improved outcomes by developing individualized care plans for complex patients and their families on November 10, 2017. These included helping families through the death of a loved one and assisting a hospitalized family member attend a loved one’s funeral.
The PRISM application also recognized 6C Surgery & Trauma clinical nurses for the healthy work environment they have developed and maintained, along with their goal of lifelong learning. The unit certification wall, which was then instituted across the organization, is used to recognize clinical nurses for obtaining certifications. The application also described their commitment to delivering Wake Way Every Time Behaviors through their “Recipes for Success” program.

The PRISM Award for the 6C Surgery & Trauma nurses recognizes the importance of positive patient safety outcomes, evidence-based practice, recruitment and retention, effective leadership and lifelong learning. All of these align with WakeMed Health & Hospitals strategic plan components of quality outcomes, culture of safety, extraordinary team, Wake Way Behaviors and innovation.

**Recognition**
The PRISM application was submitted the end of December 2017. Cross was notified on April 2, 2018 that the application had been reviewed and that an AMSN representative wanted to have a conference call with the unit clinical nurses, nursing director and CNO to discuss the results. During the conference call on April 4, 2018, with all present, the representative notified them that the AMSN had accepted 6C Surgery & Trauma’s PRISM application and commended the group of nurses for their hard work, saying that the unit was “characterized by strong staff involvement and initiative.” She also commended the staff for receiving a score of “Advanced” in each of the six categories. Group photos of the event were posted on the WakeMed Health & Hospitals Facebook page. (Evidence SE12b-3, WakeMed Voices Blog and Facebook page)

An AMSN representative formally presented the PRISM Award to the 6C Surgery & Trauma staff in the hospital's main lobby on June 6, 2018. The program for the presentation described the award and listed the names of the nurses in the group. (Evidence SE12b-4, PRISM Program Brochure) The AMSN representative spoke about the meaning of the PRISM Award, noting that 6C Surgery & Trauma was only the second medical-surgical unit in North Carolina and the thirtieth in the country to receive the award. Donald Gintzing, WakeMed Chief Executive Officer; Cindy Boily, MSN, RN, NEA-BC, Chief Nursing Officer; Cross; and clinical nurse Tonya Harrell, BSN, RN spoke to the audience about the significance of the award, the impact they had made on nursing practice and the impact of nursing practice on the organization’s strategic priorities. Clinical nurses from across the organization, physicians, board members and executives attended the celebration.

Each nurse received a PRISM pin to proudly wear on their name tag. The team was also recognized through a public notification posted in each elevator on campus, and an article in The News & Observer Sunday newspaper on June 17, 2018. (Evidence SE12b-5, Newspaper Article) The article and 6C Surgery & Trauma PRISM Award are proudly displayed at the main nurses’ station.