ANCC Pathway to Excellence® designation is an exciting and momentous achievement for a healthcare organization. The Pathway journey engages staff, affirms the value of their work, and promotes a safe and healthy environment.

We are pleased to share the inspirational insights of organizations that have achieved Pathway to Excellence designation or redesignation within the past year. These firsthand accounts brim with pride and accomplishment! They illustrate the many ways in which the Pathway journey has benefited the organization, its healthcare team, and, most importantly, its patients. We know these success stories will inspire you as you proceed on your journey to Pathway to Excellence.

**Bethesda Hospital**
**Boynton Beach, FL**

The Pathway journey has helped our nurses rapidly adapt to changes in the healthcare environment. They rely on the standards to create a nurturing environment for the art and practice of nursing as a key driver for excellent patient outcomes.

During the journey, our defining moment was the high level of engagement among our nursing staff. They were involved in the planning and execution. They competed to boost participation. It was amazing to see the staff come together for the common goal of reaching Pathway to Excellence® distinction.

Now all our nurses proudly wear their Pathway to Excellence® pin every day!

**Seton Highland Lakes Hospital**
**Burnet, TX**

Seton Highland Lakes was in the first group of hospitals in Texas to receive the Nurse-Friendly™ designation back in 2005. Four years later, we became a Pathway to Excellence® hospital when ANCC acquired the Nurse-Friendly program. From the start, we experienced a dramatic decrease in turnover and an equally compelling improvement in nurse satisfaction.

Implementation of a shared governance structure has given our nurses a voice in decision-making. We attract the best and brightest nurse applicants, who say, “You are a Pathway hospital, so you must value the contribution that nurses make.”

Our defining moment remains the day in 2005 when we were designated a Nurse-Friendly hospital, starting us off on our Pathway experience.

Congratulations to all new and redesignated Pathway to Excellence organizations!
St. David's Medical Center
Austin, TX

The Pathway journey demonstrates our dedication to quality patient care and service excellence. It gives us the opportunity to show the world the caliber of our nursing practice and organizational culture. But the biggest reward is the feeling of pride, satisfaction, and accomplishment across the organization. This recognition elevates self-esteem and promotes creativity. It benefits our patients on a daily basis as the quality of care continues to show improvement.

Choosing our defining moment was also our biggest challenge. For every Pathway standard and element of performance, we had several examples to choose from. It was hard to decide which of our amazing accomplishments to share.

University Medical Center
Lubbock, TX

Medical Center of Arlington
Arlington, TX

NCH Healthcare System
Naples, FL

The Pathway journey has transformed our culture—not only within nursing but throughout the NCH system. We’ve created an environment of nurse empowerment in which nurses are leading from the bedside and impacting patient care and outcomes. They are involved in decision-making at all levels of the organization and sustain quality improvements in ways we never thought possible.

Our defining moments were the involvement of nurses in writing stories about our success and watching their realization that they had achieved the Pathway designation. Their desire to share their stories internally and externally was very rewarding. It confirmed that we’d met our goals and changed the culture.

Wellspan Gettysburg Hospital
Gettysburg, PA

Achieving Pathway designation was a shining moment for nurses at our hospital and the patients we serve. It has made our nurses more cognizant of the importance of their work and established them as leaders in nursing excellence. And it reinforces our commitment to positive patient care outcomes, staff satisfaction, and the importance of shared decision-making.

Our defining moment was the “aha” we felt when we sent our documents to the ANCC reviewers. We realized where we were, how far we had come, and how proud we were.

Many of our nurses have stated, “This is a crowning moment in my professional life!”
Houston Methodist West Hospital

Houston, TX

Pathway to Excellence®, although a nursing designation, is also a culmination of all departments working together for one common goal: delivering excellent patient care. The journey reinforced this sense of teamwork in our organization. It validated the processes that we were working toward and helped us identify areas that needed a little boost.

The sense of accomplishment in receiving this designation just two years after our hospital opened is our defining moment. Our staff nurses went from skeptics to believers and celebrated with pride when we were designated. “Getting it done” in that brief time frame has laid out the foundation for nursing excellence at the grassroots level.

St. Joseph’s Regional Health Network

Reading, PA

The Pathway journey has raised the level of professionalism, strengthened communication and teamwork across clinical departments, and recognized nurses for their excellent work. By nurses articulating their impact on patient care, the journey has empowered them to become more involved in their daily practice.

We experienced multiple defining moments. During the writing phase, we were amazed at the number of rich examples we had to meet the requirements. During the survey, nurses were amazed to learn the many ways in which their hard work met the standards. And our survey results left no doubt that nurses understood the message of Pathway and their role in it.

