

PRACTICING EXCELLENCE/

CONNECT 2022
UNIFY, COACH, CONNECT

PARTNER SHOWCASE: BANNER HEALTH

 Banner Health®



Integrating the NEP: Focusing on Growing and Developing Your Team





BANNER HEALTH PROJECT TEAM



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SENIOR DIRECTOR
CLINICIAN EXPERIENCE & PHYSICIAN/APP DEVELOPMENT



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SENIOR CONSULTANT, TALENT MANAGEMENT
CLINICIAN EXPERIENCE & PHYSICIAN/APP DEVELOPMENT

\$9.4B

in revenue in
2019

\$838.9M

in community benefits,
including \$79 million
in charity

AA-

bond rating

52K+

total Banner
team members



Providing services in AZ,
CA, CO, NE, NV and WY

Our portfolio of services



Insurance

- Banner Network Colorado
- Banner Health Network
- University of Arizona Health Plans
- Banner | Aetna
- Medicare Advantage Plans



Ambulatory

- Urgent Care
- Ambulatory Surgery Centers
- Specialty Care
- Primary Care
- Occupational Health
- Cancer Centers
- Imaging Centers



Acute

- Academic Medical Centers
- Urban Hospitals
- Rural Hospitals
- Children's Medical Center
- Behavior Health Hospital
- Heart Hospital



Post-Acute

- Inpatient/Outpatient Rehabilitation
- Skilled Nursing Facility
- Home Health
- Hospice and Palliative Care
- Home Infusion
- Home Medical Equipment



Services

- Pharmacy Services
- Lab Services
- Telehealth

Our customers

948,361

Covered Lives

5,383,150

Clinic Visits

1,713,807

Outpatient Visits

1,004,288

ED Visits

608,114

Urgent Care Visits

250,952

Admits

117,152

Observation Cases

220,888

Home Health Visits

159,358

Surgeries

33,966

Deliveries

Banner Health

AT A GLANCE 2022



11,000 bedside nurses
15,000 total RNs

Our Uphill Battle – The State of Healthcare



Turnover



Burnout



Costs

- 20% of physicians leaving in 2 yrs.
- 139,000 physicians short by 2033
- 40% of nurses leaving by 2023
- 44% of nurses leave due to burnout
- 500,000 nurses retiring by 2023
- 1.1 Million nurses short by 2023

- 80% of physicians & 75% of nurses
- 2X more likely to commit an error
- 2x more likely to have poor patient experience
- 50% of nurses PTSD, stress, & trauma
- Physicians suicide is **higher** than any other profession

- Burnout Costs
 - \$9 Billion annually for nurses
 - \$6.3 Billion annually for physicians
- \$80,000 to lose 1 nurse
- \$800,000 to lose 1 physician

SAWUBONA

This Zulu greeting has been on our tongues and in our hearts for much of the past ten years. It literally means “I see you.” More than words of politeness, **SAWUBONA** carries the importance of recognizing the worth and dignity of each person. It says...

*“I see the whole of you—your experiences, your passions, your pain, your strengths and weaknesses, and your future. **You are valuable to me.**”*



Our Bold Vision...

- Banner Health is a bright spot of hope for what is possible when nurses are **living their purpose**.
- Banner is a place where our nurses thrive and co-create a **culture of health and healing**.
- Nurses at Banner are part of a vibrant community where they **live their best lives**, participate in **inspired collaboration** and **empowered exploration**, and **achieve** professional and personal fulfillment.
- Nurses experience **magical memorable moments** - those moments of awe, joy and discovery- while working with colleagues and/or patients at Banner Health.
- We created an environment that led to **highly engaged** nurses who tell their peers to come work at Banner.

What would become possible if we were able to create this **bold vision of possibility**?

Swensen Model for the WIN

- Evidence Based
- Applicable to all healthcare professionals to reduce burnout
- Wholistic
- Proven Results
- Aligns Organizational Priorities:
 - Quality
 - Safety
 - Engagement
 - Access
 - Patient Experience
 - Well-Being



THE NURSING EXPERIENCE PROJECT SUPPORTS

Personal Development

- “Becoming Your Best” Development Track
- ✓ Patient Experience,
- ✓ Culture of Safety
- ✓ Shared Decision Making
- ✓ Culture Setting

Leadership Development

- How We Lead – Banner’s Leadership Model Foundational Program
- Banner-designed Leadership Development Track (100 – 400)
- Leadership Effectiveness Crosswalk to Banner’s New LE Questions

