Academic Service Partnership Model: Linkages to Improve Quality Care and Nurse Involvement in Acute Care Hospitals and Academic Institutions

Joyce Fitzpatrick, PhD, RN, FAAN
Carol Porter, DNP, RN, FAAN
Sylvia Fung, DHS, MSc, RN, FAAN
Agnes Tiwari, PhD, RN, FAAN
Sophia Chan, PhD, MPH, RN, FAAN
Maria Vezina, EdD, RN
Mary Quinn Griffin, PhD, RN, FAAN

Presented at Sigma Theta Tau International Research Conference
Hong Kong, July 2014
The Partners

- Case Western Reserve University Frances Payne Bolton School of Nursing, Cleveland, OH USA
- University of Hong Kong, School of Nursing, Hong Kong
- Mount Sinai Hospital Department of Nursing Center for Nursing Research and Education, New York, NY USA
- Hong Kong Hospital Authority Department of Nursing, Hong Kong
Case Western Reserve University, Cleveland, OH
Hong Kong
University of Hong Kong
School of Nursing
Hong Kong Hospital Authority
HKU Partnership CWRU

2007 Retreat HKU

HKU Faculty
The Foundation: The Academic Partnership

CWRU
HKU
The 3rd Annual Nursing Forum HKU 2009
Partnership Objectives

- Prepare future nurse leaders
- Link academics and practice
- Enhance quality patient care
- Increase nurse engagement
- Share nursing challenges across settings
- Provide opportunities for cultural exchanges
Connections to Other Universities:
HKU Shanghai Visit 2010
The Academic Partnership

• Semester exchange for final year undergraduate students
• One of a handful of universities of US Schools of Nursing that offer international experience as credit-toward-major rather than as elective course
• CWRU course meets community health nursing requirement…” course title “Nursing in a Global Community”
• Students participate in community health and faculty research projects
Mount Sinai Medical Center
New York City
Mount Sinai Hospital
Center for Nursing Research & Education

The Department of Nursing established the Center for Nursing Research and Education (CNRE) in collaboration with the Mount Sinai School of Medicine with a new focus in 2009: Research, Education, Global Health & Advanced Practice.

One of the only nursing centers in the country to be established within a medical school, CNRE formalizes an already strong relationship between Mount Sinai nurses and physicians. The Center will facilitate multidisciplinary translational research programs that emphasize patient care and strengthen the profession of nursing through education, innovation and the application of research into everyday nursing practice.
Hong Kong Nurse Leaders Visit Mount Sinai Hospital (April 2011 to present)

- Hosted through the Center for Nursing Research and Education (CNRE) at Mount Sinai
- Observations and clinical experiences planned based on clinical backgrounds of nurses
- Matched with key leaders and clinicians within the institution
The Partnership Extended to an Academic Service Partnership

MSH and HK Hospital Authority
Hong Kong Hospital Authority Nursing Leaders Collaborate with Mount Sinai Nursing Leaders 2011
• Combined with consultation to HK Health Authority (need description of key aspects of CP work with HK HA and photos of CP visit to hospitals in HK)
• HKHA Interested in the Advanced Practice role at MSH
Hong Kong Hospital Authority Nursing Leaders collaborate with Mount Sinai Nursing Leaders April 7-8, 2011
Magnet Workshop, Hong Kong Hospital Authority
May 2011

(Pictured Left)
Carol Porter DNP, RN discussing the MSH Nursing experience: leading quality patient care. May 2011

(Pictured Right)
HKHA Nursing Leader presenting on Structural Empowerment
Transformational Leadership
Hong Kong Hospital Authority Nursing Leaders and Mount Sinai Nursing Leaders / Advanced Practice Nurses

Exchange Ideas and Knowledge
Clinical Staff are congratulated for improving pain management of their patients: Pain Buster Rounds by Hospital Leadership
US Nurse Leader – Judy Miranda, MSN, APRN  Transplant Expert Shares Experiences in Hong Kong - May 2012
Beyond Institutional Boundaries: Connections at the American Academy of Nursing 2012

2012 Academy of Nursing Induction Dinner; Pictured Left to Right;
Seated: Frances Wong, PhD, BSN, RN; Sylvia Fung, DHS, MSc, RN; Carol Porter, DNP, RN, FAAN
Standing: Angela Barron McBride, PhD, RN, FAAN; Sophia Chan, PhD, MPH, RN, FAAN
Barbara Nichols, DHL, MSN, RN, FAAN; Joyce Fitzpatrick, PhD, RN, FAAN
Agnes Tiwari, PhD, RN, FAAN; Karen Martin, MSN, RN, FAAN
Hong Kong Nurse Leadership Institute at Mount Sinai Hospital 2012

- Hosted through the Center for Nursing Research and Education at Mount Sinai Hospital
- 4 week intense experience
- Goals identified before Nursing Leadership Academy
- Observations and clinical experiences planned based on clinical & administrative backgrounds of nurses
- Matched with key leaders and clinicians within the institution
## 2013 HK Leaders Visit Mount Sinai

