Solving Challenges of Practice

Direct-Care Nurses
Bring FLOWERS® to the Bedside

Lynn Dykema Sprayberry, PhD, RN
AMSN Annual Convention
25 September 2015

Objectives

- Describe the impact of national healthcare policies on professional direct-care nursing practice.
- Define seven (7) concepts essential for achieving excellence in professional direct-care nursing practice, education, and research.
- Bring FLOWERS® to the bedside of each patient in need of professional nursing care.

The Challenge

- Patient safety
- Care coordination
- Patient/family engagement
- Clinical processes and effectiveness
- Population health
- Efficient use of healthcare resources

NATIONAL QUALITY STRATEGY

Accountability Measures
Quality Improvement Measures
Surveillance Measures

Importance
Scientific Accountability
Usability
Feasibility
Harmonization

Quality Burden Phenomenon

Role Ambiguity
Role Conflict
Role Overload

The Solution?

Hospital Reimbursement
Balancing Quality Programs

EHR Incentive
Hospital Readmissions Reduction
Hospital-Acquired Conditions
Value-Based Purchasing
Accountable Care Organizations
Population Health
Joint Commission
ICD-10

Better Care
Healthy People & Communities
Affordable Care

NATIONAL QUALITY FORUM
"Take your place around the table"

Over 600 endorsed measures!
FLOWERS®

- Fundamentals of Care
- Leadership at the Bedside
- Ownership of Outcomes
- Wisdom
- Ethics
- Relational Competence
- Skilled Caring

**Fundamentals of Care**

Daily self-care activities universally essential for human life (Kibson et al., 2010)

**Leadership at the Bedside**

Purposeful application of knowledge and expertise by direct-care nurses to ensure patients achieve best possible outcomes (Sprayberry, 2014)

**Ownership of Outcomes**

Psychological Ownership: Individuals or groups believe a target of ownership (physical or non-physical) is theirs (Pierce et al., 2010)

**Wisdom**

Professional discernment to understand and manage uncertainty, determine correctness of action, and acknowledge limits of what is known (Sprayberry, 2014)

**Ethics**

Our moral compass

...
Qualities of an individual that facilitate acquisition, development, and maintenance of mutually satisfying relationships (Carpenter, 1993)

Skilled Caring
Meticulous execution of psychomotor skills with coincident attention to the individuality and dignity of patient and family (Sprayberry, 2014)

Relational Competence

...sets the culture and behaviors of an organization

Imagine bringing…

FLOWERS® to your boardroom

FLOWERS® to your executives
FLOWERS® to your nurse manager

FLOWERS® to your staff meetings

FLOWERS® to your classroom

FLOWERS® to your nursing research

FLOWERS® to the bedside

...of each patient in need of Professional Nursing Care

Lives Flourish!
## Contact Information

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## Image Source

Unless otherwise noted, all images were purchased from:  
http://www.123rf.com

## Links to Hospital Statistics

- ACHE: Top Issues Confronting Hospitals in 2014

## Links to Nursing Workforce Statistics

- HRSA 2013 Report - U.S. Nursing Workforce  
- AMN Healthcare, Inc. 2013 Survey of Registered Nurses

## Links to National Quality Strategy (NQS) Information

- National Quality Strategy  
- National Quality Strategy Fact Sheet 2014  
- National Quality Strategy - Using Levers to Improve Health and Health Care  

## Links to National Quality Forum

- National Quality Forum – Home  
- National Quality Forum - Quality Measures

## Links to U.S. Department of Health and Human Services (HHS) Information

- HHS Organizational Chart  
- HHS 2014-2018 Strategic Plan  
- HHS 2016 Budget-in-Brief  
- HHS Leadership  
- HHS Operating Divisions  
- Office of the Secretary Staff Divisions

## Links to Hospital Quality Programs

- Hospital Readmissions Reduction Program  
  CMS Hospital Readmissions Reduction Program  
  American Hospital Association Reducing Hospital Readmissions Program  
  Understanding Hospital Readmissions Reduction Program - States Health
- Hospital-Acquired Conditions Program  
  CMS Hospital-Acquired Conditions (HAC) Reduction Program  
  Understanding the HAC Reduction Program - States Health
- Hospital Inpatient Quality Reporting  
  Hospital Compare
- Value-Based Purchasing  
  Centers for Medicare and Medicaid Services  
  Medicare Value-Based Purchasing Program  
  Understanding the Value-Based Purchasing Program - States Data
- Electronic Health Records Incentive Program  
  CMS EHR Incentive Programs
- Accountable Care Organizations  
  CMS Innovation Center (Accountable Care Organizations)
## FLOWERS® Self-Assessment

**Scale:** 1 = Lowest 5 = Highest

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**TOTAL SCORE:** _____÷ 7 = ______

FLOWERS® SCORE
Reference and Suggested Reading List
Listed by Content Categories

HEALTHCARE PROVIDERS

Hospital Executives and Healthcare Reform


Nurses’ Role Stress: Role Ambiguity, Conflict, & Overload


Impact of Hospital Care Environment on Nurses and Patient Outcomes


**Nursing Turnover and Retention Surveys**


HOSPITAL QUALITY PROGRAMS

National Quality Strategy


Department of Health and Human Services Budget, Leadership, Operating Divisions, Staff, and Strategic Plan


**National Quality Forum (NQF)**


**Centers for Medicare and Medicaid (CMS) Electronic Health Records (EHR) Incentive Programs**

Centers for Medicare and Medicaid (CMS) Value-Based Purchasing Programs


Centers for Medicare and Medicaid (CMS) Hospital Readmissions Reduction Program


**Centers for Medicare and Medicaid Services (CMS) Innovation Center**


Centers for Medicare and Medicaid Services (2014). *Summary of final rule provisions for Accountable Care Organizations (ACOs) under the Medicare Shared Savings Program.* Retrieved from [https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/sharedsavingsprogram/Downloads/ACO_Summary_Factsheet_ICN907404.pdf](https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/sharedsavingsprogram/Downloads/ACO_Summary_Factsheet_ICN907404.pdf)

**Centers for Medicare and Medicaid Services (CMS) Hospital-Acquired Conditions (HAC) Reduction Program**


**Fundamentals of Care**


**Leadership at the Bedside**


Ownership of Outcomes


Wisdom


**Ethics**


**Relational Competence**


**Skilled Caring**