Tan Tock Seng Hospital

Singapore, Republic of Singapore

The Pathway journey offered us the opportunity to benchmark our hospital against international norms and to positively transform our practice environment. Nursing dynamics have changed from the traditional hierarchical model to a culture of empowerment as frontline nurses become more involved in influencing decisions at the point of care.

Our defining moment occurred when senior leaders approved our Pathway budget despite challenging economic times. They reassured us it was “a small price to pay” to achieve culture change. It reinforced our organization’s firm commitment to provide a safe and positive working environment for nurses and gave us confidence to pursue the Pathway journey.

University of New Mexico

Albuquerque, NM

The Pathway journey is so worth it to truly see where you stand, what your nurses think, and where you need to go! The Pathway standards have been an extremely effective road map to improve nursing practice, work environments, and shared governance decision-making in our organization. A determined focus on nursing practice has led to invaluable and immeasurable outcomes.

Our defining moment came as we were digging deep in all the units and helping leaders and nurses realize that they could change things. It was an eye-opening experience for many to see how other units were making things work and changing things that didn’t work.
Alegent Creighton Health Bergen Mercy Medical Center
Omaha, NE

Our defining moment came early in our Pathway journey when we were able to engage more than 700 nurses in the process and 125 of them stepped forward to guide us as leaders.

Now our nurses realize their contributions have value, and they are recognized for the excellent work they do every day. They know they make a difference and have a voice. They feel part of an organization rather than part of a “silo” in their specific unit.

This has been an amazing journey. It created new leaders and strong relationships and achieved many goals. The journey has just begun, and we are excited to continue!

Seton Edgar B. Davis Hospital
Luling, TX

Our journey to Pathway is never-ending. It provides a voice for our nurses and a sense of pride for the recognition of their hard work. It validates that our nurses believe we are providing an environment in which they can thrive. And it lifts us up as an organization that follows in the footsteps of our esteemed founders and strives to achieve excellence.

Our defining moment in the Pathway journey came as we reviewed all the stories provided by our nurses before submission. Receiving the phone call from ANCC and knowing that our work was recognized was a great defining moment as well.

Alegent Creighton Health Immanuel Medical Center
Omaha, NE

When we embarked on the Pathway journey, our biggest challenge was getting nurses to realize their collective greatness. Once they did, it was as though a light went on and they couldn’t wait to communicate about their organization!

Our defining moment came at our Pathway award ceremony, as we heard direct care nurses deliver passionate testimony about what the Pathway journey meant to them.

The journey truly engaged and energized staff nurses. Everyone could claim ownership by their involvement in the process. We all know more about our organization, our leaders, and each other than we did when we started. We have become a closer team.

Alegent Creighton Health Mercy Hospital-Corning
Corning, IA

The Pathway journey transformed individual nurses as well as the culture of nursing at our hospital. It increased awareness of all the positive activities and practices we had in place. It strengthened our nursing team and our entire organization.

The Pathway standards have established a foundation for a healthy workplace for our nurses. Staff are engaged and take ownership, resulting in quality patient care.

Our defining moment was at one of our regular meetings. Staff openly shared personal stories and positive feedback about their work as nurses. This was emotional for everyone involved. It really validated our strength as a nursing team.

Covenant Health
Lubbock, TX

Our Pathway journey fostered an increased sense of pride among our nursing staff and encouraged them to further embrace shared governance and evidence-based practice initiatives. It was remarkable to see the growth of the unit champions during the preparation period. They gained confidence in their informal leadership role as they motivated and educated their coworkers.

Our defining moment was the “Pathway Road Show” that kicked off our journey. It featured interactive learning stations to engage nurses in the application process. And it helped educate the entire organization about nursing’s valuable contribution. Working together as a team made the journey very rewarding for all involved.
Hendrick Medical Center
Abilene, TX
The Pathway journey has produced positive changes in our nursing work environment. Through shared governance and the career ladder, our nurses have more opportunity to pioneer best practices and process improvements.

Hands down, our defining moment was the call from ANCC congratulating us on our redesignation. The hospital was extremely busy with a high census, and this moment validated our nurses’ perception that they are in a safe and nurturing environment and what they do matters. It confirmed that Hendrick is on the right track in its commitment to the organization, nursing staff, and patients.

It is a big deal to receive this prestigious recognition!

Lakewood Hospital
Lakewood, OH
Our defining moment was actually a moment of opportunity. When we discovered that many of our nurses did not know what Pathway to Excellence® was, we directed an educational rollout to tie in the great things happening in our hospital with the philosophy and expectations of the Pathway program.