System & Service Line Priorities

- Targeted content for specific service line priorities and annual initiatives:
 - COVID healing/recovery
 - Quality and safety
 - Patient experience
 - Well-being, burnout
 - Opioid education

ADDITIONAL BENEFITS



Ease of use and access—short videos on demand

Bite-sized learning— “try this one thing”

Content approved for CEU Credit

Short “build time”—ready for immediate implementation

Presented “by nurses, for nurses”

Banner & Practicing Excellence Partnership to drive content strategy and tool development



INTEGRATION IS KEY



NEP Supports the Nursing Life Cycle



HIRE

HIRE TOP TALENT

- Pre-Hire Assessment
- Interview Training
- Interview Guides



ONBOARD

EQUIP & ENGAGE

- NEO, NLO, NLW, NPO
- Onboarding Guides
- Job Shadowing



ENGAGE

PEOPLE & PROCESS

- Communication Cascade
- Work Your Way
- Talent Days / Routines



DEVELOP

RIGHT TIME SOLUTIONS

- ARC Perf. Cycle
- On-Demand Solutions
- Rising, ALP, Summits



NEXT MOVE

PROVIDE OPPORTUNITIES

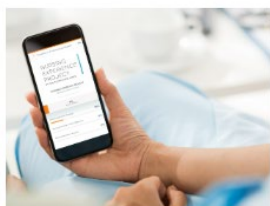
- Pathways
- Career Services
- Exit Survey

- Onboarding
- Bedside nursing
- Nursing Leadership
- Nursing committee/councils
- Career Journeys

Getting it to the Front Lines

Nursing Experience Project (NEP)

Welcome to the Nursing Experience Project!



Part of our multi-year strategy to “nurture the heart of nursing” includes access to the Nursing Experience Project (NEP) app for all Banner RNs. This on-demand micro learning development tool offers nursing-specific content focused on well-being, patient experience and leadership—and the library of content is continually expanding! Use the tabs below to access helpful tools.

We want to hear how you are using the Nursing Experience Project app for personal or team development.

[Share Your Story](#)

Getting Started **One-Pagers** ARC Resources Certifications Wellness In Nursing Info

One-Pagers for Popular NEP Content

- [Culture of Safety](#)
- [PX Refresher](#)
- [AIs and LTIs](#)
- [Leading Change Effectively](#)
- [MBI Survey Action Planning--2022](#)
- [Team Collaboration](#)
- [Well-being](#)

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Getting Started with NEP

NURSING DESIGNED PROGRAMS & CONTENT

Diverse Faculty | Actionable Tips | Certification Programs

MULTI-CHANNEL MICRO-LEARNING APPROACH

Enterprise | Team | Individual

COMMUNITY NETWORKING

Peer Networking | Professional Development | Solutions Exchange



Download the NEP App

1. Use the QR Code to download the Clinician Experience Project app
2. Create your account
3. Enter the Login Code: [BannerNEP](#)
4. Select “Enter Code”
4. Search the Library for topics of interest and get started today!



Learn—Try—Share

- **LEARN**—Commit 5 minutes per week to learning a new skill
- **TRY**—Put the tip into practice during the following week
- **SHARE**—Engage with a colleague about your experience and what you have learned

Explore

Check out these popular videos that Banner nurses are watching:

[Building Your Vision for a Healthier You](#)



[Demonstrate Heart: Be Open](#)



[Bringing Compassion](#)



[NEP Resources on Banner Connect](#)



Banner Health.

Integration into Organizational and Nursing Priorities

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Nursing Support of 2022 Annual Initiatives

Our support of annual
give and receive care.
make Banner a great place

Improve Safety and
Prevention of need



Increase Connect
Keeping patients



Deliver an Outstanding
Improve "Likely to
"Net Promoter Score"

★★★★★

Need to Download

1. Use the QR Code
2. Experience Project
3. Enter the Login
4. Select "Enter Code"
5. Scan one of the content that supports the Library with

NEP Resources on Banner

NURSING
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Culture of Safety

Heal Me

"The prospect of
may be the most
-Dr. Steve

Building High Reliability

- An Introduction
- The Call to Action
- A Shared Commitment
- Zero Harm
- Assessing Your Safety
- Engaging Physicians
- Measuring Reliability
- Good Catch
- Trust and Transparency
- Fair and Just Culture

Need to Download

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4. Search the Library

NEP Resources on Banner

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Patient Experience Refresher

Are you looking for ways to increase your connection with patients? Check out the following tips within the NEP app that support the things that matter most to patients, and will increase your sense of well-being at the same time!

