

NURSING

ANNUAL REPORT 2023

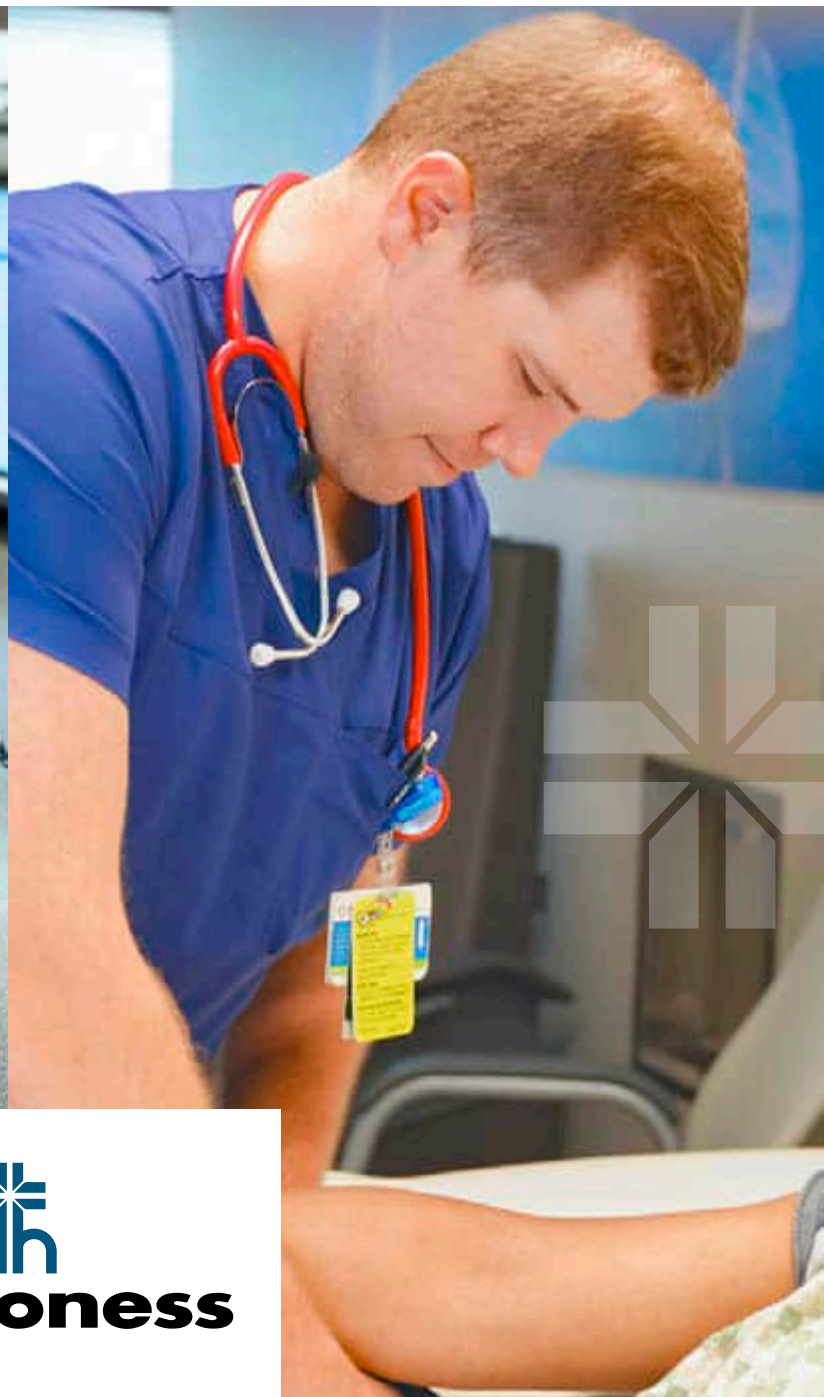


Table of Contents

LETTER FROM THE VP 3

LEADERSHIP CHART 4

TRANSFORMATIONAL LEADERSHIP 6

STRUCTURAL EMPOWERMENT10

EXEMPLARY PROFESSIONAL PRACTICE30

NEW KNOWLEDGE, INNOVATIONS AND IMPROVEMENTS 40

Deaconess Health System *by the numbers*

240 Staffed beds at Deaconess Midtown Hospital

246 Staffed beds at Deaconess Gateway Hospital

58 Staffed beds at Deaconess Cross Pointe

118 Staffed beds at Deaconess Henderson Hospital

◀◀◀ Cover Picture: • T. Shanks, RN (left) and S. Tuley, BSN, RN (right)

DEAR DEACONESS NURSES,



2023 WAS A YEAR FOR GROWTH! As a three-time Magnet-accredited organization, Deaconess continues to prove true to valuing the involvement of our nurses to provide constant feedback to develop changes in our workplace.

In 2023 I took on the role of the Vice President of Nursing for Deaconess Hospital Inc. I have a long history with Deaconess, from earning my diploma of nursing from Deaconess School of Nursing in 1982 to holding a wide variety of nursing clinical leadership positions over the past 30 years in both acute and post-acute health care settings. As a true advocate for Magnet, I value the importance of educating, innovating, celebrating and inspiring our nursing staff to foster a collaborative culture to advance nursing standards and practice. I believe that those doing the work always know the best way to get the work done, and this is reflected in the involvement of our staff and has been significant in our accomplishments during 2023.

The 2023 Nursing Annual Report shares many stories highlighting the contributions of Deaconess nurses in our continued growth as a health system. In collaboration with our Employee Education Department, Student Nurse Academy program and Deaconess Nurse Residency Program, our new graduate hires have all increased, showing record highs for recruitment.

In addition to our increase in new nurses, nursing leadership has collaborated with Human Resources to improve retention rates and reduce annual turnover by improving staffing ratios, developing new tuition benefits, and assisting RN workloads with admission and discharge nurse support and streamlining documentation.

Deaconess nursing leadership is continually developing new leaders as part of our succession planning process. In 2023 we

opened Midtown 5100/5200 Medical Surgical Unit, Gateway A200 Surgical Observation Unit, Gateway Departure Lounge, and separated Gateway B400 Neuro ICU from B400 Stepdown. These changes allowed for new leaders to be added to the team and to develop and grow in our organization while supporting the important work of providing high-quality patient care to our growing population.

Deaconess nurses had a lot to celebrate in 2023. Midtown ONTCC was awarded the Academy of Medical-Surgical Nurses PRISM Award in May, Midtown 2500 Stepdown earned the silver Beacon Award from the American Association of Critical Care Nursing this spring, Deaconess Primary Stroke Center was awarded the Guidelines Stroke Honor Roll Gold Plus Quality Achievement Award, and many more health system awards were earned in cardiac care, orthopedics, neuroscience, pulmonary, GI and critical care.

In addition to unit and system-wide achievements, Deaconess awarded 253 RNs—our largest number of RN participants in the Professional Development Portfolio (PDP) program—a total of \$574,000. These awards reflect our appreciation for the remarkable commitment to individual growth by our staff RNs. I could not be more proud and thankful for these efforts and encourage all of you to participate in and to be recognized for the influence you make on the nursing practice at Deaconess Health System.

In the year 2026, Deaconess Hospital Inc. will submit documentation for another Magnet accreditation. In the time leading up to this submission, Deaconess nursing leadership plans to educate, innovate, celebrate and inspire all of our nursing staff to be involved in the decision making and accomplishments for themselves, their units and their hospital.

