**Department/Program:** NUR 737/DNP: Lesley L. Loder

**Brief Program Description:** The value of patient satisfaction and staff satisfaction rendered by APRN’s is often unrecognized and under-valued. The purpose of this project is to examine the impact of nurse practitioners on patient satisfaction, staff satisfaction, and readmission rates at a community hospital in Western North Carolina. With the changing face of healthcare and the focus shifting towards outcomes and quality assessment, careful evaluation of the role of APRN’s is important to establish the value of APRN’S in hospitalist programs. The goal of this project is to show the cost-effective quality of care provided by APRN’S by examining the impact of APRN’S on quality indicators such as patient satisfaction scores, nursing satisfaction scores and readmission rates in a cohort of medical patients and staff at Catawba Valley Medical Center in Hickory, North Carolina.

**Mission Statement:** To enhance the value of APRN’s in the hospitalist service.

**Program Customers:**
- Investigator/administration has increased knowledge about the roles of APRN’S in the hospitalist program
- Examine impact of APRN’s on patient satisfaction scores through use of new survey tool
- Examine impact of APRN’s on nursing satisfaction scores through use of survey
- Compare readmission rates for medical patients of APRN’S and MD’S in hospitalist practice

**Assumption:** The utilization of APRN’s in the hospitalist service improves patient satisfaction scores
- The utilization of APRN’S in the hospitalist service improves nursing satisfaction scores
- The utilization of APRN’S in the hospitalist service decreases the incidence of hospital readmission rates when compared to readmission rates of MD’S

**Overall Goals:**
- Define role and impact of APRN’S in hospitalist service
- Increase value for APRN’S by hospitalist group and nursing administration
- Develop new roles for APRN’S
- Provide for quality assurance practices and regular outcomes assessments

**External/Internal Factors:** Resistance from MD’S
- Magnet facility already values APRN’S