

AAPACE- NURSING EXCEL STANDARDS

STANDARD 1: ORGANIZATIONAL MISSION

The facility recognizes nurses as being an integral part of the healthcare team and its mission reflects its commitment to nursing.

- The role of the nurse reflects the mission of the facility (*)
- The members of the nursing team are aware of and understand the mission of the facility (*)
- The facilities mission reflects a commitment to nursing
- The culture and values of the facility reflects its mission
- The facilities strategic decisions are mission driven

STANDARD 2: ORGANIZATIONAL ETHICS

The facility has a published code of ethics that are clear, visible and regularly referenced.

- Facility has an ethics code, ethics policy or an ethics position statement (*)
- The nursing staff is regularly provided ethical training including topics on abuse/neglect, professional and appropriate conduct, HIPPA (*)
- The nursing staff is informed on facilities ethics position and references it regularly
- The facility has an active ethics committee that meets regularly
- Staff nurses participate in and are encouraged to attend the ethics committee

STANDARD 3: NURSING VOICE

The facility encourages and ensures input from nurses in the decision making process.

- Facility has an active nursing committee with representation from all levels of nursing (*)
- Facility administrators encourage the attendance and participation of their nurses on the committee and in meetings (*)
- The nursing committee allows a platform to address work related issues including but not limited to staffing, work environment and policies in a non-punitive way (*)
- An accessible and anonymous suggestion box is available for the nursing staff
- Staff concerns are regularly reviewed and addressed in a non-punitive way
- Nurses are involved in the accreditation process and have opportunity to provide input in the performance improvement plan

STANDARD 4: NURSING REGULATION

The facility consistently meets and exceeds regulatory standards.

- The facility complies with current local, state and federal laws (*)
- The facility has no regulatory active or pending sanctions against the facility. (Sanctions defined as any survey resulting in a substandard federal/state citation or with a scope & severity of "G" or higher, or a conditional license) (*)
- The facility has policies and protocols in place that are current, applicable and accessible to nursing staff (*)
- Changes in policies and procedures are clearly and consistently communicated in a timely manner (*)

STANDARD 5: NURSING SUPPORT

The facility provides sufficient resources including tools, training, technology, staffing and coaching for their nurses.

- Nursing leadership is well versed on the roles and responsibilities for the nursing staff and are prepared to assist when needed (*)
- Supplemental resources are available for recently hired nurses, recent nursing graduates and agency nurses (*)
- The facility provides supporting training for utilizing technology effectively (*)
- Nursing support is sufficient and available for each nursing shift
- The nurses are regularly provided surveys and other channels to elicit feedback
- The facility has a clear organizational structure and nurses are aware of the chain of command
- The facility has an open door policy encouraging nurses to pursue administrative guidance and address nursing concerns
- Staffing within the facility is sufficient to provide safe and effective care

STANDARD 6: NURSING GROWTH

The facility is committed to the professional growth of nurses

- Nurses are provided a clear career ladder with opportunities for professional growth within the organization (*)
- Nurses that have received additional training and/or certifications are recognized through financial compensation and/or increased roles and responsibilities (*)
- Nurses are aware of and provided a clear disciplinary policy (*)
- Professional expectations for members of the nursing team are clear (*)
- The facility regularly has nurses conduct peer reviews
- The facility offers coaching and mentorship opportunities for nurses

STANDARD 7: NURSE RECOGNITION

The facility encourages and awards positive behaviors exemplified by nursing staff.

- A. The facility has an employee recognition program in place that motivates and engages the nursing staff (*)
- B. Nurses are recognized for an array of categories including but not limited to professionalism, safety and caring behaviors

STANDARD 8: NURSING PROFESSIONAL DEVELOPMENT

The facility is committed to the professional development of its nurses

- A. The nursing leadership staff are all active members of a professional nursing organization (*)
- B. At least 50% of staff nurses are active members of a professional nursing organization

STANDARD 9: NURSING EDUCATION

The facility is committed to continuously enhancing the skills and competence of its nursing staff through effective training and educational opportunities provided by qualified educators.

- A. Facilities that use training and education materials that are developed in house, have been reviewed and tested for effectiveness, applicability and accuracy (*)
- B. Annual nurse training and education is provided with on-going opportunities for those requiring additional coaching (*)
- C. Approved continuing education credits are offered or reimbursed by the facility (*)
- D. A qualified nurse educator is designated to the role of providing nurse training
- E. Education materials are adapted for different learning styles
- F. Nurses are provided with access to research journals and literature
- G. The facility has established community partnerships or clinical affiliations with institutions of higher learning
- H. The nurse educator utilizes educational materials that are current and applicable, with clear objectives

STANDARD 10: NURSING COHESIVENESS

The facility honors and facilitates positive working relationships.

- A. The facility regularly organizes and promotes social events to enhance staff relationships (*)
- B. The facility promotes cohesiveness with other nursing community partners (*)
- C. The work environment and culture exemplifies a good working morale amongst the nursing staff (*)
- D. The facility offers opportunities for peer-to-peer recognition

STANDARD 11: NURSING COLLABORATION

The facility provides opportunities for nurses to collaborate on care and practices.

