The milestones and successes that nurses make to improve patient outcomes should be celebrated and published, but often such achievements go unnoticed.

Med/surg and emergency department nurse managers at Jersey City Medical Center (JCMC), Jersey City, NJ, recently presented their quarterly achievements in patient outcomes to hospital administrators.

Each unit selected a performance improvement project that was derived from patient satisfaction surveys. Scores were reviewed and analyzed, and the managers with the clinical nurses chose a project that exhibited a low score and improved upon it in a quick turnaround time.

In line with the shared governance and the Magnet philosophy, staff nurses chair all nursing committees at JCMC. Believing staff involvement in problem-solving issues solidifies change, nurse managers at JCMC solicited staff nurses to create and implement the action plans that made the performance improvement successful.

Highlights of our projects follow.

7 East
A 36-bed med/surg unit, 7 East utilized positive feedback and staff involvement as keys to increased patient satisfaction. Sharing ideas and dialoging among the staff nurses both at formal and informal levels are attributed to the success. Patient satisfaction scores are posted daily for nurses to monitor and track the direction of our scores. The bottom line is teamwork and the celebration of our unit’s successes.