



***Expectation of Excellence***  
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***Texas Woman's University***  
***Kaleidoscope 2016***

## Expectation of Excellence

- I pledge to care for my patients with all of my knowledge, skills and understanding that I possess without regard to race , color, creed, politics or social status

## ***Expectation of Excellence***

- **Americans Rate Nurses Highest on**
- **Honesty, Ethical Standards and Integrity**



# Nursing as a Profession

- Professionals, Individuals expected to display competent and skillful behaviors in alignment with their profession. So being a RN professional there is a expectation:
- The RN will behave in a manner defined and expected by the chosen profession. –
- The Pledge : You swear an allegiance to the discipline of nursing. It is an Expectation of Excellence
- Vigilance, trust worthy, faithful



# *Florence Nightingale*



# Core Values of Nursing

- Honesty, responsibility, pursuit of new knowledge, belief in human dignity, equality of all patients and the desire to prevent and alleviate suffering.



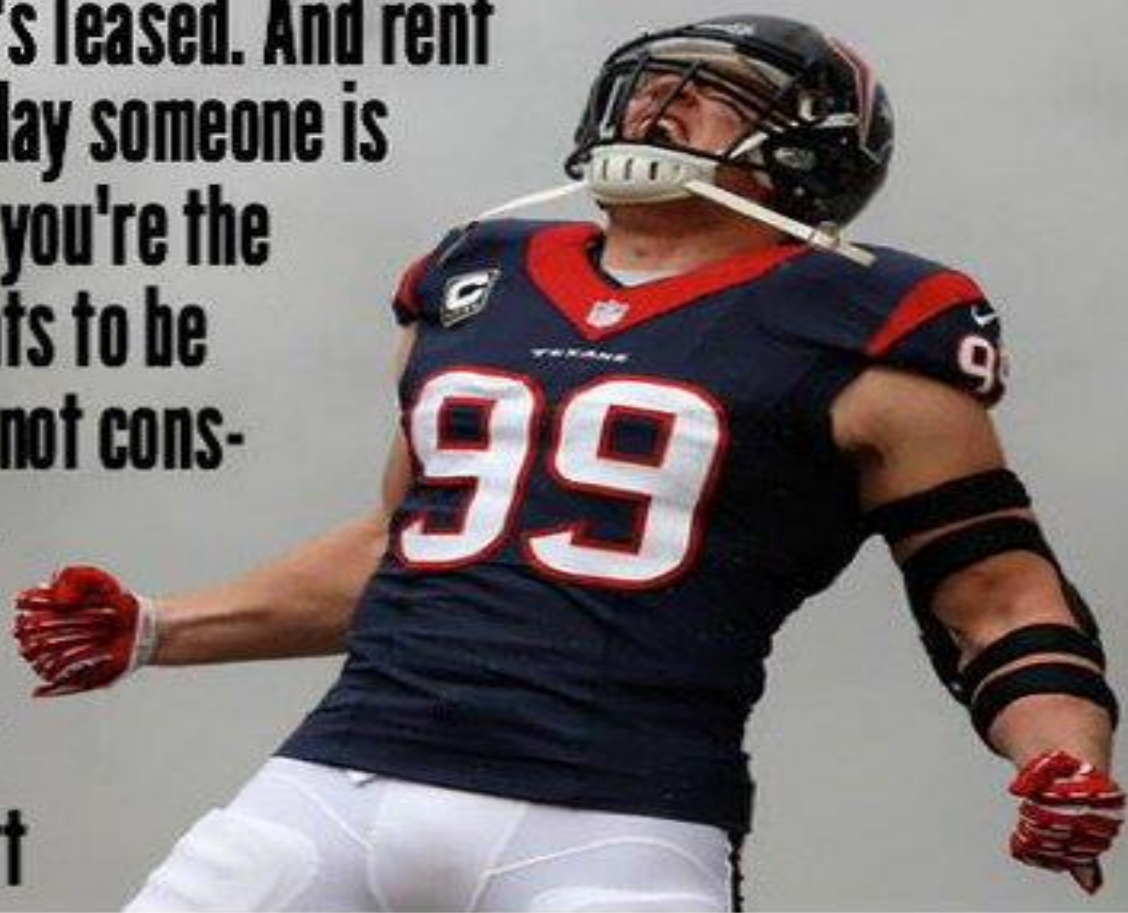
- Attitude
- Appearance
- Willingness to help others







