

Editorial

The biggest challenge of nursing today is to contribute to the generation of Value to the Patient, providing higher levels of satisfaction and promoting the achievement of better clinical outcomes, at reasonable and controlled costs.

The engagement of the patient in decision making about his treatment and modulation of processes of care involves proper metrics and comparable measurement, support and example of nursing leaders, favoring the process of welcoming, communication and inclusion in care. Engaged patients and families can be more adherent to the proposed plans of care.

It is mandatory to redesign the role of the nurse in regard to management, so that he understands his role in achieving better operating margins. The manager must guarantee the quality of care and the generation of financial income resulting from the provision of care, understanding the implications of these on the financial sustainability of the hospitals. The hospital nurse manager should adopt strategies to maximize income, through the improvement of health care outcomes and operational efficiency, adjusting service levels, interdisciplinary care model and costs; preventing readmissions; reducing average patient length of stay; increasing the virtual capacity of beds; and encouraging the proper allocation of the patient, conforming to the necessity of intervention and resources. The adoption of innovative models of care to provide excellence in the transition of care, in the moment of greatest risk to patient safety. Improving operational excellence contributes positively to satisfaction and patient safety, for the reduction of stress levels of medical and health care teams, and for the greater profitability and growth of the hospital.

Managing hospitals requires taking risks, to deal with complexity and uncertainty, but in a creative, innovative, proactive, agile manner and with a sense of urgency. Nurses must leave the audience and go on the stage.

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