First Impressions



Conveying Respect



Bringing Compassion



Listening Well



Explaining Care Plans



Discharge



Learn—Try—Share

- **LEARN**—Commit 5 minutes per week to learning a new skill
- **TRY**—Put the tip into practice during the following week
- **SHARE**—Engage with a colleague about your experience and what you have learned

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4. Search the Library for topics of interest and get



On-Demand Well-being Resources

Utilizing the Clinician Experience Project (CEP) App and the Nursing Experience Project (NEP) App

The CEP and NEP
maintain balance
one of these well-being

NURSING
EXPERIENCE
PROJECT
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Building Your
Healthier



CLINICIAN
EXPERIENCE
PROJECT
BY PRACTICING EXCELLENCE

Building Your
Healthier



Need to download

1. Use the QR Code
2. Experience Project
3. Enter the Login
4. Select "Enter Code"
4. Search the Library

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NEP Toolkit for Nursing Leaders

The Nursing Experience Project app is a tool that can assist you as a leader—making your job easier! Check out these ideas for using the NEP app to enhance your leadership effectiveness:

Help your team get better together

Is there a topic you want to address in an upcoming team meeting? Resources are available on the NEP/CEP app to support these and many other topics:

- [Well-Being: Building Your Vision for a Healthier You](#)
- [Well-Being: Overcoming Our Nursing Program](#)
- [Well-Being: Personal Care and Recovery](#)
- [Conveying Compassion](#)
- [High Performing Teams: Common Purpose](#)
- [High Performing Teams: Everyone Counts](#)
- [High Performing Teams: Solving Challenges](#)
- [High Performing Teams: The Impact of Collaboration](#)
- [Patient Experience: Listening Well](#)
- [Patient Experience: Bringing Compassion](#)



Follow the **TIPS FOR VIEWING AS A GROUP** to ensure everyone gets credit for watching.

ARC Challenge to Grow Activities

ARC CHALLENGE TO GROW ACTIVITIES have been identified that utilize the CEP app. This resource provides direct links to the relevant NEP content.

VOICE/SOPS/MBI Action Plans

Once your **VOICE/SOPS/MBI** results are shared, it's time to create your action plans. This **ACTION PLANNING RESOURCE** will guide you through the process, making it easy to identify and use CEP videos to support your plans.

Team Member Development

Let the NEP app be the "Coach In Your Pocket"! Use the NEP app for development by sharing relevant tips, encouraging team members to put the tip into practice, and then follow up with them during your next 1:1. This becomes an easy process as you encourage team members to continuously seek ways to improve their connection with patients and colleagues.

NEP Resources on Banner Connect

Integration into Existing Workflows: Employee Evaluations and “Challenge to Grow” Activities

NURSING EXPERIENCE PROJECT BY PRACTICING EXCELLENCE

NEP Supports ARC Challenge to Grow Activities

Three types of learning experiences

- 10%—Training using NEP Videos & Learning Journal**
Clarifies and supports what you are learning and provides structure for the 20% and 70%.
- 20%—Developmental relationships**
Reflection and idea sharing with a mentor, coach or peer.
- 70%—On-the-job experience**
Each skill-building video includes one actionable idea for nurses to practice on their units, demonstrating what they have learned.

ARC Activity Scenarios

Scenario 1: Sharpen People Skills/Develop in Role
Thomas is an RN who has excellent clinical skills but would like to grow in his ability to connect better with his patients and their family members while delivering exceptional care. His aspirations are to stay in his current role as an RN.

Sample Challenge To Grow Activity Using NEP: Strengthen connection with my patients by learning how to communicate with compassion, listen well, and explaining care plans through use of the NEP app. This will help me deliver safe and effective care while increasing a patient's likelihood to recommend our hospital. As I expand my patient experience skills, I will share with my peers by sharing a story during one huddle each month, of how my new PX skill impacted my connection with my patients and the reference work done as a PX Champion.)

Scenario 2: Promote Next Move
Anna would like to be considered for a promotion to Associate Director and would like to begin taking on aspects of leadership. She has determined that learning Banner's Leadership Model and actively demonstrating these leadership qualities is great preparation for this next step.