**Success isn't owned, it's leased. And rent is due everyday. Everyday someone is coming for your job. If you're the greatest, someone wants to be the greatest. If you're not constantly improving, somebody else is. Every single practice, I treat like a game - JJ Watt**





# To Lead







A photograph of two nurses in white scrubs attending to a patient lying in a hospital bed. The patient is wearing a blue hospital gown and has a white blanket pulled up to their chest. One nurse is holding a piece of medical equipment, possibly a pulse oximeter, near the patient's hand. The other nurse is standing by the bedside, looking down at the patient. The background shows a typical hospital room with a window and some medical equipment. The image has a soft, yellowish tint.

## Nursing Problem

- Increasing demand
- Shortage of supply
- Advance age of the nurse

# DEMAND FOR NURSES



- Exceeds supply in certain types of patient care specialties
- Particularly great in some geographical regions
- Intensified for more baccalaureate-prepared nurses with skills in critical thinking,
- Increased for more culturally competent nurses

# Population Explosion

2050

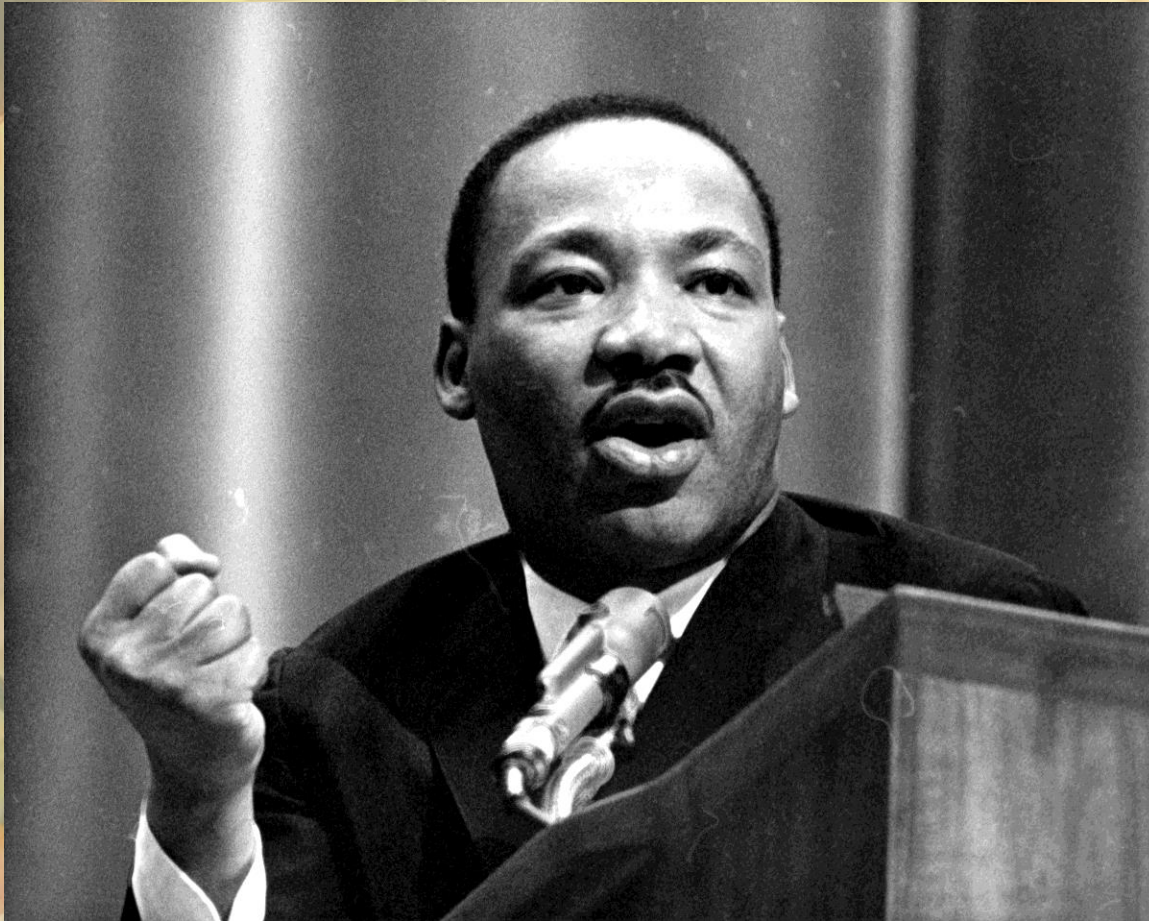
- Asian
- Hispanic
- 3x
- 30% multicultural

