



EP2EO – Professional Practice Model

*EP2EO: Present all eligible RN satisfaction data (inpatient care, ambulatory care, and administrative settings) and include all nursing levels collected and benchmarked by the vendor at the unit- or clinic-level, to demonstrate **outperformance** of the mean, median or other **measure of central tendency benchmark** provided by the vendor's national database). Submit results of most recent survey completed within thirty months prior to documentation submission.*

- *Provide overall participation rate.*
- *Select only four of the seven categories and present data for each unit.*
- *The four categories must be consistent across the organization (inpatient and outpatient).*
 - *Autonomy*
 - *Professional development (education, resources, etc.)*
 - *Leadership access and responsiveness (includes nursing administration/ CNO)*
 - *Interprofessional relationships (includes all disciplines)*
 - *Fundamentals of quality nursing care*
 - *Adequacy of resources and staffing*
 - *RN-to-RN teamwork and collaboration*

KFSHRC (General Organization)-Jeddah, Registered Nurses Satisfaction

KFSHRC-J has completed the Registered Nurse (RN) Satisfaction survey with the following:

RN Satisfaction Categories

1. Autonomy
2. Staffing & Resource Adequacy
3. Nursing Administration
4. Professional Development (Access)

Survey Date: October 2020

Questionnaire: Job Satisfaction – R, Magnet® Module

Benchmark:

1. KFSHRC-J has selected the NDNQI Magnet Mean as the benchmark for the RN Satisfaction results.
2. No Magnet Mean was available from the National Database of Nursing Quality Indicators® (NDNQI) for Response Rate. Therefore, the NDNQI All Hospitals Mean has been used for the response rate benchmark.

Vendor: National Database of Nursing Quality Indicators (NDNQI) of the Press Ganey® company.

Units Not Included:

1. ART
2. DEM
3. OB/GYN
4. HHC

The above four nursing units participated in the October 2020 survey, however:

- ART had less than five RN responses. Therefore, there is no data (n. d.) available for unit-specific results from the vendor due to data reliability reasons.
- HHC, DEM and OB/GYN have no benchmarks available from the vendor for comparison of results. HHC facilities are generally not considered part of a hospital.

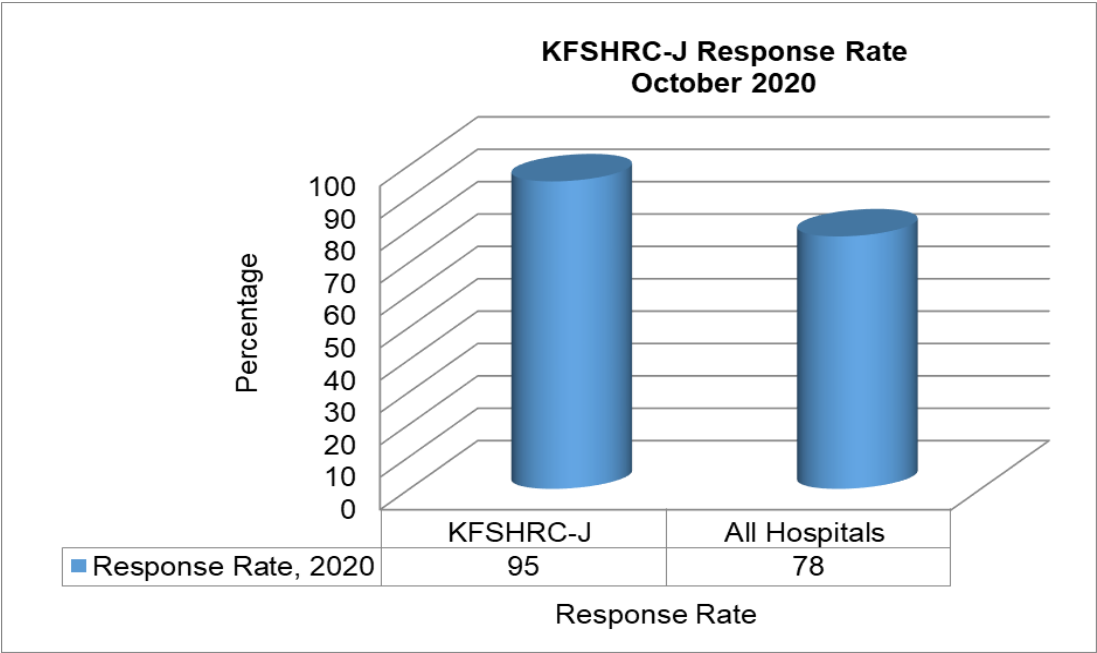
Table EP2EO.A. below presents the units included for data analysis and improvements according to the NDNQI unit classifications.

Table EP2EO.A. Nursing Units participating in the RN Satisfaction Survey, 2020

Vendor Classification	Nursing Units
Adult Medical	1. Medical North 2. Medical South 3. 24 Hour Admission Unit
Adult Surgical	4. Surgical 5. Renal Transplant Unit (RTU)
Adult Step Down	6. Cardiac Vascular Telemetry (CVT)
Adult Medical Surgical Combined	7. VIP (Protocol) 8. Adult Oncology 9. Neurosciences
Adult High Acuity	10. Coronary Care Unit
Adult Critical Care	11. Medical Surgical ICU (MSICU) 12. Surgical ICU (SICU)

Pediatric Critical Care	13. Pediatric ICU (PICU) 14. Cardiac Surgical ICU (CSICU)
Level III Neonatal Critical Care	15. Neonatal ICU (NICU)
Labor & Delivery	16. 17. Labor & Delivery
Pediatric Medical Surgical Combined	17. Pediatrics 18. Pediatric Oncology
Outpatient Clinics	19. Outpatient Department (OPD) 20. Family Medicine
Oncology Treatment Area	21. Oncology Treatment Area
Procedural-Others	22. Day Procedure Unit (DPU) 23. Renal Dialysis Unit (RDU)
Endoscopy	24. Endoscopy
Cardiac Services	25. Cardiac Cath Lab
Interventional Radiology	26. Radiology
Operating Room Full Service	27. Operating Suite (Operating Room/ Recovery Room)

The graph below demonstrates that KFSHRC-J’s response rate outperforms the NDNQI All Hospitals Mean. No Magnet Mean was available for comparison from NDNQI.



Graph EP2EO.A. Nursing (RN) Satisfaction Survey: Response Rate October 2020

Table EP2EO.B. Below demonstrates that 15/27 (56%) units outperformed the NDNQI Magnet Mean in at least 3/4 categories for the Nursing (RN) Satisfaction survey.

