

Rochester Regional Health

**RocScholar**

---

Nursing Research and EBP Day 2022

Nursing Research and EBP

---

9-30-2022

## Assessing Primary Care RNs Impact on Quality Patient Care

Elizabeth Carreira

*Rochester Regional Health*, [Elizabeth.Carreira@rochesterregional.org](mailto:Elizabeth.Carreira@rochesterregional.org)

Follow this and additional works at: <https://scholar.rochesterregional.org/nursingresearchday>



Part of the [Medical Education Commons](#), and the [Nursing Commons](#)

---

### Recommended Citation

Carreira, Elizabeth, "Assessing Primary Care RNs Impact on Quality Patient Care" (2022). *Nursing Research and EBP Day 2022*. 7.

<https://scholar.rochesterregional.org/nursingresearchday/7>

This Poster is brought to you for free and open access by the Nursing Research and EBP at RocScholar. It has been accepted for inclusion in Nursing Research and EBP Day 2022 by an authorized administrator of RocScholar. For more information, please contact [Lisa.Buda@rochesterregional.org](mailto:Lisa.Buda@rochesterregional.org).

# Assessing Primary Care RNs Impact on Quality Patient Care

Elizabeth Carreira, MSBA, BSN, RN, NE-BC, CPPS, AMB-BC  
 Director of Nursing, Ambulatory Care

## BACKGROUND

### Primary Care & Ambulatory Specialty Institute (PCASI)

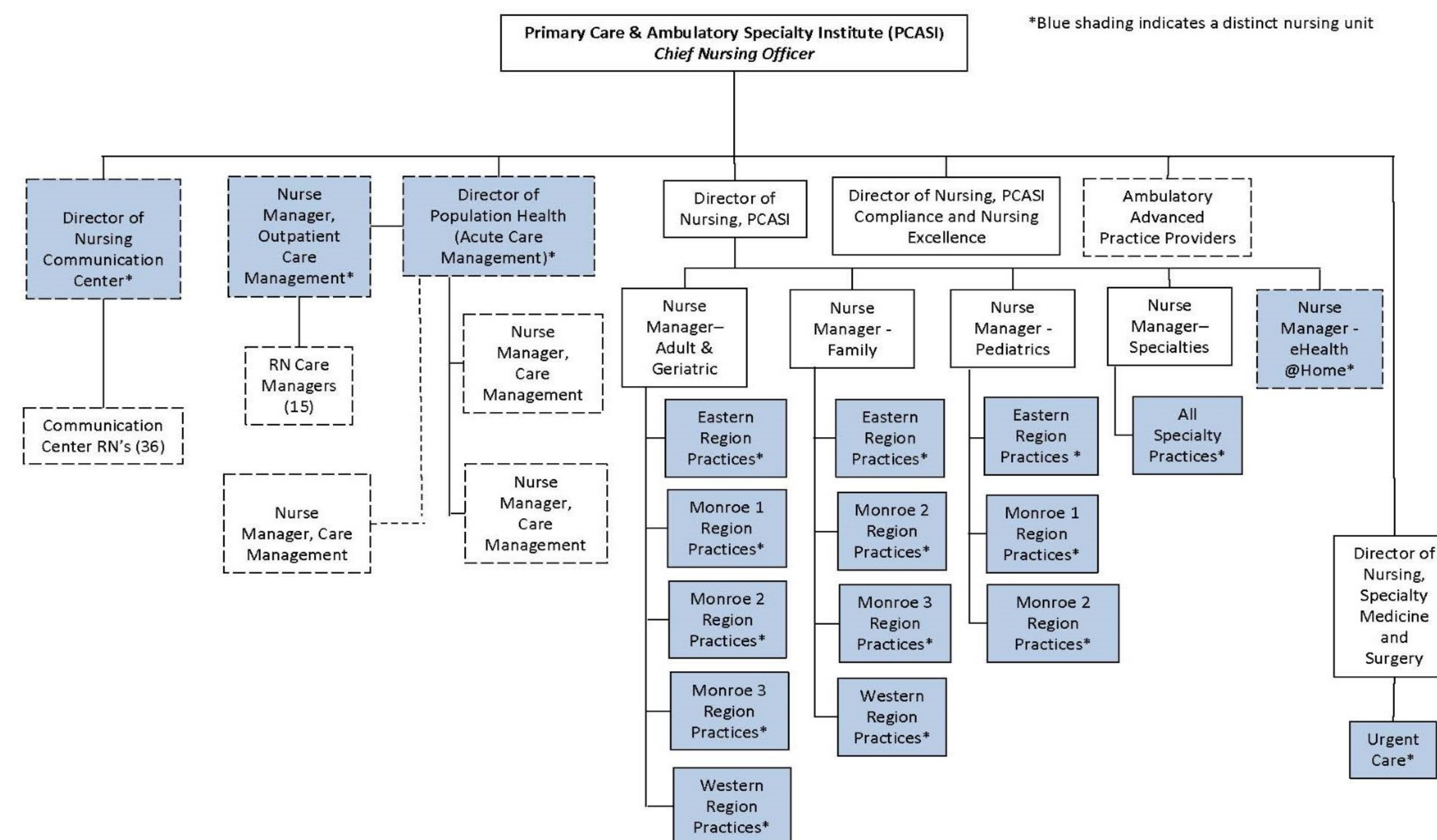
Over 115 Practices including:

- Adult and Geriatric Primary Care
- Family Medicine
- Care Management
- Specialties: Dermatology; Endocrinology; Allergy, Immunology, Rheumatology
- Centralized Triage
- Pediatrics
- Dental

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.

