



Platinum Level

Domain 1: Principles	
A. Equity/Diversity/Inclusion (E/D/I)	
<p>Provide an example of how your unit identified biases or inequity. Explain how E/D/I principles were used to provide excellent patient-centered care and the interventions for social determinants of health.</p> <p>Include:</p> <ol style="list-style-type: none"> 1. The method to identify biases or inequities is described 2. Biases or inequities that were identified 3. One of the following: <ul style="list-style-type: none"> o Clear description of the application of E/D/I principles to patient care o A clear description of the intervention to address social determinants of health 4. Evidence to support is included (committee minutes, policies, education, patient experience) 	<p>Examples may include but are not limited to:</p> <ul style="list-style-type: none"> • Include the E/D/I statement in the unit mission statement • Regularly use interpreters or certified staff as interpreters when caring for families who do not speak English
C. Patient and Family-centered Care	
<p>Choose <u>one</u> of the two topics to submit:</p> <p>-Provide an example of a completed or in-progress performance improvement project based on your patient satisfaction survey results.</p> <p>Include:</p> <ol style="list-style-type: none"> 1. Project description, methods (goals, interventions) and results or current state (how measuring), disciplines involved 2. Patient satisfaction results prompting the project <p>-Describe how the unit incorporates perspectives of patients and their families into patient and family-centered care decisions.</p> <p>Include:</p> <ol style="list-style-type: none"> 1. Method for obtaining and communicating patient and family perspectives 2. Describe opportunities patients/families are invited to participate in on the unit 3. Example of a time it impacted patients/families 	<p>Examples may include but are not limited to:</p> <ul style="list-style-type: none"> • High scoring unit for response to call lights <p>Examples may include but are not limited to:</p> <ul style="list-style-type: none"> • Establish or have a Family Advisory Group for specific patient populations or demonstrate how active family advisors participate on unit performance teams

Domain 2: Values	
A. Advocacy	
<p>Describe how nurses advocate for families at the bedside to ensure families are a part of rounds and/or connected with support services as needed.</p> <p>Include:</p> <ol style="list-style-type: none"> 1. Process for parent participation in rounds 2. Process to contact a parent if not present for rounds 3. If the below services are available include: <ol style="list-style-type: none"> a. Family support: services provided, how often available b. Psychologist/Therapists: the process of educating parents of service c. Process for families to request service 4. Statement of services not available if applies 	<p>Examples may include but are not limited to:</p> <ul style="list-style-type: none"> • Standard process to contact parents on the phone during rounds if not present in the room • Psychologist on staff who provides regular support to families
C. Quality of Life	
<p>Demonstrate the activities your unit engages in to improve patients' quality of life.</p> <p>Choose <u>one</u> of the six topics:</p> <p>-Demonstrate competence in assessing and managing pain across the lifespan.</p> <p>Include:</p> <ol style="list-style-type: none"> 1. Pain scales used for assessing and managing pain for all age levels 2. Supporting documentation: pain documentation audits, competency tools, policy for assessing/reassessing <p>-Demonstrate how your facility provides a child-friendly physical environment for pediatric patients.</p> <p>Include:</p> <ol style="list-style-type: none"> 1. Photographs of child-friendly environment (colors, patterns, equipment sized and adapted for children) 2. Supporting documentation to provide context of pictures and facility highlights <p>-Demonstrate how your unit provides toys and learning activities to assist the child in understanding care processes and distractions for care suitable for all developmental and age-appropriate patients.</p> <p>Include:</p>	<p>Examples may include but are not limited to:</p> <ul style="list-style-type: none"> • Pain scale audits to demonstrate appropriate use of pain scales, policy adherence for assessment/reassessment of pain • Provide photographs of the environment that showcase what makes it child-friendly (colors, patterns, equipment sized and adapted for child, etc.) • Provide examples of programs and events held for patients to socialize and engage in fun

