

HANDBOOK for the Lantern Award Program

Who Can Apply?

All emergency departments are welcome to apply for the Lantern Award. Applicants must complete the online application for the Lantern Award and provide accompanying documentation requested in the application. Applicants can register their emergency department and access the online application from the Lantern Award webpage.

If your hospital/health system has more than one emergency department, a separate application (and fee) needs to be submitted for each emergency department. However, it is not necessary that each emergency department apply for the Lantern Award.

Application Fee

The Lantern Award application fee is \$3,000 for all hospitals, including designated Critical Access Hospitals. After clicking the submit button at the end of your application, you will be provided with information regarding payment of the application fee. You may pay online with a credit card or you may print an invoice and mail final payment to ENA. The completed invoice must accompany the check.

Payment is due 14 days following the application deadline, which is typically the end of February. For more information or to submit payment prior to finalizing the application, email LanternAward@ena.org.

This fee covers the cost to maintain the electronic platform, upgrades, the review process, and the actual awards. The fee is non-refundable and cannot be applied toward a new application.

Submission Deadline

Online applications are available from the beginning of November through the end of February. The specific deadline date will be posted on the Lantern Award webpage. Online applications will not be accessible after the submission deadline date, however, a reference copy of the application is still available to help you prepare for the next cycle.

Interim Communication

Throughout the three (3) year period of Lantern designation, the Lantern Emergency Department is required to notify ENA if there is a change of facility name or a change of the primary contact or chief nursing officer. Changes are to be sent to LanternAward@ena.org.

Where to Begin?

The first step on your journey to the Lantern Award is to completely review this Handbook and the Coaching Guide to determine if you can provide the measures and stories of excellence that are required to submit an application. Take some time to meet with your Chief Nursing Officer and the Chief Financial Officer to discuss this opportunity. To assist you in this introduction to

your senior leadership, a brief executive summary about the Lantern Award is provided on the Lantern Award webpage.

You will need to register your emergency department in the online system for the Lantern Award application, which is accessible from the Lantern Award webpage. When registering your emergency department, contact information for the Chief Nursing Officer, a primary contact, and an account administrator will need to be entered. Typically, the primary contact will be the manager/director of the emergency department. The primary contact has overall responsibility for the application. This person should have comprehensive knowledge of the emergency department. Any follow-up questions after the application is submitted will be directed to the primary contact. The account administrator can be anyone in your organization, including the same person listed as the primary contact; and has the responsibility for ensuring that all fields in the application are complete and that the application is submitted when final.

The application for the Lantern Award is framed by core content areas that are essential elements in an environment of excellence. Your story, as you define it in your application, will cover each of these core areas: Leadership/Practice, Leadership/Operations, Education, Advocacy and Research/Practice. **If your emergency department is freestanding, answers should be pertinent to your specific emergency department, not to the affiliated hospital or larger health care system (unless otherwise stated).**

A list of current literature references is provided on the Lantern Award webpage for you and your team to review if you would like to expand your knowledge of the core content areas that build the framework for the Lantern Award. The articles may assist you in identifying and describing your strengths, challenges, and opportunities. The articles, which you may access and download on your own, are recommended reading on an as-needed basis.

Preliminary Steps

Before you begin the online application, complete the following pre-work that will assist you in successfully completing the application:

1. Review the application assistance documents on the Lantern Award webpage, specifically the Coaching Guide, which is a section-by-section guide to help you identify how best to demonstrate your emergency department's achievements.
2. Gather the statistical and demographic data needed from your organization for the application (see the reference copy of the application questions).
3. Assemble electronic versions of the following documents, to be uploaded with your online application or emailed:

- a. Four (4) graphs of quality metrics (from the most recent four quarters for which you have data) that demonstrate exceptional patient care/outcomes.
 - b. Limit one indicator/outcome per graph.
 - c. Highlight quality metrics other than those that are part of the core measures covered in sections O and P.
 - d. Each graph must include:
 - i. title of the indicator measured
 - ii. timeframe of the measurement period
 - iii. labels for X and Y axis
 - iv. target/goal
 - v. sample size
- You will be asked to provide a 300-word narrative for each graph in the online application (Section N).
4. Identify four (4) individuals (Authorized Users) who will complete one exemplar each in specific areas of the online application. You will be prompted to identify these individuals in the beginning of the application. As you come to the specific questions in the application, you will assign each question to an Authorized User by selecting the appropriate individual from a drop-down list. Once you have assigned their question, provide the Authorized Users with their login/password and the link to the Lantern Award application. Only the Authorized User will be able to enter and view the response to the assigned question. The four Authorized Users include:
- a. An emergency department physician to provide an exemplar from the past two years regarding the collaborative working relationship between nurses and physicians in your ED (examples of initiatives started more than two years ago are acceptable but must still be active). The exemplar should highlight an innovative or unique event, initiative, or program that required collaboration to achieve a goal, and **include outcomes**. [Question A.5; 1,000-word limit]
 - b. A staff nurse in the emergency department to provide an exemplar from the past two years regarding the collaborative working relationship between nurses and physicians in your ED (examples of initiatives started more than two years ago are acceptable but must still be active). The exemplar should highlight an innovative or unique event, initiative, or program that required collaboration to achieve a goal, and **include outcomes**. [Question A.6; 1,000-word limit]
 - c. Two staff nurses in the emergency department (representing different shifts and years of experience) who will each provide an exemplar from the past two years that highlights factors that contribute to their professional satisfaction, willingness to stay in the emergency department, and the impact that they feel they make on safe patient care (examples of initiatives started more than two years ago are acceptable but must still be active). [Questions C.3 and C.4; 1,000-word limit each]

