2019 Magnet® Application Manual [Effective: Feb 1, 2019]
International Interpretation of Selected Sources of Evidence

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If your organization is pursuing Magnet® recognition, the 2019 Edition of the *Magnet® Application Manual* is essential for understanding the full scope of application and documentation submission requirements. It is the only authorized publication that provides detailed information on the instructions and process for documentation submission. To obtain additional information about the Magnet Recognition Program® or to order a copy of the *2019 Magnet® Application Manual*, visit the website at https://www.nursingworld.org/organizational-programs/magnet/

Organizations submitting documentation starting in February 2019 will be required to submit narrative and evidence based on the *2019 Magnet® Application Manual*.

SE3 - Commitment to Professional Development	
Source of Evidence Statement	**International Interpretation**
Provide a description and supporting evidence of the organization's action plan for registered nurses' progress toward obtaining professional certification. **Include:** • **How the target was established** • **What strategies were utilized to achieve or maintain target (≥51%).** • **How the nurses are supported to achieve or maintain certification.**	Nursing professional development activities for registered nurses can be an alternative for professional certification. Nursing professional development is defined as: "A vital phase of lifelong learning in which nurses engage to develop and maintain competence, enhance professional nursing practice, and support achievement of career goals. Nursing professional development practice is a specialty that facilitates the lifelong learning and development activities of nurses aimed at influencing the actualization of professional growth and role competence and proficiency" (American Nurses Association and National Nursing Staff Development Organization 2010, 1). Relevant Professional Development Activities: • Accredited Certification (validates an individual's knowledge, skills, and abilities in a defined role and clinical area of practice, based on pre-determined standards) • Accredited skills-based training courses (STTI, ICN, country regulatory bodies, ANCC, international nursing associations, WHO collaborating centers in nursing and midwifery) • Accredited workplace based courses (STTI, ICN, country regulatory bodies, ANCC, international nursing associations, WHO collaborating centers in nursing and midwifery) • Formal university based courses, and • Individual, self-directed accredited CE activities

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SE4EO – Continuous Professional Development

Source of Evidence Statement	International Interpretation
Provide one example, with supporting evidence, demonstrating nursing has met a targeted goal at the <u>organizational level</u>, for improvement in professional nursing certification. • **Supporting evidence must be submitted in the form of a graph with a data table of three years of data to demonstrate that the goal was met, maintained or exceeded.** **Note:** • There must be an increase in percentage of nurses certified (only one certification can be counted for each eligible nurse). • Applicants may use a maintenance goal if the organization certification rate is $\geq$51%. **AND** **Provide one example, with supporting evidence, demonstrating nursing has met a targeted goal for improvement in professional nursing certification <u>by unit or division</u>.** • **Supporting evidence must be submitted in the form of a graph with a data table three years of data to demonstrate that the goal was met, maintained or exceeded** **Note:** • There must be an increase in percentage of nurses certified (only one certification can be counted for each eligible nurse). • Applicants may use a maintenance goal if the organization certification rate is $\geq$51%.	**SE4EO: Continuous Professional Development— Professional Nursing Certification Data Display Requirements** The tables and graphs in this section represent the required format for illustrating that: 1. The organization has met a targeted goal for improvement in professional nursing certification**. 2. Nursing has met a targeted goal for improvement in professional nursing certification** by unit or division. • A graph must be labeled with date and title. • A stated goal (percentage) for improvement in professional nursing certification must be presented for the two required examples. • For each example presented, provide three years of graphed data to demonstrate the goal(s) was (were) met or exceeded. • The first year represents baseline data. See the *2019 Magnet® Application Manual* (pg. 41-42) for additional details regarding data display requirements. ***Nursing professional development activities for registered nurses can be an alternative for professional certification.* *Nursing professional development is defined as: "A vital phase of lifelong learning in which nurses engage to develop and maintain competence, enhance professional nursing practice, and support achievement of career goals. Nursing professional development practice is a specialty that facilitates the lifelong learning and development activities of nurses aimed at influencing the actualization of professional growth and role competence and proficiency" (American Nurses Association and National Nursing Staff Development Organization 2010, 1).* *Relevant Professional Development Activities:* • *Accredited Certification (validates an individual's knowledge, skills, and abilities in a defined role and clinical area of practice, based on pre-determined standards)* • *Accredited skills-based training courses (STTI, ICN, country regulatory bodies, ANCC, international nursing associations, WHO collaborating centers in nursing and midwifery)* • *Accredited workplace-based courses (STTI, ICN, country regulatory bodies, ANCC, international nursing*

