

Connecting Sage Consulting's Expertise with the AANC Magnet Designation - Forces of Magnetism

Magnet: Forces of Magnetism	Sage Consulting's Expertise
<p>Force #1 – Quality of nursing leadership. Refers to knowledgeable, strong risk-taking nurse leaders who follow an articulated philosophy of nursing and demonstrate support for staff. There is congruence between the mission, vision, values, philosophy and strategic plan of nursing services and those aspects of the organization.</p> <p>Direct care nurses participate in decision-making relative to planning changes based on the data.*</p>	<p>We help develop this force by working with nurse leaders to heighten coaching and development skills and strategies. We help nursing “connect-the-dots” by tying the organization’s philosophy of nursing to their therapeutic relationship practices, which include the ability to make the hard decisions and be risk takers in their nursing practice.</p> <p>Sage Consulting supports evidence-based score cards, tracking and increasing patient experience/satisfaction scores, staff engagement, nurses keep the patient safe – patient safety data, nursing retention and complaint data. We believe that direct care nurses are key to the success with our strategy called First Touch: Building Connections.</p>
<p>Force #3 – Management Style. Nursing uses a participative management style. Staff feedback is encouraged and valued. Nurse leaders are visible, accessible and committed to communicating effectively.*</p>	<p>We teach leaders how to round effectively and how to hold staff accountable, while at the same time, making more meaningful connections with patients, families, staff and physicians. The First Touch® infrastructure is built based on the assumption that nurse leaders and staff partners provide an extraordinary patient/family experience.</p>
<p>Force #6 – Quality of Care. Quality is the systematic driving force for nursing and the organization. Refers to nurses involved in providing high quality of care with nurses in leadership positions developing an environment to provide such care. There are systems that promote, support, monitor and improve patient and staff safety.*</p>	<p>Our work supports and teaches caregivers, ancillary and support staff how to keep patients safe through the concepts and skills they learn as they practice First Touch®. They learn how to provide a fair and just environment for each other and their patients/families, by being more respectful and setting aside their judgments and assumptions. This is a very powerful aspect of the work for leaders and for staff.</p>
<p>Force #7 – Quality Improvement. Staff nurses participate in the quality improvement process and perceive the process as one that improves the quality of care delivered to the patient.*</p>	<p>When nurses and other allied healthcare professionals become leaders of the First Touch® philosophy, concepts and processes they understand that Quality Improvement and the Patient’s Experience of Care are one in the same for their patients/families. They become owners of the work and come up with incredible best practices and improvements to take quality and service to unprecedented levels.</p>

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<p>Force #8 – Consultation and Resources. The healthcare organization provides adequate resources, support and opportunities for the utilization of experts that enhance patient care.*</p>	<p>Sage Consulting supports the organization to grow nursing and allied healthcare staff to become experts and facilitate the enhancement of their therapeutic relationship practice with patients, families, physicians and each other. The result is that these in-house experts coach their colleagues to be more consistent in each patient care interaction.</p>
<p>Force #9 – Autonomy. Independent judgment is expected to be exercised within the context of a multidisciplinary approach to patient care.*</p>	<p>Nurses and allied healthcare professionals learn how to be autonomous while at the same time relying on their colleagues to provide innovative care at the bedside, emergency, and surgical care. They become more focused on the patient because they truly connect with their patients. As nurses make these meaningful connections with their patients and families they use better judgment and include the patient as a team member along with the rest of the multidisciplinary team.</p>
<p>Force #10 – Community and the hospital. Refers to the ability to recruit and retain nurses and maintain a strong community presence.*</p>	<p>Nurses want to work for an organization that focuses not only on the clinical skills of the nurse but on their emotional and spiritual needs related to the profession. They want to connect with their patients in meaningful ways and when they go out into the community they want to feel pride for what they do and who they are.</p>
<p>Force #11 – Nurses as teachers. Refers to nurses incorporating teaching in all aspects of their practice.*</p>	<p>First Touch® emphasizes nurses as teachers and facilitators for their patients, families and for the staff they work with. Sage Consulting teaches facilitator skills and involves nurses and allied healthcare professionals in learning foundational principles and a relationship skill set that they teach to each other and use in their therapeutic practice with their patients. This makes it possible for staff to teach patients about their health conditions and be more present to see and provide what the patient really needs instead of what “they think they need”.</p>
<p>Force #12 – Image for Nursing. Nurses are viewed as essential by other members of the healthcare team.*</p>	<p>Sage Consulting works with an organization’s leadership team, including nurse leaders, nurse managers and other leaders, to uphold the nursing philosophy and nurse’s pride in their profession while making sure that they are not set apart from their multidisciplinary team members. Instead nurses are seen as valued team members that take the lead for the healthcare team to provide extraordinary patient care for the good of the patient and their family.</p>

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<p>Force #13 – Interdisciplinary relationships – Are characterized as positive and are collaborative working relationships and within and among the disciplines nurses are valued.*</p>	<p>One of the most important aspects of the First Touch® work is to help staff build strong connections with colleagues across unit, department and service focused areas. Because of the implementation and sustainability structure of our work staff are brought together, from throughout the organization, to focus on the relationship and service aspects of their practice. They share their stories and their best practices and, together, come up with new and creative ways to deliver care at the bedside, and in outpatient settings, to patients and their families. They also learn how to value each other in a deeper, more meaningful way. Therefore, they work more collaboratively across disciplines.</p>
<p>Force #14 – Professional Development. Refers to significant emphasis placed on all types of education and professional growth and development opportunities.*</p>	<p>The educational aspects of First Touch® are thought out and solid. Staff Nurse and Allied Healthcare Professionals are selected as Champions (six per fifty staff on their unit/department) to learn how to teach, facilitate, coach and mentor staff, while partnering with their department manager, to become more fluent in the language of building and maintaining relationships with patients and their families. These “Key Influencers”, then teach their colleagues and help them to grow professionally so that they are not only great clinicians they also become great communicators and are more engaged and happy with their profession and their day-to-day work life. They work as partners with their Nurse Leaders – Directors and Managers.</p>

*Forces of Magnetism were originated by the AANC. Please Note: Above are the AANC Magnet Designation Forces of Magnetism that relate directly to First Touch®: Building Connections, and Sage Consulting's processes and strategies.