

## 2014 Magnet Application Manual®

### International Interpretation of Selected Sources of Evidence

If your organization is considering pursuing Magnet® recognition, the 2014 edition of the *Magnet Manual* is essential for understanding the full scope of application requirements. It is the only authorized publication that provides detailed information on the instructions and process for documentation submission. To order a copy of the *2014 Magnet® Application Manual* or obtain additional information about the Magnet Recognition Program®, visit our website at [www.nursecredentialing.org/magnet](http://www.nursecredentialing.org/magnet).

Source of Evidence Label	Source of Evidence Statement	International Applicant
<b>SE3EO</b> <b>Continuous Professional Development</b>	<p><b>Professional Development:</b>  <b>The organization supports nurses’ continuous professional development.</b></p> <p>Provide one example, with supporting evidence, illustrating that the organization has met a targeted goal for improvement in professional nursing certification. Supporting evidence must be submitted in the form of a graph with a data table that clearly displays the data.</p> <p style="text-align: center;"><b>AND</b></p> <p>Provide one example, with supporting evidence, illustrating that nursing has met a targeted goal for improvement in professional nursing certification by unit or division (e.g., cardiac-vascular, gerontological, medical-surgical, nursing informatics, pediatrics, psychiatric–mental health). Supporting evidence must be submitted in the form of a graph with a data table that clearly displays the data.</p>	<p>Professional development activities can be an alternative for professional certification. Professional development is defined as relevant educational activities** that are strategically developed to provide professional learning experiences, with the intent to augment the knowledge, skills, and attitudes of nurses’ contribution to quality health care and their pursuit of professional career goals.</p> <p><b>**Relevant Professional Development Activities:</b></p> <ul style="list-style-type: none"> <li>• Accredited Certification (validates an individual’s knowledge, skills, and abilities in a defined role and clinical area of practice, based on pre-determined standards)</li> <li>• Accredited skills-based training courses (STTI, ICN, country regulatory bodies, ANCC, international nursing associations, WHO collaborating centers in nursing and midwifery)</li> <li>• Accredited workplace based courses (STTI, ICN, country regulatory bodies, ANCC, international nursing associations, WHO collaborating centers in nursing and midwifery)</li> <li>• Formal university based courses, and</li> <li>• Individual, self-directed accredited CE activities</li> </ul>

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Source of Evidence Label	Source of Evidence Statement	International Applicant
<p><b>EP3EO Nurse (RN) Satisfaction</b></p>	<p><b>Nurse Satisfaction:</b>  <b>Provide unit-based, national benchmarked nurse (RN) satisfaction data from the most recent survey administered within the previous 30 months before documentation submission.</b></p> <p><b>Benchmark used must be one to which the organization contributes data.</b></p> <p><b>Beginning April 1, 2016: The nurse satisfaction survey must include questions related to the following seven (7) categories. Data must be submitted on your choice of four (4) of the seven (7) categories:</b></p> <ol style="list-style-type: none"> <li>1. Autonomy</li> <li>2. Professional development (education, resources, etc.)</li> <li>3. Leadership access and responsiveness (includes nursing administration/CNO)</li> <li>4. Interprofessional relationships (includes all disciplines)</li> <li>5. Nursing foundations for quality care</li> <li>6. Adequacy of resources and staffing</li> <li>7. RN to RN teamwork and collaboration</li> </ol> <p><b>Benchmark used must be one to which the organization contributes data.</b></p> <p>See pages 43-44 of the 2014 Magnet® Application Manual for additional details of data display requirements.</p>	<p><b>Presentation:</b></p> <ul style="list-style-type: none"> <li>• Provide data for each unit and ambulatory clinic using the guidance provided on page 44 of <i>2014 Magnet Application Manual</i></li> <li>• Submit the most recent Survey within the 30 months prior to documentation submission</li> </ul> <p><b>Categories/Subscales</b></p> <ul style="list-style-type: none"> <li>• Select four (4) of seven (7) categories noted on page 43 of <i>Manual</i></li> <li>• Refer to vendor (external to the organization) to align survey with categories</li> <li>• Four (4) categories must be consistent across the organization (inpatient and outpatient)</li> </ul> <p><b>Level of data</b></p> <ul style="list-style-type: none"> <li>• Provide data at the unit/clinic-level. If data are not available at the unit/clinic level, present at the next aggregated level available from the vendor (e.g., clinic groups).</li> <li>• Explain units/clinics within aggregated data</li> <li>• Explain any units not included</li> </ul> <p><b>Benchmark statistic</b></p> <p>Use of mean, median or other measure of central tendency provided by the vendor’s national (Provincial, Regional, Territory, State) database benchmark</p> <p><b>Comparison Group/Cohort</b></p> <ul style="list-style-type: none"> <li>• Use of an appropriate comparison group may change between units/clinics</li> </ul>

