General

Application

Is it acceptable for the organizational and/or nursing organizational charts to be updated to reflect organizational changes from time of application to document submission? (updated February 2020)

- Yes, you should submit the most current Organizational and Nursing Organizational charts at the time of application, document submission and again prior to site visit (SV).

General Questions

Q-Are observational units, labor and delivery, and the OR considered to be inpatient or ambulatory units? (updated February 2020)

- This is an organizational decision and it can depend heavily on how the externally managed database categorizes these units/ambulatory care settings. After the classification is determined, the areas must be consistently reported as inpatient or outpatient throughout the document.

Q – For examples that are specific to ambulatory areas, can the story take place in both inpatient and ambulatory areas? (Updated February 2021)

- Ambulatory examples must be specific to the ambulatory setting; all data must be from the ambulatory setting as well.

General EO Questions

Q-If an intervention is implemented on the first day of the month/quarter, can information from the month/quarter be considered post-intervention data? (FAQ December 2016. Updated February 2020)

- Yes, however, only if the intervention is instituted and completed on the first day of the month/quarter (e.g., July 1st).

Q-What format should be used to present participant information for an EO SOE example? (updated February 2020)

- Refer to page 17 in 2019 Magnet Application Manual. It is an organizational decision if you refer to these individuals by name or initials in the SOE example. However, the information provided in the example, must align with the information provided on the participant table. A meeting sign-in sheet is not required in addition to the participant table as a part of an EO example. A specific participant table format is not required but the name, discipline, title, and department must be included.

Q-What if my post-intervention data do not show three consecutive improvement points—the trend line is improved, but there is variability in the post-intervention data points? (FAQ December 2016, updated February 2020)

- If the empirical evidence SOE requests that improvement be demonstrated, the post-intervention data may show variability; however, it must show a trend of improvement when compared to the pre-intervention data.
- Trendlines are acceptable, but not a required element of an EO graph as outlined on page 17-18 in the 2019 Magnet Application Manual.
- Note: Data provided during the intervention period are not included in the appraiser's evaluation of improvement or change.

Q-What timeframe should be used to present quarters on an EO graph? (updated February 2020)

The Magnet Program Office is not prescriptive as to the units of time used. However, the timeframe must be the same for pre-intervention and post-intervention data. The timeframe must also be consecutive and should not overlap. Please see page 18 in the 2019 Magnet Application Manual.

Nursing Satisfaction, Nursing Sensitive Indicators and Patient Satisfaction (Big Five) General Questions

Q-During site visit will the appraisers expect to see updated data or will they only be validating the information provided during document submission? (updated February 2020)

- The expectation is for the appraisers to validate the data presented in the document against source data provided by the vendor during site visit.
- If there are deficiencies found within your Big 5 data (EP2EO, EP18EO, EP19EO, EP20EO, EP21EO) going into site visit, the appraisers will expect only to see the most recent available data. There may be times when the appraisers ask for updated Big 5 data if they think there may be an exemplar found within the updated data

Q-Can you pick different comparison groups or cohorts for each category? i.e. Autonomy academic centers, professional development national (updated February 2020)

- Yes, you may present different comparison cohorts for each unit or clinic.
- The comparison cohort must be same for the units or clinics presented on the same graph
- The comparison cohort must be an appropriate comparison.
- Please see page 55-56 in the 2019 Magnet Application Manual.

Q-Is the expectation to collect data Patient Satisfaction data in all ambulatory areas where nurses provide care? (updated February 2020)

- Yes. Data must be collected for the following ambulatory care settings: Emergency Department, Ambulatory Surgery Center and all other ambulatory areas where clinical nurses provide care. Work with an externally managed database to establish appropriate ambulatory data collection.
- Please see page 57 in the 2019 Magnet Application Manual.

Q-My organization has no ambulatory care settings, do I need to complete EP19EO or EP21EO? (updated February 2020)

- For organizations where there are no ambulatory care settings nothing needs to be submitted for EP19EO or EP21EO.
- For Magnet purposes, ambulatory care settings include emergency departments and urgent care.

Q-Why are Analysts unable to confirm if an outcome measure is acceptable? (updated June 2020)

- The Senior Magnet Program Analyst (SMPA) role is that of a subject matter expert, clarifying program requirements, definitions, terms, and content in the 2019 Magnet Application manual. This role is distinctly different from the Magnet Appraisers that appraise your examples or consultants that help you to develop

your examples. It is an organizational decision to seek guidance from a consulting firm.

- The SMPA asks questions to help drive an appropriate outcome measure. For example, what is the impact of the initiative on the patient(s), nursing workforce, or organization? Why did you implement the process/intervention? What data-driven problem in your organization/unit prompted this initiative?

Q: Is it acceptable to use raw numbers in an EO data presentation? (updated June 2020)

Outcome data must be presented as a ratio (e.g., rate, percentage, average, mean, median) consistently throughout the data collection period. The only exception is with a sentinel or never event.