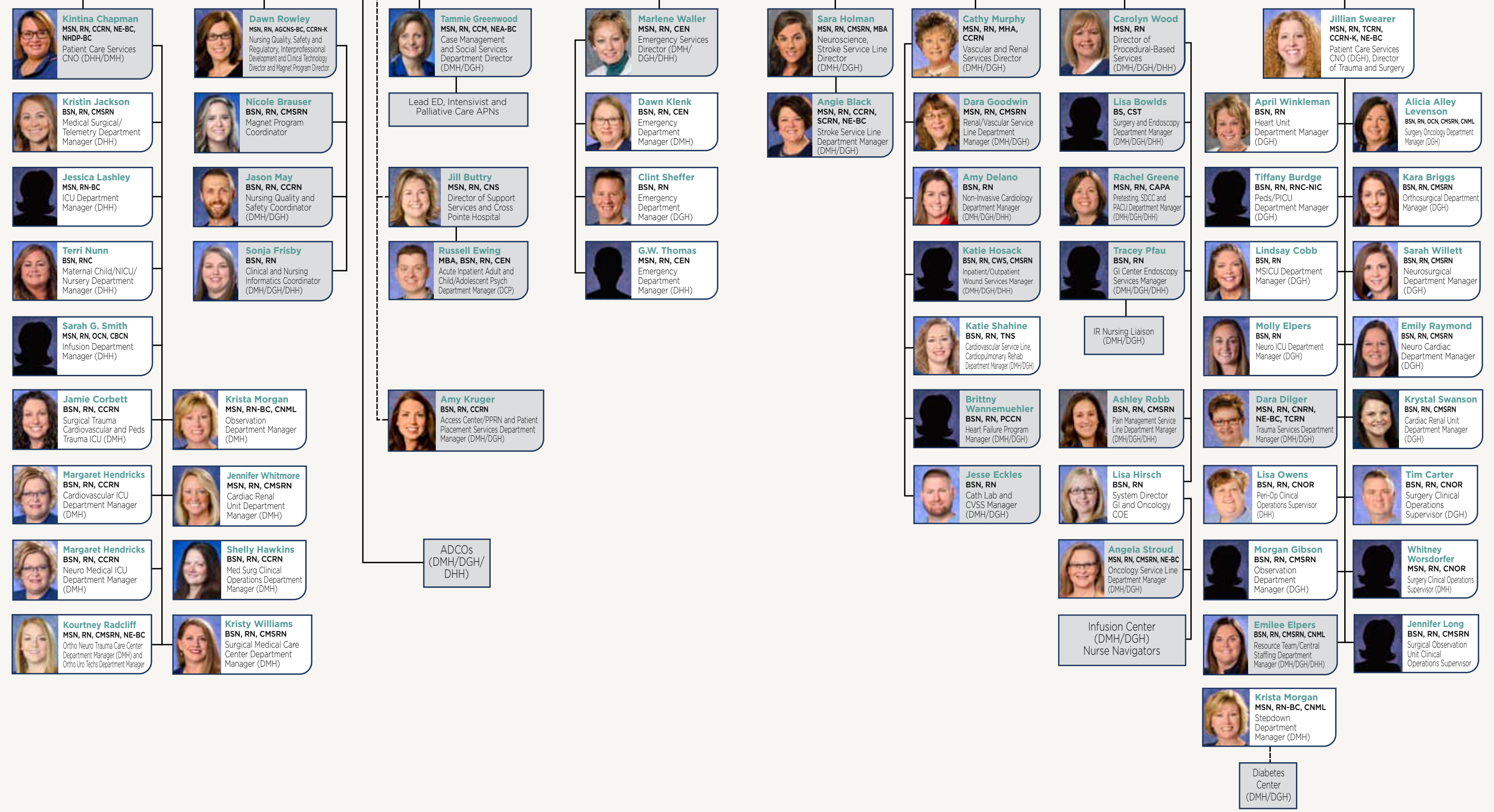
Respectfully,

Kathy Clodfelter, MSN, RN, MBA



Katherine Clodfelter
 MSN, RN, MBA
 Patient Care Services
 Vice President

SHADED BOXES = LEADERSHIP
 AT MULTIPLE CAMPUSES
 Leadership Chart as of 2023



J. Reeves, RN;
J. Burgdorf, RN



Transformational Leaders Support Nurses Finding Normalcy Following a Pandemic

LEADERS DRIVING CORE TEAMS AND TASKFORCES INFLUENCED BY THE INVOLVEMENT OF CLINICAL NURSES

Councils, core teams and taskforces are heavily influenced by the involvement of clinical nurses functioning as informal leaders at Deaconess. Some of the outcomes of these teams are listed below.

■ **CRITICAL CARE CORE**—Led by **Devan Elpers, BSN, RN, SCRNP; Seth Tuley, BSN, RN; and Sarah Freeman, MSN, AGACNP-BC**, Critical Care Core allows interdisciplinary collaboration that continually reviews and changes process in the ICU for patients and staff who care for them. This core team improves patient safety and workflow efficiency in the ICUs and streamlines practices for ICU staff by partnering with various roles, levels of leadership and providers. This year the team accomplished the following:

- » Maintaining all critical care policies, led by **Sarah Smith, BSN, RN, CMSRN, and Lydia Reed, BSN, RN, CCRN, TCRN.**
- » Identified a redesign of the difficult airway bags in the ICU due to challenges with a lack of organization making it hard to identify equipment. **Alysen Weinzapfel, MSN, ACNP-BC**, proposed a redesign after researching and identifying a new difficult airway bag. This redesign allows adult and pediatric equipment to be separated, instead of grouped together without organization or structure.

■ **TELEMETRY/STEPDOWN TASKFORCE**—Led by **Krista Morgan, MSN, RN-BC, CNML, and Emily Raymond, BSN, RN, CMSRN.** This team came together to address issues with Telemetry and Stepdown scope of care. Many items were accomplished, but these were the most important outcomes:

- » Updated policies and protocols to standardized workflow across Midtown and Gateway.
- » Standardized monitor technician workflows across Midtown and Gateway.
- » Implemented tele-pack placement in the Emergency Department to reduce delay.
- » The Central Monitoring Unit (CMU) will open in 2024 and will utilize Mindray cardiac monitoring equipment.
- » Separated B400 Stepdown from B400 Neuro ICU/Stepdown to implement Stepdown unit meetings and fulfill council representation.



Heart Hospital staff show their team spirit!

Transformational Leadership

A transformational leader is someone who goes above and beyond to guide their team to achieve their goals. They have the keen ability to influence change through mentorship, guidance and development of self-awareness. They are motivators of change and strive to make change happen. The traits of a transformational leader are vital today and in the future, given the increase in demands within health care to provide higher quality of care with more cost-effective means of delivery. Exceptional examples of transformational leadership within Deaconess have been portrayed at all levels of nursing over the last year.

UPDATES AND IMPROVEMENTS TO PROVIDE BETTER SERVICE TO OUR PATIENTS AND INCREASE NURSE SATISFACTION

MIDTOWN 2900 AND 3900 MERGE INTO NEW SPACE

Margaret Hendricks, BSN, RN, CCRN-K, Nurse Manager, became the manager of 2900 in addition to 3900 at the end of 2019, with a goal of eventually merging the staff of the two units, which occurred in late 2022. Soon a plan was made to update the unit and create a new expanded ICU using the former 3800 and 3900. Collaborating with her leadership team, and including the ideas of staff, Margaret began the project with the design of a new ICU in the former 3800 unit.

In preparation for the merger, 2900 and 3900 staff received specialty education about cardiac and neuro populations. Patients were moved in June 2023 to the remodeled unit with new monitors, keyless entry, larger work areas, bathrooms in patient rooms and a new breakroom! Patients and families appreciate the larger rooms and large TVs! Work was completed on the new unit in January 2024.

EXPANSION OF BED CAPACITY TO IMPROVE THROUGHPUT

In September 2023, **Kara Briggs, BSN, CMSRN**, Nurse Manager, worked with **Jennifer Long, RN, CMSRN**, to open the Surgical Observation Unit on A200. Opening this unit allowed 13 post-surgical beds. The unit developed a model for streamlined services for post-surgical patients staying less than 48 hours. The staff works as a team to recover, educate and discharge general surgery, urology and orthopedic patients.

In October 2023, 5100 changed from a temporary overflow unit managed by **Kourtney Radcliff, MSN, RN, CMSRN, NE-BC**, Nurse Manager of ONTCC, to the Medical Surgical Unit managed by **Shelly Hawkins BNS, CCRN**, new Nurse Manager. This provided a more stable staffing model with additional med surg beds at Midtown.

Kintina Chapman, MSN, RN, CCRN, NE-BC, NHDP-BC, CNO Midtown and Henderson also created increased bed capacity at Deaconess Henderson, working with **Jessica Lashley, BSN, RN**, Nurse Manager Henderson ICU and **Kristin Jackson, BSN, RN**, Nurse Manager Henderson Med/Surg. This new unit has increased capacity and helped relieve strain on the system by accommodating regional transfers.

EXPANSION OF LPN ROLE TO IMPROVE NURSING SATISFACTION AND INCREASE RETENTION

Nurse Manager **Kara Briggs, BSN, CMSRN**, proposed an expansion of the scope of LPNs to increase their skills to their full potential under the LPN license to Chief Nursing Executive **Jennifer Chiusano, MA, BSN, RN, NE-BC**. This change increased the tasks that can be delegated to the LPN, decreasing workload for the RNs supervising them. Expanding the LPN scope not only increased the job satisfaction of the Deaconess LPNs, but it also allowed a more collaborative team approach to patient care.

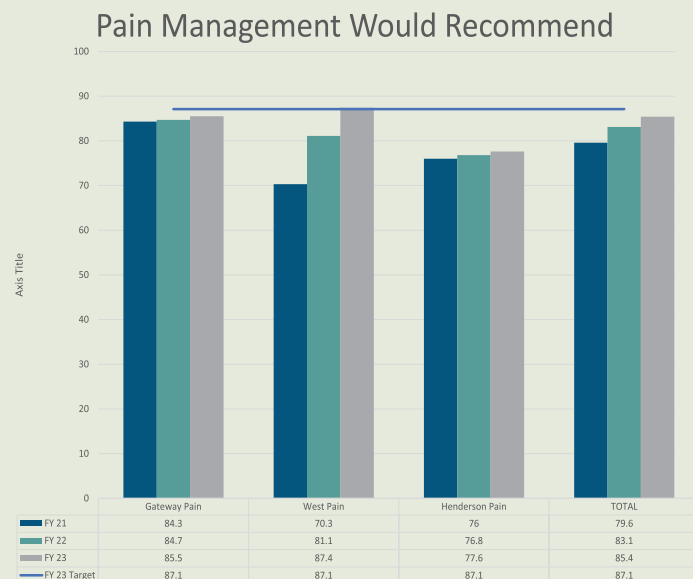


J. Alka, ASN, RN; J. Wilber, BSN, RN; R. Bringman, MSN, RN; T. Brown, BSN, RN; S. Marx, BSN, RN

UPDATING GATEWAY PAIN CENTER LOCATION TO IMPROVE PATIENT AND RN SATISFACTION

With many growing services in our health system, location flexibility is key. In January 2023, **Ashley Robb BSN, RN, CMSRN**, and the staff of Gateway pain department (shown above) embraced this by moving from MOB 4 (between ED and TWH) to MOB 3 (above GW physicians' lounge). Procedures are now done in MOB 6 Gateway Procedure Center.