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**EP3EO  
Nurse (RN)  
Satisfaction  
– cont'd**

- Comparison group label must be depicted on table and graph

**Graph presentation**

- Up to four (4) units/clinics may be presented on one graph
- If multiple units on one graph, all elements (i.e. benchmark, cohort) must be consistent
- Single Unit/Clinic presentation
- A different mean or median may be used for each graph

Organizations must contribute to an externally managed database that accepts data from similar organization types. The word "vendor" is often used when describing the company that collects and analyses the benchmarked data.

The Magnet Recognition Program has an established process for aligning externally managed database survey questions to the *2014 Magnet® Application Manual* EP3EO Nurse Satisfaction categories.

Applicant organizations must have their externally managed database contact the Magnet program office to engage in the established process.

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Source of Evidence Label	Source of Evidence Statement	International Applicant
<p><b>EP22EO</b> <b>Nurse-Sensitive Clinical Indicators</b></p>	<p><b>Nurse Sensitive Clinical Indicators:</b> <b>Nursing-sensitive clinical indicator data at the unit/clinic level outperforms the mean or median of the national database used. Organization's seeking Magnet designation/re-designation must:</b></p> <ul style="list-style-type: none"> <li>• Use national databases when available. If a national database is not available, the organization must demonstrate that internal benchmarks are based on professional standards, literature review, and/or internal trended data.</li> <li>• Provide <u>unit-/clinic-level</u> data, for the <b>indicators</b> listed below, for the most recent eight (8) quarters available prior to documentation submission.</li> </ul> <p>See pages 48-51 of the 2014 Magnet® Application Manual for additional details of required Nurse Sensitive Clinical Indicators and data display requirements.</p>	<p>Organizations must contribute to an externally managed database that accepts data from similar organization types. The word "vendor" is often used when describing the company that collects and analyses the benchmarked data.</p> <p>Core Measures: Other nurse sensitive clinical indicators may be substituted for Core Measures.</p>

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INTERNATIONAL EQUIVALENT (IE) STANDARDS  
FOR SELECTED SOURCES OF EVIDENCE

EP22EO Nurse-Sensitive Clinical Indicators			
Change – Update <b>ONLY</b> for international and specialty organizations (e.g., mental health, rehabilitation)			
Nurse-Sensitive Clinical Indicators	Acute Care Organization With Ambulatory/Outpatient Services	Acute Care Organization Without Ambulatory/Outpatient Services	Organization With Ambulatory/Outpatient Services Only
Falls with Injury	Required	Required	
Hospital-acquired pressure ulcers (HAPU) stages 2 and above	Required	Required	
Central line-associated bloodstream Infection (CLABSI)	Required – Alternative option <b>ONLY</b> for international and/or specialty organizations (e.g., mental health, rehabilitation): Must select a nationally benchmarked nurse-sensitive clinical indicator that is a patient outcome measure/Indicator.	Required – Alternative option <b>ONLY</b> for international and/or specialty organizations (e.g., mental health, rehabilitation). Must select a nationally benchmarked nurse-sensitive clinical indicator that is a patient outcome measure/Indicator.	
Catheter-associated urinary tract Infection (CAUTI)	Required – Alternative option <b>ONLY</b> for international and/or specialty organizations (e.g., mental health, rehabilitation): Must select a nationally benchmarked nurse-sensitive clinical indicator that is a patient outcome measure/Indicator.	Required – Alternative option <b>ONLY</b> for international and/or specialty organizations (e.g., mental health, rehabilitation): Must select a nationally benchmarked nurse-sensitive clinical indicator that is a patient outcome measure/Indicator.	
	Select <b>ONE</b> nurse-sensitive clinical Indicator from the Core Measure Sets. <b>See previous page.</b>	Select <b>TWO</b> nurse-sensitive clinical Indicators from the Core Measure Sets. <b>See previous page.</b>	
	Select <b>ONE</b> nurse-sensitive clinical Indicator from Primary <b>OR</b> Specialty Outpatient Services. <b>See previous page.</b>		Select <b>TWO</b> nurse-sensitive clinical Indicators from Primary <b>OR</b> Specialty Outpatient Services. <b>See previous page.</b>
	<b>Total Submitted = 6</b>	<b>Total Submitted = 6</b>	<b>Total Submitted = 2</b>