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	associations, WHO collaborating centers in nursing and midwifery) • *Formal university-based courses, and* • *Individual, self-directed accredited CE activities*

EP2EO - Nurse (RN) Satisfaction

Source of Evidence Statement	International Interpretation

Present all eligible RN satisfaction data (inpatient care, ambulatory care, and administrative settings) and include all nursing levels collected and benchmarked by the vendor at the unit- or clinic-level, to demonstrate outperformance of the mean, median or other measure of central tendency (benchmark provided by the vendor's national database). Submit results of most recent survey completed within thirty (30) months prior to documentation submission.
 	
 • **Provide *overall* participation rate.**
 	
 • **Select only four of the seven categories [below] and present data for each unit. The four categories must be consistent across the organization (inpatient and outpatient).**
     o **Autonomy**
     o **Professional development (education, resources, etc.)**
     o **Leadership access and responsiveness (includes nursing administration or chief nursing officer [CNO])**
     o **Interprofessional relationships (includes all disciplines)**
     o **Fundamentals of quality nursing care**
     o **Adequacy of resources and staffing**
     o **RN-to-RN teamwork and collaboration**
 	
 Note: The vendor must provide a comparative measure of central tendency for the category as a whole, not for the individual questions that comprise the category. For Magnet purposes, the applicant organization must provide their data for the category compared to the vendor supplied measure of central tendency.
 	
 Recommendation: If available, use vendor-provided graphs for nurse satisfaction. Graphs must meet Magnet specifications
	The word "vendor" is often used when describing a company that collects data from multiple organizations and provides the external benchmarks. For Magnet purposes, the word "vendor" is the same as the phrase "externally managed database". International organizations must contribute to an externally managed database that accepts data from similar organization types.
	
	 The Magnet Recognition Program® has an established process for aligning externally-managed database survey questions to the *2019 Magnet® Application Manual* EP2EO Nurse Satisfaction categories. Applicant organizations must have their externally managed database liaison contact the Magnet Program Office to engage in the established process.
	
	 Data presentation requirements: Display each unit or clinic using the guidance provided on pages 45-46 of the *2019 Magnet® Application Manual.*

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DEFINITION

Survey Category: A set of questions, determined by the benchmarking vendor, which have been mapped to the Magnet® category and approved. All of the questions determined by the vendor to represent a category in its entirety must be included in the administration of the survey. Nurse satisfaction data must be presented at the unit level and the category level. Patient satisfaction data must be presented at the unit level and the question level. (*2019 Magnet® Application Manual* definition, pg. 171)

EP18EO Nurse-sensitive Clinical Indicators [Inpatient]

Source of Evidence Statement	International Interpretation

Provide eight of the most recent consecutive quarters of unit- or clinic-level <u>nurse-sensitive clinical indicator data</u> **to demonstrate outperformance of the mean, median, or other measure of central tendency (benchmark provided by the vendor's national database). Data must be the most recent eight complete quarters available from the vendor(s). Select and report data for all applicable** <u>inpatient care units</u>**.**
 	
The required patient indicators for all <u>inpatient care organizations</u> **include falls with injury, hospital-acquired pressure injuries (HAPI) stage 2 and above, and two others from the list.**
 	
  o **Falls with injury**
  o **Hospital-acquired pressure injury (HAPI) stages 2 and above**
 	
Select two others:
  o **Central line–associated bloodstream infection (CLABSI)**
  o **Catheter-associated urinary tract infection (CAUTI)**
  o **Clostridium difficile (CDIFF)**
  o **Methicillin-resistant Staphylococcus aureus (MRSA)**
  o **Venous thromboembolism (VTE)**
  o **Peripheral intravenous infiltrations (PIV)**
  o **Physical and sexual assault**
  o **Device-related hospital-acquired pressure injury (HAPI)**
 	
Recommendation: If available, use vendor-provided graphs for nurse-sensitive indicators. Graphs must meet Magnet specifications.
	The word "vendor" is often used when describing a company that collects data from multiple organizations and provides the external benchmarks. For Magnet purposes, the word "vendor" is the same as the phrase "externally managed database". International organizations must contribute to an externally managed database that accepts data from similar organization types.
	