Planning for the move, Ashley and her team involved many support services early on to achieve the timeline and called upon the staff to guide operations and remove barriers. The team identified that patient education about the move and how to arrive was required. Ashley's staff also listened and responded to patients about any barriers. With the path being a little less convenient, staff recognized that service had to be excellent! Despite all the change and transitions within this department, satisfaction scores were maintained!

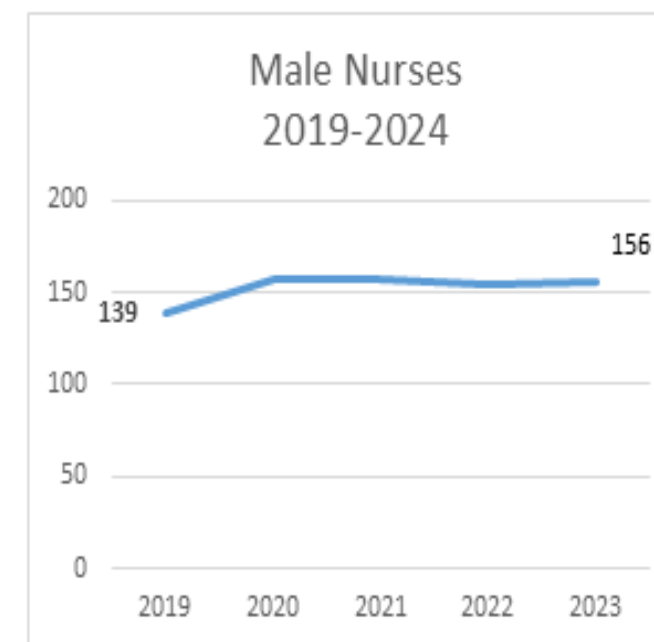


SUCCESSION PLANNING: RISING MALE LEADERSHIP IN NURSING



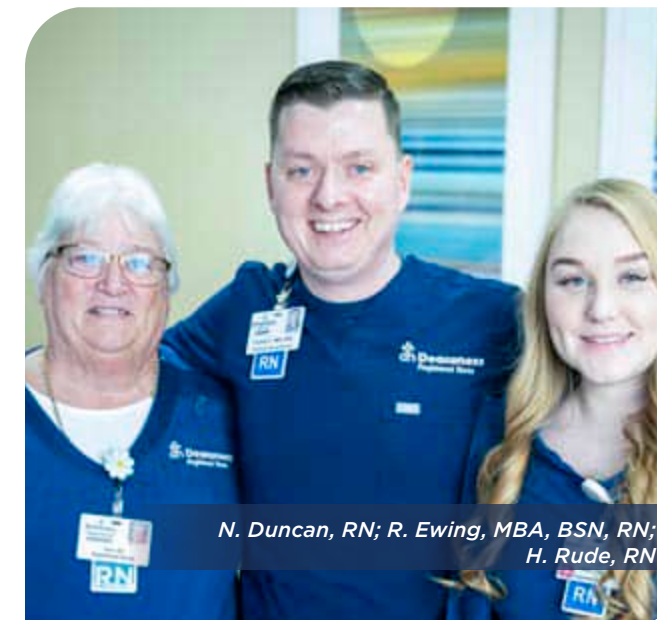
In 2002 **Jesse Eckles, BSN, RN**, began working in the Dietary Department at Deaconess Midtown. He left Deaconess in 2006 to earn his nursing degree from Henderson Community College. In June 2009 Jesse returned to Deaconess as a student nurse extern and later transitioned to a student nurse intern role in fall 2009. After graduation, Jesse officially accepted an RN role on Midtown 2500/2600, formerly known as CVCC.

Within his time at Deaconess, he worked at Midtown 2900 CVICU, Midtown Cath Lab, GI Lab, ADCO and finally landed as a team leader on Gateway Cath Lab in 2019. After completing his BSN in 2020 from University of Southern Indiana, he became the interim manager of Gateway Cath Lab and Gateway Cardiovascular Short Stay. In spring 2021 he was officially hired as the manager of these units, and in May 2022 he took over the Midtown campus Cath Lab and Cardiovascular Short Stay. With Jesse's years of experience in multiple areas and disciplines, he has noticed a rise in numbers of men in nursing.



OTHER NEW LEADERS IN 2023

- **Alisa Alverson, BSN, RN**
Midtown Medical Surgical Team Leader
- **Amy Dixon, RN** - Gateway Ortho Surgical Team Leader
- **Angel Hogan, BSN, RN** - Cross Pointe Team Leader
- **Angela Franey, MSN, RN** - Resource Team Leader
- **Crystal Huber, RN**
Gateway Emergency Department Team Leader
- **Gena Simmons, ASN, RN**
Pain Management West Team Leader
- **Hailey Owens, BSN, RN** - Midtown Stepdown Team Leader
- **Heather Rogers, BSN, RN, NE-BC, CMSRN**
Cross Pointe Clinical Operations Supervisor
- **Jennifer Carroll, BSN, RN** - Resource Team Leader
- **Jenny Elfreich, BSN, RN** - Patient Placement Team Leader
- **Jordan Coyer, RN** - Henderson ICU Nurse Clinician
- **Kailin Singer, BSN, RN** - Endoscopy Team Leader
- **Katherine Clodfelter, MSN, RN, MBA**
Vice President of Nursing
- **Kathleen Vinson, MSN, MBA, RN** - DCARE Team Leader
- **Katie Shahine, BSN, RN**
Emergency Department Director
- **Mckenzie Cowan, ASN, RN** - Henderson ICU Team Leader
- **Morgan Gibson, BSN, RN, CMSRN**
Gateway Observation Nurse Manager
- **Nicole Brauser, BSN, RN, CMSRN**
Magnet Program Coordinator
- **Rachel Kell, BSN, RN, OCN, CMSRN**
Infusion Center Team Leader
- **Randy Eagan, RN**
Gateway Emergency Department Team Leader
- **Russell Ewing, MBA, BSN, RN, CEN**
Cross Pointe Nurse Manager
- **Sam Schentrup, BSN, RN**
Midtown Cardiac Neuro ICU Team Leader
- **Sara Johnson, BSN, RN**
Gateway Stepdown Clinical Operations Supervisor
- **Shawna Ramonde, BSN, RN**
Gateway Neuro Cardiac Team Leader
- **Shelly Hawkins, BSN, RN, CCRN**
Midtown Medical Surgical Nurse Manager
- **Tammy Brown, BSN, RN** - Pain Management Team Leader
- **Tim Bogard, BSN, RN**
Deaconess Cross Pointe Team Leader



N. Duncan, RN; R. Ewing, MBA, BSN, RN; H. Rude, RN



L. Fleming,
Clerical Associate



Nursing Professional Development Council

- CHAIR** Quade Harvey, BSN, RN, CT—Clinical Informatics/Interprofessional Development
- CHAIR-ELECT** Hannah Redd, BSN, RN, CMSRN—SMCC
- LIAISON** Kristy Williams, BSN, RN, CMSRN, NE-BC—SMCC
- CLERICAL SUPPORT** Jennifer Talley—Nursing Excellence Quality Specialist
- MAGNET SUPPORT** Katherine Clodfelter, MSN, RN, MBA—Vice President of Nursing
- Dawn Rowley, MSN, RN, AGCNS-BC, CCRN-K**—Director Nursing Quality, Safety and Regulatory, Interprofessional Development and Technology, and Magnet Program Director
- Nicole Brauser, BSN, RN, CMSRN**—Magnet Program Coordinator

TOP ACHIEVEMENTS

- Continued to support growth of the Professional Development Program (PDP). This year we had 253 submissions, which is 80 more than 2022. Ninety-eight of the 253 submissions were new participants. The council focused on coordinating with PDP ambassadors to create a more inclusive PDP program for additional departments to participate.
- Provided feedback and education for the PCT PDP trial that took place in the 2023 submission year.
- Volunteered making beds for children and families in need through *Sleep in Heavenly Peace*.
- Helped in education fairs at Gateway, Midtown and Henderson. A professional development booth provided information and materials to support Student Nurse Academy, Nurse Residency and Deaconess Tuition Nursing Reimbursement programs.
- Submitted a CHIP idea influenced by discussion from the meeting to add a staff assist or security button to the R5 screen in patient rooms.



Participation by Campus



■ Midtown ■ Gateway ■ Hospital ■ Cross Pointe ■ Henderson

Level	# Participants	Payout
Bronze	58	\$ 87,000
Silver	77	\$ 192,500
Gold	77	\$ 231,000
Diamond	13	\$ 45,500
PCT 1	12	\$ 6,000
PCT 2	16	\$ 12,000
TOTAL		\$ 547,000

Structural Empowerment

Structural empowerment gives nurses the support and recognition to develop into professional nurses—from staff nurse through administrative levels. It's imperative that nurses at all levels are involved in decision making. This continues to occur within the expanding unit-based councils, with nursing at all levels being involved in nursing shared governance and within organization-wide committees. Deaconess has continued to support nurses' professional growth through various avenues within the organization, at professional conferences, or through activities in the community.