Table EP2EO.B. Nursing (RN) Satisfaction Summary of Units Which Outperformed

Summary of Nurse (RN) Satisfaction: Units Outperforming NDNQI Magnet Mean Four Categories, October 2020					
Units	Category 1: Autonomy	Category 2: Staffing & Resource Adequacy	Category 3: Nursing Administration	Category 4: Professional Development	Out-perform
1. Surgery	1/4	1/4	1/4	1/4	4/4
2. RTU	1/4	1/4	1/4	1/4	4/4
3. Neuroscience	1/4	1/4	1/4	1/4	4/4
4. Adult Oncology	1/4	1/4	1/4	1/4	4/4
5. Coronary Care Unit	1/4	1/4	1/4	0/4	3/4
6. PICU	1/4	1/4	n.d.	1/4	3/3
7. CSICU	1/4	1/4	n.d.	0/4	2/3
8. MSICU	1/4	1/4	1/4	1/4	4/4
9. SICU	1/4	1/4	1/4	1/4	4/4
10. Labor & Delivery	0/4	1/4	1/4	1/4	3/4
11. NICU	1/4	1/4	1/4	1/4	4/4
12. Pediatrics	1/4	1/4	1/4	1/4	4/4
13. Pediatric Oncology	1/4	0/4	1/4	1/4	3/4
14. Oncology Treatment Area	1/4	1/4	1/4	1/4	4/4
15. Endoscopy	1/4	1/4	1/4	1/4	4/4
Total Units outperforming the NDNQI Magnet Mean	14/15	14/15	13/13	13/15	15/15

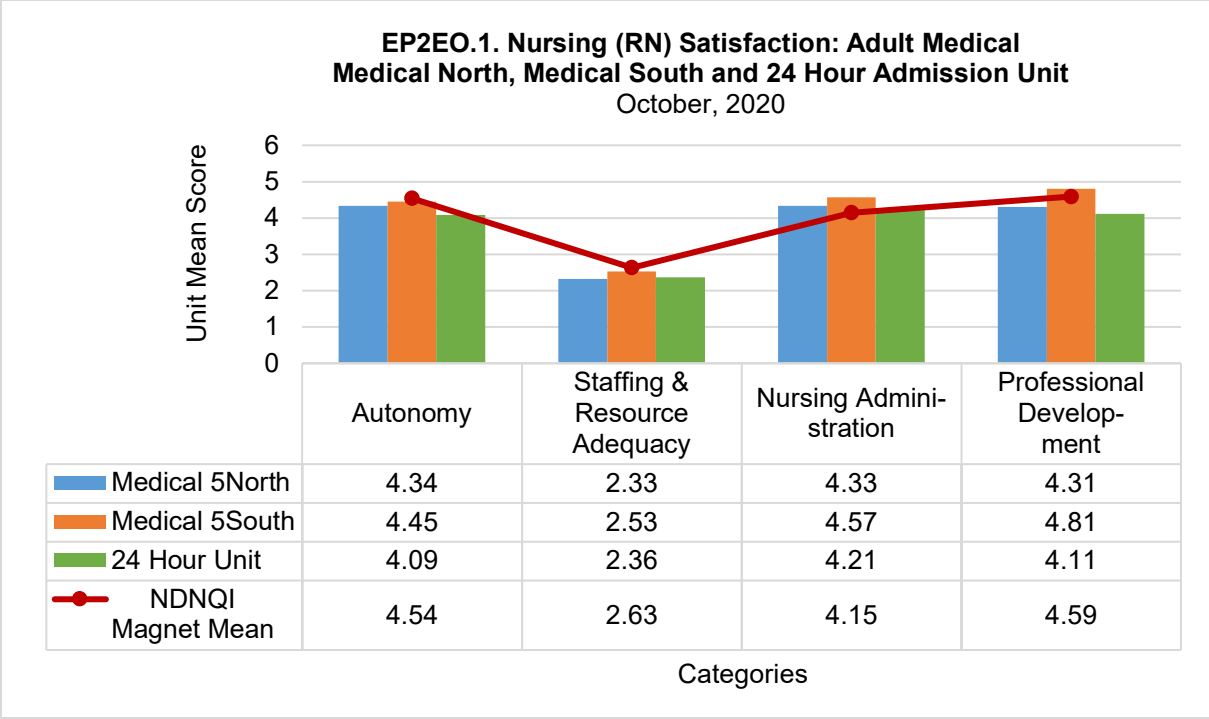
PICU and CSICU had no benchmark available from the vendor (n. d.) for the NDNQI Magnet Mean for the Nursing Administration category comparison.

Table EP2EO.C. Below demonstrates that 12/27 (44%) of the units did not outperform the NDNQI Magnet Mean in at least 3/4 categories for the Nursing (RN) Satisfaction survey.

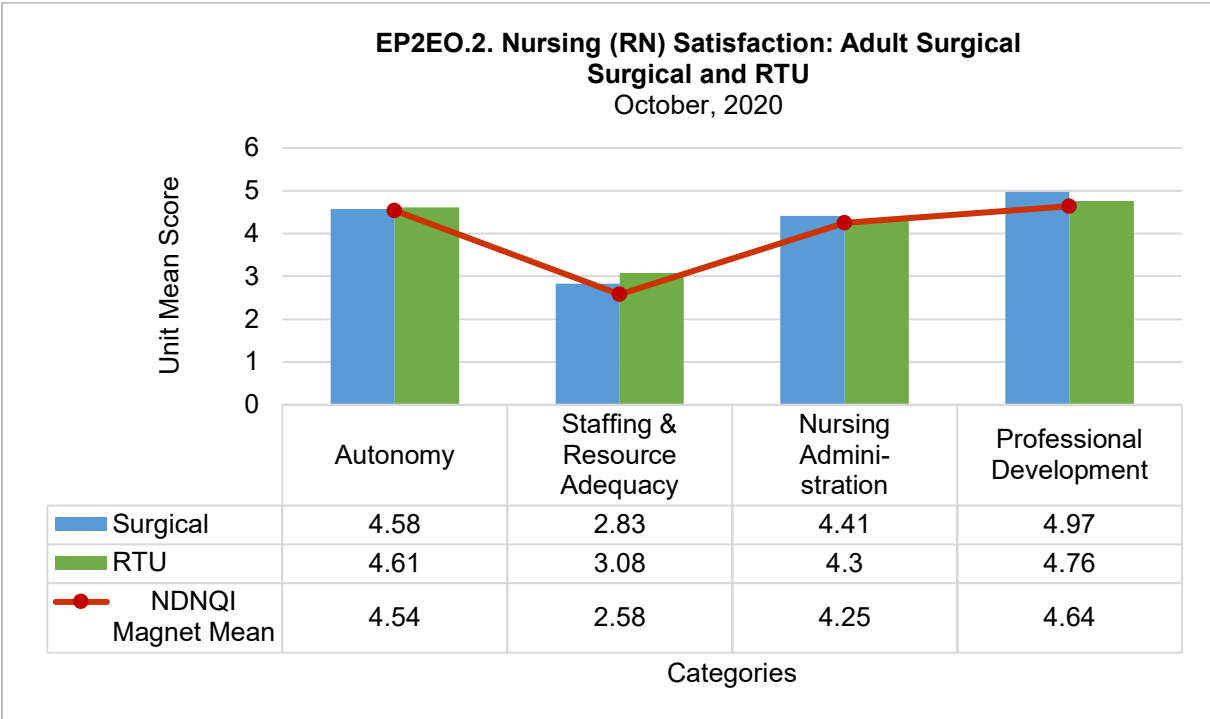
Table EP2EO.C. Nursing (RN) Satisfaction Summary of Units Which Did Not Outperform

Summary of Nurse (RN) Satisfaction: Units not Outperforming NDNQI Magnet Mean Four Categories, October 2020					
Units	Category 1: Autonomy	Category 2: Staffing & Resource Adequacy	Category 3: Nursing Administration	Category 4: Professional Development	Out-perform
1. 24 Hour Admission Unit	0/4	0/4	1/4	0/4	1/4
2. Medical 5North	0/4	0/4	1/4	0/4	1/4
3. Medical 5South	0/4	0/4	1/4	1/4	2/4
4. CVT	0/4	1/4	1/4	0/4	2/4
5. VIP (Protocol)	0/4	1/4	0/4	0/4	1/4
6. OPD	0/4	0/4	1/4	1/4	2/4
7. Family Medicine	0/4	0/4	1/4	1/4	2/4
8. DPU	0/4	0/4	1/4	0/4	1/4
9. RDU	0/4	0/4	1/4	0/4	1/4
10. Cardiac Cath Lab	0/4	0/4	1/4	1/4	2/4
11. Radiology	0/4	0/4	1/4	1/4	2/4
12. Operating Suite	0/4	0/4	0/4	0/4	0/4
Units Outperforming the NDNQI Magnet Mean	0/12	2/12	10/12	5/12	0/12