This helped our nurses connect the dots between the opportunities available to them, the positive impact of working in this type of environment, their enjoyment on the job, and ultimately, the great care they provide to their patients. Making this positive connection has brought joy to our nursing staff and nursing leaders.

St. Agnes Hospital
Fond du Lac, WI
St. David’s South Austin Medical Center
Austin, TX
The Pathway journey has empowered our nursing staff to continuously think of innovative ways to provide care to our patients. The journey encourages teamwork and collective ideas to grow and expand into evidence-based practice. It helps departments within the hospital learn more about the achievements of the organization as a whole.

Our defining moment was when we received the call from ANCC about our redesignation. The call was outstanding, but understanding the reasons why we achieved redesignation was even more outstanding. Nothing feels better than knowing our nurses believe they are part of something bigger! It’s exhilarating to see them recognized for their achievements.
Las Colinas Medical Center  
Irving, TX

Methodist Richardson Medical Center  
Richardson, TX

Achieving Pathway redesignation has reinforced to our health system that nursing is a vibrant part of the hospital experience. Taking the journey together fostered a shared vision of what we can create. It has increased collaboration and interdisciplinary work in all areas.

We had two defining moments. The first occurred when we achieved a 59% survey response rate despite having just completed a high-pressure Joint Commission triennial survey. Nurses wanted to be counted and heard. The second took place when hospital executives, nurse leaders, and staff nurses gathered in the boardroom for the phone call from ANCC. It was a bonding moment for everyone!

Sterling Regional MedCenter  
Sterling, CO

Our defining moment occurred with the arrival of an interim chief nursing officer, causing us to reassess whether we should continue the Pathway journey. Despite the many challenges along the way, spirits remained high and everyone wanted success. The team agreed not to give up, even in the face of uncertainty.

Ultimately, the Pathway journey brought our nurses together, working for a common goal. It helped us identify areas where we shine and where we can improve. Our nurses are more engaged and involved in clinical projects and outcomes. We are rewarded with positive nurse retention, higher nurse satisfaction, and an immense increase in work enjoyment.

Roper St. Francis Mount Pleasant Hospital  
Mount Pleasant, SC

We view the Pathway designation as a symbolic commitment to the community we serve.

It reflects our desire to carry out our mission. The completed document felt like a love letter filled with extraordinary stories of selflessness and devotion to each other, our patients, and our community. We realized we live Pathway every day.

We had two defining moments. First was the unanimous decision to embark on the Pathway journey. From that moment forward, the journey felt right. Second was the Blessing of the Documents celebration. It brought everyone together to cherish the journey without concern for the outcome. It’s been fun and challenging, and there is no finish line!

Waccamaw Community Hospital  
Murrells Inlet, SC

The Pathway journey was empowering for our nurses, our hospital, and our patients. It helped us tell our story not only to our staff, but also to our community. It brought our nurses together and provided leadership opportunities. It was a tangible demonstration of our mission and vision in action.

Our defining moment came when we read the completed Pathway document. We felt pride in our accomplishments, our nurses’ professional accountability, and how far our young hospital had come in such a short time. The external, objective validation and recognition of our staff’s good work was a “career achievement event” for everyone involved.
Indiana University Health Bedford Hospital

Bedford, IN

We are a small, critical care hospital, and Pathway offered us the perfect vehicle to validate and recognize the exceptional work of our nursing staff. The journey produced a positive culture change within our nursing department. Nurses are more engaged and involved. They’ve found their voice!

Our defining moment came during the week before our Pathway survey. We held daily activities to educate staff. Our direct care nurses insisted on taking ownership of these activities—setting them up, talking to people who came in. They wanted to be the ones who made sure their colleagues understood the importance of Pathway and the practice improvements it would bring.

Meridian Subacute Rehabilitation at Wall

Wall, NJ

The Pathway journey has generated enthusiasm among our nurses and enhanced collaboration within nursing and with other disciplines. It has enabled us to formalize and improve policies and procedures, as we raise awareness of the importance of quality care in the long-term care setting. Watching the expressions on the faces of our staff as they read the stories and accomplishments for the first time was one of our biggest rewards.

Our Pathway defining moment is expressed in our beliefs: acknowledging the hard work of staff will set the foundation for the future. Moving above and beyond the ordinary is possible only if you build a strong team.