5. When you are ready, access the online Lantern Award application from the Lantern Award webpage and register your emergency department. Applicants can enter and exit as often as needed during the process of completing the online application.

Accessing and Completing the Online Application

A browser other than Internet Explorer (i.e., Google Chrome, Firefox Mozilla or Apple Safari) must be used. As Microsoft no longer supports all versions of IE, the online application will not function in the IE browser. **Using the IE browser will result in problems in entering your responses.** A different browser must be used.

In addition, if a hospital is not using IE, but is having difficulty entering responses, it is due to the hospital's firewall. If the firewall has disabled JavaScript, the full functionality of the application may be blocked at the applicant's side. To get around this issue:

- The applicant should escalate a support case to their facility IT department to validate the firewall issue. If validated, they will need to request an exclusion or temporary exception from whatever IT policy is negatively impacting their browser's functions for any/all persons needing to access and use the application.
- If the applicant's IT department is unable, unwilling, or otherwise prevented from allowing exclusions or exceptions to policy, this group may not be able to use their facility equipment to use the application. It is recommended that, in such a case, the applicant(s) use non-managed and/or personal computer equipment to continue using the application.

A copy of the application questions is available on the Lantern Award webpage. This document contains the complete list of the Lantern application questions and is for reference only. To apply for the Lantern Award, applicants must go through the online submission process, accessible from the Lantern Award webpage.

The application includes both quantitative and qualitative questions that focus on performance and outcome metrics as well as exemplary practices that define the emergency department. The quantitative questions may require gathering information from various reports and/or other hospital departments. The qualitative questions in the application require brief narratives (300 or 500 words) or descriptive exemplars (1,000 words) that highlight your emergency department's excellence and innovation. Be as specific as possible in your commentary and avoid broad generalizations that will not distinguish the work you have done in that area.

Note: Successful applications demonstrate a **variety** of initiatives, projects, and/or process improvements throughout the application with **quantifiable outcomes**, sustained improvements, and innovative processes.

Some of the exemplars will require responses from staff nurses or physicians in the emergency department. These individuals should be identified by the emergency department manager/director and entered as authorized users in the online application (detailed instructions are provided in the online application). When the authorized user logs into the Lantern Award application (after the primary contact assigns a question to them), they will be given instructions on how to complete their contribution to the application. Note: Only the authorized user of an assigned question will be able to enter and view their response.

It is recommended that applicants develop their qualitative responses in a word processing program such as Microsoft Word, use spell-check, then copy/paste responses into the online application.

Do not format your responses (e.g., underline, bold, italics, etc.). All text is automatically converted into block text within the application.

It is also recommended that applicants have their applications reviewed by a copy editor familiar with the content prior to submission.

De-Identifying Your Responses

The contact information that you enter at the beginning of the online application process is maintained by ENA staff for record-keeping purposes and will not be shared with the reviewers. Instead, a unique identifier code is assigned and given to the reviewers prior to review.

To ensure a blinded review process, it is essential to omit information from your application that could be used to potentially identify your emergency department. Specifically, do not include any of the following information in your application responses (including exemplars) or graphs:

- Names of all individuals – use [name] instead
- Name and acronym of hospital/health system/emergency department – use [hospital/health system/emergency department] instead
- Names of cities, states – use [city] [state] instead
- Names or acronyms of local/regional organizations and companies – use [organization] or [company] instead
 - National organization names such as the National Library of Medicine or NIH are acceptable
- Names or acronyms of committees on which individuals have participated – use [committee] instead
- Any identifying facility logos (e.g., on graphs)
- Any other information that could be used to identify your emergency department

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Note: If application responses are not de-identified, there may be a delay in the review of the application or it may not be accepted for review.

If you have questions about how to de-identify information that you want to include in your application, please contact LanternAward@ena.org.

When your Application is Received

After clicking the submit button at the end, you will be provided with information regarding payment of the Lantern application fee. You may pay online with a credit card or you may print an invoice and mail final payment to ENA. The completed invoice is required to accompany the check.

After your application is submitted, the primary contact will receive an email confirmation of receipt from the ENA within three (3) business days. If there are questions regarding clarification of the information you have submitted, an ENA staff member will email the primary contact person.

Review and Evaluation of Applications

Applications are reviewed during a specific review period each year. All the information submitted through the Lantern application is confidential.