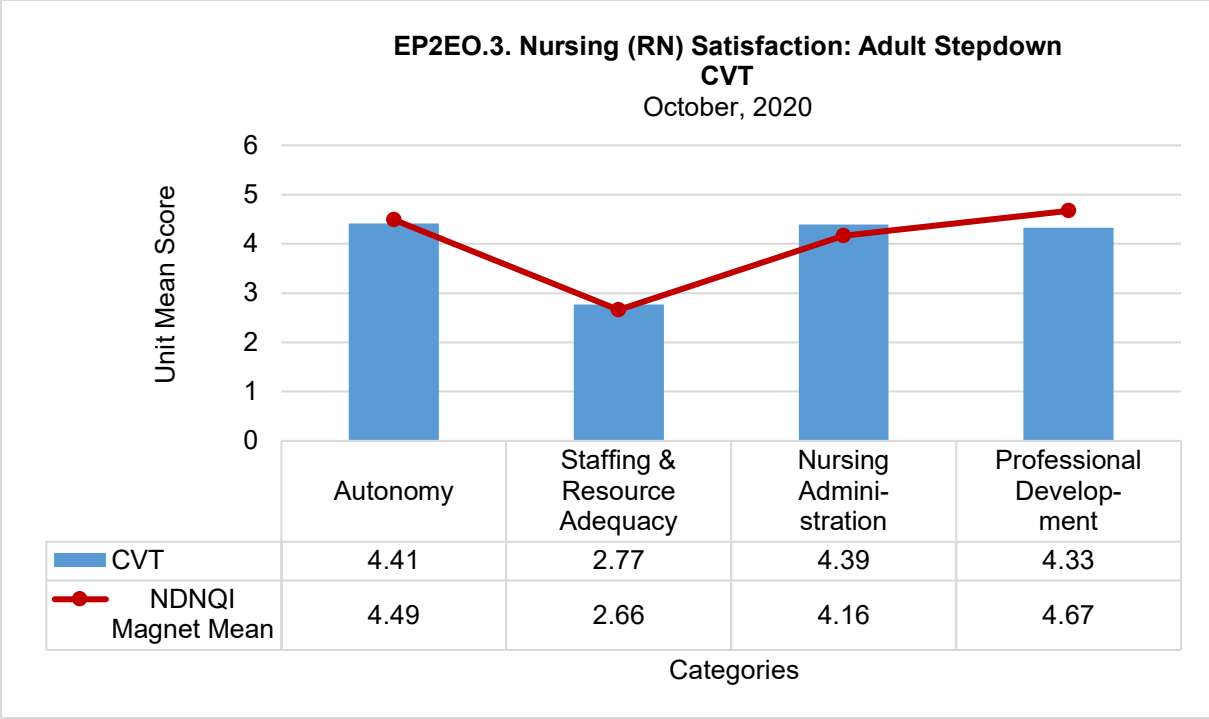
The following graphs will be presented for Nursing RN Satisfaction outcomes with the NDNQI Magnet Mean as the benchmark according to the units included in Table EP2EO.A. above.



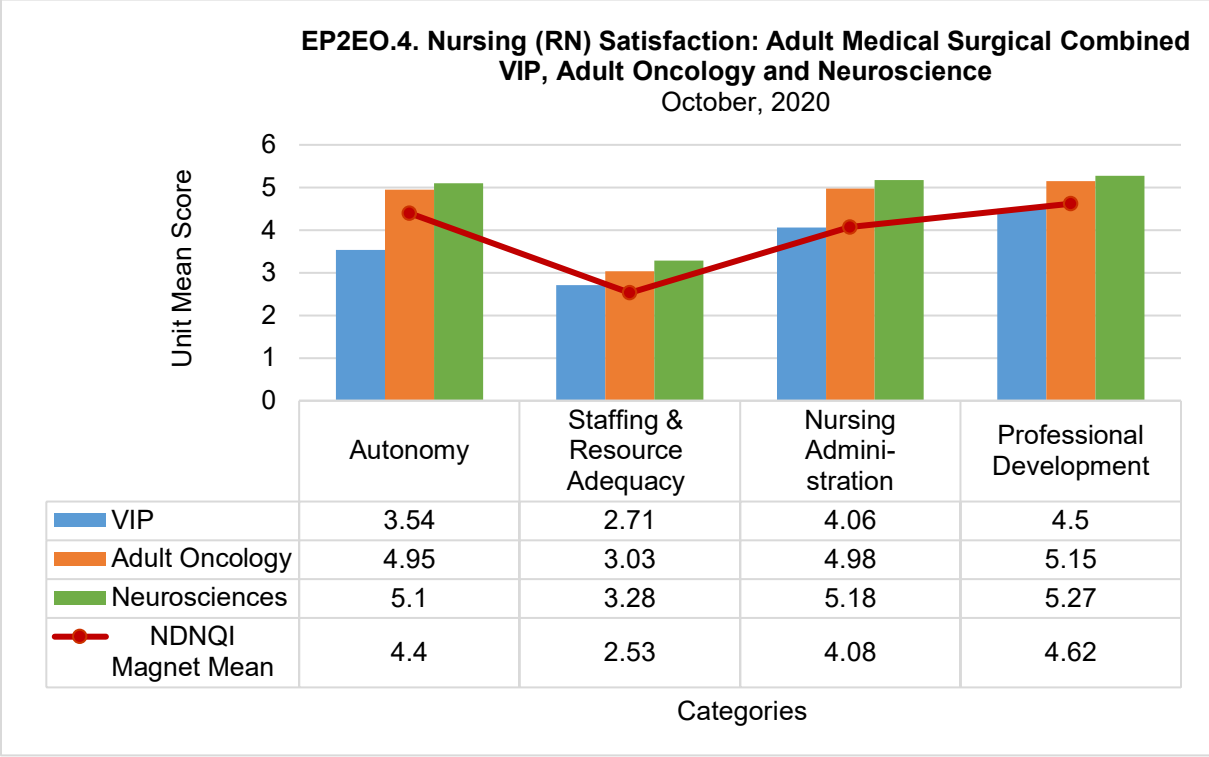
24 Hour Admission Unit outperforms the NDNQI Magnet Mean for 1/4 categories, Medical 5North outperforms the NDNQI Magnet Mean for 1/4 categories, and Medical 5South outperforms the NDNQI Magnet Mean for 2/4 categories.



