



# Magnet Designation and Patient Satisfaction

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# PICO Question:



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- In adult patients, does care received in a facility with magnet designation improve their overall patient experience as measured by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey?

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The sum of all **interactions**, shaped by an organization's **culture**, that influence patient **perceptions** across the **continuum** of care.

The Beryl Institute (2014). *Defining patient experience: A critical decision for healthcare organizations*. Retrieved July 6, 2015, from <https://theberylinstitute.site-ym.com/store/ViewProduct.aspx?id=3720810>

In adult patients, does care received in a facility with magnet designation improve their overall patient experience as measured by the **Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)** survey?

How does the survey work?



Telephone or paper modality  
Random sampling of patients  
Top Box scores require a  
culture of ALWAYS.

- Patient Protection & Affordable Care Act of 2010 included
- CMS required
- 9 Domains
- 27 questions
- Publicly reported
- Fee for service, reimbursement dollars at stake in 2014 are over \$850 million.

**It is the right thing to do!**

In adult patients, **does care received in a facility with magnet designation** improve their overall patient experience as measured by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey?



The people who have the greatest opportunity to impact the patient experience- **Nurses!**

## Magnet Designation

- Known for nursing outcomes
- Research ties nursing outcomes to clinical quality outcomes
- How do nursing outcomes impact patient experience?

# Who else believes in this connection?

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Patient & Family  
Centered Care

- The Patient Protection and Affordable Care Act of 2010 instituted the Value-Based Purchasing program.
- Institutes of Medicine, Crossing the Quality Chasm
- QSEN Competencies

# Methods

Review of the literature was conducted to compare patient satisfaction results in Magnet hospitals to hospitals without magnet designation.

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Databases utilized for search:

- Cumulative Index to Nursing and Allied Health Literature (CINAHL)
- Cochrane Database of Systematic Review
- PubMed
- Health Source: Nursing/Academic Edition
- ERIC
- PsycINFO
- MEDLINE



# Methods

(Key search terms included):

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- HCAHPS
- Magnet
- Healthcare quality
- Medicare
- outcomes measurement
- Nurse
- patient sat\*
- patient experience
- non-magnet
- non magnet
- healthcare environment
- patient outcomes
- quality of care



# Methods



## Inclusion Criteria

- Acute care setting
- Presence of patient satisfaction measure
- Adult patient population

## Exclusion Criteria

- No measure of patient satisfaction
- Pediatric only population

# Method

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- Reviewed a total of 218
- 6 met the inclusion criteria
- Review of references from source studies
- Level of evidence



# Findings and Themes

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Magnet Designation

Nursing Specific Outcomes

Cost-Benefit Analysis



# Magnet Designation

- ANCC Forces of Magnetism
- AACN Essentials of Healthy Work Environment

- Magnet-in-progress facilities demonstrated higher rates of patient satisfaction with quality of care... is improved patient satisfaction created through positive nurse practice environments?

Smith, S. A. (2013). *Magnet hospital status impact on mortality, readmission, and patient reported quality of care* (Doctoral dissertation). Available from CINAHL Plus with Full Text. (ISBN: 978-1-303-31402-5)

- Magnet status was persistently a stronger contributor to the HCAHPS scores when compared to RN-HPPD and nursing turnover.

Chen, J., Koren, M. E., Munroe, D. J., & Yao, P. (2014). Is the hospital's magnet status linked to HCAHPS scores? *Journal of Nursing Care Quality*, 29(4), 327-335.

“ “...hospitals with higher nurse-assessed quality of the nursing work environment and higher levels of nurse staffing and job satisfaction were more likely to receive higher HCAHPS scores” ”

Aiken, L. H., Sermeus, W., Van Den Heede, K., Sloane, D. M., Busse, R., McKee, M.,...Kutney-Lee, A. (2012). Patient safety, satisfaction, and quality of hospital care: cross sectional surveys of nurses and patients in 12 countries in Europe and the United States. *British Medical Journal*, 344(e1717), 1-14.

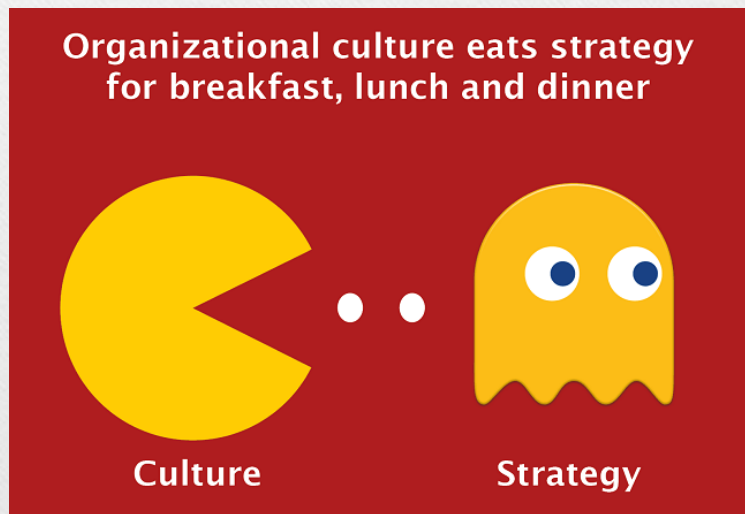


# Cost-Benefit Analysis

Lost revenue through VBP if improvement is not achieved...



Earned revenue if culture change occurs and strategy is successful.



# Limitations

- Limited number of Magnet and magnet in process
- Limited studies regarding Magnet designation and **Patient Outcomes**, fewer subjective **Patient Perception Outcomes**
- Limited body of evidence regarding strategies need to be further tested.



# Future Research Questions

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- In hospitalized patients, does care provided in magnet designated hospitals compared to hospitals implementing **Studer principles for culture transformation** improve patient perception of quality of care?
- In hospitalized patients, does care in **organizations with favorable nursing characteristics** compared to organizations with less than average nursing characteristics, improve patient perception of quality of care?



# Recommendations for practice

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- Hospitals should **pursue Magnet designation** for improved patient satisfaction scores which promote quality patient outcomes.
- Hospitals should actively **pursue improvements related to nursing outcomes** (nursing hours per patient day, RN turnover, and satisfaction with work environment) as these measures consistently demonstrate statistical significance related to patient satisfaction with care.
- Hospitals should **explore the cost** associated with Magnet designation and compare costs with lost reimbursement from CMS related to poor patient satisfaction when addressing strategies to improve patient satisfaction.

## Conclusion- Call to Action

Magnet designated hospitals and magnet in process hospitals have been found to have a positive impact on patient experience and perception of quality care.

Organizations that value patient experience should consider modeling improvement strategies after nursing characteristics found in Magnet facilities.



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*Our lives begin to end  
the day we become silent  
about things that matter.*

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Martin Luther King Jr.

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Questions?