BRONZE

- Abbey Hoggard, BSN, RN—Gateway Observation
- Amanda Davis, BSN, RN—Henderson Medical Surgical
- Amanda Gunn, ASN, RN, APRN, FNP-C—Wound Care
- Andrea Herrera, BSN, RN, CMSRN—Gateway Neuro Surgical
- Ashley Hatfield, BSN, RN—Wound Care
- Ashlie Krietemeyer, ASN, RN—Midtown STCICU
- Audra Spencer, ASN, RN—Gateway Surgery Oncology
- Audrey Ann Heldt, BSN, RN—Pain Management
- Brooke Miller, BSN, RN, CMSRN—Midtown Cardiac Renal
- Catherine Kuester, BSN, RN—Wound Care
- Cheryl Farmer, ASN, RN, CMSRN—Midtown SMCC
- Clare Hassler, BSN, RN—Pain Management
- Devin Arvin, BSN, RN, CMSRN—Wound Care
- Eden Tecson, BSN, RN—Pain Management
- Elizabeth Lehman, BSN, RN - Diabetes
- Elizabeth Tiekens, BSN, RN, TNS—Emergency Department
- Emmalie LaMee, BSN, RN—Gateway Heart
- Gena Simmons, ASN, RN—Pain Management
- Haley Vaught, ASN, RN—Midtown SMCC
- Hannah Hardin, BSN, RN—Gateway Pediatrics
- Jackson Peak, BSN, RN—Gateway MSICU
- Jade Thomas, BSN, RN—Gateway Ortho Surgical
- Joann Price, ASN, RN—Henderson Medical Surgical
- Kaitlyn Halbig, BSN, RN, CMSRN—Midtown SMCC
- Kami Patterson, ASN, RN—Pain Management
- Karen Hayes, ASN, RN—Infusion Center
- Katelyn Walters, BSN, RN—Henderson ICU
- Katrena Harrington, BSN, RN, CMSRN—Midtown SMCC
- Kendra Wilkinson, BSN, RN - Diabetes
- Kennedi Kissel, BSN, RN—Wound Care
- Kimberly Carter, BSN, RN—Henderson NICU
- Kristin Williams, BSN, RN, CWOCN—Wound Care
- Kristy Hazelwood, ASN, RN—Gateway Observation
- Lacey Brauser, ASN, RN—Midtown SMCC
- Larone Mongin, BSN, RN—Midtown SMCC
- Lauren Biliskie, BSN, RN—Midtown Stepdown
- Lauren Bueltel, BSN, RN—Gateway MSICU
- LeeAnn Daniel, BSN, RN—Gateway Heart
- Mary Lee Chessor, BSN, RN—Midtown NMICU
- Maureen Iriajen, BSN, RN—Midtown Cardiac Renal
- Meagan Bowling, BSN, RN, PMHNP-BC—Cross Pointe
- Misty Adya, BSN, RN—Surgery
- Molly Finn, ASN, RN—Wound Care
- Molly Mehringer, BSN, RN, Midtown STCICU
- Morgan Gibson, BSN, RN, CMSRN—Gateway Observation
- Olivia Payne, BSN, RN—Midtown CVICU
- Quade Harvey, BSN, RN, CT—IDNQ
- Raichel Jones, ASN, RN—Henderson Medical Surgical
- Randa Schroader, BSN, RN, SCR—Gateway Neuro Surgical
- Rebecca Grisham-Whitehouse, BSN, RN, CMSRN—Midtown Stepdown
- Rebecca Therber, ASN, RN—Cath Lab
- Sandra Grove, BSN, RN—Midtown SMCC
- Sarah Oxford, BSN, RN—Midtown NMICU
- Sonja Marx, ASN, RN—Pain Management
- Teneika Suggs, ASN, RN—Henderson Medical Surgical
- Terry Buckman, BSN, RN, OCN—Infusion Center
- Tracy Maglis, BSN, RN, VA-BC—Vascular Access
- William Daniel, BSN, RN—Henderson Medical Surgical

SILVER

- Aaron Luebbehusen, BSN, RN—Gateway MSICU
- Abbey Sailer, BSN, RN—Case Management
- Abby Terry, BSN, RN, CCRN—IDNQ
- Alexa Staub, BSN, RN—Gateway Neuro ICU/Stepdown
- Allyson Drum, BSN, RN, CMSRN—Gateway Surgery Oncology
- Allyssa McGill, BSN, RN—Midtown STCICU
- Ariane Medina-Martinez, BSN, RN—PACU
- Ashley Ann Marie Green, BSN, RN, CCRN—Midtown STCICU
- Ashley Collins, BSN, RN—Gateway MSICU
- Brooke Dunk, BSN, RN, CMSRN—Midtown ONTCC
- Brooke Summers, BSN, RN—Gateway Neuro ICU/Stepdown
- Caitlin Day, BSN, RN—Gateway MSICU
- Christina Childers, BSN, RN—Gateway MSICU
- Courtney Forney, BSN, RN—Gateway Heart
- Danielle Mitchell, BSN, RN, CCRN—PACU
- David North, BSN, RN, CCRN—Surgery
- Daysha Shelton, ASN, RN—Gateway Surgery Oncology
- Deanna Wegge, BSN, RN, CMSRN—Gateway Observation
- Derricka Young, BSN, RN—Gateway Medical Surgical
- Dillon Swartz, BSN, RN—Nursing Quality
- Ellie Lockett, ASN, RN, CMSRN—Gateway Surgery Oncology
- Emaeth Dismukes, BSN, RN—Gateway Neuro ICU/Stepdown
- Erin Lyons, BSN, RN—Midtown CVICU
- Georgia Sandefur, BSN, RN—Infusion Center
- Grace Bryant, BSN, RN—Gateway Heart
- Hannah Williams, BSN, RN—Cath Lab
- Jane Phillips, BSN, RN, CNRN, NIHSS—Gateway Neuro ICU/Stepdown
- Jenna Ritzert, BSN, RN—Midtown STCICU
- Jennifer Robin Sullivan, BSN, RN, SCR, CCM—Neuro Service Line
- Jessica Basham, BSN, RN—Henderson Medical Surgical
- Jessica Embry, BSN, RN—Gateway Heart
- Karen Smith, BSN, RN—Pain Management
- Katelyn Oeth, MSN, RN—IDNQ
- Kathleen Quatro, MSN, RN, FNP, B-CWS—Wound Care
- Kaycee Fulkerson, BSN, RN—Infusion Center
- Kayla Davis, BSN, RN—Henderson NICU
- Kayla Woodard, ASN, RN, CMSRN—Midtown SMCC
- Kristi Stratton, BSN, RN, MBA-HM—Quality Improvement
- Kristina Dewig, BSN, RN—Emergency Department
- Kristina Hoehn, ASN, RN, CMSRN—Midtown SMCC
- Kristina Waters, BSN, RN—Midtown STCICU
- Krystal Stone, ASN, RN—Henderson Medical Surgical
- Kyli Miles, BSN, RN—Gateway Neuro ICU/Stepdown
- Laken Nally, BSN, RN—Resource Team
- Laura Madden, BSN, RN—Gateway MSICU
- Laura Schapker, BSN, RN—Midtown SMCC
- Lauren Higgins, BSN, RN, CCRN—Midtown CVICU
- Leandra Faulkenburg, BSN, RN, CMSRN—Gateway Cardiac Renal
- Maegan Anderson, BSN, RN, CCRN—Midtown NMICU
- Mary Titzer, BSN, RN—Gateway MSICU
- Meghan Scales, BSN, RN, CCRN—Midtown STCICU
- Melanie Anderson, BSN, RN—Midtown Stepdown
- Melissa McCrary, MSN, RN-BC, FNP-C—IDNQ
- Mercedes Blanford, BSN, RN—Pain Management
- Misty Hendrickson, BSN, RN, CMSRN—Wound Care
- Morgan Tretter, BSN, RN—Surgery Oncology
- Nicole Brauser, BSN, RN, CMSRN—Nursing Quality
- Payton Englert, BSN, RN—Gateway Surgery Oncology
- Roxie Bringman, MSN, RN—Pain Management
- Samantha Miller, BSN, RN, CMSRN—Midtown Cardiac Renal
- Sara Keepes, BSN, RN, CMSRN—Gateway Heart
- Sarah Greer, BSN, RN, CCRN—Midtown STCICU
- Sarah Liddle, BSN, RN, CMSRN, SCR—Neuro Service Line
- Sarah Sandberg, BSN, RN—IDNQ
- Stephanie Brown, ASN, RN, CCRN—STCICU
- Stephanie Montgomery, BSN, RN, TNS—Emergency Department
- Tamara Brown, BSN, RN—Pain Management
- Tammy Gorman, BSN, RN—Emergency Department
- Tara Barnes, BSN, RN—Henderson Medical Surgical
- Tara Williams, ASN, RN—Henderson Medical Surgical
- Tara Zwingelberg, MSN, RN, CMSRN—IDNQ
- Tate Talbatt, BSN, RN—Midtown SMCC
- Taylor Salm, BSN, RN—Gateway MSICU
- Tim Gher, BSN, RN—Pain Management
- Tyler Suter, ASN, RN, CMSRN—Gateway SMCC
- Valerie Dockery, BSN, RN—Midtown Stepdown
- Victoria Woolsey, BSN, RN—Gateway MSICU