	Data presentation requirements: Display each unit using guidance provided on pages 51-52 of the *2019 Magnet® Application Manual.*

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EP19EO Nurse-sensitive Clinical Indicators – [Ambulatory setting]

Source of Evidence Statement	International Interpretation

Provide two <u>nurse sensitive clinical indicators</u> from the most recent eight consecutive quarters of unit or clinic-level nurse sensitive, clinical indicator data from the <u>ambulatory setting</u> (e.g., emergency department(s), ambulatory surgery center(s), and nurse-run clinic(s)), to demonstrate outperformance of the mean, median, or other measure of central tendency (benchmark provided by the vendor's national database), <u>or</u> at the highest available level. Data must be the most recent eight, complete quarters available from the vendor(s).
 	
Suggested measures may include, but are not limited to:
 	
   o **Falls with injury**
   o **Ambulatory surgical center (ASC) patient burns**
   o **Adverse outcomes of care: wrong site, side, patient, procedure, implant, or device**
   o **Return to acute care**
   o **HbA1c target levels**
   o **Extravasation rate**
   o **Door-to-balloon time**
   o **Antibiotic stewardship**
   o **Delay in treatment**
   o **Telehealth appropriate disposition**
 	
Note:
   • For ambulatory facilities, select and present four measures; at least two must be from the list above.
   • Must include narrative as to how the selected indicator is nurse sensitive.
   • The measure selected must be an outcome measure.
   • Use same presentation criteria provided for EP18EO.
	The word "vendor" is often used when describing a company that collects data from multiple organizations and provides the external benchmarks. For Magnet purposes, the word "vendor" is the same as the phrase "externally managed database". International organizations must contribute to an externally managed database that accepts data from similar organization types.
	
	Data presentation requirements: Display each ambulatory setting using guidance provided in the *2019 Magnet® Application Manual,* pages 51-52. [Use same presentation criteria provided for EP18EO.**]**

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EP20EO Patient Satisfaction with Nursing – [Inpatient]

Source of Evidence Statement	International Interpretation
Provide the most recent eight consecutive quarters of inpatient satisfaction data at the unit level collected to demonstrate outperformance of the mean, median, or other measure of central tendency (benchmark provided by the vendor's national database). **Select four of the following nine categories and report data for each unit using these selected categories:** • **Patient engagement or patient-centered care** • **Patient education** • **Care coordination** • **Safety** • **Service recovery** • **Courtesy and respect** • **Responsiveness** • **Pain** • **Careful listening** **Recommendation:** If available, use vendor-provided graphs for patient satisfaction. Graphs must meet Magnet specifications. **DEFINITION** **Survey Category:** A set of questions, determined by the benchmarking vendor, which have been mapped to the Magnet® category and approved. All of the questions determined by the vendor to represent a category in its entirety must be included in the administration of the survey. Nurse satisfaction data must be presented at the unit level and the category level. Patient satisfaction data must be presented at the unit level and the question level. (*2019 Magnet® Application Manual* definition, pg. 171)	**NOTE:** International organizations refer to the *2019 Magnet® Application Manual* Appendix L and the Magnet website: https://www.nursingworld.org/organizational-programs/magnet/international/ **Documentation submission months February 2019 through February 2020:** If national benchmarks are not available, inpatient Patient Satisfaction with Nursing data may be compared to internal goals. **The Magnet Recognition Program has an established process for aligning patient survey questions to the *2019 Magnet® Application Manual* Patient Satisfaction categories. Applicant organizations must contact the Magnet Program Office to engage in the established process.** **Beginning with documentation submission month April 2020:** **International organizations are required to present patient satisfaction with nursing data benchmarked against an externally managed database's national benchmark(s) [or U.S. national benchmark(s)], whichever is the highest level available.** **To be prepared to submit benchmarked patient satisfaction data by April 1, 2020, the organization's data must be submitted to an externally managed database no later than the first calendar quarter in 2018.** **Applicant organizations must have their externally managed database contact the Magnet program office to engage in the established process.** **The word "vendor"** is often used when describing a company that collects data from multiple organizations and provides the external benchmarks. For Magnet purposes, the word "vendor" is the same as the phrase "externally managed database". International organizations must contribute to an externally managed database that accepts data from similar organization types. The Magnet Recognition Program® has an established process for aligning externally-managed database survey questions to the *2019 Magnet® Application Manual* EP20EO and EP21EO Patient Satisfaction categories. Applicant organizations must have their externally managed database liaison contact the Magnet Program Office to engage in the established process.

