

February 2018

A Note From Gen Guanci, MEd, RN-BC, CCRN-K

Welcome to another edition of our quarterly Excellence Exchange newsletter. The CHCM (CoE) team is excited to share our expertise, experience, thoughts and insights related to a wide variety of topics including the structures and process seen in successful cultures of excellence, strategies for crafting a successful Magnet® document, using data to drive practice regardless of your role, and strategies for creating a shared governance culture as well as solutions to support a journey to excellence.



[Continue reading Gen's note.](#)

Building Relationships: Putting LEO Leadership Principles into Action

Leading an Empowered Organization (LEO) is a leadership program that provides principles to enable individuals to change so they can lead in ways that are effective, as opposed to restructuring aspects of the organization outside of the leader's authority. The LEO principles are represented in the Empowerment Triangle. Empowerment centers on connections with others. We need each other; and remember, leaders are present at every level in the organization and include colleagues from various departments and disciplines of the health care team.



[Continue reading to build better relationships.](#)

Client Success!

In 2017, the **majority** of our clients who submitted their initial designation or redesignation documents **went directly to site visit!** Those involved in a Magnet® document submission know that most organizations receive a request for additional documentation before the determination of granting a site visit can be made.

We are so blessed to work with excellent clients who have helped us achieve this honor!



Design Considerations for Effective Presentations

Many of us are asked to give presentations occasionally or even on a routine basis, yet few of us have received formal education on what makes an effective computer presentation. Here are a few tips you may find useful.



[Click here for tips to create better presentation slides.](#)

FREE WEBINAR: The Evidence of Excellence - Strong Evidence for your Magnet® Document

Friday, March 23, 2018 - 12-1pm CDT

Join Marky Medeiros for an overview of what makes strong evidence in a Magnet document. Discover how to start collecting evidence in your organization. In fact, writing to the non-empirical outcome (non-EOs) sources of evidence (SoE) may seem easier than writing to the empirical outcome SoE's. However, one aspect that makes the non-EOs difficult, is the evidence to prove that the example happened in your organization. Notably, successful Magnet organizations have learned that the non-EO evidence is essential. This is often a point of additional documentation (and can end up causing rework) if it is not strong enough. We want you to get it right the first time for your document.

[Register here.](#)

FREE WEBINAR: Navigating Difficult Conversations - It's a Relationship Thing

Friday, March 16, 12-1pm CDT

Join Cheryl Persigehl to learn techniques to help:

- stay focused on what matters most when conversations deteriorate.
- manage my emotional state when others lose control.
- speak with both candor and kindness.
- make it safe for others to speak candidly.
- move conversations to a constructive resolution.

[Register here.](#)

Excellence Exchange Corner (Send us your questions.)

Q: My organization is planning to do our RN satisfaction survey in May 2018 and then an employee satisfaction survey in September 2018. Which survey should we submit with our June 2019 document?



A: You must submit the most recent survey completed within 30 months of document submission. If your employee satisfaction survey vendor can give you unit level, RN only data then you must submit your employee satisfaction survey results. If you cannot get unit level, RN only data from your employee satisfaction vendor then you can use the May 2018 RN satisfaction survey results.

[To read more Q&A please click here.](#)

Upcoming Events - Save the Date!

Relationship Based Care Leader Practicum

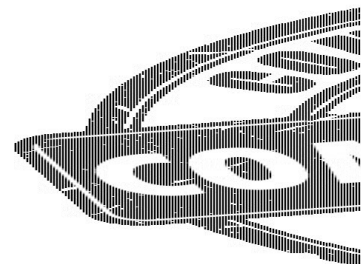
March 12-16, 2018 - Phoenix, AZ

[Event details and registration.](#)

Shared Governance Strategies that Work

June 7-8, 2018 - Location and further details coming soon

**Combined Annual Gathering:
Leadership, Resilience and Body Awareness**



Solution Spotlight

Are you submitting an initial or redesignation document using the 2019 Magnet® Manual? While there is much that has stayed the same, the items that have changed, such as ambulatory data requirements, are significant. We can help ensure you are focused on the changes and the associated requirements. We have a variety of customized approaches to support your success including readiness and vulnerability assessments, workshops, MPD mentoring as well as focused work related to the ambulatory data requirements.



For additional information please contact [Gen Guanci](#) or [Marky Medeiros](#).

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