GOLD

- Amanda Faucett, BSN, RN, CMSRN—Gateway Surgery Oncology
- Andi Dillman, BSN, RN, CMSRN—Gateway Surgery Oncology
- Andrea Finley, BSN, RN, CCRN—Nursing Quality
- Andrea Goldbach, BSN, RN, CCRN—Quality Improvement
- Andrea Logan, BSN, RN, CV-BC—Midtown Stepdown
- Ashley Rexing, BSN, RN, CCRN—Gateway Neuro ICU/Stepdown
- Bayley Dedmond, BSN, RN, CMSRN—Gateway Surgery Oncology
- Brenda Heldt, BSN, RN, CNOR—Surgery
- Brianna Cundiff, BSN, RN, CCRN—Midtown NMICU
- Brianna Gogel, BSN, RN, CMSRN—Midtown ONTCC
- Bridget Kick, MSN, RN—Midtown NMICU
- Briea Shelton, BSN, RN, CMSRN—Nursing Quality
- Brittney Fulcher, BSN, RN, FNP-C—Pain Management
- Byron Rademacher, BSN, RN, CMSRN—Midtown Cardiac Renal
- Carissa Lloyd, BSN, RN, CCRN—Midtown CVICU
- Cathy Reynolds, BSN, RN, PCCN, CMSRN - PACU
- Chelsea Barrett, BSN, RN, CMSRN—IDNQ
- Courtney Johnston, BSN, RN, CCRN, TCRN—Midtown STCICU
- Crystal McCarty, BSN, RN, CPAN—PACU
- Desiree Harris, MSN, RN—Access Center
- Devan Elpers, BSN, RN, SCR—Gateway Neuro ICU/Stepdown
- Devon Hautman, BSN, RN, CMSRN, OCN—Gateway Surgery Oncology
- Elizabeth Ivy, MSN, RN, OCN, CHPN—Midtown Cardiac Renal
- Emily Ringham, BSN, RN, CMSRN—Gateway Surgery Oncology
- Erin Crosby, BSN, RN, CMSRN—Gateway Surgery Oncology
- Frida Cassie Roberts, BSN, RN, CMSRN—Midtown SMCC
- Genevieve Schaller Griffith, BSN, RN, CCRN—Gateway Heart
- Haley Schapker, BSN, RN, CMSRN—Gateway Cardiac Renal
- Hannah Redd, BSN, RN, CMSRN—Midtown SMCC
- Hannah Schamburg, BSN, RN, PMHNP-BC—Midtown SMCC
- Hope Hoeing, BSN, RN—Midtown STCICU
- Jane Meece, BSN, RN, CCRN—Gateway Neuro ICU/Stepdown
- Jessica Kinser, BSN, RN, CMSRN—Gateway Surgery Oncology
- Jessica Martin, BSN, RN, CMSRN—Midtown SMCC
- Jilana Jagielski, BSN, RN, CMSRN—Gateway Neuro ICU/Stepdown
- Kalynn Service, BSN, RN, CMSRN—Emergency Department
- Katelyn Myer, BSN, RN, CCRN—Nursing Quality
- Katie Douglas, BSN, RN, OCN—Infusion Center
- Katie Hemenway, BSN, RN, CMSRN—Wound Care
- Katie Marvell, BSN, RN, CMSRN—Nursing Quality
- Kayla Sturgeon, BSN, RN, CWOCN, CMSRN—Wound Care
- Kellsie Cook, BSN, RN, CMSRN—Gateway Surgery Oncology
- Kelly Haynes, MSN, RN, NE-BC—Case Management
- Kelly Kirk, BSN, RN, CCRN—Midtown NMICU
- Kendall Seacrist, BSN, RN, CMSRN—Midtown SMCC
- Kristina Brown, MSN, RN, AGCNS—Emergency Department
- Laura Hish, BSN, RNC-NIC, CLC—Henderson NICU
- Lauren Inman, BSN, RN, CMSRN—Midtown SMCC
- Lois Welden, DNP, RN, CNS—IDNQ
- Lydia Reed, BSN, RN, CCRN—Nursing Quality
- Mackenzie Mallory, BSN, RN, CMSRN—Gateway Ortho Surgical
- Margaret Brooks, BSN, RN—Henderson Medical Surgical
- Mary Beth Schitter, BSN, RN, CMSRN—Midtown SMCC
- Mary Theresa Folz, BSN, RN, CWOCN—Wound Care
- Megan Fries, BSN, RN, CMSRN—Gateway Surgery Oncology
- Megan Garrett, BSN, RN, CMSRN, OCN—Gateway Surgery Oncology
- Megan Martin, BSN, RN, CMSRN—Pain Management
- Melanie Brock, BSN, RN, CMSRN—Gateway Surgery Oncology
- Melissa Black, BSN, RN, CMSRN—Gateway Surgery Oncology
- Meros Fortney, MSN, RN, VA-BC - Surgery
- Michelle Myer, BSN, RN, CCRN—Nursing Quality
- Nancy Bradley, BSN, RN-BC—Pain Management
- Pamela Lynn, BSN, RN-BC—Henderson Medical Surgical
- Rachel Roberson, BSN, RN, CMSRN—Gateway Surgery Oncology
- Renee Willis, MSN, RN—Gateway Heart
- Robin Perkins, BSN, RN, CMSRN—Gateway Surgery Oncology
- Samantha Morgan, BSN, RN, CMSRN—Gateway Surgery Oncology
- Sara Owen, BSN, RN-BC—Henderson Medical Surgical
- Sarah Martin, BSN, RN, CCRN—Midtown STCICU
- Sarah Price, BSN, RN, CMSRN—Nursing Quality
- Sarah Smith, BSN, RN, CCRN—Nursing Quality
- Sloane Williams, BSN, RN, CMSRN—Gateway Surgery Oncology
- Staci Holder, BSN, RN, CMSRN—Gateway Observation
- Tanisha Chamberlain, BSN, RN, CCRN—Gateway MSICU
- Teri Nolan, BSN, RN, CPAN - PACU
- Tracy Miles, BSN, RN, CMSRN—Gateway Cardiac Renal
- Vandi Gooch, MHA, BSN, RN, CCRN—Pain Management

DIAMOND

- Amanda Miley, DNP, RN, AGCNS-BC, CWOCN—Wound Care
- Claudia Hulsey, MSN, RN, CCRN—IDNQ
- Danielle Rhoads, MSN, RN-BC—Henderson Medical Surgical
- Devin Hofmann, MSN, RN, CMSRN—Quality Improvement
- Edith Hoehn, MSN, RN, CVRN - IDNQ
- Haley Crews, MSN, RN-BC—Midtown Observation
- Jessica Cannon, MSN, RN, SANE-A, SANE-P, TNS—Emergency Department
- Jessica Treutler, MSN, RN, CCRN—Gateway Heart
- Laura Pauckner, MSN, RN, NP-C—Pain Management
- Lisa Carwile, MSN, RN, PMHNP-BC—Midtown ONTCC
- Meagan McKain, MSN, RN, CCRN—Midtown CVICU
- Melinda Clark, MSN, RN, FNP-C, CWS—Wound Care
- Paige Ambrose, MSN, RN, FNP-C—Pain Management

PCT 1

- Alexis Thomas—Henderson Medical Surgical
- Beth Hogge—Henderson Medical Surgical
- Bonnie Earl—Midtown SMCC
- Dominique Goad—Gateway Ortho Surgical
- Edith Duko (Lynette)—Gateway Neuro Surgical
- Emily Hernandez—Gateway Heart
- Jessie Wicker—Gateway Surgery Oncology
- Kellie Latham—Midtown SMCC
- Kellie Waller—Midtown Stepdown
- Madeleine Rumps—Gateway Neuro Surgical
- Sarianne Williams—Emergency Department
- Shelbi Pipes—Gateway Heart

PCT 2

- Amanda Kidd—Gateway Surgery Oncology
- Andrew Orem—Gateway Surgery Oncology
- Ashley Watts—Gateway Surgery Oncology
- Breanna Corn—Gateway MSICU
- Brittney Hay—Gateway MSICU
- Cahtlyn Hampton—Gateway MSICU
- Chad Michel—Gateway Surgery Oncology
- Crystal Devoy—Gateway Surgery Oncology
- Devin Hulen—Midtown SMCC
- Kaela Merrill—Gateway Surgery Oncology
- Lauren Huston—Resource Team
- Megan Pedersen—Midtown SMCC
- Olivia Burress—Gateway Observation
- Rebecca Pickerill—Midtown STCICU
- Susan NaibkhyI—Gateway Observation
- Tiffany Watts—Gateway Surgery Oncology





Nursing Evidence-Based Practice and Research Council

- CHAIR** **Robin Perkins, BSN, RN, CMSRN**—Gateway Surgery Oncology
- CHAIR-ELECT** **Angela Mamat, MSN, RN, CMSRN**—Surgery
- LIAISON** **Lois Welden, DNP, RN, CNS**—Lead Clinical Nurse Researcher
- MAGNET SUPPORT** **Katherine Clodfelter, MSN, RN, MBA**—Vice President of Nursing
- Dawn Rowley, MSN, RN, AGCNS-BC, CCRN-K**—Director Nursing Quality, Safety and Regulatory, Interprofessional Development and Technology, and Magnet Program Director
- Nicole Brauser, BSN, RN, CMSRN**—Magnet Program Coordinator



Nursing Practice Council

- CHAIR** **Samantha Miller, BSN, RN, CMSRN**—Midtown Cardiac Renal Unit
- CHAIR ELECT** **Devon Hautman, BSN, RN, CMSRN**—Gateway Surgery Oncology
- LIAISON** **Edith Hoehn, MSN, RN, CVRN**—Nursing Professional Development Practitioner
- CLERICAL SUPPORT** **Sandy Moody**—Executive Secretary
- MAGNET SUPPORT** **Katherine Clodfelter, MSN, RN, MBA**—Vice President of Nursing
- Dawn Rowley, MSN, RN, AGCNS-BC, CCRN-K**—Director Nursing Quality, Safety and Regulatory, Interprofessional Development and Technology, and Magnet Program Director
- Nicole Brauser, BSN, RN, CMSRN**—Magnet Program Coordinator

TOP ACHIEVEMENTS

- Developed and disseminated a recruitment flyer to join the EBP and Research Council
- Utilized the simple, four-step DEAC EBP Model-PC to implement a practice change to use lidocaine for a nasogastric (NG) insertion procedure. The proposal involved two changes to the EMR, revisions to the LDA and the physician order set:
 - » Assessment of patient complications, which went live in fall 2023. Potential complication variables that may occur during the NG insertion procedure were added to the LDA of the EMR.
 - » Revision of the physician order, which will give the provider an option for the nurse to use lidocaine as a topical anesthetic. This will go live in 2024.
- Chair-Elect **Angela Mamat, DNP**, EBP project, Assistive Personnel Development Program (known as the PCT Professional Development Program) received approval for a pilot from the chief nurse executive after editorial review by PDP ambassadors and Nursing Shared Governance Committees.

