EXECUTIVE SUMMARY

The 2007-2010 Department of Nursing Strategic Plan is the framework through which the Department of Nursing will achieve its goals related to professional growth and development, cost effective use of resources, challenges of workforce shortages, achievement of excellence in patient care and Magnet redesignation. The plan supports the Optimal Patient Care Experience (OPCE) Model developed by an interdisciplinary team led by the Department of Nursing in November 2006. Core components of the OPCE Model include Practice, Leadership, Corporate Culture, Partnerships, Communication, and Service Excellence.

Each core component is defined by professional nursing’s unique contribution. Specific 2007-2010 goals that have been identified through the work of the subgroups, Nursing as a Profession, will follow. Implementation of these goals is the responsibility of the subgroups as a Nursing as a Profession nursing leadership and staff. Progress will be monitored through measurement of nursing indicators, continuous quality improvement initiatives, compliance with Regulatory standards and sustained adherence to the Magnet status.

PHILOSOPHY

We believe:

- The most important person in our organization is the patient/family.
- Nurses provide caring relationships that facilitate health.
- Nurses meet the health needs of patients according to professional standards within an appropriate scope of practice.
- Nurses deliver care that is patient and family centered, collaborative and continuously improving quality while utilizing resources effectively.
- Nurses ensure patient safety and outcomes through the use of theoretical and evidence-based knowledge.
- Nursing’s contributions to health and education contribute to public health and social justice.
- Nursing practice is nurtured through fostering of the Principles and Elements of a Healthcare Practice/Work Environment.

HARTFORD HOSPITAL REGISTERED NURSES

Through their commitment to excellence and internalization of the fourteen magnet forces, nurses at Hartford Hospital bring this vision to life every day.

Their unwavering spirit is seen in the creation of a professional practice environment wherein autonomous Registered Nurses provide safe, quality, patient care.

Nurses who choose to practice in this Magnet Hospital setting distinguish themselves by confirming the importance of the work they do through the forces of magnetism.

Together, they perform the healing art of nursing with its component scientific basis to grow personally and professionally.

With the patient as the center of everything that they do, they are known for their collegiality and their teamwork.

Through their community service, mentorship, peer review, consultation and professional affiliations, Hartford Hospital Nurses uphold the ideal image of the professional nurse in this decade.

Hartford Hospital nurses’ defining quality is their leadership and noteworthy interdisciplinary relationships with all members of the health care team.

As we look forward to the implementation of Nursing’s Strategic Plan 2007-2010, their vision ensures a future reality where nurses achieve the highest professional satisfaction and patients receive the best in care.

The Optimal Patient Care Experience Model’s core components include:


NURSING MISSION

The Mission of Nursing at Hartford Hospital is to ensure the protection, promotion and optimization of health and safety for the individuals, families and communities we serve within a teaching environment.

NURSING VISION

Hartford Hospital nurses create a healthful practice/work environment that ensures the best, holistic patient care through their commitment to clinical expertise, interdisciplinary collaboration and advocacy for patients, families and their profession.

DEFINITION OF NURSING

Nursing is the protection, promotion, and optimization of health and abilities, prevention of illness and injury, alleviation of suffering through the diagnosis and treatment of human response, and advocacy in the care of individuals, families, communities and populations.

CONNECTICUT NURSE PRACTICE ACT

The practice of nursing by a RN is defined as the process of diagnosing human responses to actual or potential health problems, providing supportive and restorative care, health counseling and teaching, case finding and referral, collaboration in the implementation of the total health care regimen, and executing the medical regimen under the direction of a licensed physician, [or] dentist or advanced practice registered nurse.
STRATEGIC GOALS 2007 – 2010

Optimal Patient Care Experience for every patient and family member

Practice:
Evidence-based professional nursing practice will provide the foundation for the Optimal Patient Care Experience (OPCE) at Hartford Hospital. Autonomous professional nursing practice will focus on evidence to substantiate high quality and safe performance in the delivery of patient and family care reaching and surpassing national benchmarks. Positive outcome indicators will reflect the contribution of the nursing staff in the support of Hartford Hospital’s strategic plan. The Magnet forces will be strengthened through increased nursing certification in all specialties, the continued RN EBP Fellowship program, attainment of objectives in safe patient handling and pain management, education, and research.

Leadership:
Nursing as a Profession will empower the development and succession planning of nursing leadership. Nursing leadership will support the strategic plan ensuring accountability of nursing staff in autonomous decision-making throughout the organization, evaluation of the Clinical Leader role, fiscal responsibility, and patient care outcomes.

Corporate Culture:
The implementation of the principles of AONE’s Healthy Practice/Work Environment and the Optimal Patient Care Experience will support Hartford Hospital’s success in meeting strategic planning goals for standardized, fiscally responsible, safe, quality care. External benchmarks of the NDNQI and the Joint Commission National Patient Safety Goals will be monitored to document achievements. The initial attendance of the Graduate Nurse Residency program and the Graduate Nurse/ICU program will impact in a positive trend nurse vacancy and turnover percentages.

Partnerships:
Interdisciplinary and leadership partnerships promote a safe, positive, knowledge-seeking, respectful, creative, and trusting practice environment that brings about optimal health care delivery and advancement in learning. Capable nurse and medical partners will enhance the provision of an optimal experience for patients and families. The diverse staff of Hartford Hospital and its affiliates promotes optimal care for the citizens of Hartford.

Communication:
The Optimal Patient Care Experience operates successfully through complete accessible and accurate communication channels that uphold the NPSGs and ISBAR initiatives. Nursing leadership embraces reliable information technology that fosters timely and accurate recording of information which will assist in the accountability in providing safe, quality patient and family care. Nursing will role-model open and trusting dialogue with colleagues, patients, families and the community.

Service Excellence:
The Optimal Patient Care Experience model for healthcare delivery at Hartford Hospital will exceed patient/family and caregivers expectations in the provision of service excellence through the organization’s shared responsibility in building courteous, respectful teamwork. Deliverance of service excellence generates success for the strategic plans of the Nursing Service and Hartford Hospital.

Technology and Education will support the OPCE at Hartford Hospital:
Embedded within the operations of the Optimal Patient Experience, technology and education are integral components towards success in outcome. Educational support of staff through strategic initiatives such as simulation classroom experience, mentorships, and graduate nurse development programs provide incentives with which to create an optimal learning and practice experience for nursing staff supporting the magnet forces.