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Data Presentation Requirements: See the *2019 Magnet® Application Manual* (pg. 55) for additional details regarding data display requirements.

EP21EO Patient Satisfaction with Nursing –[Ambulatory]

Source of Evidence Statement	International Interpretation

Provide the most recent eight consecutive quarters of ambulatory care setting patient satisfaction data at the unit level collected to demonstrate outperformance of the mean, median, or other measure of central tendency (benchmark provided by the vendor's national database).
 	
Note: Data <u>must</u> be included for the following ambulatory care settings:
• Emergency department
• Ambulatory surgery center (ASC)
• All areas where clinical nurses provide care
 	
Select four of the following nine categories and report data for each unit using these selected categories:
 	
  o **Patient engagement or patient-centered care**
  o **Patient education**
  o **Care coordination**
  o **Safety**
  o **Service recovery**
  o **Courtesy and respect**
  o **Responsiveness**
  o **Pain**
  o **Careful listening**
 	
Recommendation: If available, use vendor-provided graphs for patient satisfaction. Graphs must meet Magnet specifications.
 	
DEFINITION
 	
Survey Category: A set of questions, determined by the benchmarking vendor, which have been mapped to the Magnet® category and approved. All of the questions determined by the vendor to represent a category in its entirety must be included in the administration of the survey. Nurse satisfaction data must be presented at the unit level and the category level. Patient satisfaction data must be presented at the unit level and the question level. (*2019 Magnet® Application Manual* definition, pg. 171)
	NOTE: International organizations: refer to the *2019 Magnet® Application Manual* Appendix L and the Magnet website: https://www.nursingworld.org/organizational-programs/magnet/international/
	
	Documentation submission months February 2019 through February 2020: If national benchmarks are not available, ambulatory Patient Satisfaction with Nursing data may be compared to internal goals.
	
	The Magnet Recognition Program has an established process for aligning patient survey questions to the *2019 Magnet® Application Manual* Patient Satisfaction categories. Applicant organizations must contact the Magnet Program Office to engage in the established process.
	
	Beginning with documentation submission month April 2020: **International organizations are required to present ambulatory satisfaction with nursing data benchmarked against an externally managed database's national benchmark(s) [or U.S. national benchmark(s)], whichever is the highest level available.**
	
	To be prepared to submit benchmarked ambulatory satisfaction data by April 1, 2020, the organization's data must be submitted to an externally managed database no later than the first calendar quarter in 2018.
	
	Applicant organizations must have their externally managed database contact the Magnet program office to engage in the established process.
	
	The word "vendor" is often used when describing a company that collects data from multiple organizations and provides the external benchmarks. For Magnet purposes, the word "vendor" is the same as the phrase "externally managed database". International organizations must contribute to an externally managed database that accepts data from similar organization types. The Magnet Recognition Program® has an established process for aligning externally-managed database survey questions to the *2019 Magnet® Application Manual* EP20EO and

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EP21EO Patient Satisfaction categories. Applicant organizations must have their externally managed database liaison contact the Magnet Program Office to engage in the established process.

Data Presentation Requirements: Display each ambulatory care setting using the guidance provided on pages 57-58 in the *2019 Magnet® Application Manual.*