2050

- **Black population**
- **2x**
- **Whites will maintain**



# I Have A Dream



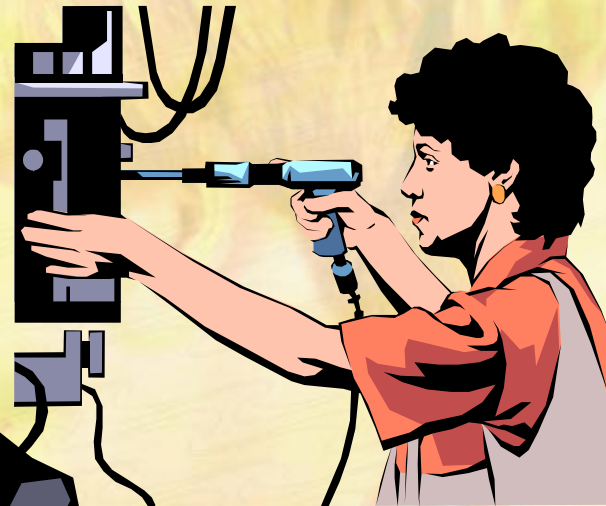
# **Nurses Lead by Example Cultural Diversity in Nursing**



# Slow Growth in Supply



- Decrease in new nurse and declining applications (AACN, 2001)
- Faculty Shortages in schools of nursing  
Impacts numbers of new nurses





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**WICH ANXIETY**

Responsible for the...  
...of the...  
...of the...

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# Aging of the Nursing Workforce

