

INNOVATE. INVOLVE. INSPIRE.

2014

ANNUAL REPORT

AMERICAN NURSES CREDENTIALING CENTER

**STRATEGIC GOAL:
CREATE AND FOSTER A CULTURE OF INNOVATION.**

ANCC generated original credentialing resources to accelerate innovation and meet the future needs of nursing worldwide.

- Chief ANCC Officer Linda C. Lewis, MSA, RN, NEA-BC, FACHE, embarked on a worldwide *Listening Tour* to interface with nursing leaders and discuss innovative and evidence-based solutions to the challenge of improving patient care and outcomes in today’s complex healthcare environment.
- The ANCC Accreditation Program completed a pilot of the new Practice Transition Accreditation Program™ (PTAP), which included two new graduate RN residencies and two advanced practice nurse fellowships. ANCC is the first organization to set a global standard of excellence for nurse residency or fellowship programs.
- The ANCC Magnet Recognition Program®; Deborah Zimmermann, DNP, MS, RN, NEA-BC, Magnet® commission chair; and Christopher Tod Brindle, MSN, RN, CWOCN, the 2013 National Magnet Nurse of the Year® award winner for exemplary professional practice partnered with Virginia Commonwealth University Medical Center, the American Nurses Association (ANA), and University of Nebraska Medical Center to hold the first *International Pressure Ulcer Summit* in Richmond, VA. Fifty-five experts in pressure ulcer prevention convened to discuss improving prevention, standards, and practice globally.
- ANCC implemented a pilot program with the Norwegian Nurses Organization to recruit and train bilingual appraisers.
- The Magnet Recognition Program conducted its first international virtual site visit from ANCC headquarters with the American University of Beirut Medical Center in Beirut, Lebanon.



STRATEGIC GOAL: ADVANCE THE BODY OF EVIDENCE THAT DEMONSTRATES THE IMPACT OF CREDENTIALING ON NURSE, ORGANIZATIONAL, AND PATIENT OUTCOMES.

ANCC served as the progressive leader of a national credentialing research agenda.

- ANCC and 19 credentialing organizations in nursing sponsored a 1.5-day *Institute of Medicine Workshop on Future Directions of Credentialing Research in Nursing*. A free workshop summary is available from the National Academies Press.
- Thirty-four Magnet-recognized organizations are participating in the second ANCC *Magnet Multisite Research Study* launched in 2014. Led by Dr. Marianne Weiss at Marquette University, the research focuses on readiness evaluation and nursing interventions for hospital discharge.
- In 2014, the Institute for Credentialing Research issued a call for proposals for a third multisite study with pediatric populations.

- ANCC staff leaders coauthored five manuscripts, with four submitted to peer-reviewed journals and one white paper posted on the ANCC website.
- The sixth annual ANCC Research Symposium was held as a preconference event to the ANCC National Magnet Conference®. The symposium program offered sessions that explore methods and examples by which healthcare organizations can establish a Magnet research agenda and expand organizational research capacity.



STRATEGIC GOAL: GROW AS A GLOBAL LEADER IN CREDENTIALING.

ANCC continues to cultivate its global presence and set the bar for nurses, healthcare organizations, and continuing education providers in Asia, Europe, the Caribbean, and the Middle East.

Hospital, in Australia. In addition, two applications were received from organizations in Switzerland.

The Magnet Recognition Program designated its seventh international organization, King Faisal Specialist Hospital and Research Centre (Gen. Org) in Riyadh, Saudi Arabia.

- Four healthcare organizations outside the U.S. were credentialed.

The Accreditation Program designated the Hamad Medical Corporation, Department of Nursing & Midwifery Education & Research, in Qatar, and the Nursing Education & Practice Department, Tan Tock Seng Hospital, in Singapore.

The Pathway to Excellence® Program designated its second international organization, Osborne Parke

- *The Pathway to Excellence Program Application Manual* was translated into German and French, with print and Kindle versions made available online.
- ANCC presented at nine international events:

Kingston, Jamaica: 41st Annual Regional Nursing Body Summit (RNB) attended by chief nursing officers in the Caribbean Community (CARICOM), the CARICOM Secretariat, and the Universities of Guyana and the West Indies



Paris, France: International Forum on Quality and Safety in Healthcare

Noordwijkerhout, The Netherlands:
5th International Nurse Education Conference

Geneva, Switzerland: 2014 Geneva Health Forum, with the focus Global Health: Interconnected Challenges, Integrated Solutions, at which Chief ANCC Officer Linda C. Lewis, MSA, RN, NEA-BC, FACHE, presented a poster titled *Advocacy, Communication, Superior Outcomes: A Global Model of Nursing Service Excellence*, which focused on the value of the Magnet Model