2023 PRESENTATION CALENDAR

January	<ul style="list-style-type: none"> • DNP Project: Utilization of the Bates-Jensen Wound Assessment Tool in the Acute Care Rural Setting: A Modern Application • Virtual Nursing 	Amanda Miley, MSN, RN, AGCNS-BC, CWOCN USI Professor Charlotte Connerton
February	<ul style="list-style-type: none"> • Developing a Resume and Curriculum Vitae (prepared by Linda Cason, DNP) • PDP Presentation 	Lois Welden, DNP, RN, CNS Kayla Surgeon, BSN, RN, CWOCN
April	<ul style="list-style-type: none"> • EBP Practice Change Update: Using Lidocaine for NG Insertion 	Robin Perkins, BSN, RN, CMSRN, and Pam Leatherland, RN, CMSRN
May	<ul style="list-style-type: none"> • DNP Project: The Effects of Stimulation-Based Education on Confidence in Decision Making of Critical Care Nurses 	Kelly Pruden, MSN, RN, CCRN
June	<ul style="list-style-type: none"> • DNP Project: Anti-Microbial Nurse Education 	Amy Lau, MSN, RN, CIC
August	<ul style="list-style-type: none"> • Scope of Practice • Beacon Award Criteria 	Dawn Rowley, MSN, RN, AGCNS-BC Rebecca Grisham-Whitehouse, BSN, RN, CMSRN
September	<ul style="list-style-type: none"> • DNP Project: Ventilator Liberation—Evaluating Staff Perceptions of Practice and Policy 	Bailey Rankin, MSN, APRN, AGACNP-BC, CCRN
October	<ul style="list-style-type: none"> • Measures of Central Tendency 	Rebecca Grisham-Whitehouse, BSN, RN, CMSRN
November	<ul style="list-style-type: none"> • Importance of Council Participation 	Nicole Brauser, BSN, RN, CMSRN
December	<ul style="list-style-type: none"> • Professional Practice Model Overview 	Lois Welden, DNP, RN, CNS

TOP ACHIEVEMENTS

- Practice Council members were influential in decision making about several organizational projects this year:
- Collaborated with nursing leadership and Critical Care Core to maintain a current nursing policy system, with review of all nursing policies (including nursing administration) and input for hospital/system policies that affect nursing.
 - Collaborated with Epic team and RN Informatics to maintain open communication about changes and institution of technology related to Epic
 - » Decreased documentation in Epic for nursing
 - » Institution of flowsheet macros
 - » Changes related to R5
 - Promoted nursing autonomy and communication about roles
 - » Clarified roles and responsibilities for nursing
 - » Nurse and physician communication and collaboration working with Patient Safety
 - Improved Patient and Nurse Safety
 - » HAPI Taskforce: Improved compliance of four eyes in four hours assessments and submitting changes to documentation in Epic
 - » CAUTI Taskforce: Implementation of the new acute urinary retention protocol
 - » Identified fall alarms on white boards with the letter "A"
 - » Aegis Training: Provided education about what it includes, importance of de-escalation training
 - » Worked with dieticians to improve patient safety with oral care
 - » Worked with Pharmacy to review potential changes with Lantus insulin
 - Worked with other departments to provide continual education for clinical staff related to practice changes using the NERP monthly packet
 - » Pharmacy changes with NTG in Omnicell
 - » DCARE and Departure Lounge review
 - » Escalation for tele removal protocol
 - » PCT role changes for sitter for behavioral restraints
 - » LPN role expansion



Patient Care Technician Council

- CHAIR** Mackenzie Gammans, PCT—Deaconess Cross Pointe
- CHAIR-ELECT** Sarianne Williams, PCT—Emergency Department and Dominique Goad, PCT— Gateway Ortho Surgical
- LIAISON** Katelyn Oeth, BSN, RN, CMSRN—Nursing Professional Development Practitioner
- MAGNET SUPPORT** Katherine Clodfelter, MSN, RN, MBA—Vice President of Nursing
Dawn Rowley, MSN, RN, AGCNS-BC, CCRN-K—Director Nursing Quality, Safety and Regulatory, Interprofessional Development and Technology, and Magnet Program Director
Nicole Brauser, BSN, RN, CMSRN—Magnet Program Coordinator

Night Shift Nursing Council

- CHAIR** Chelsey Mangold, BSN, RN—ADCO/Resource Team
- CHAIR ELECT** Byron Rademacher, BSN, RN, CMSRN—Midtown Cardiac Renal
- CLERICAL SUPPORT** Jennifer Talley—Nursing Excellence Quality Specialist
- MAGNET SUPPORT** Katherine Clodfelter, MSN, RN, MBA—Vice President of Nursing
Dawn Rowley, MSN, RN, AGCNS-BC, CCRN-K—Director Nursing Quality, Safety and Regulatory, Interprofessional Development and Technology, and Magnet Program Director
Nicole Brauser, BSN, RN, CMSRN—Magnet Program Coordinator

TOP ACHIEVEMENTS

- Assisted with the development of the PCT hourly task guide
- Promoted council representation, resulting in increased membership in council meetings
- Coordinated and supported PCT Week activities in September
- Volunteered making beds for children and families in need through *Sleep in Heavenly Peace*.
- Supported the hospital-wide Skin Team but provided PCT representation when rounding.
- Collaborated with Nursing Practice Council to develop education regarding sitters for behavioral restraints.



TOP ACHIEVEMENTS

- Coordinated with Bari Bed representative to provide on-site education and troubleshooting tips for staff.
- Developed a tip sheet for all nursing staff to consider as they develop their patients' plans of care to reduce patient sleep interruptions at night.
- Developed a quick reference medication card listing common medications and their average dose ranges and side effects.



M. Raymer, RN; J. Ellerman, RN; T. Estes—Environmental Services

Recognizing NURSING EXCELLENCE at Deaconess

Through the efforts of the Nursing Recognition Committee, Nursing Leadership and the Nursing Professional Development Council, nursing excellence is recognized in a variety of ways. Nurses and techs are recognized both formally and informally by their patients and their patients' families. We are proud to recognize these exceptional members of the nursing team.

2023 Nurses of the Year

Social distancing requirements with the Nurse of the Year Celebration continued through the pandemic, and recognition was again shown via Facebook Live to family members and co-workers. But this year, all nominees and one guest were present for the announcement! Other celebrations included yard signs and banners with names of all nominees at each campus!

<p>Community Service</p> 	<p>Excellence in Clinical Practice</p> 	<p>Leadership</p> 	<p>Mentorship</p> 
<p>JULIE EMGE RN, CCRN Midtown STICU</p>	<p>DANA ERNY BSN, RN Gateway Surgery</p>	<p>BROOKE DUNK BSN, RN, CMSRN Midtown ONTCC</p>	<p>DAYSHA SHELTON BSN, RN Henderson Medical Surgical</p>
<p>Advancement of the Profession</p> 	<p>Florence Nightingale Award: Midtown/Henderson Hospitals</p> 	<p>Florence Nightingale Award: Gateway/Cross Pointe Hospitals</p> 	
<p>KELLSIE COOK BSN, RN, CMSRN Gateway Surgery Oncology</p>	<p>SLOANE WILLIAMS BSN, RN, CMSRN Gateway Surgery Oncology</p>	<p>DANIELLE RHOADS MSN, RN-BC Henderson Med Surg</p>	



CONGRATULATIONS TO OUR 2023 DEACONESS NURSE OF THE YEAR AWARD NOMINEES!

ADVANCEMENT OF THE PROFESSION

These nurses are role models for professional practice by seeking, sharing, and applying knowledge to their work environment. They are active participants in the pursuit of continued exemplary professional nursing practice and motivate others to journey with them. They exhibit personal growth in their professional practice through clubs, programs and research projects. They are involved with professional achievements such as advanced education, Professional Development Program, membership in a professional nursing organization, published articles, or by presenting at conferences.

- Lauren Higgins, BSN, RN, CCRN**
Midtown CVICU
- Lydia Reed, BSN, RN, CCRN, TCRN**
Nursing Quality
- Scott Rogers, RN**
Wound Services
- Kayla Sturgeon, BSN, RN, CWOCN, CMSRN**
Wound Services
- Ally Wood, BSN, RN**
Gateway Neuro Surgical

COMMUNITY SERVICE

These nurses exemplify the Deaconess CREDO in the community, advocating health and education. They demonstrate commitment to the health care of the community for the betterment of the families of the Tri-State. They are involved in community programs that have left a positive impact in the community. They balance their time volunteering and advocating health, safety and education for the patients and families of the community.