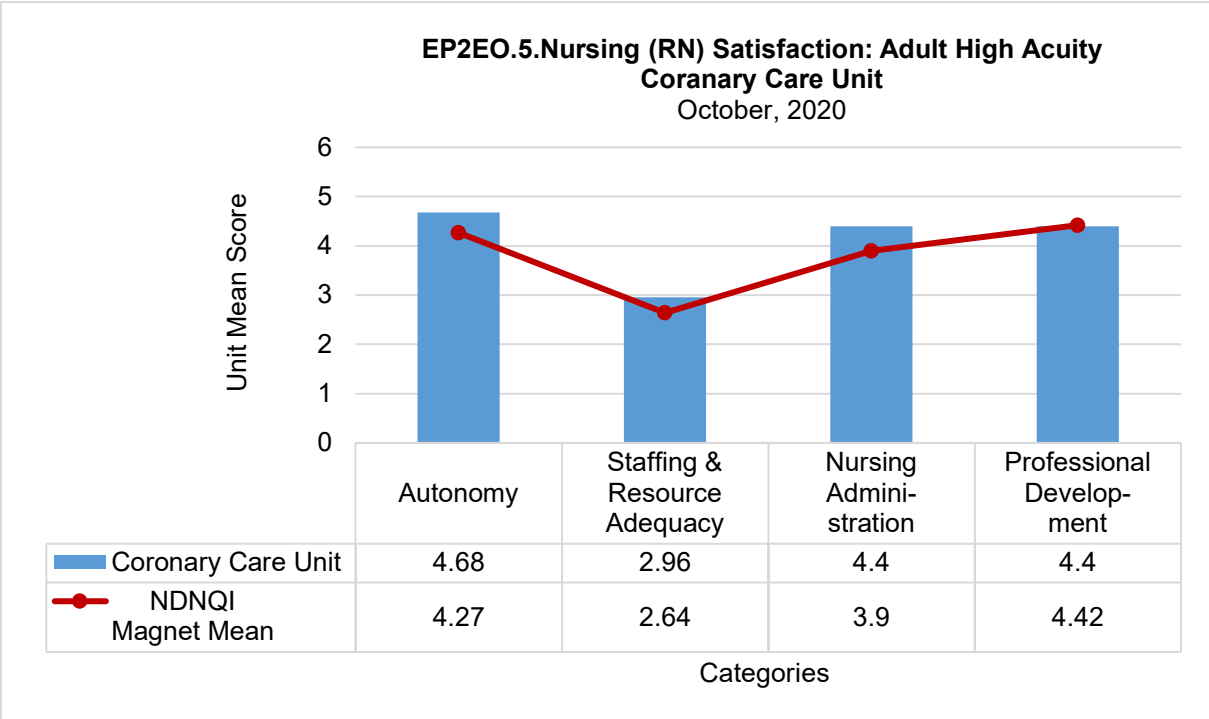
Surgery and RTU outperform the NDNQI Magnet Mean for 4/4 categories.



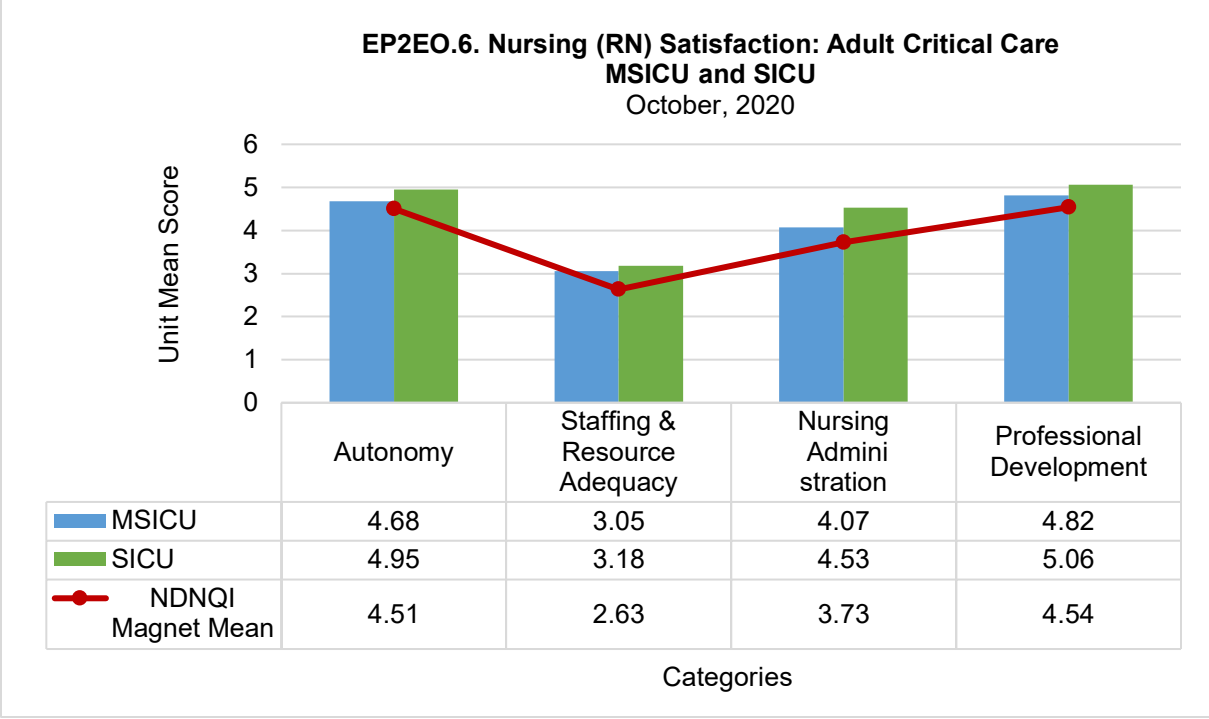
CVT outperforms the NDNQI Magnet Mean for 2/4 categories.



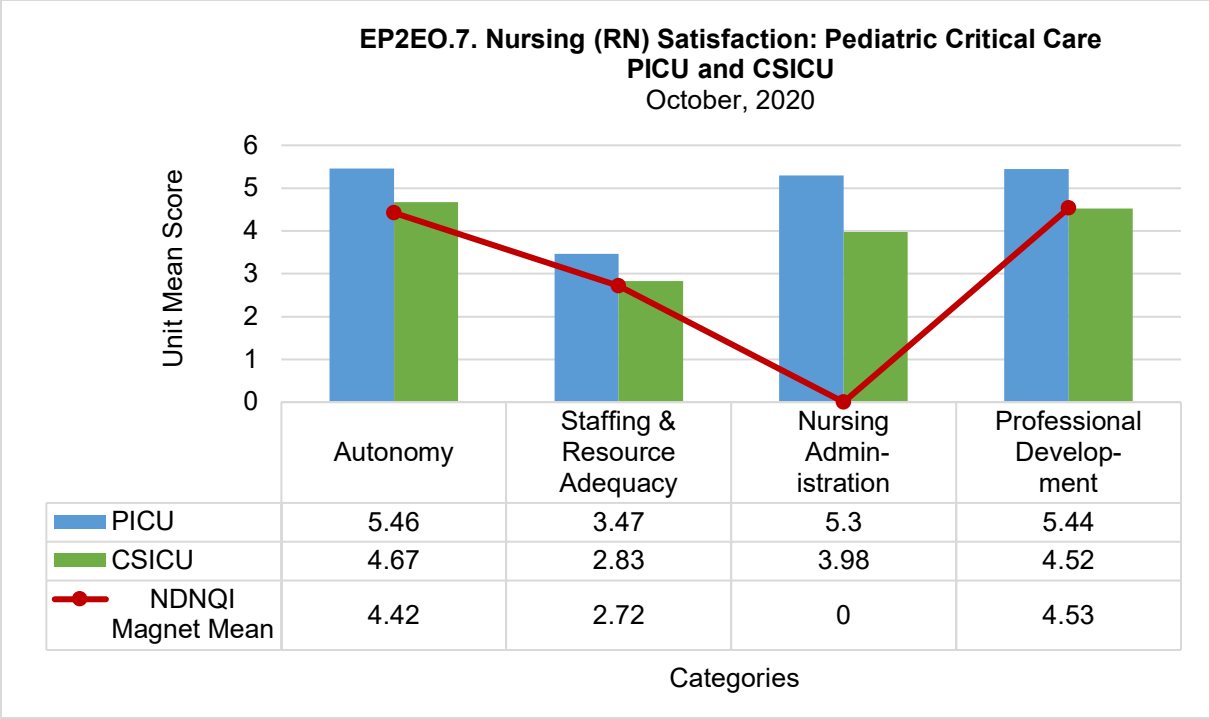
Neurosciences and Adult Oncology outperform the NDNQI Magnet Mean for 4/4 categories, and VIP (Protocol) outperforms the NDNQI Magnet Mean for 1/4 categories.