London, England: European CME Forum

Helsinki, Finland: ICN INP/APNN Conference, at which ANCC Certification copresented with the American Association of Colleges of Nursing on *Nurse Practitioners: Standardizing APRN Regulation in the U.S.—Licensure, Accreditation, Certification, and Education: Progress, Challenges, and Impact*

Doha, Qatar: 1st Academic Health System Continuing Education Symposium for Healthcare Educators in Qatar (CHEQ)

Security Forces Hospital Program, Saudi Arabia:
2014 International Nursing Symposium

Dubai, United Arab Emirates: 2nd Dubai Health Authority Nursing & Midwifery Leadership

- ANCC accredited CNE Providers in eight countries including Arab Republic of Egypt, Australia, Jordan, Lebanon, Qatar, Singapore, Turkey, and the United States.
- ANCC welcomed 248 international attendees from 24 countries, including the United States, to the 2014 ANCC National Magnet Conference in Dallas, TX. International guests comprised a record-breaking total attendance of 8,120 registrants—nearly 1,000 more than in 2013 (14% increase).
- Magnet Learning Communities® members reached 3,800, including representatives from the United States and eight international countries.

STRATEGIC GOAL: DIVERSIFY PROGRAMS AND PRODUCTS TO ENSURE SUSTAINABILITY AND GROWTH.

ANCC continues to expand while increasing growth of existing programs to ensure long-term success.

- After 5 consecutive years of increased growth, initial applications for ANCC board certification increased 20% over 2013. The number of new applications received in 2014 nearly doubled the number received in 2010 (47% increase).
- The Certification and Measurement Services Program developed and launched:

Three new Certifications Through Portfolio:

Advanced Public Health Nursing

Faith Community Nursing

Advanced Genetics Nursing

A new certification for Adult-Gerontology Clinical Nurse Specialist

- The Certification and Measurement Services Program redesigned the Pediatric Primary Care Nurse Practitioner exam to comply with the Consensus Model for APRN Regulation.

- At the 2014 ANCC Pathway to Excellence Conference™ in San Antonio, TX:

Registrations increased by 34% to 669 attendees, including nurses and nurse leaders from 10 countries.

Nash Hospitals, Inc., in Rocky Mount, NC, received the 2014 ANCC Pathway Award™, sponsored by Cerner, for its CareAware Connect project to equip emergency department nurses with state-of-the-art technology to improve practice.



- The inaugural full-day Pathway to Excellence Program guidance session for applicants was held at ANCC headquarters and attended by more than 30 nurse executives, chief nursing officers, and Pathway Program Coordinators (PPCs).
- At the 2014 ANCC National Magnet Conference in Dallas, TX:

More than 8,120 participants from 24 countries, including the United States, attended.

The University of Iowa Hospitals and Clinics (UIHC) of Iowa City, IA, received the 2014 Magnet Prize®, sponsored by Cerner, for its innovation in the “Iowa Model of Evidence-Based Practice to Promote Quality Care.”

STRATEGIC GOAL: OPTIMIZE INTEGRITY, EFFICIENCY, AND OPERATIONAL EXCELLENCE OF ALL PRODUCTS AND SERVICES.

ANCC is the only ISO-certified healthcare credentialing organization in the world, and it continues to achieve operational excellence in the development and delivery of products and services.

- The Certification and Measurement Services Program:

Received a full 5-year re-accreditation from NCCA for 17 specialty nursing certifications.

Reengineered the Customer Satisfaction and Loyalty survey delivery to better capture customer feedback for products and services.

Developed and launched updated test forms for seven specialty nursing certifications.

Implemented a new model for the frequency of Role Delineation Studies to range from 3 to 5 years.



Successfully transitioned to a new item banking system required for in-house test development activities. This new technology will significantly improve operational efficiency and reduce the cost of technology needs.

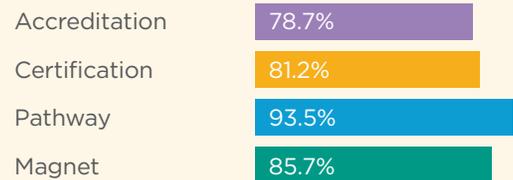
- The Accreditation Program:

Achieved 88% on-time decisions.

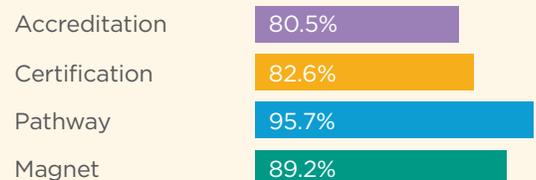
Built an online application system to be piloted in 2015.