<p>1. Provide the services (child life, music therapy, etc.) available to unit and types of activities</p> <p>2. Provide details regarding toys, learning development tools that are available to patients on the unit, and how staff utilize them in caring for and distracting patients</p> <p>-Demonstrate how your unit screens for mental health/suicide risks to ensure early interventions and access to appropriate care are provided.</p> <p>Include:</p> <ol style="list-style-type: none"> 1. Process for screening patients for mental health/suicide risk 2. Provide a copy of the screening tool and policy 3. Supporting documentation of the outcomes from using the tool <p>-Demonstrate your unit's ability to provide bedside education if the child requires schooling while admitted to their facility for long-term care.</p> <p>Include:</p> <ol style="list-style-type: none"> 1. Method for assisting school-age patients in continuing schoolwork while inpatient 2. Supporting documentation on how unit staff provide care while supporting schooling in collaboration with educators <p>-Demonstrate how your unit encourages developmentally and socially appropriate interaction between pediatric patients while maintaining their rights and protecting their health.</p> <p>Include:</p> <ol style="list-style-type: none"> 1. Provide activities and processes in place to facilitate developmental/social interactions between patients 2. How are patients' privacy and rights maintained 	
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Domain 3: Engagement

A. Professionalism

<p>Provide examples of how nurses on the unit practice self-care and any services/benefits provided by the organization for nursing self-care.</p> <p>Include:</p> <ol style="list-style-type: none"> 1. Provide a summary of activities/practices done on the unit to promote self-care by nurses 2. Provide a summary of any activities/practices provided for nurses (or any staff member) for self-care by the organization 3. Provide an example of a nurse utilizing self-care practices and how they benefitted from them 	<p>Examples may include but are not limited to:</p> <ul style="list-style-type: none"> • Therapy dogs, massage room, employee assistance services (counseling, financial assistance, etc.)
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C. Collaboration

Provide documentation of how your unit successfully established and maintains professional relationships with other departments or units within the organization or collaborative agreements with other organizations to ensure excellent patient care and family support.

Include:
Choose one of the three methods

1. Letter provided by collaborating unit or department addressing how applying unit collaborates and maintains a relationship to improve patient care and family support
2. Supporting documentation of successful collaboration with another unit or department addressing the situation and communication to facilitate an excellent Patient/Family experience. Include any feedback from families that supports the collaboration if available
3. Supporting documentation of a collaborative agreement with another organization and the process, policies, and methods used to facilitate excellent patient care and continuity for families. If available, include any feedback from families that supports the collaboration

Examples may include but are not limited to:

- Letter of reference or support from another unit or example of how the unit did this and the impact it had (collaboration with ED, PICU, LAB)

Domain 4: Care Delivery

A. Care Coordination

Choose one of the topics to submit:

-Describe strategies used to collaborate with patients, families, and multidisciplinary healthcare teams and improve communication aside from patient and family-centered rounds.

Include:

1. Strategy used to improve communication and collaboration between Patient/Family and the care team
2. Supporting documentation on how this process improved communication between staff and families. Include any family feedback if available

-Provide your unit's Care Coordination services by describing the essential functions of your dedicated Care Coordinators for the unit; and how the role is integrated into the multidisciplinary team. Provide one example of a patient who has required care coordination and collaboration between units, facilities, programs, home care, etc., and how your unit met those needs.

Include:

1. Describe the role responsibilities, how they participate in Patient/Family care with the multidisciplinary team

Examples may include but are not limited to:

- Care conferences, set times for teams available to meet with families

Examples may include but are not limited to:

- Complex discharge planning, pathway to home

<ol style="list-style-type: none"> 2. Patient example (no PHI) of needing care coordination and collaboration 3. Supporting documentation of situation type (between units, facilities, home care, etc.) 4. How the unit in collaboration with the Care Coordinator met Patient/Family needs 	
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B. Health Promotion