- A. The facility performs regular care plan meetings with attendance of key nursing team members (*)
- B. Stand-up and shift summary meetings include department leaders (*)
- C. Nursing staff regularly meets with local hospital administration to ensure continuity of care and practices

STANDARD 12: NURSING CARE

The facility regularly assesses the quality of care provided through the monitoring of patient outcomes with clear, concise, applicable, realistic and measurable objectives.

- A. Measures and goals to monitor and enhance quality of care exist for patient falls, number of re-hospitalizations and pressure ulcers Stand-up and shift summary meetings include department leaders (*)
- B. Nurses understand and are capable of monitoring patient care measures and outcomes (*)
- C. The facility regularly conducts Quality Assurance and Performance Improvement meetings and has a systematic performance improvement plan in place

STANDARD 13: NURSING COMMUNICATION

The facility nurses engage in regular communication through means that are reliable and effective.

- A. The facility shows evidence that communication is consistently and concisely disseminated to other nursing staff in between shifts (*)
- B. Pertinent information is prioritized throughout communication (*)
- C. A clear process is in place for nurses when physicians/providers do not respond in a timely fashion (*)
- D. Nurses utilize the SBAR (Situation, Background, Assessment and Recommendation) method consistently when communicating with other health care providers (*)
- E. Audits are performed on nursing documentation and the process includes peers in the review process
- F. Communication between facility and hospital, and facility and facility is consistently concise, timely and accurate and includes provider and family notification.

STANDARD 14: NURSING ENVIRONMENT

The facility ensures a working environment that is safe and efficient.

- A. The facility utilizes a systematic method in determining a nurse:patient staffing ratio which ensures an equitable work load for all nurses (*)
- B. The facility utilizes a systematic method in determining a nurse:patient staffing ratio which promotes the safety of both staff and patients (*)
- C. The facility regularly monitors the number of full-time, part-time, per-diem or as needed, Licensed Practical Nurses and Registered Nurses to ensure consistent staffing of a qualified and permanent workforce (*)
- D. Measures are provided to ensure staff safety (*)
- E. Medical and nursing supplies are regularly assessed and sufficiently stocked (*)
- F. Years of service and turn –over rates are regularly monitored to ensure a consistent workforce
- G. The organization culture values long-term employees which is reflected in regularly monitoring acknowledgements

STANDARD 15: ADVANCED PRACTICE NURSES

The facility effectively utilizes Advanced Practice Nurses

- A. APN's are provided a sufficient orientation to the facilities policies, procedures and environment (*)
- B. APN's are provided guidance and support by a member of the health care team that is clearly knowledgeable on their role (preferably holding an advanced nursing degree or higher) (*)
- C. The facility clearly defines and the nursing staff is aware of the APN's roles and responsibilities (*)
- D. APN's mentor and coach the nursing staff (*)
- E. APN's are considered as part of the nursing team and included in nursing events and programs when applicable
- F. APN's are provided reasonable accommodations to document and meet with patients/family to ensure quality care and performance
- G. APN's have a clear chain of command and can receive assistance and guidance when needed
- H. The facility regularly evaluates APN's providing recommendations for improvement and recognizing strengths

STANDARD 16: NURSING IN THE COMMUNITY

Community partnerships exist for nurses which provide opportunities to promote social responsibility, provide learning experiences, raise community awareness of nurses, while benefiting the community.

- A. The facility supports and participates in community events, non-profits, local schools, charities and/or community service projects (*)

STANDARD 17: NURSING CARE QUALITY MEASURES

The facility utilizes a Quality Assurance and Performance Improvement program to monitor care, patient outcomes and healthcare trends.

- A. The organization utilizes reliable and effective methods for collecting and analyzing data for Quality Assurance and Performance Improvement (QAPI) (*)
- B. Nurses attend and actively participate in QAPI meetings (*)
- C. Nursing practice reflects knowledge of contributing factors and patient implications of re-hospitalizations (*)
- D. Nursing practice reflects knowledge of contributing factors and patient implications of patient falls (*)
- E. Nursing policies and practice reflects identifying and appropriately managing patients with high-risk diagnoses (*)
- F. Nursing policies and practices reflect identifying and appropriately managing patients on high-risk medications (*)
- G. Patient care policies and treatment guidelines are accessible to all nursing staff, written clearly and concisely, are regularly reviewed and updated as often as needed to ensure applicability (*)

STANDARD 18: NURSES AS PATIENT EDUCATORS

Nurses are provided opportunities to empower their patients through shared knowledge.

- A. Nurses utilize their education and expertise to empower their patients by leading educational support group and workshops (*)

STANDARD 19: NURSES AND CRISIS MANAGEMENT

The facility has a comprehensive emergency preparedness plan and its nurses are an integral part of its development, training and implementation.

- A. The facility has a clear and concise emergency preparedness plan to address, contain and mitigate the effects of any adverse events or threats (*)
- B. The emergency preparedness plan has a clear delineation of chain of command and the roles and responsibilities for each staff member (*)
- C. The facility provides training, at least annually for all staff, in addition to at orientation for new hires (*)
- D. All staff are aware of where and how the emergency preparedness plan can be accessed (*)