- Teia Esmon, BSN, RN**
Midtown STICU
- Elizabeth Schroeder, RN**
Cross Pointe

LEADERSHIP

These nurses are effective, knowledgeable, enthusiastic, innovative leaders who inspire those around them to actively explore resources and implement ideas to enhance patient care. They demonstrate excellence as a nurse leader. They take initiative for the health care team and assume leadership roles on councils, projects, meetings, conferences and more.

- Colton Bosecker, BSN, RN, CMSRN**
Gateway Neuro Surgical
- Stephanie Brown, BSN, RN, CCRN**
Midtown STICU
- Bradley Chambers, BSN, RN**
Resource Team
- Andrea Collins, BSN, RN**
Resource Team
- Anna Deweese, BSN, RN**
Case Management
- Alicia Eastwood, BSN, RN**
Midtown Surgery
- Sarah Evrad, BSN, RN**
Gateway Medical Surgical
- Morgan Gibson, BSN, RN, CMSRN**
Gateway Observation
- Nicholas Gonzalez, BSN, RN**
Gateway Cardiac Renal
- Jennifer Hawkins, RN**
Case Management

- Raichel Jones, RN**
Henderson Med Surg
- Ellie Lockett, RN, CMSRN**
Gateway Surgery Oncology
- Sarah Martin, BSN, RN, CCRN**
Midtown STICU
- Lydia Reed, BSN, RN, CCRN, TCRN**
Nursing Quality
- Jenna Ritzert, BSN, RN**
Midtown STICU
- Myra Smith, RN**
Cross Pointe
- Jade Thomas, BSN, RN**
Gateway Ortho Surgical
- Seth Tuley, RN**
Midtown NMICU

FLORENCE NIGHTINGALE

These nurses demonstrate all the characteristics of an exceptional nurse and role model in each of the five categories: Advancement of the Profession, Community Service, Excellence in Clinical Practice, Leadership and Mentorship. They go above and beyond all other nurse professionals and exhibit outstanding contributions to the professional image of nursing. They mentor staff by sharing knowledge and critical thinking skills in a calm, compassionate, approachable manner. They volunteer their time to advocate health, safety and education in the community. They demonstrate excellent nursing leadership, inspiring others to take initiative and implementing ideas to enhance patient care. They exhibit personal growth in their professional development. They provide compassionate care for their patients at the bedside and frequently seek opportunities to enhance their clinical practice, knowledge, and skills to meet the ever-changing needs of the nursing profession.

GATEWAY/CROSS POINTE

- Michelle Almon, BSN, RN**
Endoscopy
- Kelsey Boone, BSN, RN**
Gateway Emergency Department
- Alexandria Williams, BSN, RN**
Gateway Emergency Department

MIDTOWN/HENDERSON

- Kaylie Booker, BSN, RN, CMSRN**
Midtown SMCC
- Myra Dame, AND, RN, CCRN, TCRN**
Midtown STICU
- Jennifer Green, RN-BC**
Midtown Stepdown
- Courtney Johnston, BSN, RN, CCRN, TCRN**
Midtown STICU
- Kayla Sturgeon, BSN, RN, CWOCN, CMSRN**
Wound Services
- Sara Van Winkle, BSN, RN**
Midtown Surgery

EXCELLENCE IN CLINICAL PRACTICE

These nurses provide a compassionate, caring touch to their patients, demonstrating the holistic art of nursing. They are nurses who colleagues seek guidance from and hold exuberant respect for in their nursing profession. They demonstrate compassionate care, commitment and competence for their patients at the bedside. They have outstanding accomplishments by going above and beyond all expectations. They incorporate evidence-based practice into their nursing skills to enhance patient care. They seek opportunities to increase their clinical knowledge and skills to meet future challenges of the nursing profession.

- E. Whitney Autry, RN, CCRN**
Diabetes
- Kristina Blinzinger, BSN, RN**
Midtown STICU
- Kelsey Bonifer, BSN, RN**
Midtown CVICU
- Layne Brown, RN**
Midtown Observation
- Whitney Carter, RN**
Midtown ONTCC
- Victoria Cobb, RN**
Henderson Med Surg
- Kevin Colbert, BSN, RN-BC**
Midtown Stepdown
- JoAnn Darrett, BSN, RN, CMSRN**
Gateway Observation
- Vanessa Davis, RN**
Gateway Neuro ICU/Stepdown
- Sarah Dorsett, RN**
Midtown Observation
- Kathy Effinger, ADN, RN**
Midtown STICU
- Molly Finn, RN**
Wound Services
- Mary Folz, BSN, RN, CWOCN**
Wound Services
- Alicia Gallindo, AND, RN**
Midtown Stepdown
- Tammie Gibson, RN**
Henderson Med Surg
- Cheryle Goldsberry, RN**
Henderson Med Surg
- Crystal Grammer, ADN, RN, CCRN**
Midtown STICU
- Hope Hoeing, BSN, RN**
Midtown STICU
- Catherine Kuester, BSN, RN, CWOCN**
Wound Services
- Sharon Lockard, BSN, RN, CPN**
Gateway Pediatrics
- Sherri Lynch, RN**
Midtown NMICU
- Sarah Martin, BSN, RN, CCRN**
Midtown STICU
- Allyssa McGill, BSN, RN, CCRN**
Midtown STICU
- Patricia Niswonger, BSN, RN, CMSRN**
Midtown Observation
- Jessica Polley, BSN, RN**
Gateway Ortho Surgical
- Megan Reker, BSN, RN**
Midtown STICU
- Rachel Roberson, BSN, RN, CMSRN**
Gateway Surgery Oncology
- Scott Rogers, RN**
Wound Services
- Deborah Schmits, ASN, RN**
Midtown Stepdown
- Carly Schrock, BSN, RN**
Gateway Medical Surgical
- Lauren Taylor, BSN, RN, CCRN**
Gateway MSICU
- April Thomas, RN**
Henderson Med Surg
- Kelsey Thomas, RN**
Henderson Surgery
- Jonathon Whitley, RN**
Midtown Surgery
- Rachel Winterheimer, BSN, RN**
Midtown STICU
- Millie Wiser, BSN, RN**
Gateway Cardiac Renal
- Angela Zwahlen, MSN, RN, CCRN**
Midtown STICU

MENTORSHIP

These nurses are good listeners who promote excellence and potential as they guide and support in an unbiased way. They are role models for mentoring and show this by receiving frequent requests from students for precepting and volunteering their time for additional training for the benefit of staff. They are calm, compassionate and easily approachable for help. They offer a creative, individual approach to learning.

- Thessa Adams, BSN, RN**
Midtown Cardiac Renal
- April Anderson, ASN, RN, CMSRN**
Endoscopy
- Theresa Ashby, BSN, RN, CMSRN**
Henderson ICU
- Ashley Coleman, BSN, RN**
Midtown ONTCC
- Mary Correll, RN**
Midtown NMICU
- Claire Finn, RN**
Wound Services
- Mary Folz, BSN, RN, CWOCN**
Wound Services
- Michelle Fuqua, BSN, RN**
Endoscopy
- Ashley Green, BSN, RN, CCRN**
Midtown STICU
- Sandra Grove, BSN, RN**
Midtown SMCC
- Beverly Guest, RN**
Cross Pointe
- Brianne Heck, RN**
Gateway Ortho Surgical
- Hope Hoeing, BSN, RN**
Midtown STICU
- Catherine Kuester, BSN, RN, CWOCN**
Wound Services
- Allyssa McGill, BSN, RN, CCRN**
Midtown STICU
- Brooke Miller, BSN, RN**
Midtown STICU
- David North, RN**
Midtown Surgery
- Alex Partenheimer, BSN, RN**
Midtown STICU
- Rebecca Rider, ASN, RN**
Midtown Stepdown
- Carly Schrock, BSN, RN**
Gateway Medical Surgical
- Susan Skie, MSN, RN, CMSRN**
Midtown ONTCC
- Sarah Smith, BSN, RN, CCRN**
Nursing Quality
- Anna-Grace Terry, BSN, RN, CCRN**
Midtown CVICU
- Madison Willis, BSN, RN**
Gateway MSICU
- Rachel Winterheimer, BSN, RN**
Midtown STICU



CHARLEE SULLIVAN, BSN, RN, WINS JULY DAISY AWARD

The July 2023 DAISY Award proudly honored **Charlee Sullivan, BSN, RN** - Deaconess Gateway Hospital Heart Unit. Charlee was nominated by a patient's family member who wanted to say thank you in a special way.

Charlee was my post-op nurse, and to say we were impressed with her care would be an understatement. She was kind, gentle and knowledgeable in helping to address my high levels of pain coming out of surgery. She talked to me the whole time even though I could not respond and made quick decisions that will have a long-lasting positive impact. She never hesitated in making decisions and calling for backup, like when she conferred with the physicians on my oxygen levels, and the next thing I and my family knew, the Respiratory Team was coming in and my surgeon was on the phone with her. She spoke to him on the phone with high levels of professionalism, and I believe she truly had my best health and interests at the forefront

and was an advocate for my care and comfort. Charlee addressed my family members in the room with just as much care and professionalism, explaining to me and them what she was doing and why at every step. She also took time to explain to my family members throughout the afternoon and evening what to expect during the first few hours and assured them I would be infinitely better the following morning. She was right. I believe her care had a tremendous impact on my ability to be up in a chair and talking when my family came in the very next morning. Thank you, Charlee, for committing your career to serving patients like me when they are potentially at their worst and doing so in a way that truly makes a difference.