Sample Challenge To Grow Activity Using NEP—Growing Into Leadership: Strengthen my ability to lead people by effectively "Demonstrate Heart." I will use the NEP app in order lead with courage, increase self-awareness, and make differences, thereby making our unit a great place to receive care. As I grow my leadership skills, I will document and put these skills into practice through use of a learning journal, and review my learnings with my leader. I will also lead _____ initiative on my unit this year.

Scenario 2: Performance Improvement/Develop in Role
Sarah is a nurse leader who has discovered her need to inspire her people. She's noticed it's easy to get wrapped up in reactive responding and mundane routine of putting out fires. Her team has shared some initial feedback of struggling with model self-care and that there is so much change happening. Her voluntary turnover seems to be increasing slightly. She has found a root cause of not inspiring her team and as she aspires to be the best in her role, she will focus on her ability to effectively model self-care.

Sample Challenge To Grow Activity Using NEP: I'd like to focus on Inspiring Success and Finding a Way as my Challenge to Grow. Using the well-being content within the NEP app, I will learn techniques to influence my team by facilitating self-care and apply it through a variety of practice activities (rotating self-care discussions, stay interviews, team huddles on well-being, etc.). I anticipate that this will not only help myself break the typical routine but also inspire my peers to perform at a better, healthier level. I will review patient safety measures, PTO balances, and qualitative feedback from my team to measure my success in this.

NEP Resources on Banner Connect

Banner Health

Using the Nursing Experience Project App for RN Development

NURSING EXPERIENCE PROJECT BY PRACTICING EXCELLENCE

The Nursing Experience Project App is an on-demand micro learning tool for growth and development. Choose from the following programs to target your development activities for alignment with your career aspirations:

- Enhancing Patient Experience
- Encouraging Well-Being
- Growing Into Leadership: Demonstrate Heart
- Growing Into Leadership: Elevate My Team
- Growing Into Leadership: Inspire Success

Program Join Codes:
ARCPX
ARCWELL
ARCHEART
ARCTEAM
ARCINS

Step 1: Download the NEP App & Join Program

- Use the QR Code to download the Clinician Experience Project app
- Create your account using your Banner Health email address
- Enter the NEP App Login Code: **BannerNEP**
- Select "Enter Code"
- From the PROGRESS button on the toolbar, choose "Select Program"
- Scroll down to Join Program
- Use the program join code from the list above for your program of choice.

Step 2: Print and Complete the Learning Journal

Enhancing the Patient Experience Learning Journal

Encouraging Well-Being Learning Journal

Growing Into Leadership: Demonstrate Heart Learning Journal

Growing Into Leadership: Elevate My Team Learning Journal

Growing Into Leadership: Inspire Success Learning Journal

Goal: Learn—Try—Share one new skill each week
Complete the learning journal
Review your learnings and experience with your leader in your next 1:1

Learning Journal

- Goal: Learn—Try—Share one new skill each week
- Review your learnings and experience with your leader in your next 1:1

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Enhancing Patient Experience: Part 1—First Impressions

Tip #1: It Happens In Seconds

LEARN—What is my key takeaway from this tip?

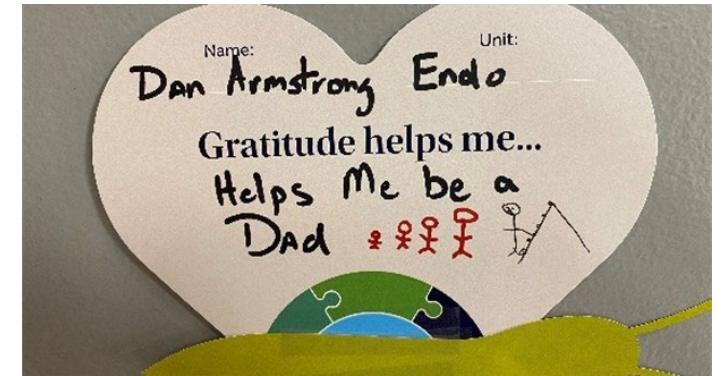
TRY—How did I implement this tip?

SHARE—Who did I connect with about what I learned and my experience?