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- Nurse-sensitive clinical indicators from the Core Measure Sets – alternative option **ONLY** for international and/or specialty organizations (e.g., mental health, rehabilitation): Must select an international and/or specialty Quality/Safety nurse-sensitive clinical indicator. Provide nationally benchmarked unit-level nurse-sensitive clinical indicator data. Organizations may benchmark internally, only when a national database is not available. The established benchmark must be based on professional standards, literature review, or internal trended data, or all three.
- Nurse-sensitive clinical indicator from Primary OR Specialty Outpatient Services – no change. Required by all applicants with Ambulatory/Outpatient Services. Provide nationally benchmarked unit-level nurse-sensitive clinical indicator data. Organizations may benchmark internally, only when a national database is not available. The established internal benchmark must be based on professional standards, literature review, or internal trended data, or all three.
- A national database must be used, if available. If a national database is not available for international and specialty organizations **ONLY**, then data may be contributed to and analyzed by the following databases for submission to Magnet: National, Provincial, Territory, State, or District.
- The Magnet Program Office must be consulted to confirm that the selected databases provide valid and reliable benchmarks.

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Source of Evidence Label	Source of Evidence Statement	International Applicant
<p><b>EP23EO Patient Satisfaction with Nursing</b></p>	<p><b>Patient Satisfaction:</b> Provide inpatient, pediatric, and ambulatory/outpatient patient satisfaction data at the unit- or clinic-level for the most recent 8 quarters prior to documentation submission.</p> <p>Select and report data for four of the nine categories listed below.</p> <ol style="list-style-type: none"> <li>1. Patient engagement/patient-centered care</li> <li>2. Care coordination</li> <li>3. Safety</li> <li>4. Service recovery (may be ambulatory)</li> <li>5. Courtesy and respect</li> <li>6. Responsiveness</li> <li>7. Patient education</li> <li>8. Pain</li> <li>9. Careful listening</li> </ol> <p><i>Note: Pediatric and ambulatory patient satisfaction data are required for organizations with these services in place.</i></p> <p>See pages 53-54 of the 2014 Magnet® Application Manual and the Manual Updates on Magnet website for additional details of data and data display requirements.</p>	<p>EP23EO – Patient Satisfaction (International Only): <b>The requirement for International organizations to submit patient satisfaction using an externally managed database by 2016 has been changed to <u>April 2020</u>.</b></p> <p>The Magnet Recognition Program has an established process for aligning externally managed database survey questions to the <i>2014 Magnet® Application Manual</i> EP23EO Nurse Satisfaction categories. Applicant organizations must have their externally managed database contact the Magnet program office to engage in the established process.</p> <p>To prepare for the 2020 deadline, patient satisfaction data must be submitted by the organization to an externally managed database no later than the first calendar quarter in 2018 to be prepared to submit documentation by April 1, 2020. The most recent data are required at the unit and ambulatory clinic level with a quarterly display over 8 quarters when submitting documents for Magnet review.</p> <p><u>The following requirements still apply:</u></p> <p>Presentation:</p> <ul style="list-style-type: none"> <li>• Must include each unit/clinic using guidance provided on page 54 of <i>2014 Magnet Application Manual</i></li> <li>• Most recent eight (8) quarters prior to documentation submission</li> </ul> <p>Categories/Subscales</p> <ul style="list-style-type: none"> <li>• Select four (4) of nine (9) categories noted on page 53 of <i>Manual</i></li> <li>• Refer to Manual Updates available at <a href="http://www.nursecredentialing.org/Magnet/MagnetManualUpdates">http://www.nursecredentialing.org/Magnet/MagnetManualUpdates</a></li> <li>• Align patient satisfaction questions with categories. Contact the</li> </ul>

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**EP23EO  
Patient  
Satisfaction  
with  
Nursing –  
cont'd**

Magnet Recognition Program office to approve alignment of questions to categories.

- Four (4) categories must be consistent across the organization data display (inpatient and outpatient)
  - Within each category, the specific question, benchmark, cohort and mean, median or other measure or central tendency may vary from unit/clinic to unit/clinic
  - Explain any units not included

**Benchmark statistic**

- Use of mean, median or other measure of central tendency

**Graph presentation**

- Each graph must include the category (for example, Pain) and the specific externally-managed-database-aligned question (How well was your pain controlled?)
- Single Unit/Clinic presentation
- A different mean or median may be used for each graph
- Up to four (4) units/clinics may be presented on one graph
- If multiple units on one graph, all elements (i.e. target, benchmark, cohort) must be consistent



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