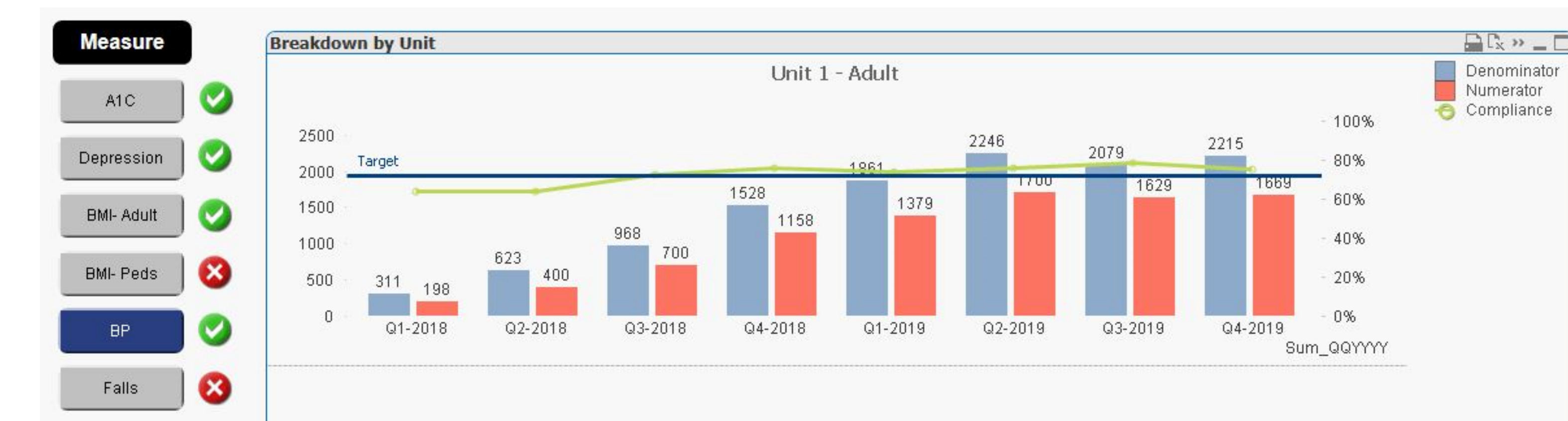
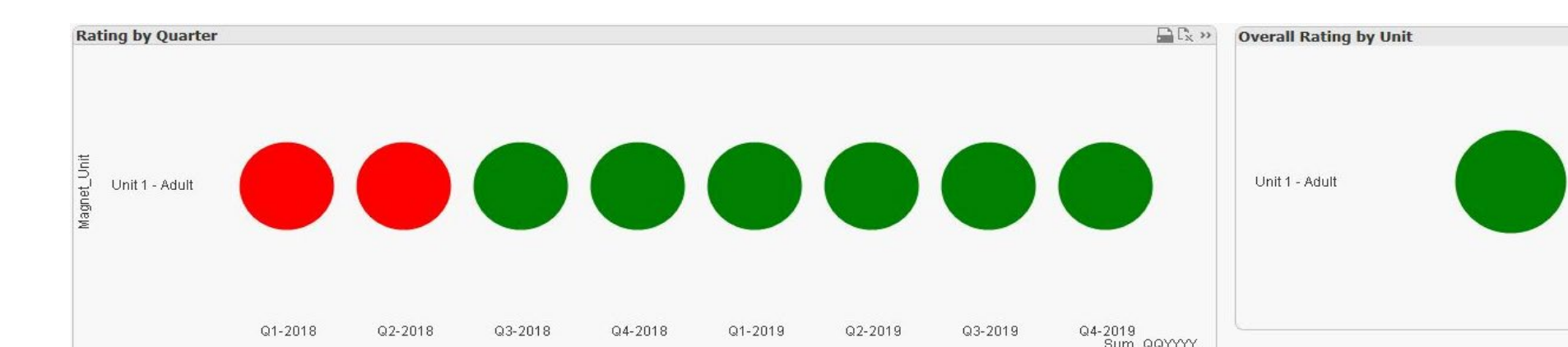
Measure	Benchmark	Applicability	Data Availability	Magnet Suggested Measure
Readmissions	HEDIS – Plan All Cause Readmissions	High	Yes	Yes
<b>Screening and Follow-Up Documentation for Depression *</b>	HEDIS – Depression Screening and Follow-Up for Adolescents and Adults	High	Yes	No
BMI Screening– Adults or Pediatrics	HEDIS – Adult BMI Assessment HEDIS – Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents	High	Yes	No
Patient Falls in Institution	No external benchmark specific to ambulatory care	Low	No	Yes
Future Falls Risk Screening	MIPS Measure #318- Screening for Future Fall Risk	Moderate	Yes	No
<b>Controlled Hypertension **</b>	HEDIS – Controlling High Blood Pressure	High	Yes	No
<b>Uncontrolled Hemoglobin A1c *</b>	MIPS Measure #001- Diabetes: Hemoglobin A1c Poor Control	High	Yes	Yes
<b>Telehealth Appropriate Disposition **</b>	Heart failure post discharge follow up visit benchmark (DeLia, et al., 2014)	Moderate	Yes	Yes

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®

## 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.

Measure: Controlled Hypertension – Higher is Better



## 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**

### REFERENCES

National Committee for Quality Assurance (NCQA). (2021). *HEDIS measures and technical resources*. <https://ncqa.org/hedis/measures/>  
 Start, R., Matlock, A.M., & Mastal, P. (2016). *Ambulatory care nurse-sensitive indicator industry report: Meaningful measurement of nursing in the ambulatory patient care environment*. American Academy of Ambulatory Care Nursing.



ROCHESTER REGIONAL HEALTH