

Health



## Novant Health Strives for the “Remarkable Patient Experience” with the Full Lippincott® Solutions Product Suite

### INTRODUCTION

Novant Health is a not-for-profit, *integrated* health system of 15 acute care facilities and medical centers with over 26,000 employees in 529 locations throughout North Carolina, Virginia, South Carolina, and Georgia. Like many systems of its size and reach, Novant Health strives to maintain a consistent standard of care across all facilities of the system. Consistency of care leads not only to higher quality—critically important for internal and external quality performance metrics—but cost savings on training and materials. That’s why Novant Health has chosen Lippincott® Solutions—*Procedures, Advisor, Professional Development Collection, and Professional Development Toolkit*—for use systemwide.

“There’s constant change taking place in healthcare. Preparing our team members for that change is very much a focus of ours. We’re very aware of the demands that our patients’ need from us as a health system, as well as the quality and core metrics that continue to be put on healthcare systems today,” says Michael Vaccaro, Vice President of Nursing, Market Chief Nursing Officer. “*Lippincott Solutions* ensures that our team members are all using the same platform and the same tools. It allows us to be more consistent in the delivery of care. And that leads to better quality and to a better experience for our patients.”

### STANDARDIZING CARE IN A SEA OF CONSTANT CHANGE

Several years ago, nurse leaders at Novant Health observed varying clinical practices throughout the system. Textbooks and other information resources were made available to nursing staff at a facility or on a particular unit; however, resources were not standardized system-wide. “Before Lippincott, there was no system approach to information, which was inefficient. Logistically, nurses often just went to their phone and Googled the information when their textbook wasn’t around or they couldn’t find it,” says Daria L. Kring, Director of Clinical Education.



*“Lippincott Solutions makes best practices available to all of our nurses at all times. It allows us to be more consistent in the delivery of care. And that consistently leads to better quality and leads to a better experience for our patients.”*

— Michael Vaccaro,  
Vice President of Nursing,  
Market Chief Nursing Officer,  
Novant Health



“One of the organizational objectives that we strive to achieve is the ‘remarkable patient experience.’ And for us that’s about patient satisfaction. To achieve that, it’s important for all nurses to be able to go a single source of clinical truth, and that’s Lippincott Solutions.”

— Cindy Jarrett-Pulliam,  
Vice President Nursing/Market  
Chief Nursing Officer,  
Novant Health

But nurses need to be prepared at all times to take care of patients in an effective way using the best available evidence and cutting-edge nursing practices. Care must be consistent, and it’s very important that the care they receive is based on evidence and research. This

is especially important as expectations from healthcare organizations, regulators, and patients continue to increase.

Like all healthcare systems, Novant Health constantly works to reach or exceed its quality metrics. “A lot of the initiatives that we have focused on in the last year, which *Lippincott Solutions* has been a huge

component of, are Hospital Acquired Infections and Hospital Acquired Conditions,” says Vaccaro. “We strive to be a top decile performer in all of our quality metrics.” Levels of reimbursement—from the Centers for Medicare and Medicaid Services, for example—are more and more tied to performance on those metrics.

Novant Health also pays close attention to numerous nursing-sensitive indicators—which measure aspects of patient care directly related to the quality of nursing care—that play a big part in overall outcomes. “Our catheter associated urinary tract infections, central line infections, and all these nurse-sensitive initiatives are very important to us. When we have care variation, that means we don’t meet our metrics,” Krings adds.

And one internal metric Novant Health uses every day is what they refer to as the “Remarkable Patient Experience,” a set of core standards that work together to provide safety, quality, and compassion for their patients, in every dimension, every time. This

is Novant Health’s vision. It keeps all team members focused on the patient experience, an experience based on evidence-based research.

One difficulty with disseminating best practices and standardizing them across a vast, multi-facility system is the amount of initial and continuous education nurses have to undertake. “They are constantly learning new things, having to be aware of new initiatives, staying up to date with their practice. That’s difficult for busy nurses, on busy nursing units, to accomplish,” points out Daria Krings, Director of Clinical Education. Managers have to allocate staff time to training their colleagues on these standardized best practices. Furthermore, going forward, “a lot of Baby Boomers will be retiring, and a lot of expertise and knowledge will be walking out the door,” adds Jarrett-Pulliam. This adds even more incentive to ensure all nurses are using the same resources to acquire the skills and knowledge to practice in the same way.

#### **EVIDENCE-BASED TOOLS AVAILABLE WHENEVER THEY NEED THEM**

Nurses need information that is accurate and up-to-date, wherever and whenever they need it. And deploying *Lippincott Solutions* throughout Novant Health allows nurses to have the right resource—research based on the latest evidence, with cutting-edge best practices—available at their fingertips whenever they’re taking care of their patients. For example, they can print out a checklist, review a video on clinical techniques, explore new information, and gain further confidence in their practice.

“Because of the amount of education that our nurses need, and the rapid change in the amount of information that is flowing to our nurses, they need information that is accurate, up-to-date, and available whenever they need it. Lippincott allows us to do that,” says Krings.





*“Having and using the Lippincott Professional Development Collection has saved our team members nearly half a million dollars in out-of-pocket costs.”*

— Tracey Whitley,  
Clinical Practice Specialist,  
Women's Health,  
Novant Health

*Lippincott Solutions* products are mobile-optimized, so nurses can access the products at work or at home.

Currently, Novant uses the entire suite of *Lippincott Solutions* products to get the “biggest bang for their buck.” *Lippincott® Procedures*, a collection of guides to more than 1,700 procedures, has been the procedure reference of choice across the system for several years. Recent upgrades to the Novant Health implementation have allowed for documenting within Lippincott when the corporate policy team has reviewed each procedure. “This gives our regulatory folks confidence that at Novant Health we all agree that this is the procedure we want to use,” notes Krings.