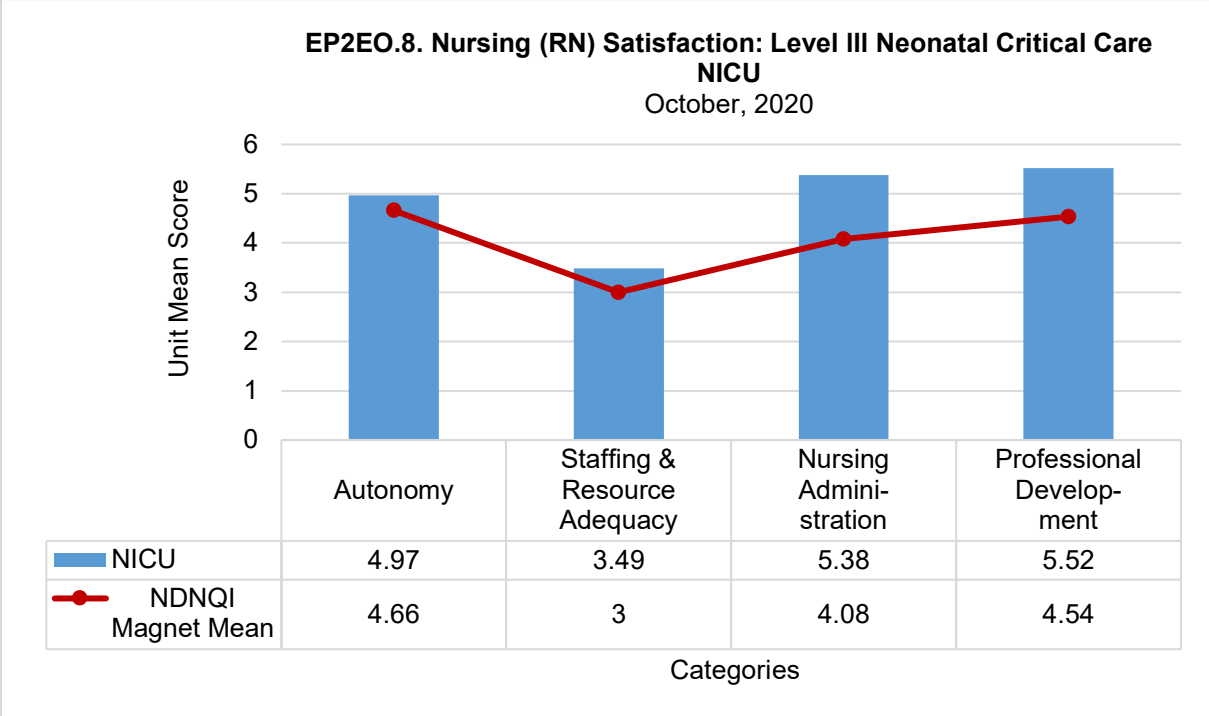
Coronary Care Unit outperforms the NDNQI Magnet Mean for 3/4 categories.



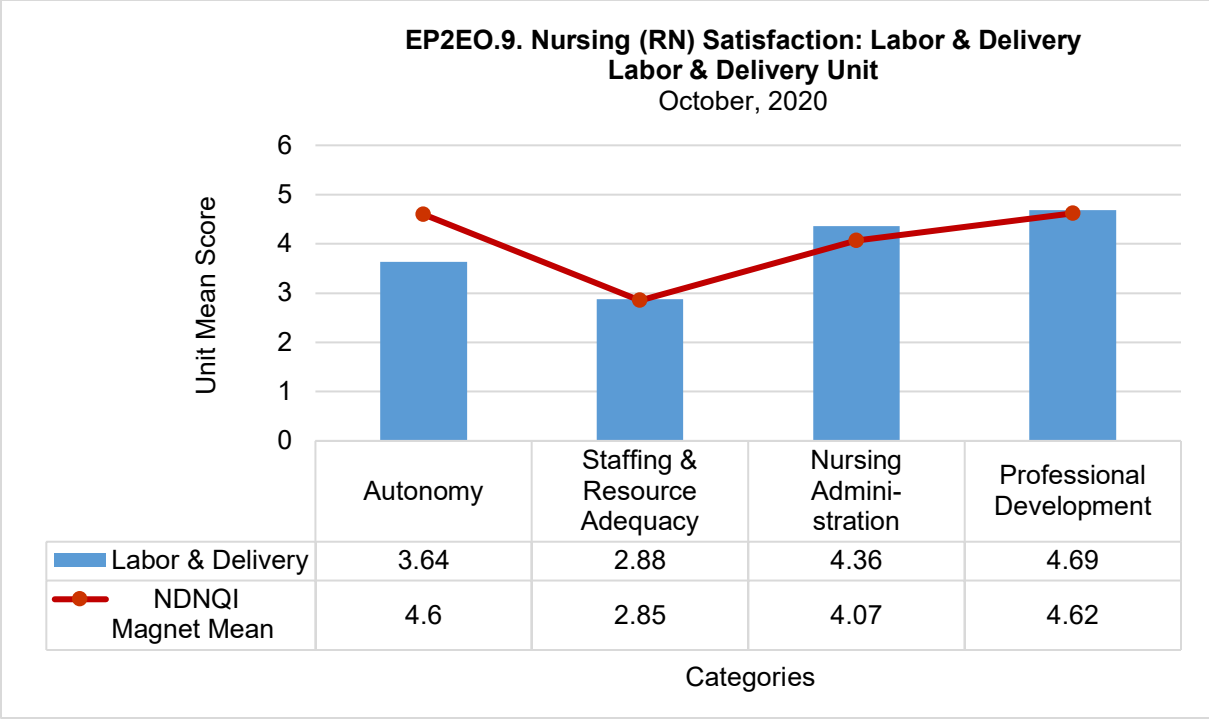
MSICU and SICU outperform the NDNQI Magnet Mean for 4/4 categories.