Osborne Park Hospital

Stirling, Australia

The prospect of being the first Australian hospital with the Pathway to Excellence designation was very motivating. The journey enhanced collaboration among our nurses, midwives, and hospital staff and highlighted our commitment to a positive work environment. The Pathway designation provides a point of difference to attract nurses who want to work in a hospital that has received international recognition.

Our defining moments included pride from the Pathway champions as they read the final documents, relief when we handed the documents over to the FedEx courier, and joy when we got the phone call to say we had received Pathway designation.

Providence Veterans Affairs Medical Center

Providence, RI

Our staff has a strong sense of mission in caring for those who have served our country. We believed the Pathway designation would be beneficial for our veterans.

The journey truly brought our nursing staff together and highlighted their good work, exemplary practice, and accomplishments. Silos came down as staff developed a deeper appreciation and understanding of their colleagues in other practice areas.

Soliciting consensus from nursing staff to pursue Pathway was our defining moment. The building of enthusiasm for this challenge was obvious. Faces lit up; excitement was evident; confidence was palpable. Our CNO says, “I knew in my heart we were making the right decision.”

St. Vincent Morrilton

Morrilton, AR

The Pathway journey motivated our nurses and encouraged more interprofessional involvement with our care partners. It was not just about one profession getting all of the kudos, but rather how all of us working together make our organization great. Pathway designation is special because it recognizes the great care we give our patients. We know the community relies on it as the ultimate credential for a quality work environment.

Our defining moment was the raising of our Pathway flag the morning of our designation announcement. The sense of pride from our nurses was evident. We were overjoyed by the proof that we truly have a great place to work.

Texas Health Harris Methodist Hospital Azle

Azle, TX

Our biggest reward in the Pathway journey came as we worked through the standards and realized that we really do make a difference in the lives of patients, in the community, and for staff that we work with. Our nurses can take pride in the fact that they work at an internationally recognized hospital. Nurses want to come and work at a Pathway-designated organization.

Developing our Pathway documents helped us realize how well our hospital supports patient care, staff, evidence-based practice, and best practices. This is our defining moment: the knowledge that all systems are in place to provide quality care for patients in the community.
‘Twas the night before survey, and all through the house
Excitement was brewing and all had a mouse;
The time was ticking and soon midnight would be here,
To finish this journey we’ve all held so dear

The patients were nestled all snug in their beds,
While visions of discharge danced in their heads;
The nurses just finishing their final rounds,
Sat down to chart and turn down the sounds,

As the time grew nearer for the survey to begin
The team knew in their hearts that we would win
They reflected on the journey that has brought us this far
And knew in a moment they were each a star

Then all of a sudden, the quiet of the night was broken
by a sound
It was the click of the keys, answering questions,
second round

Soon the air filled with the clatter of many joining in
To complete the survey and letting the fun begin

The glow of the screen as the questions appeared
Reflected on the faces of those that were near
When what to their wondering ears did they hear
But the whisper of Pathway appearing so quiet, so near

Perhaps it was the magic of the moment in time
Or perhaps it was nothing more than a word needed
to rhyme
But quietly at first and then a bit louder
Each began to hear the sound and became prouder
and prouder

They remembered the times when we were so new
And then looked around marveling at how quickly we grew
They remembered we all started with a great dream
And knew it would be achieved only through commitment
and team

They knew Pathway standards set the bar
And what once seemed impossible was now not so far
“Now, control of practice! Now, safe work environment! Now,
PT care and CNO!
On, orientation! On, professional development! On, quality
and managers in the know!

To the top of the scale! To the achievement of the glass!
Now click away! Click away! Click away all!"

And as winter begins to turn to spring,
A new Pathway hospital would have a nice ring,
So with documents done and stories told
It’s now our time to have and hold

The CNO with her rapier wit
Is never worried, not even a bit
She knows in her heart what the team has done
And regardless of the outcome we have already won

She’s seen the team provide amazing care
A collaboration of people that is oh so rare
The focus on excellence and people doing what’s right
Has let her lie down and sleep at night

And in a twinkling, the 21 days will have gone by
And we hope to gather together for our victory cry
And as we celebrate and jump up and down
We turn to our colleagues and celebrate all around

For it is only together that we can succeed
Each doing our part for the patients’ need
We work together, everyone doing their best
So patients get better and families can rest

And as the first night passes into the day
The sound of Pathway does not go away
So as day one turns to two, and the days continue to pass
We look forward with anticipation to the achievement of
the glass

And on that very last night as the survey comes to a close
In the distance, a lovely sound arose
As the sound grew to deafening heights
All heard HAPPY PATHWAY TO ALL AND TO ALL
A GOOD NIGHT!