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Hospital</th>
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<tbody>
<tr>
<td>Wong Pui Han</td>
<td>Advanced Practice Nurse</td>
<td>Pamela Youde Nethersole Eastern Hospital</td>
</tr>
<tr>
<td>Chan Yuen Shan Antonia</td>
<td>Advanced Practice Nurse</td>
<td>Queen Mary Hospital</td>
</tr>
<tr>
<td>Wong Chun Kwan</td>
<td>Advanced Practice Nurse</td>
<td>United Christian Hospital</td>
</tr>
<tr>
<td>Ng Ching Ha</td>
<td>Advanced Practice Nurse</td>
<td>Tuens Mun Hospital</td>
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</tbody>
</table>
Interdisciplinary teamwork and collaboration

Essential skills necessary for providing quality care, evaluation and process improvement focused on healthcare.

Working and communicating effectively with each other.

Keeping the patient in the center of their own care as an active participant.

“Patient /Family centered care is a fundamental value and essential in the improvement of clinical care, service, satisfaction and financial outcomes.”(IHI)

Institute for Healthcare Improvement. Improving the Patient Experience if Inpatient Care.

http://www.ihi.org/IHI/Topics/PatientCenteredCare/PatientCenteredCareGeneral/EmergingContent/ImprovingthePatientExperienceofInpatientCare.htm
Collaboration between nursing leaders and nurse practitioners to advance the nurse consultant role
Nurses Leading Change...Driving Outcomes

- Positive work environment supporting nursing practice and excellent patient care
- Excellent Patient Satisfaction - patients and families
- Quality outcomes: clinical & organizational performance
- National and global nursing partnerships
  - IOM report and work
  - Global nursing leadership collaboration
- Collaboration on research, education and global healthcare
- Promote opportunities for professional growth for all nurses
- Let’s learn from each other’s experience and perspective
Clinical Quality Excellence, Positive Patient Experiences and a Satisfied Workforce = Success!

- Collaboration
- Culture of Staff and Patient Safety
- Team work at all levels
- Consider all perspectives
- Continuous analysis of outcomes
- Education loop back to frontline staff
The Future of Nursing

- Global connections
- Collaboration
- Service and academic partnerships
Expanding the partnership…January 2012 Philippines
Research collaboration

- Comparison study of nurses in 5 countries
- Perceptions of end of life choices for patients, parent, and self
Mr Murphy is an 84 year old man who has been brought to the emergency room. He has been living in a nursing home for a month. He has suffered from Alzheimer’s disease for seven years and now he is moderately demented. He does not recognise his children but smiles at his wife. He needs help getting in and out of bed and walks with help. He has urinary incontinence and occasional fecal incontinence. He is vomiting bright red blood and his blood pressure is very low (BP 80/40). Unless he is treated he will most likely die. His family are not available and there is no advance directive in the chart.

Please choose from one of the following treatment options:

**Palliative:** Leave him in the nursing home and keep him comfortable

**Limited:** Transfer to hospital for blood transfusion but no surgery or endoscopy

**Surgery:** Blood transfusion, endoscopy and surgery if necessary

**Intensive:** Blood transfusions, endoscopy and surgery, intensive care, ventilator, and everything a modern hospital has to offer to maintain life.
Treatment choices for each scenario

<table>
<thead>
<tr>
<th></th>
<th>Patient</th>
<th>Parent</th>
<th>Self</th>
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<tbody>
<tr>
<td></td>
<td>Palliative/Limited</td>
<td>Surgical/Limited</td>
<td>Palliative/Limited</td>
</tr>
<tr>
<td>HK*</td>
<td>53% (n=83)</td>
<td>27% (n=42)</td>
<td>62% (n=97)</td>
</tr>
<tr>
<td>IRL*</td>
<td>71% (n=132)</td>
<td>27% (n=51)</td>
<td>77% (n=143)</td>
</tr>
<tr>
<td>ISRAEL*</td>
<td>40% (n=57)</td>
<td>57% (n=81)</td>
<td>39% (n=55)</td>
</tr>
<tr>
<td>ITALY*</td>
<td>57% (n=148)</td>
<td>43% (n=110)</td>
<td>68% (n=177)</td>
</tr>
<tr>
<td>US*</td>
<td>40% (n=139)</td>
<td>60% (n=205)</td>
<td>72% (n=248)</td>
</tr>
</tbody>
</table>

*Percentages may not equal 100% because of missing data
Figure: I would perform CPR
Lessons Learned from Partnership

- Nurses face many of the same challenges across the world.
- Culture is a VERY important component of health and health care delivery.
- We all have much to learn from each other.
- Formal partnerships facilitate learning at all levels of the organization.
Future Plans

• Extend opportunities for clinical nurses and nurse leaders to visit the partner institutions.
• Extend partnerships to nurse colleagues from other cultures.
• Build opportunities to share best practices to enhance quality care for patients, families, and communities.
• Strengthen the collaborative research.