

# Guide for Magnet Pulsing in Micro Pulse

On-Demand Pulse Micro Pulse is Press Ganey’s self-service pulsing tool. The purpose of this document is to provide guidelines on how to best use this tool to meet ANCC guidelines for Magnet pulsing.

## Demographics

ANCC Required Nursing demographics: either self-report or pre-filled

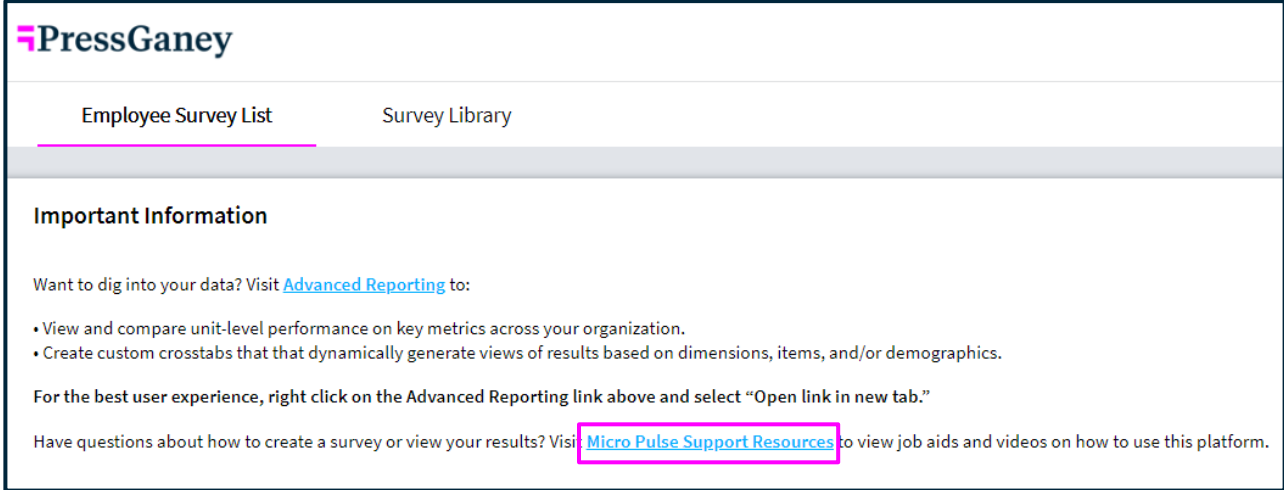
- Location
- Unit
- Position
- Direct patient care
- Regardless of position, are you an RN?

## Categories & Items

There are 31 ANCC-approved items across the seven nursing satisfaction categories. Client must select at least one category from the seven; can include all seven. All items within a chosen category must be included in the survey.

## Key Steps for Creating a Magnet Pulse in Micro Pulse

The scenarios described below outline the critical steps needed for Magnet pulsing in Micro Pulse. For additional support in creating your survey, please review the step-by-step job aids, which include screenshots. These are available on the Micro Pulse Support Resources page accessed from Help page in your Micro Pulse dashboard.



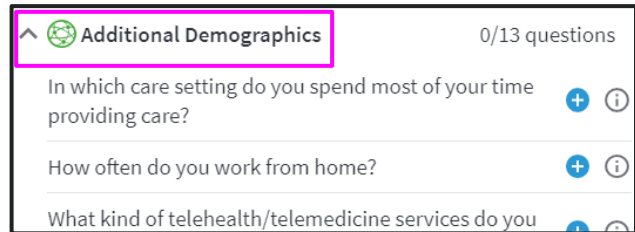
The screenshot shows the PressGaney dashboard interface. At the top left is the PressGaney logo. Below it are two navigation tabs: "Employee Survey List" (which is highlighted with a pink underline) and "Survey Library". Below the tabs is a section titled "Important Information". The text in this section reads: "Want to dig into your data? Visit [Advanced Reporting](#) to:" followed by two bullet points: "• View and compare unit-level performance on key metrics across your organization." and "• Create custom crosstabs that dynamically generate views of results based on dimensions, items, and/or demographics." Below the bullet points, it says: "For the best user experience, right click on the Advanced Reporting link above and select “Open link in new tab.”" At the bottom of the section, it says: "Have questions about how to create a survey or view your results? Visit [Micro Pulse Support Resources](#) to view job aids and videos on how to use this platform." The "Micro Pulse Support Resources" link is highlighted with a pink box.

