

Engagement Solutions Nurse Survey: Meeting Magnet Recognition Program Requirements

Valid Collection of Nursing Satisfaction Data for Compliance with Magnet Application Manual

Press Ganey can help hospitals meet Magnet Recognition Program® goals and drive change within their organization's culture to engage nurses.

The 2019 Magnet Application Manual outlines expectations for the RN satisfaction (EP2EO) requirements (previously EP3EO). The 2019 guidelines are consistent with the 2014 guidelines which introduced seven new categories for nurse satisfaction data collection.

The Press Ganey team worked with the American Nurses Credentialing Center (ANCC) to ensure that the Engagement Solutions Nurse survey meets Magnet Recognition Program requirements for the seven new categories.

The Seven Categories for Magnet

The guidelines center on seven categories for nurse satisfaction data collection. To be in compliance with the Magnet Application Manual, nurse satisfaction surveys must include questions related to the seven categories. Data must be submitted on your choice of four of the seven categories. Press Ganey recommends that organizations survey on all seven categories and then select the best four for application. These seven categories are sourced directly from the Magnet Application Manual:

- Autonomy
- Professional development (education, resources, etc.)
- Leadership access and responsiveness (includes nursing administration/CNO)
- Interprofessional relationships (includes all disciplines)
- Fundamentals of quality nursing care
- Adequacy of resources and staffing
- RN-to-RN teamwork and collaboration

Survey Detail for the Seven Categories

As part of Press Ganey's ANCC content approval for nursing satisfaction, we worked closely with ANCC to review and approve 31 ANCC-accepted survey items to be in compliance with the nurse satisfaction guidelines. Each of the seven categories requires specific items as well as specific wording for those items.

There are two options for administering a nurse engagement survey to fit the unique needs of your organization while meeting Magnet requirements. The survey can be routed from your Press Ganey engagement survey to the additional required nursing items or the survey can be administered as a

stand-alone registered nurse survey. The guidelines require only your most recent survey data from the past 30 months. There is no trend data required under the guidelines.

Engagement Solutions Nurse Survey Detail

Autonomy

- Defined in the Magnet Application Manual as “refers to clinical autonomy, organizational autonomy, and control over nursing practice.”
- Contains four required items:
 - Clinical autonomy
 1. When appropriate, I can act on my own without asking for approval
 2. Within my scope of nursing practice, I have the freedom to act on what I know is in the best interest of the patient.
 - Organizational autonomy
 3. I am involved in decisions that affect my work.
 - Control over nursing practice
 4. I have the opportunity to influence nursing practice at this organization.

Professional Development

- Contains four required items:
 1. This organization provides career development opportunities.
 2. I get the training I need to do a good job.
 3. I have opportunities to learn and grow at this organization.
 4. The person I report to uses the performance process to coach me on my professional development.

Leadership Access and Responsiveness

- Contains four required items:
 1. The person I report to supports free exchanges of opinions and ideas.
 2. The person I report to is responsive when I raise an issue.
 3. Nurse leaders are accessible in this organization.
 4. Senior nursing leadership is responsive to my feedback.

Interprofessional Relationships

“Interprofessional” is defined as “Reliant on the overlapping skills and knowledge of each team member and discipline resulting in synergistic effects in which outcomes are improved and more comprehensive than the simple aggregation of any team member’s individual efforts.” (American Nurses Association, 2010, pg. 66)

- Examples of interprofessional decision-making groups may include but are not restricted to shared governance committees or project, process improvement, or product selection teams.
- Contains four required items:
 1. Different work units work well together at this hospital.
 2. Communication between physicians, nurses, and other medical personnel is good in this organization.
 3. We effectively use cross functional (interprofessional) teams in this organization.
 4. There is good collaboration between nursing and the different ancillary services, e.g. pharmacy, lab, radiology, nutrition, behavioral health, etc.

Fundamentals in Nursing Care

The guidelines define the Fundamentals of Quality Nursing Care through the following statements:

- Nursing leadership develops a strong vision and well-articulated philosophy that supports and promotes high standards for nursing practice.
- Nurses are clinically competent.
- Nurses incorporate evidence-based findings and standards into the delivery of patient care.
- Nurses partner with patients and families to diagnose, plan, and deliver individualized patient-centered care.
- A culture of safety is promoted in the nurse work environment.
- Nurses participate in the surveillance, reporting, and evaluation of continuous quality improvement.
- Contains eight required items:
 1. Overall, I am satisfied with the expertise of the nursing staff.
 2. My unit uses evidence-based practice in providing patient care.
 3. My work unit demonstrates a commitment to patient- and family-centered care.
 4. This organization makes every effort to deliver safe, error-free care to patients.
 5. Patient safety is a priority in this organization.
 6. I am involved in quality improvement activities.
 7. Our organization values are reflected in our Nursing Professional Practice Model

8. Nurse leaders share a clear vision for how nursing should be practiced in this organization.

Adequacy of Resources and Staffing

- Contains three required items:
 1. I have sufficient time to provide the best care/service for our clients/patients.
 2. My work unit is adequately staffed.
 3. I get the tools and resources I need to provide the best care/service for our clients/patients.

RN-to-RN Teamwork and Collaboration

- Contains four required items:
 1. My work unit works well together.
 2. The person I report to encourages teamwork.
 3. Nurses in my work unit help others to accomplish their work.
 4. Nurses in my work unit help others even when it's not part of their job.