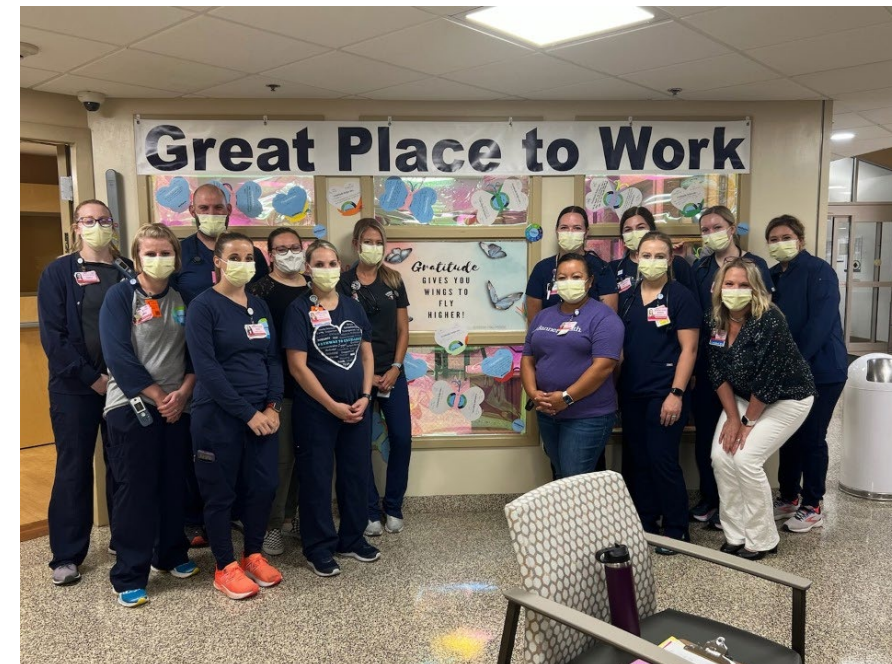
Support from Wellness in Nursing Champions



Thank you, WIN, for supporting our Nurse's Week picnics. I'm so thankful to be part of such a great new movement, Banner wide!



Thank you WIN! Our events have been amazing. Our nurses needed this!



NURSING EXPERIENCE PROJECT

BY PRACTICING EXCELLENCE



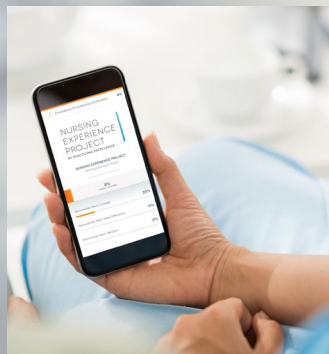
Comments left in the NEP app by our nurse leaders...

Year 1:

- 639 Unique Users
- 13,183 Total Tips Watched; 515 Unique Tips Watched
- There are only 36 unique tips within the “Foundations of Nursing Leadership Certification” program; 479 unique tips outside of the FNLD program were accessed
- 244 links to tips were shared with a colleague
- 148 nurse leaders have completed the Foundations program to date; recognition with digital badging from *Credly* and personal badge pins

System Integration:

- On-demand micro-learning development; for nurses—by nurses
- One-pagers aligning NEP content with Banner priorities (AIs, LTIs, PX, Safety, ARC, WIN, Well-being)
- NEP resource page on Banner Connect



New Content Coming:

- Nursing Excellence
- Transition to Practice
- Nurse Onboarding
- Advanced Patient Experience
- Advanced Nursing Leadership

Tip #1—Your Belief System: *“My belief system is meaningless if I don’t live so others see it when they see me. I have to ACT in such a way that people know that courage, integrity and empathy are what I am passionate about each and every day.”*

Tip #2—Standing for What is Right: *“My beliefs are infused in everything I do as a nurse and leader. Having the courage to speak up when something doesn't feel right takes courage. Asking questions first to seek understanding facilitates a team approach to doing the right thing. I love the 4 A's in this video.”*

Tip #3—When Adversity Comes: *“I love this!! Right on point. For me, recent adversity was facing Covid with my ICU team from ground zero in another facility, losing a staff member to it, and working through the staff turnover. It didn't break us, it shaped us, and made us a stronger team.”*

Tip #4—Courage Above All Else: *“These are impactful videos. These next few weeks I will focus on being courageous--Am I a leader who follows my personal beliefs and demonstrates courage when things become difficult? Am I supportive of my leaders when they are faced with challenges? Are my words and actions demonstrating 'heart'? Am I a leader that others want to follow?”*

1. DO IT.
2. COMMIT TO IT.
3. MEASURE IT.
4. CONNECT IT.
5. REWARD IT.
6. SIMPLIFY IT.

PRACTICING

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CONNECT 2022

UNIFY, COACH, CONNECT

PAY IT
FORWARD

 Banner Health®