

## **Pathway to Excellence Case Study**

### **Logan-Beaudesert Hospital and Redland-Wynnum Hospital**

#### **Queensland, Australia**

Logan-Beaudesert Hospital and Redland-Wynnum Hospital – part of Metro South Health in Queensland, Australia – are major providers of public health services in the Brisbane south side, Logan, Redlands, and Scenic Rim regions of the country. With a rich history of providing quality health care to the local community, today the hospitals offer a range of specialties including surgical procedures and midwifery services.

Metro South Health is engaged in a journey of excellence, redesign, and continued improvement over and above the standards required of public sector organizations. As a key component of this effort, Logan-Beaudesert and Redland-Wynnum hospitals chose to pursue American Nurses Credentialing Center Pathway to Excellence® designation. Nursing leaders believe it not only aligns well with the health service's strategic objectives, but also ensures nurses and midwives are at the forefront of all achievements, and recognized as such throughout the world.

In 2017, the hospitals received Pathway to Excellence designation, making them the second in Australia, the first on the east coast of Australia, the first in Queensland, and the first in Metro South Health to receive this prestigious credential.

#### ***Empowered Nurses Drive Improvements***

The impact is profound. Using Pathway's evidence-based framework as a benchmark, the hospitals improved the visibility and perceived utility of their nursing and midwifery teams, and provided a structure that will promote continued growth. Staff is empowered to implement a nursing-led model of care.



At **Logan-Beaudesert Hospital**, highlights include:

- **Sunflower Model.** Within the respiratory unit, the nursing team identified an increase in patients with dementia, delirium, and cognitive impairment. The team implemented a patient-centered model that promotes freedom, inclusion, connection, and purposeful activity. Nurses rezoned a room for diversional therapy activities and introduced tools at the bedside to aid communication and inclusion in care. Outcomes include zero personal threat incidents in six months, less sedation, a 37 percent reduction in hospital-acquired pressure injuries, and a 3 percent increase in staff satisfaction on the unit.
- **Cognitive impairment rounding.** Within the stroke unit, the team introduced a nurse-led model to improve care provided for cognitively impaired patients. An enrolled nurse (equivalent to an LPN) conducts scheduled rounding focused on mobilization and exercise, hydration and nutrition, pain assessment and pain relief, and fall- and pressure injury-prevention strategies. Outcomes to date include an 81 percent reduction in occupational violence, a 58 percent reduction in hospital-acquired pressure injuries, a 29 percent reduction in falls, and better delirium detection.

At **Redland-Wynnum Hospital**, highlights include:

- **Nurse Manager Internship Program.** By living the Pathway values and acknowledging the importance of leadership in nurse manager positions, the hospital implemented an internship program to support the professional growth and development of nurses/midwives keen to pursue management roles. The internship provides dedicated time for nurses to explore leadership skills and role-specific tasks, and immerse themselves in nurse manager succession planning.

### ***Pride and Confidence Boost Engagement***

At both hospitals, the Pathway framework promotes and strengthens collegial relationships between units and professions, leading to higher levels of employee engagement. This is evident in the latest Best Practice Australia Staff Satisfaction Survey results, with a 16.8 percent increase in engagement and an 18 percent reduction in disengagement. Nurse leaders expect continued improvement in the years ahead.

Among nurses, pride and confidence are palpable. All staff share this pride and know that nursing/midwifery at Logan-Beaudesert and Redland-Wynnum hospitals is synonymous with high-functioning, high-achieving, evidence-based practice where nurses and midwives flourish.

“We are honored to be part of the international Pathway family and see this designation as the first of many with our commitment to maintaining a positive practice environment for our nurses

and midwives,” says Lorraine Stevenson, Director Nursing and Midwifery Services. “We are proud ambassadors of the principles incorporated within the Pathway Practice Standards and look forward to sharing our journey with others to enrich our profession and the benefits this recognition provides to our patients, staff, and community.”

### **About Metro South Health**

Metro South Health is the major provider of public health services, and health education and research, in Queensland, Australia. The multihospital system serves an estimated population of 1 million people, 23 percent of Queensland’s population. With more than 10,000 staff and an annual operating budget of \$1.6 billion, Metro South Health's purpose is to deliver high-quality health care through the most efficient and innovative use of available resources, using planning and evidence-based strategies. <https://metrosouth.health.qld.gov.au/>

### **About the Pathway to Excellence® Program**

The Pathway to Excellence® Program recognizes a health care organization’s commitment to creating a positive nursing practice environment. The Pathway to Excellence in Long Term Care® program is the first to recognize this type of supportive work setting specifically in long-term care facilities. Pathway organizations focus on collaboration, career development, and accountable leadership to empower staff. [www.nursecredentialing.org/pathway](http://www.nursecredentialing.org/pathway)