- Each application is de-identified ensuring a blinded review process
- Each application is reviewed by multiple reviewers
- Reviewers are members of the ENA Lantern Award Committee and Reviewer panel
- Each reviewer is trained regarding award criteria, evaluation criteria, and scoring methods
- A systematic approach is used to assess the strength of the evidence submitted in each application
- Evaluation criteria and scoring is based on bands, or levels, of excellence, with the highest level representing exceptional performance
- Applications are scored against the evaluation criteria, not against each other or previous applications
- It is anticipated that each application will have areas that are stronger than others
- Each question and section of the Lantern Award application is weighted appropriately, and the final overall rating for each application is based on a composite score from all sections of the application
- These composite scores are then averaged among all reviewers of the application for a final score

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Scoring

Examples of Scoring for Metrics

(the following two questions are not asked in the actual application)

Pneumonia Core Measure

Using a rolling calendar, for the most recent four (4) quarters for which you have data, what percentage of pneumonia patients 18 years of age and older received their first dose of antibiotics within 6 hours after arrival at the hospital?

Low Band: 0 points	Middle Band: 50 points	High Band: 100 points
Answer: • ≤ 93%	Answer: • 94% - 96%	Answer: • ≥ 97%

Using a rolling calendar, for the most recent four (4) quarters for which you have data, what percentage of pneumonia patients 18 years of age and older had blood cultures performed in the ED prior to initial antibiotic received in the hospital?

Low Band: 0 points	Middle Band: 50 points	High Band: 100 points
Answer: • ≤ 93%	Answer: • 94% - 97%	Answer: ≥ 98%

Examples of Exemplary, Good, and Poor Narrative Responses

Question: Explain your methods / strategies for ongoing emergency nursing staff development.

Exemplary Response (High band score):

Professional development of staff is a priority in our hospital and department. Each staff member at the time of their annual evaluation prepares with the manager a learning portfolio for the coming year. This portfolio will always include the annual mandatory programs defined by hospital policy, but it also includes learning opportunities and experiences that will benefit the individual nurse. There are hospital grand rounds that are conducted monthly in which interesting case studies are presented for all hospital staff. Many of the staff try and attend at least one session of grand rounds per quarter. Our department utilizes case study challenges as part of our mentoring program for professional development. Because we have a career advancement ladder, all nurses have an opportunity to request support from a senior staff

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nurse or CNS in preparing their packet for consideration for career level adjustments. Our department also has educational dollars budgeted to support attendance at the ENA conferences or other conferences that they are interested in attending. Certification programs in nursing or ED related areas like forensics are paid for if the nurse passes the test successfully. The hospital also provides both preceptor classes and charge nurse classes to aid in ongoing professional development. Through our governance structure nurses have an opportunity to sit on various department and hospital wide committee which is not truly an educational program but certainly provide professional development experiences.

Good Response (Middle band score):

Each year we develop an education plan for ongoing emergency nursing staff development. The plan includes many topics. We use the HealthStream e-learning platform for annual competencies required by the state Department of Health and the Joint Commission. In addition, we have a mandatory annual safety fair. In-services on new equipment are offered throughout the year. Prior to the beginning of the year, a formal Needs Assessment is conducted to determine the topics for inclusion in the annual Education Plan. There is also an ongoing assessment of department, patient and staff needs so that we can be responsive to the educational needs that may arise throughout the year. Our hospital provides many educational offerings. The Department of Nursing is committed to offering education on all three shifts so that staff can easily attend. The Emergency Department also offers monthly Trauma Rounds that the nurses are invited to attend.

Poor Response (Low band score):

Various methods exist within the department for staff development. Yearly computer modules provide updates and refreshers in regard to standards of practice and safety training. Annual skills fair allows for the evaluation of competencies among staff members, focusing on specific criteria for emergency nursing. Specialty classes are offered to the staff through an affiliated teaching facility. Research and journal articles are available within the unit and are covered in a discussion group monthly.

Notification

After all applications are evaluated, notification regarding whether each applicant is a recipient of the Lantern Award is provided via email to the primary contact and Chief Nursing Officer.

Lantern Award Recipients

If your emergency department's application receives a minimum overall score of 80%, the primary contact person and Chief Nursing Officer will be contacted with the good news. A public announcement is made on the ENA website and in ENA publications; and a press release template is provided to your hospital for use in notifying your local media. In addition, recognition of award recipients occurs each year at ENA's Emergency Nursing Conference.

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Lantern Award recipients receive a complimentary physical award to display in their emergency department and have the option of purchasing an additional physical award, plaques and/or lapel pins for their emergency department staff. Award recipients are entitled to use an official Lantern Award seal in hospital advertising, such as billboards and magazine advertisements, for the duration of the 3-year award period. Recipients will receive electronic copies of the official Lantern Award seal and guidelines for utilizing the seal in promotional materials.

Additional Information

For inquiries regarding the ENA Lantern Award Program that are not covered in the Handbook, please contact LanternAward@ena.org.

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