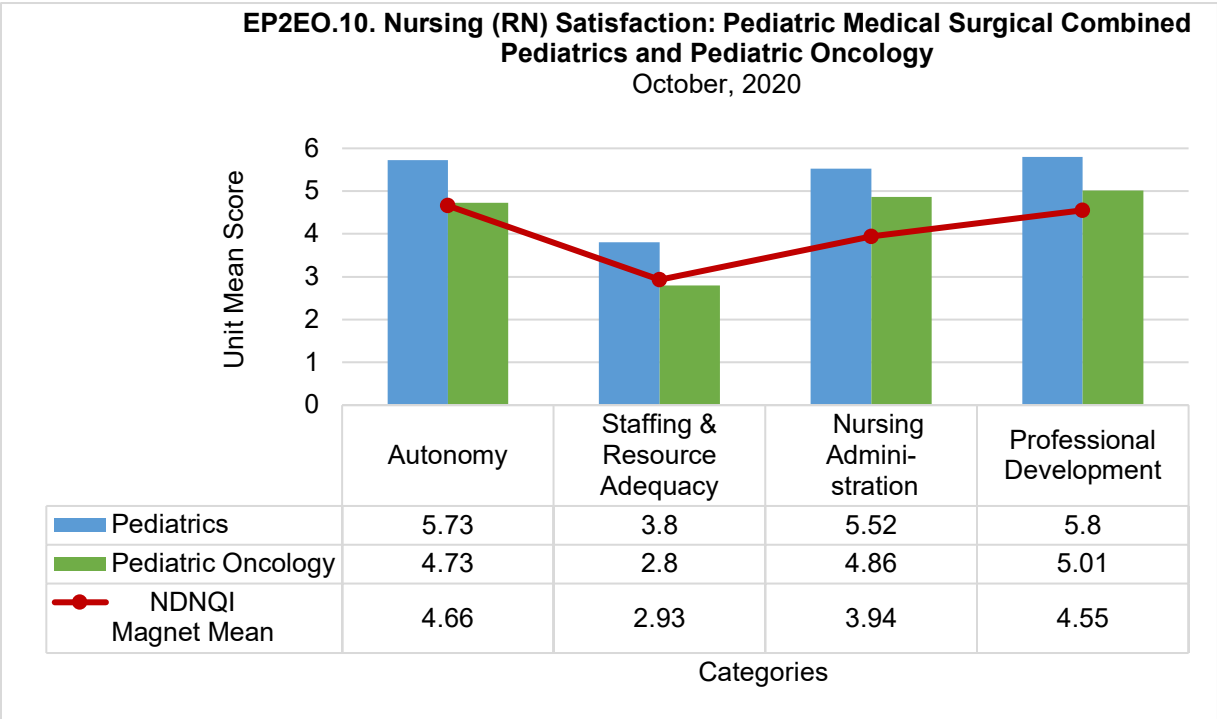
PICU outperforms the NDNQI Magnet Mean for 3/3 categories, and CSICU outperforms the NDNQI Magnet Mean for 2/3 categories. There was no data for the NDNQI Magnet Mean benchmark provided by the vendor for the Nursing Administration category.



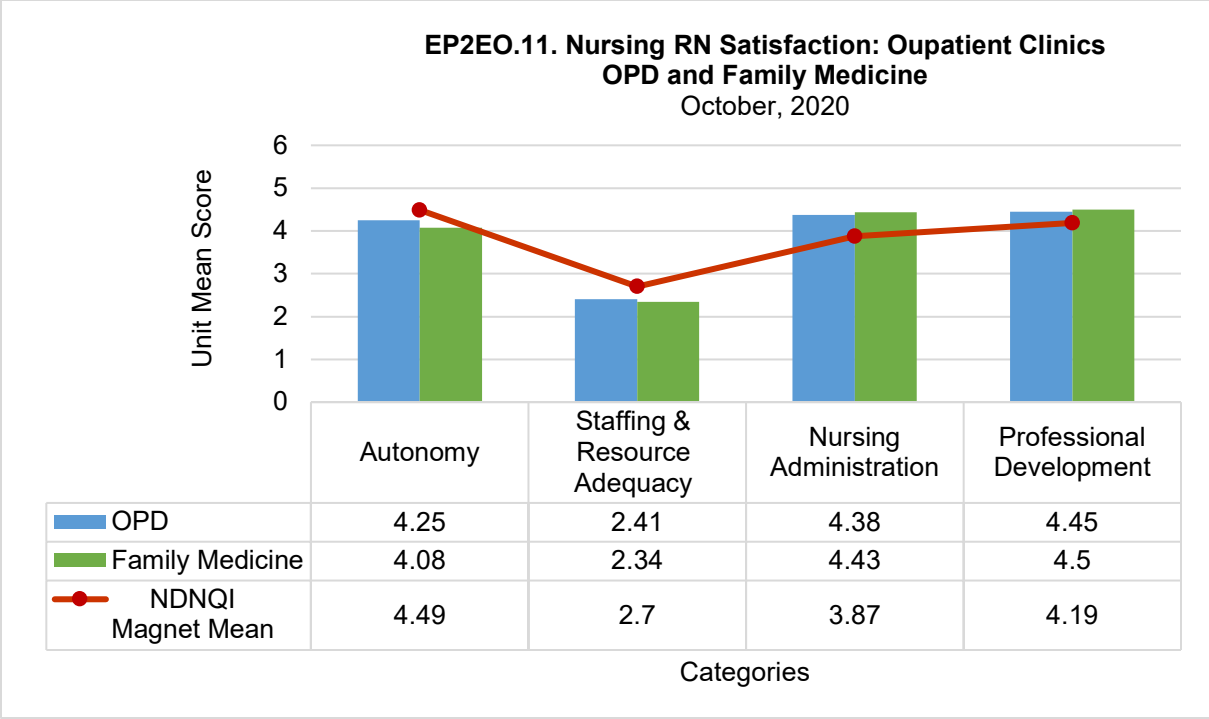
NICU outperforms the NDNQI Magnet Mean for 4/4 categories.



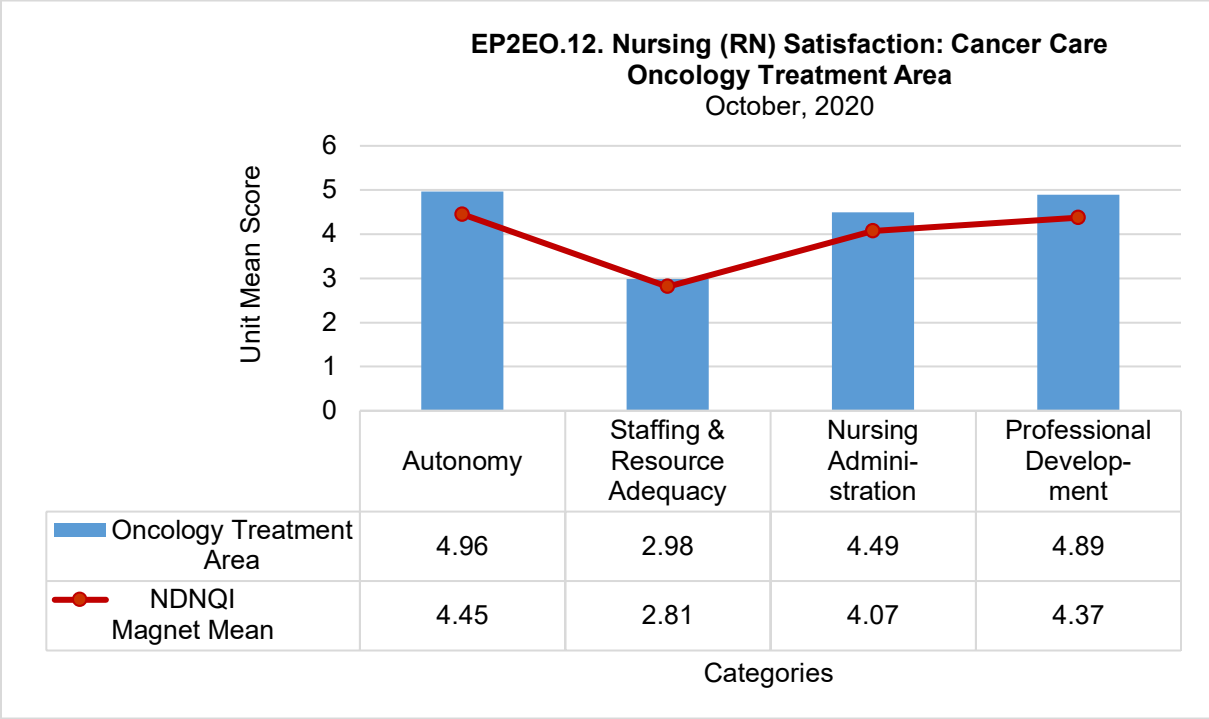
Labor & Delivery outperforms the NDNQI Magnet Mean for 3/4 categories.