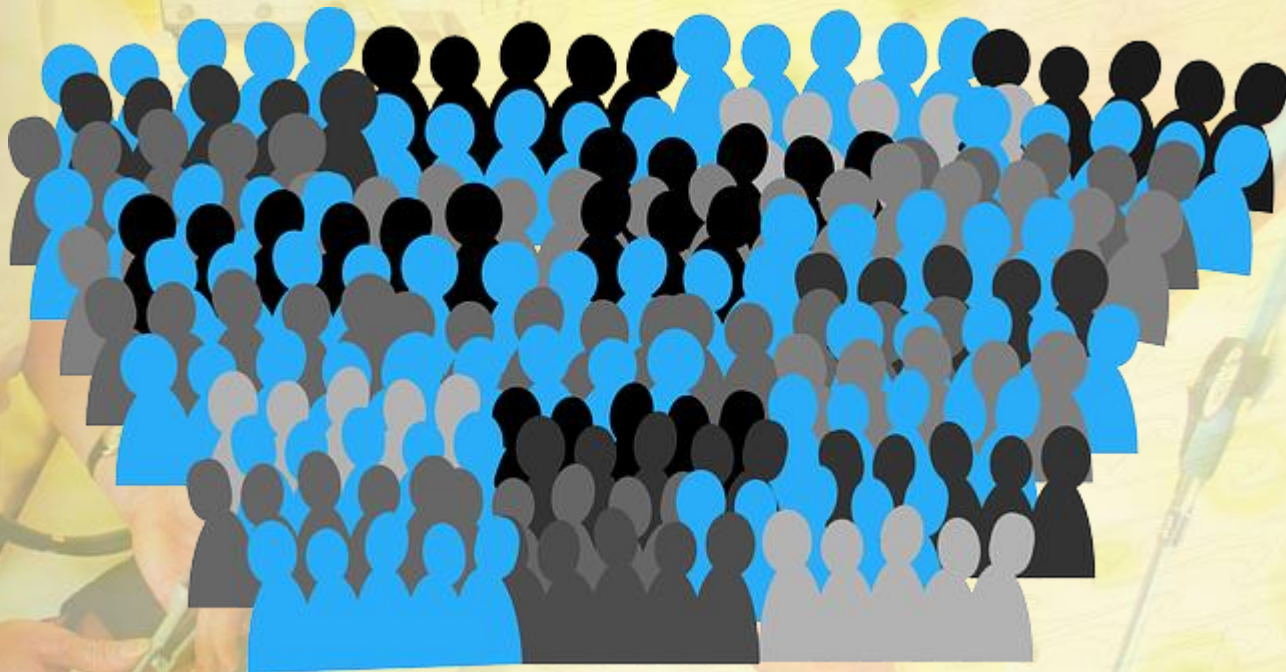


**FORTIES**

**Fifties**

**SIXTIES**

400.000





- Expectation of Excellence



- **Recognize contributions of nurses' knowledge and expertise to clinical care quality and patient outcomes**



- **Promote executive level nursing leadership**



- **Create collaborative relationships among members of the health care provider team**





# Expectation of Excellence

- **I Integrity**
- **C Compassion**
- **A Accountability**
- **R Respect**
- **E Excellence**
  
- **Houston Methodist Hospital**

# ***HARRIS HEALTH SYSTEMS***

- **Nurses provide high quality health and healing services to Harris County Residents**
- **Nursing will be recognized locally and nationally for excellence in professional practice and patient care**
- **Values**
- **Integrity**
- **Inquiry**
- **Innovation**
- **Partnership**
- **Lifelong learning**

# ***Herman Memorial Systems***

- **Nursing Mission**
- **To create an exceptional patient experience and to fully recognize our tremendous potential to positively impact patient experience and outcomes and inspire others to do the same. To make a difference with the smallest acts of kindness and compassion through excellence in nursing practice, leadership, research, education, innovation and caring.**

# HCA Hospitals

- **Above all else, we are committed to the care and improvement of human life. In recognition of this commitment, we will strive to deliver high quality, cost-effective healthcare in the communities we serve.**
- **In pursuit of our mission, we believe the following value statements are essential and timeless:**
- **We recognize and affirm the unique and intrinsic worth of each individual.**
- **We treat all those we serve with compassion and kindness.**
- **We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives.**
- **We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect, and dignity.**



*The Woman's Hospital Houston*

- **11,000 babies December 23, 2015**
- **Named one of the nation's top performers in using evidence-based care for improved patient outcomes by The Joint Commission**





# Texas Children Hospital

- **We believe in giving women, mothers and babies quality health care at every important stage of their lives. We call this new model family-centered care. Provide women, mothers and babies with a full continuum of high-quality, expert health care.**

# Leading from the bedside ; Foundation



CLINICAL  
CONTEXT

EXPERT

PROFICIENT

COMPETENT

ADVANCED BEGINNER

NOVICE

# Theoretical Framework

*Benner's From Novice  
To Expert in Clinical  
Nursing Practice*




Brykczynski, K. A. (2006). *From novice to expert: Excellence and power in clinical nursing practice*. A. M. Tomey & M.A. Allgood (Eds.), *Nursing Theorists and Their Work*. St. Louis, MO: Mosby Elsevier.



