

Case Study: Ardent Health Services

Transitioning to an Evidence-Based Nursing Platform to Maximize Efficiencies

Challenges Faced

Standardizing and optimizing for maximum results

As a health network experiencing substantial growth in diverse geographic areas, Ardent Health Services faced the challenge of standardization across its entire system. As the organization continued to grow, Ardent sought a single education platform that could tackle a wide array of demands, drive system-wide best practices, and maximize efficiencies.

The platform would have to be flexible enough to meet the needs of both larger hospitals and smaller facilities with varying levels of resources.

In addition, Ardent wanted to ensure that any solution considered would align with its organizational focus on people, quality, service and growth. With that in mind, the organization pinpointed key overarching objectives:

- To provide frontline staff with a platform for standardized continuing education and for earning continuing education units (CEUs)
- To enable educators to create programs for their own facilities by using standardized, evidence-based content
- To extend resources to smaller facilities with fewer educational resources

In deciding to work with Lippincott® Solutions, Ardent placed high priority on the elimination of any barriers to access to education and materials needed system wide. The organization worked with Lippincott to consolidate all continuing and professional development content into its learning management software (LMS) system accessible through a single sign-on.

Health System

As a leading healthcare organization, Ardent Health Services' presence spans six states: Idaho, Kansas, New Jersey, New Mexico, Oklahoma and Texas.

Since its inception, Ardent's mission has been to deliver care with **compassion** for patients and their families; **respect** for employees, physicians, and other health professionals; **accountability** for its fiscal and ethical performance; and **responsibility** to the communities it serves.

Overview

More than 26,000 employees work in Ardent's 30 acute-care hospitals and more than 200 sites of care. Eighty-five percent of Ardent facilities received Leapfrog hospital safety grades of A or B in fall of 2021. And Modern Healthcare recognized five Ardent hospitals as Best Places to Work in 2021, which marked the 13th consecutive year an Ardent facility made the list.

30

hospitals

the system has grown by more than 50% since 2016

75+

nurse educators

the team works across various facility sizes and regions

26K+

employees

Ardent employees span across six different states

"I believe educators are influencers and leaders. They're the boots on the ground, getting information to the nurses who use the tools. And what we've seen are constant upticks in Lippincott Solution usage. Now we come together as a team to make recommendations that come out of Lippincott best practices to align with policy."

—Rachael Frija, DNP, RN, NPD-BC, NEA-BC | Corporate Director of Clinical Education | Ardent Health Services

Solution Snapshot

Ardent selected Lippincott Solutions to help facilitate the standardization it was seeking to establish throughout its fast-growing health system. An integrated, cloud-based software suite, Lippincott Solutions optimizes nurse competency and confidence by providing evidence-based clinical information. The Lippincott Solutions suite supports clinical excellence and staff development across the learning and care continuum. And as a holistic, integrated suite, it offers adaptability and scalability to all types of organizations.

Ardent was able to take advantage of both (1) off-the-shelf solutions that provided quick and relevant training as well as (2) customized options.

The Solution

Innovative and flexible learning options that put the focus on consistency

Adoption and rollout of Lippincott Solutions came in waves, with the first wave focused on standardization efforts across the health system. The second wave concentrated on bringing that standardization into the area of education. The priority for the third wave shifted to the rapid onboarding of staff — many of whom were ancillary — based on needs created by the COVID-19 pandemic. But as Ardent added educators, it also wanted to ensure consistency and maximize its investment by optimizing Lippincott Solutions' use.

Ardent used Lippincott Solutions to:

- Consolidate continuing education and professional development materials in a centralized location (the LMS) with a single sign-on for greater convenience, which facilitated much greater utilization
- Unify and standardize education across hospitals and other sites of care
- Use Lippincott Blended Learning to develop a nurse residency toolkit
- Align people (educators), processes and systems
- Provide an evidence base for hospitals that are pursuing Magnet Recognition Program® designation or Pathway to Excellence® Program certification

The Lippincott Solutions suite has helped Ardent move to a more efficient, more effective model of care by establishing a unified way to validate competencies.



In four months, the use of Lippincott Solutions **resulted in an increase** from 6,000 continuing education units to 60,000.



84% of Ardent facilities **received a three-star rating or above** ranked in CMS' Overall Hospital Quality Star Rating (January 2021).



11 Ardent-affiliated hospitals **received an "A" Leapfrog Hospital Safety Grade** for fall 2021.

Results

With Lippincott Solutions, Ardent has the ability to unify and standardize education and roll that out across their hospitals. Now, educators, processes, and systems are aligned across the health system.

Standardize education across hospitals

Ardent was able to consolidate all continuing and professional development content across its health system into its LMS accessible through a single sign-on.

Support nursing transformations

Lippincott provides an evidence base for hospitals in their system that are pursuing Magnet® or Pathway to Excellence certifications.

Align people, processes, and systems

There is alignment between policies and procedures in Lippincott so as new policies are launched, and Ardent needs to determine if a competency exists, there is a process to assess and align.

To learn more about Lippincott® Solutions visit:
www.LippincottSolutions.com