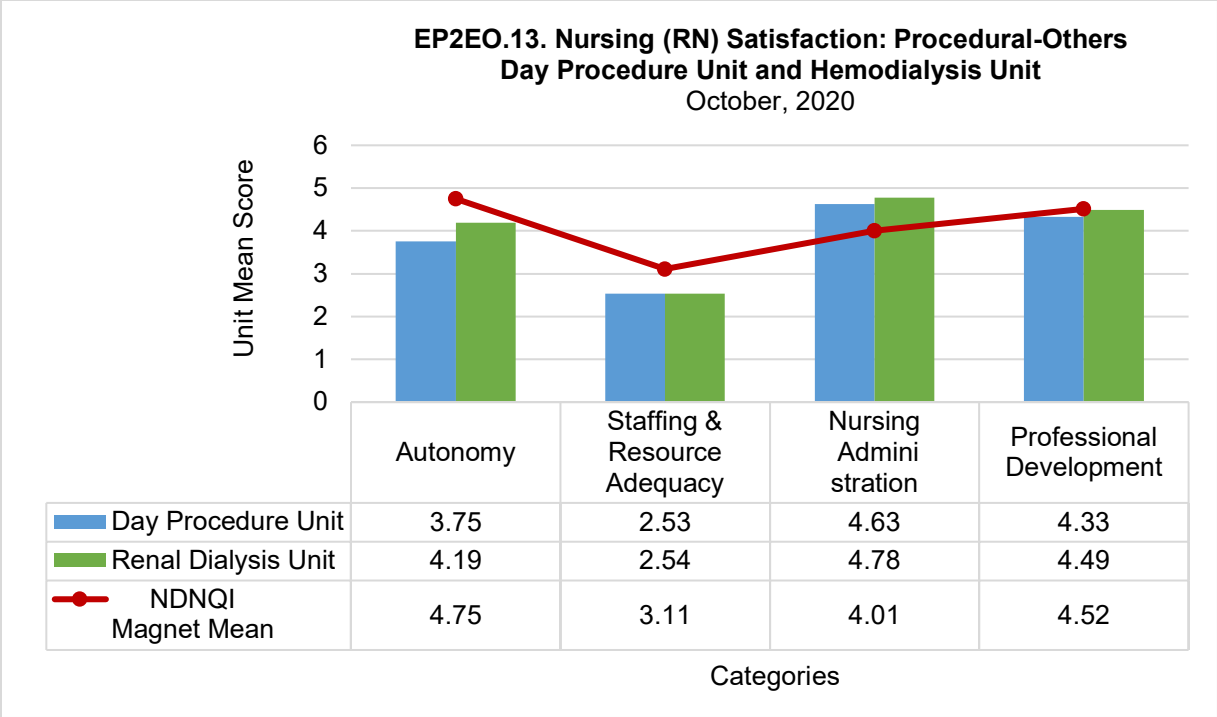
Pediatrics outperforms the NDNQI Magnet Mean for 4/4 categories and Pediatric Oncology outperforms the NDNQI Magnet Mean in 3/4 categories.



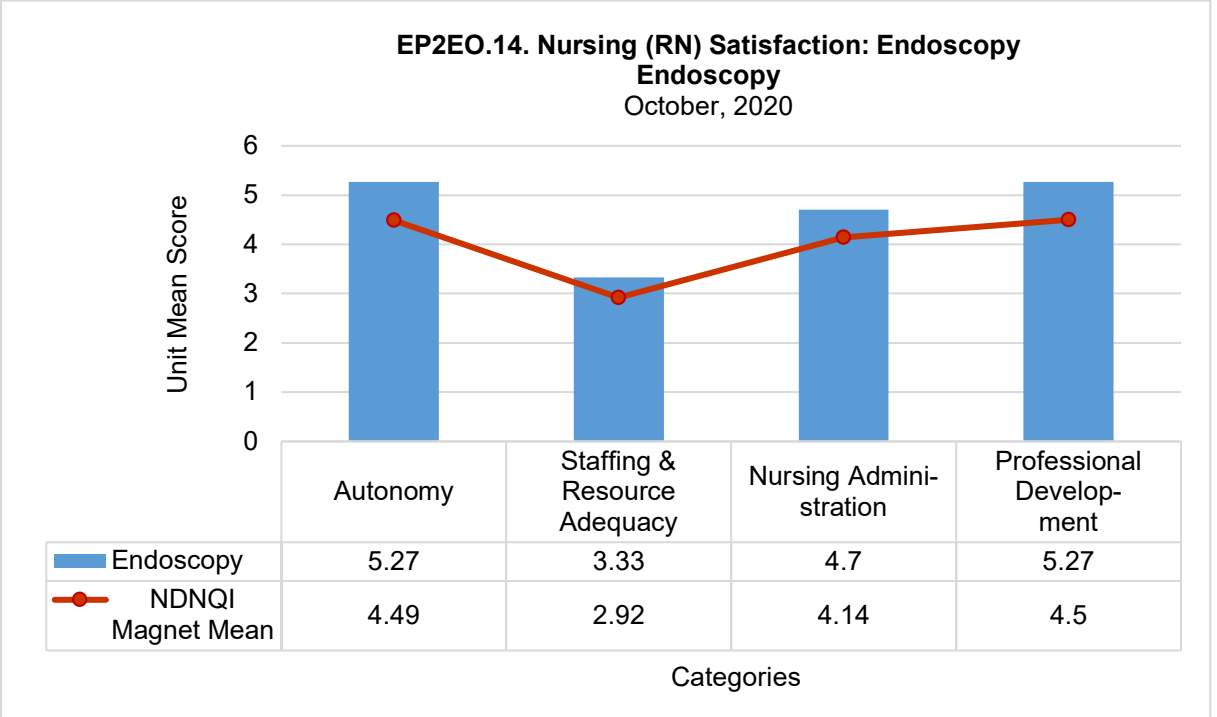
OPD and Family Medicine outperform the NDNQI Magnet Mean for 2/4 categories.



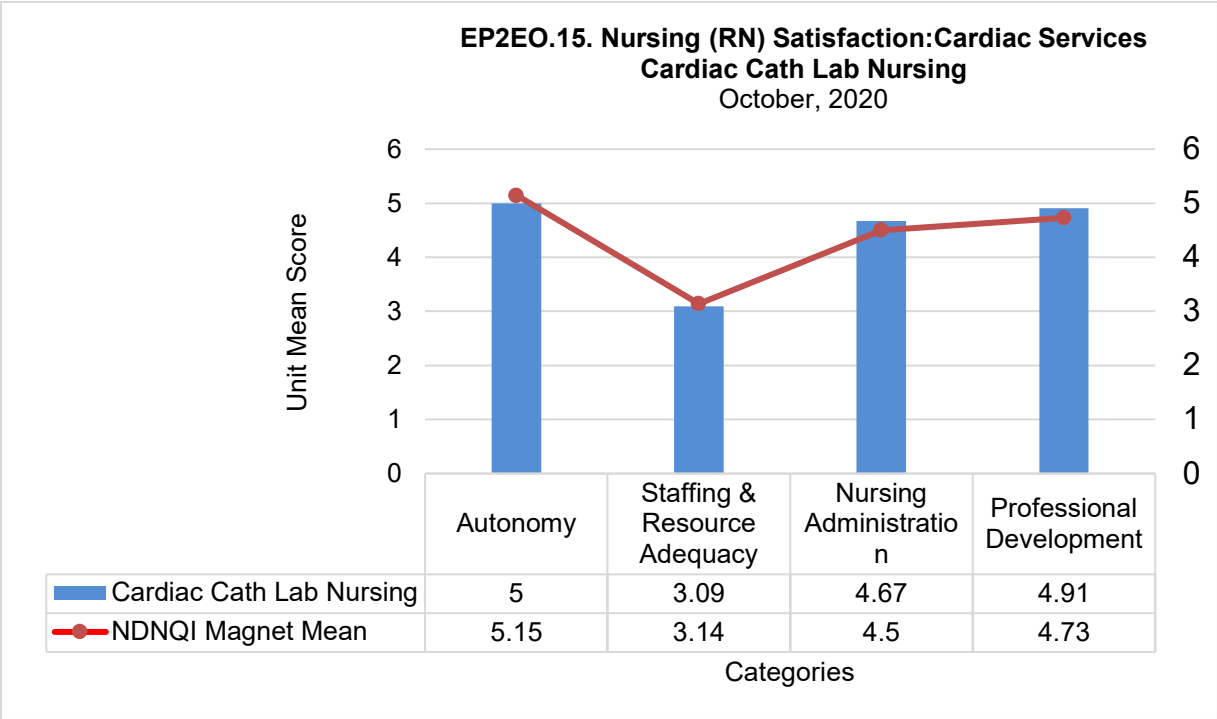
Oncology Treatment Area outperforms the NDNQI Magnet Mean for 4/4 categories.