## Leading from the bedside

- **Clinical expert**
- **Effective communication or interpersonal skills**
- **Empowerment, respect for others, team-building**
- **Drive change, make care better**
- **Provide quality care**



• The distance between a nurse leader and patient physical care is education

- BSN
- Master's NP
- PhD
- DNP



This is my Story

- **NO ROOM AT THE TOP**

Olinda Johnson



# Bedside mentoring





# Clinical Competence at the bedside



# Expert Educators : Better Patient Outcomes





KNOWLEDGABLE

AWARE OF  
PURPOSE

TRUSTWORTHY

COMPETENT

FAIR

BUDGET MINDED

# Leadership

COMMITMENT

ABILITY TO  
PRIORITIZE

CULTURALLY  
COMPETENT

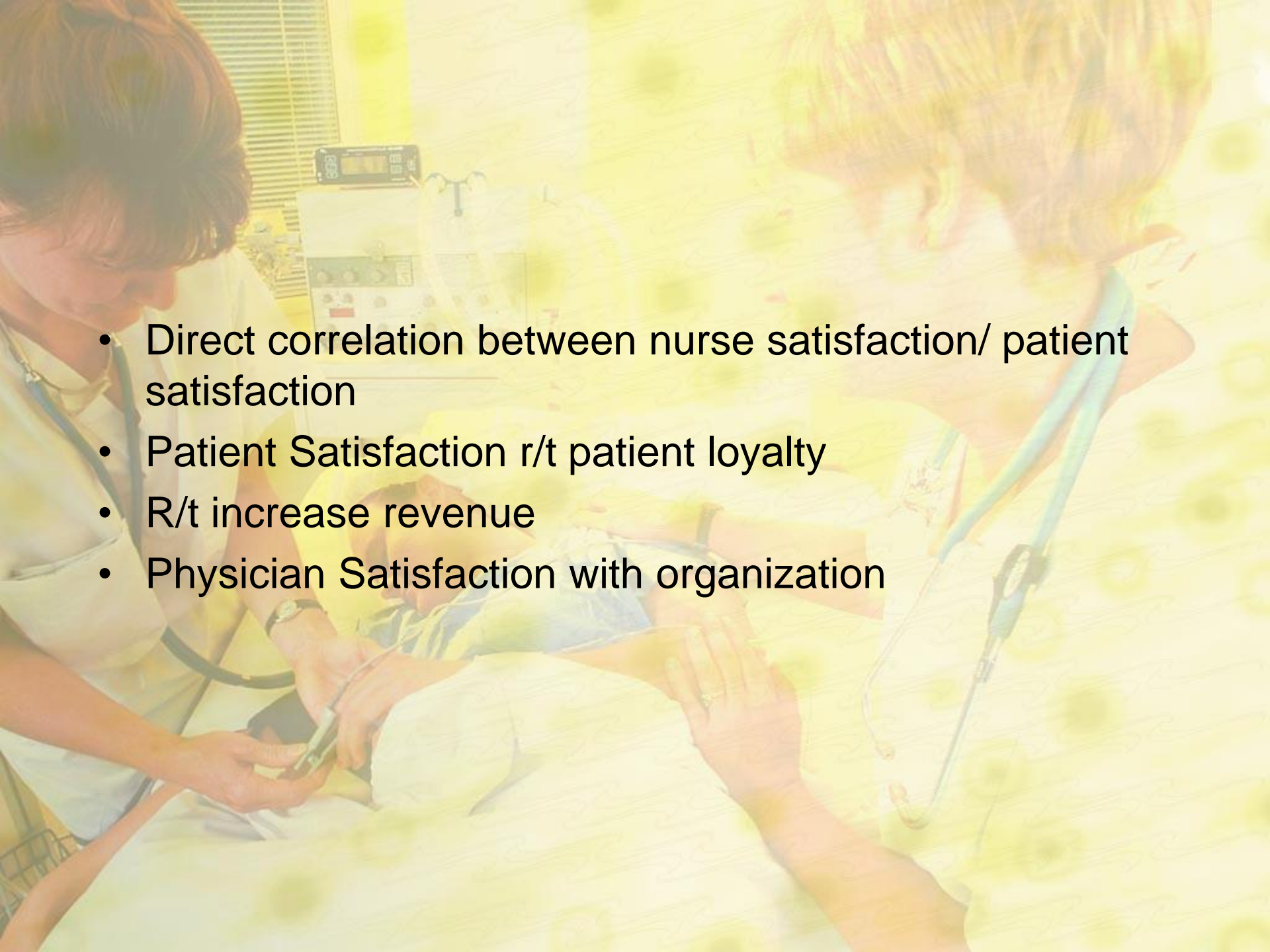
OPENNESS

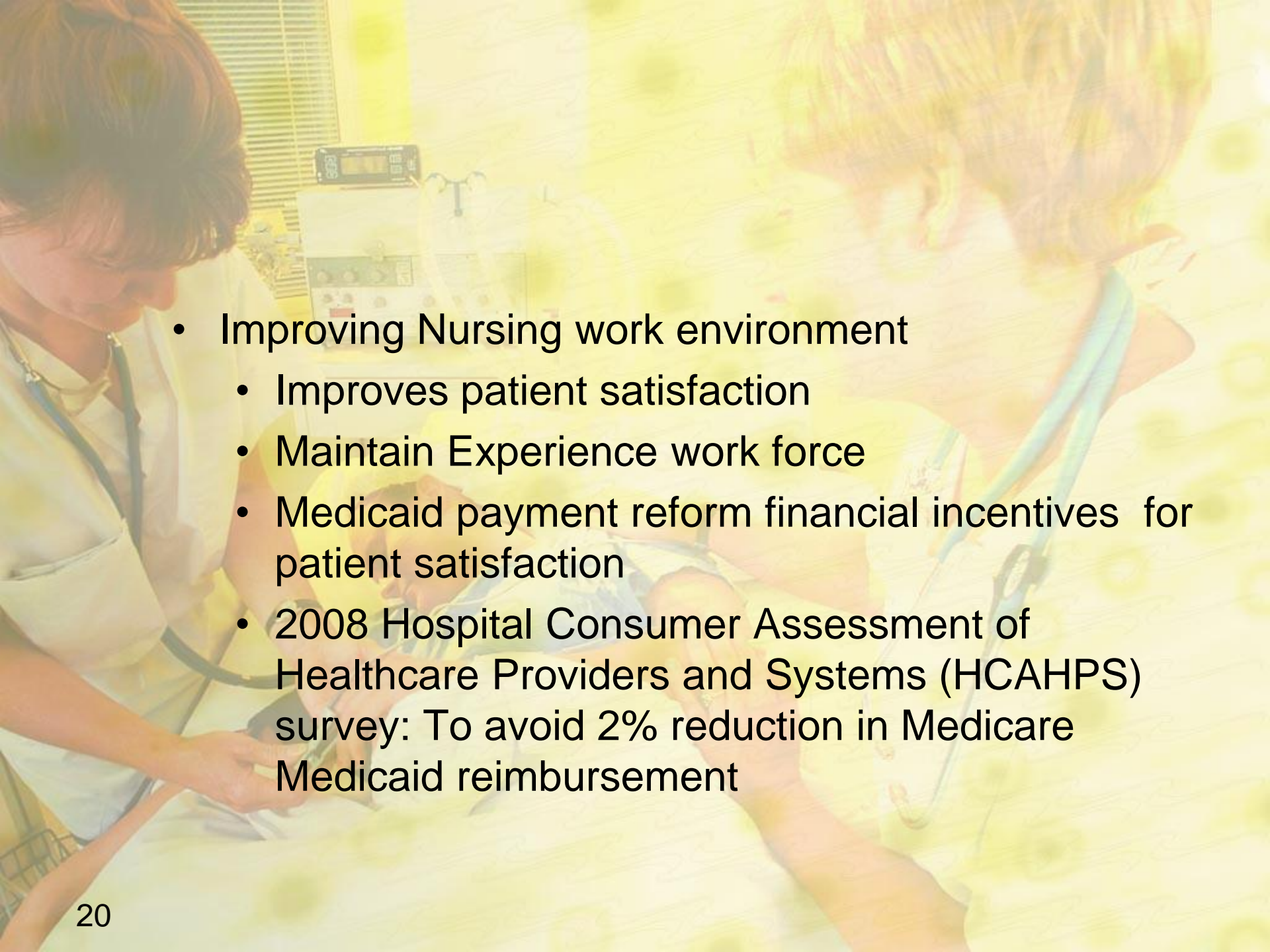
SELF-AWARE

ABILITY TO DEVELOP  
OTHERS

RESPECT



- 
- A photograph of a nurse and a doctor in a hospital room. The nurse is on the left, wearing a white uniform and a stethoscope, holding a blood pressure cuff on the patient's arm. The doctor is on the right, also in a white uniform and with a stethoscope, looking at the patient. The patient is lying in a hospital bed, partially covered by a white sheet. In the background, there is a medical monitor and a window with blinds. The entire image has a yellowish tint and a soft, painterly texture.
- Direct correlation between nurse satisfaction/ patient satisfaction
  - Patient Satisfaction r/t patient loyalty
  - R/t increase revenue
  - Physician Satisfaction with organization

- 
- The background of the slide is a photograph of two nurses in white scrubs and stethoscopes. They are leaning over a patient's bed, looking at a chart or document. The scene is brightly lit, and the overall tone is professional and caring.
- Improving Nursing work environment
    - Improves patient satisfaction
    - Maintain Experience work force
    - Medicaid payment reform financial incentives for patient satisfaction
    - 2008 Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey: To avoid 2% reduction in Medicare Medicaid reimbursement





