

Case Study: Hackensack Meridian *Health*

# Standardizing and Streamlining to Meet Demands of a Pandemic

## Challenges Faced

### Ensuring consistent education and training for nurses across hospitals

With an ever-expanding network, Hackensack Meridian Health (HMH) found itself in the position of having to standardize policies, procedures, and education across 11 hospital sites in order to address the needs of more than 8,000 nurses. It was a challenge HMH had faced before, having recently grown from 3 hospitals to 11. HMH wanted to ensure that education, training, checklists, and competencies were consistent across the board, allowing nurses to easily transfer between hospitals in the network.

By December 2019, HMH was ready to tackle the standardization issue. The team prioritized integration with its learning management system (LMS) as one source of truth and to accommodate the needs of new nurses, resident nurses, advanced-practice nurses, home care nurses, and long-term-care nurses. HMH worked with Lippincott® Solutions on a plan that would roll out in January 2020. But the COVID-19 pandemic had other ideas.

The onset of the pandemic forced a pivot in terms of HMH's priorities. Heightened demand for healthcare workers — and nurses in particular — necessitated educational tools for agency and new team members, some of whom got reassigned or may have left direct patient care and now found themselves back at the bedside as critical-care nurses. In the face of a deadly virus, they needed access to non-standard procedures that could help in caring for over 13,000 patients with COVID-19 who were being treated. And the ability to accomplish these things within a small window was crucial.

#### Profile

As the largest, most comprehensive health care network in New Jersey, not-for-profit HMH provides a complete range of medical services and life-enhancing care — enabled by innovative research.

#### Overview

The HMH network encompasses 17 academic centers, acute care facilities, and research hospitals and employs more than 8,000 nurses. In recognition of their dedication to quality and safety, the Leapfrog Group named three HMH hospitals — Hackensack University Medical Center, Jersey Shore University Medical Center, and Pascack Valley Medical Center — as 2021 Leapfrog Top Hospitals. Each of the three also received a Leapfrog Hospital Safety Grade of A for fall 2021.

#### Notable Accreditations and/or Credentials

By exhibiting its commitment to health care excellence, HMH earned the prestigious Magnet status from the American Nurses Credentialing Center. Only 9% of US hospital organizations have earned the designation, and HMH has been honored six times since 1995.

# 5,000

polices and procedures

# 4,000

people a day vaccinated over a 5 month period

# 170

nurse educators involved in rapid onboarding

*“We are just beginning to look at outcomes, so we don't have the data yet, but here is what we do know: We know it's better to access the latest, evidence-based procedures from Lippincott rather than depend on policies that are looked at once every few years. After all, a policy that's looked at infrequently cannot compete with something that's frequently synthesized — sometimes every quarter — for accuracy against the evidence. There's no way we could match that. I'm confident that using Lippincott improves outcomes.”*

—Miriam McNicholas, DNP, RN, CNL, NEA-BC, Clinical Policy Administrator, Hackensack Meridian Health

## Solution Snapshot

To deal with the dual issues of standardizing and educating/onboarding in the midst of a global health crisis, HMM turned to Lippincott Solutions. As an integrated, cloud-based software suite, Lippincott Solutions works to optimize nurse competence and confidence by providing evidence-based clinical information. The Lippincott Solutions suite supports clinical excellence and staff development across the learning and care continuum.

HMM now uses the Lippincott Solutions suite for onboarding, orientation, new nurse transitions, nurse residency, and COVID-19-specific training modules that address the areas of mechanical ventilation, prone positioning, and correct use of personal protective equipment. The Lippincott Solutions suite has also been integrated into medical school training — specifically for basic bedside procedures.

## The Solution

### Innovative and flexible learning options

As COVID-19 raged on and the demand for nurses continued, another stressor was added to HMM's plate: responsibility for a vaccination mega-site. Among the new logistic and supply chain issues to deal with was another new one: volunteers. Volunteers who were technically licensed to administer vaccination injections but who may have not given one in many years represented an important part of handling such a huge undertaking. By leveraging Lippincott Solutions training modules, volunteers were quickly brought up to speed via step-by-step administration instructions.

By May 2020, New Jersey had announced that hospitals could hire non-licensed nurse graduates, necessitating a virtual transition to practice program because in-classroom learning was not an option due to COVID-19. HMM conducted a full day of training by using Lippincott® Professional Development and Lippincott® Blended Learning resources — integrated with Google Chat rooms for residency cohorts.

With the surge of patients needing COVID-19 care, nurses already in practice stepped in to cross specialties and help. HMM redeployed medical-surgical nurses to critical care and nurses from nonclinical roles — such as case management, population health, and educators — to support patients at the bedside. Lippincott® Procedures developed a new Rapid Onboarding module to assist hospitals in readying nurses for redeployment to frontline care teams. While Lippincott has over 2,200 procedure training videos, the Rapid Onboarding module combined existing relevant procedures with new, COVID-19-specific procedures created in just days by Lippincott expert nurses. With the Rapid Onboarding module, information on vital procedures needed for treating patients who had COVID-19 — such as the correct uses of personal protective equipment (PPE) and infection control precautions — could be shared immediately with HMM nursing staff.

Lippincott also benefited new nurses because as part of new-nurse orientation, HMM had assimilated modules and checklists that new nurses could access before they ever hit the floor. That assimilation made for a smooth transition to practice.

Customization of the Lippincott Solutions suite resulted in a centralized location for policy and procedure information, which became accessible to staff via one log-in for the entire system. And there's also a link for nurses to access Lippincott via the Electronic Medical Record (EMR).



HMH integrated Lippincott into its learning system, **completing 63,356 assignments** and assigning them within the LMS.



During the initial COVID-19 surge, HMS was able to treat **13,000 patients** and quickly onboard nurses.



Using a virtual training approach, HMH was able to bring on **more than 650 nurses**.

## Results

### Completing 63,356 assignments

Despite an unexpected change to the rollout, HMH integrated Lippincott with their LMS system and completed 63,356 assignments as of November 2021. The HMH team was able to easily find and use training programs developed by Lippincott and assign them within its LMS to everyone who was mandated to have training.

### Treating over 13,000 COVID-19 patients

HMH was able to treat significant numbers of patients during a high-demand period because it could redeploy and quickly onboard nurses from other specialties. With the help of Lippincott modules, HMH trained both new and experienced nurses as well as volunteers assisting at the vaccination mega-site.

### Onboarding 650 nurses

Using a virtual training approach modules, checklists, and more, HMH brought more than 650 nurses on board and helped them make the essential transition to practice during a worldwide health crisis.

### Ensuring clinical training virtually

To support nurses transitioning from non-clinical roles, HMH used Lippincott Solutions training modules as the nurses acclimated to their new roles. That acclimation was key because nurses could not safely go into hospitals and clinics for the training they needed.

To learn more about Lippincott® Solutions visit:  
[www.LippincottSolutions.com](http://www.LippincottSolutions.com)

