Instructions: 2.3 contact hours will be awarded for this activity. A contact hour is 60 minutes of instruction. This is a Learner-paced Program. Vindico Medical Education does not require submission of the quiz answers. A contact hour certificate will be awarded 4-6 weeks following receipt of your completed Registration Form, including the Evaluation portion. To obtain contact hours:

1. Read the article: “Education in High-Performing Hospitals: Using the Baldrige Framework to Demonstrate Positive Outcomes,” on pages 299-305, carefully noting the tables and other illustrative materials that are provided to enhance your knowledge and understanding of the content.

2. Read each question and record your answers. After completing all questions, compare your answers to those provided within this issue.

3. Type or print your full name and address and your Social Security number in the spaces provided on the Registration Form. Indicate the total time spent on the activity (reading article and completing quiz). Forms and quizzes cannot be processed if this section is incomplete. All participants are required by the accreditation agency to attest to the time spent completing the activity.

4. Forward the completed Registration Form with your check or money order for $15 made payable to JCEN-CNE. Payment must be in U.S. dollars drawn on a U.S. bank. CNE Registration Forms are accepted up to 24 months from date of issue.

Vindico Medical Education is an approved provider of continuing nursing education by the New Jersey State Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. P188-6/09-12.

This activity is co-provided by Vindico Medical Education and THE JOURNAL OF CONTINUING EDUCATION IN NURSING.

Objectives: After studying the article, “Education in High-Performing Hospitals: Using the Baldrige Framework to Demonstrate Positive Outcomes,” in this issue, the participant will:

1. Identify the core concepts of the Baldrige framework.
2. Describe benefits using the Baldrige criteria.
3. Define aspects of a learning organization.
4. Identify examples of outcome measures seen in high-performing education departments.
5. Explain the Pareto principle.

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A. Number of medication errors across the organization.
B. Number of oncology re-admissions within 30 days.
C. Patient satisfaction scores for year.
D. Scores on patient perception of pain management.

9. In high-performing organizations, educational priorities need to be determined based on:
   A. The strategic planning process.
   B. Competency-based evaluations.
   C. Critical organizational needs.
   D. Regulatory requirements.

10. When implementing the Pareto principle, educators should:
    A. Apply 80% of resources to ongoing projects.
    B. Focus work on organizational goals.
    C. Ignore the 20% of work that is trivial.
    D. Concentrate on Baldrige criteria.