## Scenario 1: New Micro Pulse Client Leveraging the Quick Start Approach (i.e., Sampling via Email Addresses)

New Micro Pulse clients who do not want to create (or have not yet created) an organizational hierarchy and prefill demographic responses have the option to leverage a Quick Start setup. With this approach, standard Press Ganey demographic items will be set up as self-select.

Once dashboard configuration is complete, follow these steps:

1. **Begin.** Select *New Survey* in the upper right corner.
2. **Select your template.** The Quick Start option provides access to only one template: *Sampling via Email Addresses*.
3. **Name Your Survey.** If you plan on conducting multiple pulses of multiple different units, it is important to clearly name your surveys so that you can tell them apart. Consider including the timeframe, ANCC category name, and the name of the unit (e.g., March 2023 Autonomy Pulse – NICU).
4. **Choose and Review Questions.**
  - a. *Demographics.*
    - i. Option 1: The required Magnet demographics are included in each of the ANCC categories in the Micro Pulse library. Simply click on the + sign next to every item listed under the category name, and it will pull everything you need into your survey.
    - ii. Option 2: Locate the Additional Demographics category in the Press Ganey question library on the left side of the screen. Click the + sign to add the following demographics as self-select questions to your survey (*Note: You will account for the Location & Unit demographics via sampling in Step 5*):
      1. Please select the category that best describes your primary responsibilities.
      2. Do you spend at least 50% of your time in direct patient care?
      3. Regardless of the position you currently hold in this organization, are you a Registered Nurse?
  - b. *ANCC questions.* Locate the ANCC category(ies) you want to include in the survey in the Press Ganey question library on the left side of the screen. Click on the category name to expand and view the items in the category. Click the + sign to add items to the survey. You must include all items within a chosen category.
  - c. *Open-ended questions.* Open-ended items may be added. Verbatim comments will be provided in reporting.
5. **Select Sample.** Enter recipient email addresses separated by semi colons or carriage returns. Copying and pasting multiple cells in Excel also provides the proper formatting. Select *Add Recipients*.
  - a. *Important.* Each survey must only be sent to only one location/unit since they are not included as a self-select demographic in the Quick Start option. *Make sure that your sample (based on your Locations and Unit Names) matches your previous full RN survey for your Magnet® reporting needs.*



## 6. Setup Email.

- a. Set the survey timeline (i.e., survey start date, reminders, survey close date).
  - b. Adjust the email settings by customizing the Sender Name and Reply To Email Address fields as needed (e.g., update the Sender Name to the name of your CNO).
  - c. Edit the email invitation and reminders to highlight the purpose of the survey and the importance of Magnet accreditation. Your Account Manager can provide Magnet invitation and reminder samples.
7. **Complete Set Up.** Review the Timeline, Recipients, and Questions. Click back into previous steps to make any edits. When you are ready, choose one of the following options:
- a. **Save & Exit.** Leave the survey in Draft status so that you can come back and edit it later.
  - b. **Preview Survey.** Preview the survey to see what it will look like to a respondent. The survey adapts to screen size.
  - c. **Commit.** Select Commit when you are sure all your edits are complete. The survey will then show up in your list of Live Surveys. If you select Commit, you can still edit the start date, reminder date(s), and close date, or delete the survey (and any data collected). Once the survey is in Live status, you can no longer edit the questions or update the recipients.

## Scenario 2: Existing Micro Pulse Client Leveraging their Hierarchy and Demographic Filters

*Reminder: Ensure that your Locations and Unit Names match your previous full RN survey or that you can map back to them for your Magnet® reporting needs.*

Complete the following steps:

1. **Begin.** Select *New Survey* in the upper right corner.
2. **Select your template.** The Quick Start option provides access to only one template: *Sampling via Email Addresses*.
3. **Name Your Survey.** If you plan on conducting multiple pulses of multiple different units, it is important to clearly name your surveys so that you can tell them apart. Consider including the timeframe and ANCC category name (e.g., March 2023 Autonomy Pulse).
4. **Choose and Review Questions.**
  - a. **Self-Select Demographics.** If any of your Magnet demographics were set up as self-select, locate the Additional Demographics category in the Press Ganey question library on the left side of the screen. Click the + sign to add the following demographics as self-select questions to your survey. *Note: Location must be pre-filled.*
    - i. Please select your primary work location.
    - ii. Please select the category that best describes your primary responsibilities.
    - iii. Do you spend at least 50% of your time in direct patient care?
    - iv. Regardless of the position you currently hold in this organization, are you a Registered Nurse?
  - b. **ANCC questions.** Locate the ANCC category(ies) you want to include in the survey in the Press Ganey question library on the left side of the screen. Click on the category name to expand and view the items in the category. Click the + sign to add items to the survey. You must include all items within a chosen category.
  - c. **Open-ended questions.** Open-ended items may be added. Verbatim comments will be provided in reporting (i.e., comment analytics are unavailable at this time).

5. **Select Sample.** *If you pre-fill your Magnet demographics, simply select the appropriate response options from the Sampling Demographics. The selection varies depending on the population you are targeting.*
  - i. Hierarchy: Select the appropriate unit(s)
  - ii. Location: Select the appropriate location(s)
  - iii. Position: See [Reporting Your Magnet Pulse Data](#) for which response options to select for each option (RNs (Clinical), Nurse Managers, and Non-Clinical).
  - iv. Direct patient care: Select *Yes, I spend at least 50% of my time in direct patient care*
  - v. Regardless of position, are you an RN: Select *Yes, I am a Registered Nurse*
6. **Setup Email.**
  - a. Set the survey timeline (i.e., survey start date, reminders, survey close date).
  - b. Adjust the email settings by customizing the Sender Name and Reply To Email Address fields as needed (e.g., update the Sender Name to the name of your CNO).
  - c. Edit the email invitation and reminders to highlight the purpose of the survey and the importance of Magnet accreditation. Your Account Manager can provide Magnet invitation and reminder samples.
7. **Complete Set Up.** Review the Timeline, Recipients, and Questions. Click back into previous steps to make any edits. When you are ready, choose one of the following options:
  - a. Save & Exit. Leave the survey in Draft status so that you can come back and edit it later.
  - b. Preview Survey. Preview the survey to see what it will look like to a respondent. The survey adapts to screen size.
  - c. Commit. Select Commit when you are sure all your edits are complete. The survey will then show up in your list of Live Surveys. If you select Commit, you can still edit the start date, reminder date(s), and close date, or delete the survey (and any data collected). Once the survey is in Live status, you can no longer edit the questions or update the recipients.

### Scenario 3: Existing Micro Pulse Client Leveraging Sampling Via Email Addresses

1. **Ensure the Magnet Demographics are set up as self-select.**
  - a. Please select the category that best describes your primary responsibilities.
  - b. Do you spend at least 50% of your time in direct patient care?
  - c. Regardless of the position you currently hold in this organization, are you a Registered Nurse?
2. **Complete the steps for [Scenario 1](#).**
  - a. Must complete a separate survey for each unit/location since Location will not be set up as self-select.

## Reporting Your Magnet Pulse Data

There are three populations you may want to report on for your Magnet submission. Apply the following filters to capture the feedback from each group.

### RNs (clinical) – Reported as Units

Demographic Question	Response Categories / Filter For:
Please select the category that best describes your primary responsibilities.	Nursing - RN Advanced Practice Provider
Do you spend at least 50% of your time in direct patient care?	Yes, I spend at least 50% of my time in direct patient care
Regardless of the position you currently hold in this organization, are you a Registered Nurse?	Yes, I am a Registered Nurse

### Nurse Managers – Reported as One Group

Demographic Question	Response Categories / Filter For:
Please select the category that best describes your primary responsibilities.	Senior Management Management
Regardless of the position you currently hold in this organization, are you a Registered Nurse?	Yes, I am a Registered Nurse

### Non-Clinical – Reported as One Group

Demographic Question	Response Categories / Filter For:
Please select the category that best describes your primary responsibilities.	ALL positions EXCEPT Management and Senior Management
Do you spend at least 50% of your time in direct patient care?	No, I do not spend at least 50% of my time in direct patient care.
Regardless of the position you currently hold in this organization, are you a Registered Nurse?	Yes, I am a Registered Nurse

### Unit-Level Data

If you selected your sample by using email addresses, each survey should be sent to just one unit.

If you sampled using the hierarchy, you can include multiple units in the same survey. Use the hierarchy filter to drill down and view the data for different units.