Assessing Primary Care RNs Impact on Quality Patient Care

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Assessing Primary Care RNs Impact on Quality Patient Care
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BACKGROUND
Primary Care & Ambulatory Specialty Institute (PCASI) Over 115 Practices including:
- Adult and Geriatric Primary Care
- Family Medicine
- Care Management
- Specialties: Dermatology; Endocrinology; Allergy, Immunology, Rheumatology

In 2019, PCASI made a decision to pursue designation through the American Nurses Credentialing Center (ANCC) Magnet Recognition Program® as a stand-alone ambulatory organization.

Organizational Structure
Critical to the pursuit of Magnet designation was the creation of a nursing organizational structure that supported the reporting of data critical to a Magnet application; Nursing Satisfaction, Patient Satisfaction, and Nurse Sensitive Indicators (NSIs). An organizational structure was developed that considered both specialty and geography.

NURSE SENSITIVE INDICATORS
NSIs are measures reflecting quality of care given to patients by nurses. Within PCASI, a multidisciplinary team was charged with identifying meaningful metrics to measure. NSIs were selected following review of the Ambulatory Care Nurse-Sensitive Indicator Industry Report: Meaningful Measurement of Nursing in the Ambulatory Patient Care Environment and Healthcare Effectiveness Data and Information Set (HEDIS) measures.

RESULTS
- Outperformance of benchmarks in 4 NSI categories included in Magnet submission
- 2 exemplars were awarded by the Commission on Magnet (CoM)®:
  - Hypertensive Control
  - Telehealth Appropriate Disposition
- Initial Magnet designation conferred upon PCASI by the CoM® in July 2022

NSI DASHBOARD
Electronic dashboard created to monitor selected NSIs for each unit allowing data comparison of PCASI data and benchmarks. Separation of unit data, allow PCASI to target improvements, monitor results of improvement initiatives, and demonstrates nursing practice is higher than benchmarks, which is crucial to achieving Magnet® designation.

REFERENCES
- MIPS = Merit-based Incentive Payment System – A quality payment program administered by Centers for Medicare & Medicaid Services (CMS)
- BMI = Body Mass Index
- * = NSI selected for Magnet submission documentation
- ** = Exemplar received by CoM®

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