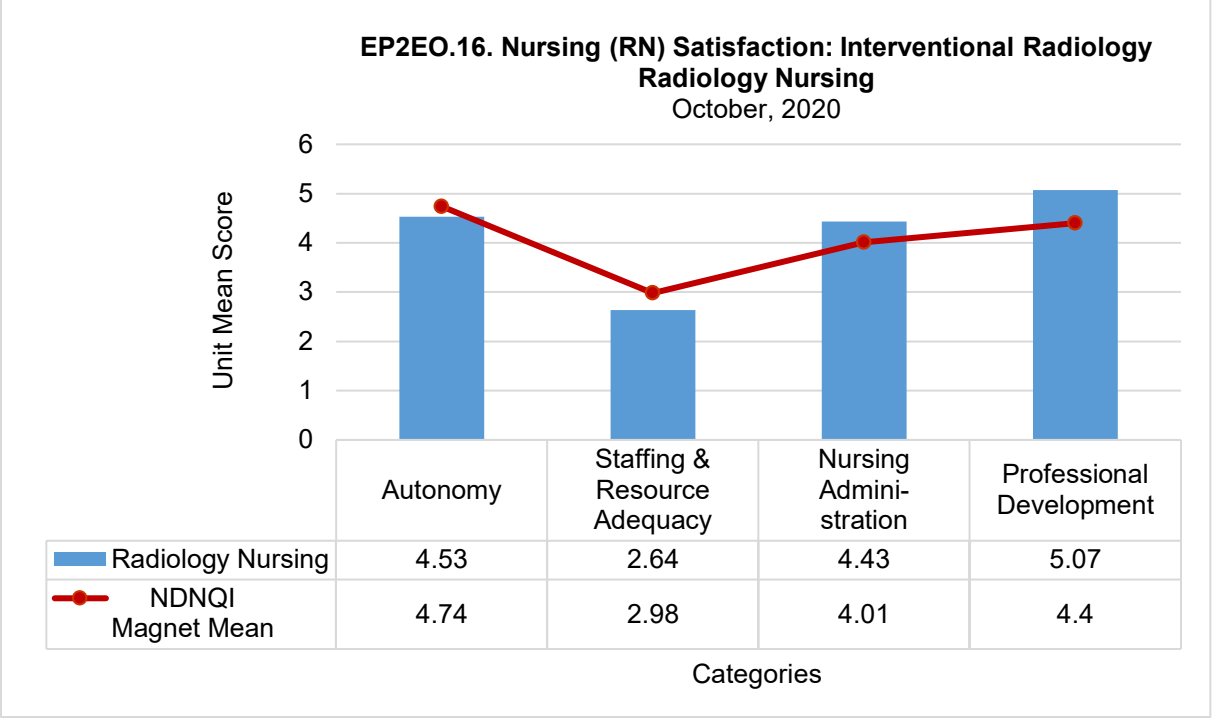
DPU and HDU outperform the NDNQI Magnet Mean for 1/4 categories.



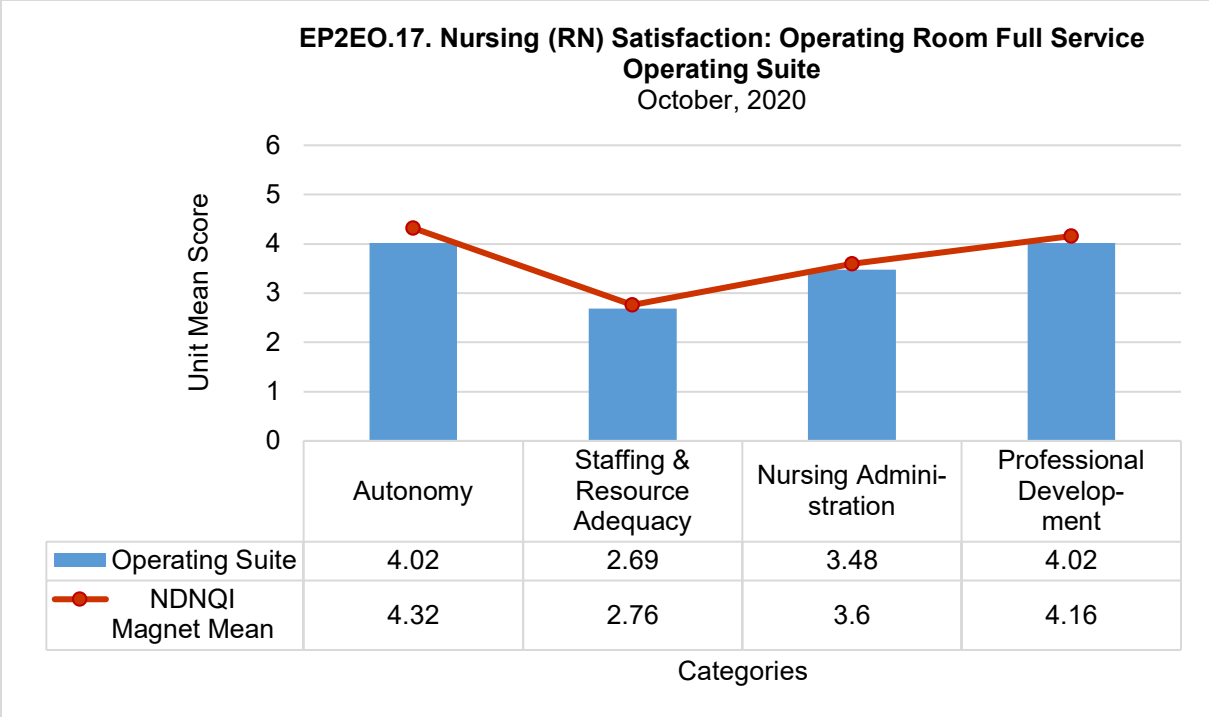
Endoscopy outperforms the NDNQI Magnet Mean for 4/4 categories.



Cardiac Cath Lab Nursing outperforms the NDNQI Magnet Mean for 2/4 categories.



Radiology Nursing outperforms the NDNQI Magnet Mean for 2/4 categories.



Operating Suite has not outperformed any of the NDNQI Magnet Mean for all four categories.