Novant Health is relatively new to *Lippincott® Advisor*, which consists of over 17,000 online, evidence-based clinical monographs. The focus this year is on the product’s patient handout component. “We really want *Advisor* to be the one-stop shop where nurses go to educate their patients,” adds Krings.

The *Professional Development Collection* has also proven very popular with Novant Health nursing staff. So popular that nurses have used the product nearly 21,000 times since March 2017. According to Tracey Whitley, clinical practice specialist, providing centralized access to the Collection versus having nurses purchase modules individually has saved Novant Health roughly half a million dollars! Going forward, the clinical education team, along with nursing leadership will identify the specific courses in the collection that complement Novant Health’s internal course curriculum, and ensure that all nurses take those courses when they need to take them. The Collection is integrated with Novant Health’s learning management system for easy access and use.

Finally, Novant Health is working with its clinical nurse educators to take advantage of the

*Professional Development Toolkit*—a package of customizable lesson plans for instructors—whenever they begin a new education initiative. Educators are finding that the Toolkit saves them development time and gives them an efficient launching pad to start something new.



Overall, says Whitley, feedback from nurses that use Lippincott has been overwhelmingly positive. “They find it extremely easy to navigate and easy to search. And it’s not always easy in hospitals to search evidence-based products.”

#### **MAINTAINING MAGNET DESIGNATION®**

*Lippincott Solutions* has assets and tools that help nurses not only in their day-to-day work but also all along their professional journey. The American Nurses Credentialing Center’s Magnet Recognition Program® is a high bar for nursing clinical practice, and within Novant Health there are many Magnet designated facilities.

*Lippincott Solutions* has been an integral component in helping those sites maintain Magnet status. Performance on nursing-sensitive indicators, as well as on overall quality metrics, is key. Having a reliable resource for nurses so they can provide the best care is a tremendous help. A big part of Magnet designation, of course, is professional development. With the *Professional Development Collection* in particular, nurses can get easy access to critical content and tools.



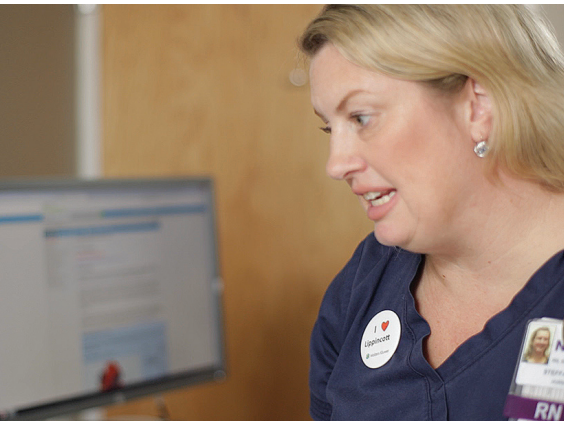
“We have lots of nursing-sensitive indicators that are very important to our outcomes. When we have care variation, that means we don’t meet our metrics. Having the one reference has allowed us to standardize what we do.”

— Daria L. Krings,  
Director, Clinical Education,  
Novant Health

“Several of our hospitals are in their window for Magnet re-designation for either their third or fourth time. Magnet emphasizes evidence-based research and practice, so we’ve let these facilities know that *Lippincott Solutions* is our tool of choice,” says Jarrett-Pulliam.

### STANDARDIZING PROCEDURES AND PRACTICES ACROSS THE ENTIRE SYSTEM

Having *Lippincott Procedures* as the sole manual has standardized procedures throughout Novant Health. Nurses understand what they’re



supposed to do and how they’re supposed to execute it. “We were initiating a new procedure—the nasal bridge—that would require new policies and procedures, not to mention new education. We wondered if it was available in *Lippincott Solutions*, and, sure enough, it was. We had all that we needed as far as the

procedural material, including great graphics that really got our nurses through the procedure. *Lippincott* allowed us to launch that new care standardization much quicker,” offered Krings.

*Lippincott Advisor* has provided Novant Health’s clinical team a single source for reviewing and learning best practices, encouraging uniformity, and making it easier for nurse educators and managers to lead and guide evidence-based practice. “This really impacts each facility at the unit level,” says Whitley.

*Lippincott*’s Customer Support team was hands-on and consultative with all product

implementations, offering updates upon request. For *Lippincott Procedures*, the first *Solutions* product adopted by Novant Health, this was crucial.

“In fact, if we emailed *Lippincott* about a procedure,” Krings said, “and asked about a topic or if they would consider a change, we often received an email reply within 24 hours, ‘thanks for the suggestion. We’ll update that next quarter.’ So, we felt extremely supported throughout the rollout, which made it a lot easier for our executives to approve funding for subsequent purchases of additional *Lippincott Solutions* products.”

### BUILDING CONFIDENCE, IMPROVING OUTCOMES

How do individual nurses feel about the impact of *Lippincott Solutions*? Many say they now have confidence to turn to *Lippincott* for the latest information on newer procedures and evidence-based practice. They have seen improvements to patient care because the products are easy to navigate and allow nurses to spend more time with their patients. Outcomes will improve since all information is based on evidence. For nurses that “float” throughout the system, from one facility to another, having standardized processes and procedures allows consistent practice no matter which Novant Health facility they are working in. Finally, certification goals are being met since all nurses, system-wide, have easy access to study and review materials.

“You won’t find a nurse at Novant Health that doesn’t know about *Lippincott Solutions*. They use it every day and in every way. Nurses want to go to *Lippincott Solutions* as a source of truth,” notes Jarrett-Pulliam.



To learn more about *Lippincott Solutions*:  
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