
PHASE Internship Presentation  05/08/2015
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HSCRC

• Maryland is the only state that regulates hospital rates and provides funding for Nursing Support Programs (NSP).

• HSCRC is responsible for setting rates for services provided by acute care hospitals in Maryland.

• Provides funds in hospital rates for programs to support bedside nurse recruitment and retention at Maryland hospitals.
NSP I

• A non-competitive grant to hospitals to fund projects that address needs of the hospitals related to nurse recruitment and retention.


• New metrics and data submission tool to align with the (IOM) recommendations
Goals and objectives of NSP I

The goals of the NSP I are adopted based on IOM recommendations:

- Implement nurse residency programs
- Increase the proportion of nurses with a baccalaureate degree to 80% by 2020
- Ensure that nurses engage in lifelong learning and
- Prepare and enable nurses to lead change to advance health
The goals and the objectives of the internship

• Assist in the development of a new online data collection tool, to collect aggregate nursing data for FY 2013 and 2014.

• Assist staff with answering questions and coordinating the review and revision of the tool

• Accompany staff on site visits to hospitals across the state.
Methodology

• A brief literature review was conducted
  o Nursing excellence $\rightarrow$ ↑ patient outcomes, $\downarrow$ nurse turnover, and $\uparrow$ nurse satisfaction
  o Increased RN vacancy rates $\rightarrow$ new graduates assigned to high acuity cases
  o Extended orientation and support programs for new nurse graduates

• The online survey tool was based on the metrics and guidelines developed by the NSP Steering Committee.
# Metrics framework: 5 areas

<table>
<thead>
<tr>
<th>S. No</th>
<th>Area</th>
<th>Sub-Area</th>
<th>Metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Education and Career Advancement</strong></td>
<td>Residency/ Orientation/ Transitional Programs</td>
<td>Residency for new nurse graduates</td>
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<td>Orientation for areas of critical-need</td>
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<td></td>
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<td>Transitional (Nurse Refresher)</td>
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<td></td>
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<td>Scholarship/ Tuition Reimbursement</td>
<td>Tuition funding for nurses</td>
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<td>Tuition funding for nursing students</td>
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<td></td>
<td></td>
<td>Professional Certifications</td>
<td>Type of certifications offered using NSP I funds</td>
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<td></td>
<td></td>
<td>Leadership/ Succession Planning/ Continuing Education</td>
<td>Continuing Educational offerings</td>
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<td>Internal Offerings</td>
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<td>External Offerings</td>
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</table>
6. Allocation of NSP I funds by Metric (All spaces must have a numeric answer entered. Enter 0 if you NSP I initiative does not support a particular metric.)

<table>
<thead>
<tr>
<th>NSP I funds allocated to</th>
<th>Amount Allocated</th>
<th>Total NSP I Budget from Q 5 (above)</th>
<th>Percent of Total NSP I Budget (as a %)</th>
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<tbody>
<tr>
<td>a residency program for new nurse graduates</td>
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<tr>
<td>orientation for areas of critical need for new nurse graduates</td>
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<tr>
<td>transitional (nurse refresher) program</td>
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<td>tuition reimbursement/scholarships for NURSES</td>
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<tr>
<td>tuition reimbursement/scholarships for NURSING STUDENTS</td>
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<td>initial nursing certification</td>
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<td>nursing recertification</td>
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<tr>
<td>nursing continuing education</td>
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<tr>
<td>Magnet Designation, Magnet Journey, or Pathway to Excellence</td>
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<tr>
<td>a Shared Governance Model</td>
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<td>Research Projects</td>
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<td><strong>Totals</strong></td>
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</table>
Methodology cont.

• Pre-test – 10 hospitals

• Feedback - survey tool and metrics – revised

• The final online survey tool was administered to 50 hospitals in Baltimore, MD.

• Data collected for FY 2013 and 2014

• The survey contains 58 questions divided into 8 sections.
NSP I Site visit - Anne Arundel Medical Center (AAMC)

Presentation by NSP I coordinator and nursing staff, 2 of which were the beneficiaries

Key findings

• Low nurse turnover
• Twice a year opportunity to apply for funds
• Mentoring program
• Flexibility in work schedule
• Large batch of cohorts in the nurse residency
• Decreased use of agency nurses
Next steps

• More NSP I site visits
• Data analysis
• Quantitative data analysis - the indicators
• Qualitative analysis of best practices and successes of the program as well as barriers to implementation of the program
• Draft report
• Submit findings to the Commission

Findings - To review the funding mechanism and improve monitoring and oversight of NSP I
Personal reflections

- Opportunity to work with HSCRC
- Opportunity to develop online survey tool
- NSP I site visit
- Delays in pre-testing
- Non compliance with deadlines
- Workshop with 50 hospitals and metric wise discussion
- Financial reward / punitive action for compliance and non compliance with deadlines
Thank you!

Questions ?