- Fully implemented the *2014 Magnet® Application Manual* for all Magnet applicants in August 2014.

Overall satisfaction with the services and benefits received from ANCC credentialing programs*:



Likely to recommend the services of ANCC credentialing programs to a friend or colleague*:



*Percent favorable (7-10 on 11-point scale of 0 to 10)

ANCC PROGRAMS

ACCREDITATION PROGRAM

Primary Accreditation recognizes organizations worldwide that demonstrate excellence in continuing nursing education.

Joint Accreditation for Interprofessional Continuing Education™ offers organizations the opportunity to be simultaneously accredited to provide medicine, pharmacy, and nursing continuing education activities through a single, unified application process, fee structure, and set of accreditation standards.

Practice Transition Accreditation Program™ sets a global standard of excellence for nurse residency or fellowship programs that transition registered nurses (RNs) and advanced practice registered nurses (APRNs) from academia into clinical settings and between practice settings, and to transition nurses returning to work.

Nursing Skills Competency Program provides an independent national standard to measure the quality of courses designed to validate a nurse's skill or skill set in the clinical setting.

- **381** accredited organizations
 - **277,636** contact hours offered by accredited organizations (Providers & Approvers)
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CERTIFICATION & MEASUREMENT SERVICES

ANCC Certification enables RNs and APRNs to demonstrate their specialty expertise and validate their knowledge to employers and patients. Through targeted exams and assessments, which are created in-house and incorporate the latest evidence-based standards, ANCC board certification empowers nurses with pride and professional satisfaction.

- **33** active certifications including 5 certifications through Portfolio
 - **21,482** applications for initial certification
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PATHWAY TO EXCELLENCE

The Pathway to Excellence and Pathway to Excellence in Long Term Care® Programs recognize a healthcare organization's commitment to creating a positive nursing practice environment. Pathway organizations focus on collaboration, career development, and accountable leadership to empower nurses.

- **122** designated facilities
 - **63%** increase in new applications over 2013
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MAGNET RECOGNITION PROGRAM

Magnet recognizes healthcare organizations for innovative, high-quality patient care and nursing excellence. Organizations that achieve ANCC Magnet Recognition are part of a high-performance group that demonstrates superior nursing practices and patient, nurse, and clinical outcomes.

- **402** designated organizations
 - **23** designated for the first time; 13 for the fourth time; and three for the fifth time
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INSTITUTE FOR CREDENTIALING RESEARCH

The ANCC Institute for Credentialing Research supports research-related processes and activities for ANCC organizational and individual credentialing programs, including Accreditation, Certification, Magnet Recognition, and Pathway to Excellence. Externally, the ANCC research program works to promote the growth of credentialing research.

- **2** multisite research studies
- **6** manuscripts authored by ANCC leadership

A FOND FAREWELL



As President Evans' term as ANCC president comes to an end in December 2015, we asked him to look back and reflect on his more than 25 years with the ANA Enterprise and especially the last six years with ANCC.

In his own words, he tells us . . .

I saw ANCC make an immense impact on healthcare through all of its programs. From the very first National Magnet Conference® to my first steps on international soil as ANCC began to expand worldwide, I was there for it all and it was simply amazing. It is humbling to be a part of it.

The common thread throughout my tenure has been confidence. Not only my confidence in the work of ANCC, but the confidence ANCC programs inspire in nurses, hospitals, and patients. 200,000 nurses are more confident because they have mastered a body of knowledge that they use every day. Their confidence spreads to their patients ... the confidence a hospital can have knowing it has climbed to the top and that it has demonstrated the rigorous achievement of Magnet ... the confidence that nurses have when they complete a strong, accredited continuing education program.

This kind of confidence has absolutely changed healthcare. Confidence is that elusive trait you can't quantify - it's immeasurable. You know confidence when you see it, and ANCC and its customers undoubtedly have it.



A handwritten signature in black ink that reads "Michael L. Evans".

Michael L. Evans
PhD, RN, NEA-BC, FACHE, FAAN
President

Thank you, Michael, for inspiring that confidence within all of us. We will look back on your legacy and move forward with confidence, knowing that ANCC will continue to make a profound difference in health care around the globe.



A handwritten signature in black ink that reads "Linda C. Lewis".

Linda C. Lewis
MSA, RN, NEA-BC, FACHE
Executive Vice President and Chief ANCC Officer



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ANCC is the only nurse credentialing organization to successfully achieve ISO 9001:2008 certification in the design, development, and delivery of global credentialing services and support products for nurses and healthcare organizations.