



structure.  
process.  
outcomes.

# MAGNET MONDAY

NOVEMBER 26, 2012

## Magnet Lunch Forum, 12-1pm, every Thurs.

In response to feedback from staff, beginning November 29th, a “Magnet Lunch Forum” will be held every Thursday, from 12-1pm, in Lunder 234. (Please note: The Nov. 29th lunch will be held next door in Lunder 235.) Leadership, Collaborative Governance Champions and other staff are invited to learn more about Magnet and the *Magnet Monday* topic-of-the-week. Talk to your unit-based leadership about attending. (The Magnet Lunch Forum replaces the Magnet “Open Forum,” originally scheduled for Thursday afternoons.)

### Meet the appraisers:

A team of Magnet appraisers is reviewing the MGH evidence as we speak. To learn more about the team, who they are, their backgrounds, etc. [click here](#)

#### Team Leader/Appraiser

- Mary G. Nash, PhD, FAAN, FACHE

#### Appraiser

- Linda C. Lewis, RN, MSA, NEA-BC, FACHE
- Carol ‘Sue’ Johnson, PhD, RN, NE-BC
- Linda B. Lawson, MS, RN, NEA-BC

### Are you ready for the site visit?

A team of appraisers from the American Nurses Credentialing Center, (ANCC) is likely to conduct an MGH site visit in early 2013. Their goal is to find “physical” evidence that supports our written evidence. They want to know that we walk the talk...and everyone will play a part!

### Will a Magnet appraiser talk to me?

Maybe! The appraisers will visit, observe and ask one-on-one questions in as many patient care units and practice areas (including ambulatory clinics/centers and health centers) as possible. These visits will involve all members of the healthcare team, including patients and families.

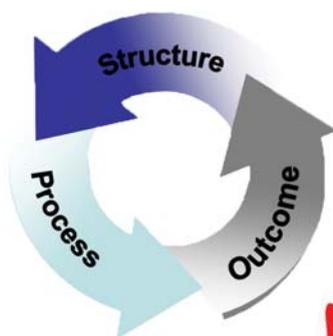
### How can I get ready?

- The Magnet web site on the Excellence Every Day portal is under renovation and will be posted later this week: [mghpcs.org/EED](http://mghpcs.org/EED)
- Review the Magnet Q&A portion of the Excellence Every Day Resource Guide (can be found on Magnet web site)
- Review the *Magnet Monday* newsletter every week
- Familiarize yourself with your practice area’s Nursing Sensitive Indicators and outcomes (including quality indicators, patient satisfaction and staff satisfaction)

### What’s the focus of the three-day site visit?

The site visit’s an opportunity for staff throughout the hospital to showcase the excellent care that’s provided to patients and families. They’ll want to hear about all aspects of your clinical practice. The appraisers will evaluate MGH’s ability to develop programs and initiatives that are enculturated throughout the hospital.

### The Donabedian Model of Quality of Care



Donabedian, 1966; 1990  
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**Tip:** If and when you meet an appraiser, frame your conversation around the Donabedian Model of STRUCTURE, PROCESS, OUTCOME. (Diagram, left; See the 10/19/12 *Magnet Monday* for more details.)



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## The appraisers will look for evidence of...?

- Interdisciplinary, patient- and family-centered care demonstrated through practice (care delivery model)
- MGH valuing, supporting, recognizing and rewarding employees
- Quality, safety and performance improvement initiatives as an integral part of practice
- A commitment to culturally-competent and sensitive care
- Strong and visible leaders at every level who are aligned with the institutional strategic goals
- Staff having a voice in decision-making regarding practice and quality of work-life
- Robust employee development programs that are readily available
- Strong presence of MGH Nursing beyond the hospital's walls—locally, statewide, nationally & internationally

## What unit/practice area strategies will the Magnet appraisers want to hear about?

- Promoting autonomy and control over practice
- Developing and communicating the patient's plan of care
- Interdisciplinary care planning
- Continuity of care
- Orientation, mentoring and professional development
- Staffing decisions
- Interdisciplinary teamwork
- Evidence-based practice
- Nursing Sensitive Indicators and outcomes/impact on practice
- Appropriate delegation
- Collaborative performance improvement activities

## Will the appraisers attend any meetings?

At any point, the appraisers can talk one-on-one with any member of the MGH community—anyone. Every MGH employee should have a basic understanding of the Magnet recognition process and be able to describe how their department works in collaboration with nursing.

The appraisers will also meet in many forums with MGH employees of all disciplines (particularly nurses) to learn about what attracted them to MGH and why they stay. For example, the appraisers will attend meetings of the Collaborative Governance structure—the communication and decision-making structure of Patient Care Services. Through the committees that comprise collaborative governance, clinicians have input into key decisions that impact their practice and quality of work-life.

They'll also meet with the MGH Senior Leadership (including members of the Board of Trustees), physicians and community leaders to hear about their perspectives on MGH Nursing and nursing practice at MGH.

For more information, visit [mghpcs.org/PCS/Magnet](http://mghpcs.org/PCS/Magnet)



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