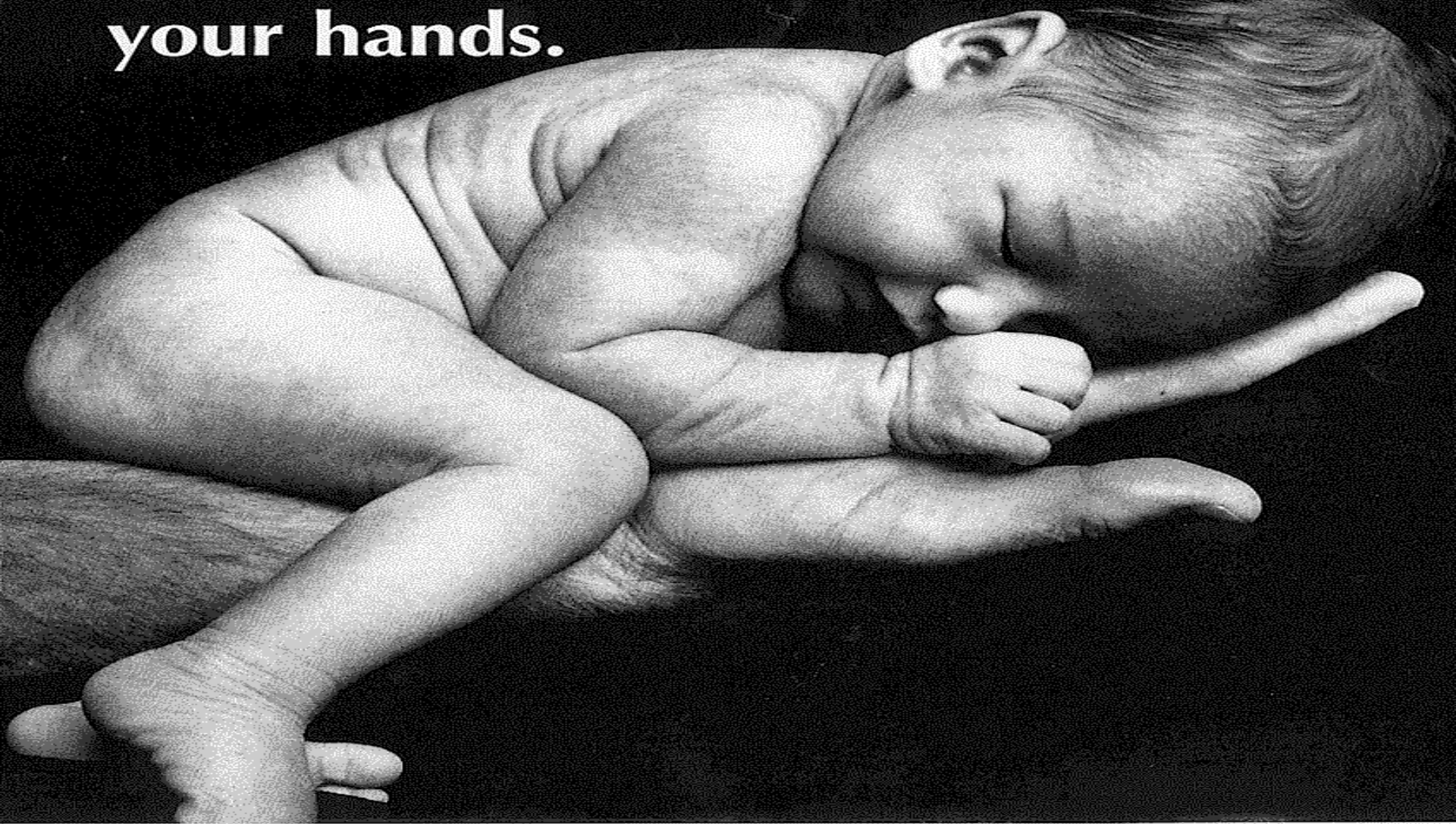








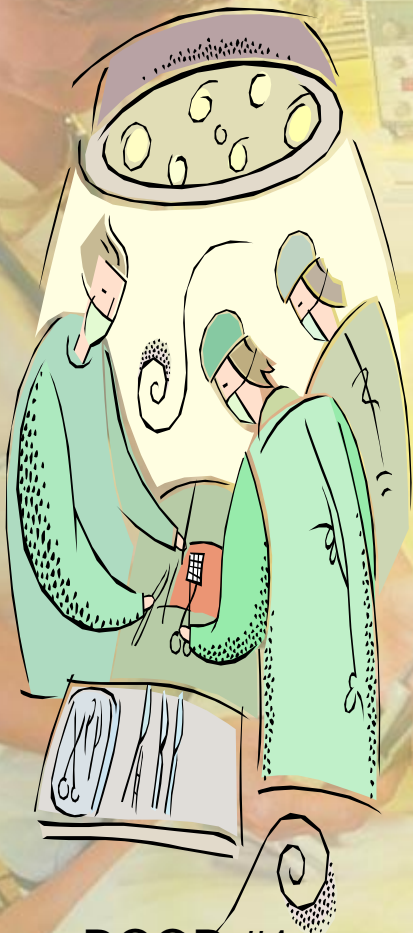
**This newborn's whole world is in  
your hands.**











DOOR #1



DOOR #2



DOOR #3



# References

- Douglas, K. (2011, February). When caring stops, staffing doesn't really matter. *Nursing Economics*, 28(6), 415-419.
- Greenleaf, R. K. (1971). The servant as leader. *Journal of Current Social Issues*, 9(5), 4-29.
- Agency for Healthcare Research and Quality. (2011, March 20). *CAHPS®: Surveys and tools to advance patient-centered care*. Retrieved January 5, 2016, from <https://www.cahps.ahrq.gov/default.asp>