
HOW THE LANGUAGE OF CARING HELPS ORGANIZATIONS ACHIEVE AND SUSTAIN MAGNET DESIGNATION

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How the Language of Caring Program Can Strengthen, Support and Secure Your Magnet Journey

Language of Caring and Patient Satisfaction Results: An organization applying for Magnet designation or redesignation must submit the eight most recent quarters of patient satisfaction results by unit/department for 4 of 9 nurse sensitive indicators (EP23EO). In addition, the organization's units/departments must outperform the mean of the national database used for a minimum of five of eight quarters and for three of four indicators. In the event that the organization does not meet this requirement, the Magnet review process stops.

Language of Caring is a set of evidence-based communication skills that, when used effectively and consistently by nurses and all clinical staff, leads to improved results on nurse-sensitive patient satisfaction questions. The Language of Caring communication skills:

- Directly impact three nurse-sensitive indicators including – courtesy and respect, responsiveness and careful listening.
- Indirectly affect the patient education and pain categories.

The Language of Caring implementation process

- Engages nursing leaders and staff as champions and facilitators.
- Includes an implementation plan and services that promote consistency during the rollout and follow-through processes
- Is delivered one skill at a time in brief modules during existing staff meetings and huddles, and
- Is reinforced by nursing leaders at the unit/department level

Language of Caring & Transformational Leadership

- Magnet requires that nurse leaders advocate for resources to support both nursing unit and organizational goals (TL2).
- In addition, the CNO must be able to demonstrate how he/she has influenced an organization-wide change with positive results (TL3EO).

When the CNO secures resources for and implements Language of Caring as a strategy to improve the patient experience, the CNO can describe this initiative as a key strategy to support both nursing and overall organizational goals. The outcome: Improved patient experience scores across the organization as a result of implementing Language of Caring.

Language of Caring & Structural Empowerment

- SE1EO requires evidence of clinical nurses' involvement in interprofessional decision-making groups at the organizational level. The Shared Governance council/committee that oversees patient survey results and the implementation of Language of Caring meets the intent of this SOE when the organizational scores demonstrate improvement over time.
- SE4EO requires evidence of nurses participating in professional development activities designed to improve practice in the workplace. Improvements in nursing or patient outcomes are expected. Organizations can satisfy this SOE by offering continuing education units (CEUs) for Language of Caring education and providing pre and post-test results and/or patient survey scores.

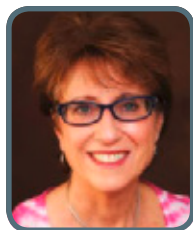
Language of Caring & Exemplary Professional Practice: EP8EO requires that nurses use either internal or external experts to improve the clinical practice setting. Organizations can engage staff nurses who serve as Language of Caring facilitators as internal consultants. They can also show engagement of external consultants by describing how their Language of Caring coach is partnering with them during training and implementation. And ultimately, patient satisfaction improvements demonstrate impact from the engagement of internal and external consultants.

Language of Caring & New Knowledge, Innovations & Improvements: NK3 requires that clinical nurses evaluate and use evidence-based findings in their practice. Clinical nurses could develop an EBP project to identify best practices to address patient experience related to RN listening, RN respect and courtesy, patient education or response time using LOC skills as the intervention. Although a graph of results is not required for this SOE, improved patient satisfaction over time could provide the evidence for this SOE.

In Conclusion

As Nursing leaders pursue Magnet designation or redesignation, they can demonstrate that the evidence-based Language of Caring intervention has a demonstrated impact on patient satisfaction as well as on meeting the operational demands that compel their attention in today's complex and challenging healthcare environment.

Connect with us!



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