<p>Provide evidence of <u>one</u> of the two health promotion activities:</p> <p>-Demonstrate nurse participation in a pediatric-focused health promotion station at a health and wellness event (sponsored by your organization or other credible health or community organization).</p> <p>Include:</p> <ol style="list-style-type: none"> 1. Provide documentation on health or wellness event <ol style="list-style-type: none"> a. Sponsor of the event b. Date c. Location held (non-identifying: school, community center, etc.) d. Disciplines involved and how many, and any proof of participation. e. Activities performed by staff in attendance. f. Copies of any presentations given (slides de-identified) and/or photos for either activity <p>-Demonstrate completion of a unit-based educational activity for families focused on health promotion.</p> <p>Include:</p> <ol style="list-style-type: none"> 1. Provide documentation on health promotion activity held by unit <ol style="list-style-type: none"> a. Title b. Speakers or activity hosts (first name and discipline only) c. How many families attended, d. How many unit members participated, and activities performed by staff e. Any family feedback from the event if available. f. Copies of any presentations given (slides deidentified) and/or photos for either activity 	
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C. Care Planning

<p>Demonstrate how age/diagnosis-appropriate care plans are utilized on the unit and how are they used to communicate across shifts.</p> <p>Include:</p> <ol style="list-style-type: none"> 1. Examples of care plans available for age/diagnosis-appropriate patients 2. Process of assigning and initiating care plans to patients 3. Method used to share progress between shifts 4. Supporting evidence of the standard of care for documentation in care plans 	
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Domain 5: Continuous Improvement

A. Outcomes

Provide **two** of the following data outcomes:

- Overall satisfaction/rating for the unit from the patient satisfaction survey platform (NRC, Press Ganey, Leapfrog, etc.)
- Overall satisfaction/rating for satisfaction with nursing staff for the unit from the patient satisfaction survey platform (NRC, Press Ganey, Leapfrog, etc.)
- 30-day readmission rate to unit
- Medication errors per 1,000 patient days
- Unit rates for **one** of the following: UPE, CLABSI, Pressure Injury, Bathing compliance, or other unit quality indicator rates
- Hand-washing compliance rate for the unit
- Safe Sleep compliance rate for the unit

Each outcome must include:

1. The previous 8 quarters of data (minimum of 4 quarters if newly tracking, notate date started tracking)
2. A list of data points or graphs with each quarter's overall rate
3. How data is obtained

Select a quality initiative targeted toward a population-specific to your unit and describe how the unit achieved or is achieving improved patient outcomes because of your initiative.

Include:

1. Provide the quality initiative worked on
2. Disciplines involved in the work
3. Method used to determine the need to improve, the process to determine the cause, interventions chosen, and results achieved
4. Include data graphs of pre- and post-results
5. Process to ensure sustainability

Examples may include but are not limited to:

- CLABSI rate high, who was involved, what was done, what results were achieved, share data graphs, sustainability plan, next steps

B. Quality Standards

Describe nursing involvement in huddles to improve communication, surface issues, and celebrate successes.

Include:

1. Method of huddle process (when, where, who attends)
2. Type of huddle and information that is shared at huddle (overview, not specific details). Submit a standardized reporting sheet if applicable.
3. Example of improved communication or awareness of issues by having a huddle process

Examples may include but are not limited to:

- A process of meeting as a team before start of the shift to ensure all team members have essential communication needed for the shift, the ability to bring up concerns or safety issues, and/or provide recognition to others

<p>Select <u>one</u> topic from the following when the outcomes were <u>not</u> meeting expectations and describe how the unit improved outcomes.</p> <p>Patient Safety</p> <ul style="list-style-type: none"> • Hospital-acquired conditions (e.g., C-DIFF, MRSA, CLABSI, CAUTI) • Restraint documentation • Blood transfusion errors • Alarm fatigue • Identifying and mitigating risks associated with behavioral health • Medication errors • Pain management • Hand Hygiene <p>Include: Supporting documentation on the background of the outcome that was below expectations and includes all steps 1-7.</p> <ol style="list-style-type: none"> 1. Specific metric 2. Plan 3. Goal(s) 4. Intervention(s) 5. Outcome(s) 6. Description of how direct care staff participate in the process 7. Include a graph with a data table 	
<p>Describe nurses' involvement in the development and participation of simulations and/or mock code scenarios.</p> <p>Include:</p> <ol style="list-style-type: none"> 1. Method for creating, implementing, and evaluating simulation or mock codes 2. Disciplines that helped create, run, and participate in an event 3. One learning outcome from an event held that benefitted unit staff 	