OTHER DAISY NOMINEES IN JULY

- Brandy Akers, BSN, RN | NMICU - Midtown
- Meagan Anderson, BSN, RN | NMICU - Midtown
- Anna Becher, BSN, RN | Surgery Oncology - Gateway
- Allison Beck, BSN, RN | NMICU - Midtown
- Molly Brown, ADN, RN | NMICU - Midtown
- Andrea Carpenter, RN | Cardiac Renal - Midtown
- Mary Lee Chessor, BSN, RN | NMICU - Midtown
- Samantha Collins, BSN, RN | STCICU - Midtown
- Beth Copeland, RN | Med/Surg/Tele - Henderson
- Brianna Cundiff, BSN, RN | NMICU - Midtown
- Lisa Denton, RN | STCICU - Midtown
- Amy Dixon, RN | Ortho Surgical - Gateway
- Kathy Effinger, RN | STCICU - Midtown
- Julie Emge, RN | STCICU - Midtown
- Kim Frasier, RN | Med/Surg/Tele - Henderson
- Morgan Gibson, BSN, RN, CMSRN | Observation - Gateway
- Amber Gilles, BSN, RN | Endoscopy - Gateway
- Ashley Hatfield, BSN, RN | Wound Services
- Hope Hoeing, BSN, RN | STCICU - Midtown
- Miranda Hoffman, BSN, RN | Cardiac Renal - Gateway
- Staci Holder, BSN, RN, CMSRN | Observation - Gateway
- Sarah Kelley, BSN, RN | NMICU - Midtown
- Mandy Koontz, RN | Neuro Surgical - Gateway
- Meagan McKain, MSN, RN | CVICU - Midtown
- Amanda Miley, DNP, RN, AGCNS-BC, CWOCN | Wound Services - Hospital
- Alex Partenheimer, BSN, RN | STCICU - Midtown
- David Paunicka, BSN, RN | SMCC - Midtown
- Olivia Payne, BSN, RN | CVICU - Midtown
- William Ray, ADN, RN | NMICU - Midtown
- Misty Robinson, RN, CMSRN | SMCC - Midtown
- Krystina Schoening, RN | Cardiac Renal - Gateway
- Krystal Stone, BSN, RN, CMSRN | Med/Surg/Tele - Henderson
- Charlee Sullivan, BSN, RN | Heart - Gateway
- Jade Thomas, BSN, RN | Ortho Surgical - Gateway
- Ryan Thompson, BSN, RN | NMICU - Midtown
- Carnell "CJ" Tillotson, BSN, RN, CMSRN | Neuro Surgical - Gateway
- Seth Tuley, BSN, RN | NMICU - Midtown
- Jayci Vaughn, RN | Cardiac Renal - Gateway
- Eddie Weaver, BSN, RN | CVICU - Midtown
- Deana Wegge, BSN, RN, CMSRN | Observation - Gateway
- Shelley Wilson, RN, SCRn | Neuro Surgical - Gateway
- Jennifer Wright, ADN, RN | NMICU - Midtown



MALLORY VAZQUEZ, BSN, RN, CMSRN, WINS DECEMBER DAISY AWARD

The December 2023 DAISY Award proudly honored **Mallory Vazquez, BSN, RN, CMSRN** - Deaconess Gateway Hospital Surgery Oncology Unit. Mallory was nominated by a patient who wanted to say thank you in a special way.

I was so lucky to have Mallory for both my admission and discharge home during my week-long stay on Surgery Oncology. From my very first day on the unit, Mallory ensured that I was met with exceptional care. Mallory ensured that I was given my medications on a schedule, and I didn't even have to ask her once to bring it in. I, too, am a nurse, and Mallory completely embodies what

the Daisy award represents. Mallory not only cared for me physically but also mentally. Anyone who has Mallory as a nurse is lucky to have her, because she goes above and beyond in her care for patients. If I ever am to be admitted again for a long stay such as this one, I would only hope that I would be able to have a nurse as great as Mallory was.

OTHER DAISY NOMINEES IN DECEMBER

- Brandy Clarke, RN | Cardiac Neuro ICU - Midtown
- Allison Beck, BSN, RN | Cardiac Neuro ICU - Midtown
- Lauren Bueltel, BSN, RN | MSICU - Gateway
- Elizabeth "Jaelyn" Cambren, BSN, RN | Ortho Surg - Gateway
- Kellsie Cook, BSN, RN, CMSRN | Surgery Oncology - Gateway
- Laci Crook, RN | Medical Surgical - Henderson
- Hannah Douglass, RN | Medical Surgical - Henderson
- Mary Edwards, RN, CMSRN | ONTCC - Midtown
- Jackson Ellerman, BSN, RN | Neuro ICU/Stepdown - Gateway
- Caroline Emerson, RN | Medical Surgical - Henderson
- Cooper Fleck, BSN, RN | MSICU - Gateway
- Megan Foley, BSN, RN | STCICU - Midtown
- Kinzy Goodman, ASN, RN | Stepdown - Midtown
- Ashley Gray, ASN, RN | Stepdown - Midtown
- Heather Hall, BSN, RN | Stepdown - Midtown
- Alicia Harmon, RN | Ortho Surgical - Gateway
- Ashley Hatfield, BSN, RN | Wound Care - Deaconess
- Andrea Herrera, BSN, RN, CMSRN | Neuro Surgical - Gateway
- Staci Holder, BSN, RN, CMSRN | Observation - Gateway
- Tracey Johannes, BSN, RN | Cardiac Neuro ICU - Midtown
- Laura Johnson, BSN, RN | STCICU - Midtown
- Kandis Kempf, ASN, RN | Observation - Gateway
- Shauna Martin, BSN, RN | Observation - Gateway
- Kayla Martin, ASN, RN | Pediatrics - Gateway
- Alex Partenheimer, BSN, RN | STCICU - Midtown
- Cameron Peach, RN | Neuro Surgical - Gateway
- Joann "Kelsie" Price, RN | Medical Surgical - Henderson
- Cassie Roberts, BSN, RN, CMSRN | SMCC - Midtown
- Andrea Schell, BSN, RN | Medical Surgical - Henderson
- Audra Spencer, RN | Surgery Oncology - Gateway
- Ryan Thompson, RN | Cardiac Neuro ICU - Midtown
- Seth Tuley, BSN, RN | Cardiac Neuro ICU - Midtown
- Mallory Vazquez, BSN, RN, CMSRN | Surgery Oncology - Gateway
- Cecilia Vinnedge, ASN, RN | SMCC - Midtown
- Shelley Wilson, RN | Neuro Surgical - Gateway
- Ally Wood, MSN, RN | Neuro Surgical - Gateway
- Kayla Woodard, ASN, RN, CMSRN | SMCC - Midtown

The Daisy (Diseases Attacking the Immune System) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP

in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his family. When he died, they felt compelled to say "thank you" to nurses in a very public way. Deaconess is proud to be a DAISY Award partner, recognizing two DAISY Award winners each year (July and December).

E. Smith, PCT



TECHS OF THE YEAR CHOSEN AT GATEWAY AND MIDTOWN

The 2023 Tech of the Year Awards were proudly presented to **Dominique Goad, PCT**, of the Gateway campus and **Kelsey Anguish, Monitor Tech**, of the Henderson campus.

Dominique is the textbook definition of excellence in patient care. She goes above and beyond for her patients on a daily basis. Dominique loves to give pep talks to her patients who are struggling or having a bad day. She offers a wealth of knowledge as a preceptor to orientees on the unit and often receives praise from PCTs she precepts by being kind, caring and strong-willed. Dominique thinks quickly on her feet and is always swift to respond to emergencies on the unit, and she often uses her exceptional critical thinking skills to help her nurses resolve the emergency.

Dominique actively participated in PCT Council as not only the chair in 2022 but again as the chair-elect in 2023. Her active participation in PCCC allows her to express and manage her practice with a higher level of professional autonomy. She is often used as a sounding board for nurses who work around her because they trust her opinion. Dominique is always looking for ways to improve herself professionally and personally. Dominique truly lives up to our mission at Deaconess: to advance the health and well-being of our community with a compassionate and caring spirit.

Kelsey takes her job and the care she provides with heart. She does not miss an order or documentation or receive a single complaint about the care she provides. Every nurse who works alongside Kelsey talks about the load they feel she takes off them, knowing their patients are truly being cared for by the best.

Kelsey is cross-trained as a patient care tech and monitor tech. She recognizes very minimal changes in patient rhythms and escalates her concerns immediately, proving to provide excellent patient care. Kelsey is a go-to mentor on the unit and is one of the first to jump at new opportunities, always willing to grow her career and encourage others to do the same.

Kelsey provides a calm approach when needed and always looks at the bigger picture. She goes above and beyond for the entire unit every single night and provides the best qualities as a PCT that the unit could ask for.

OTHER TECHS TO RECEIVE NOMINATION FOR THE TECH OF THE YEAR AWARD

There were 36 other qualified techs nominated for Tech of the Year, and Deaconess would like to acknowledge them and the units on which they provide extraordinary care...

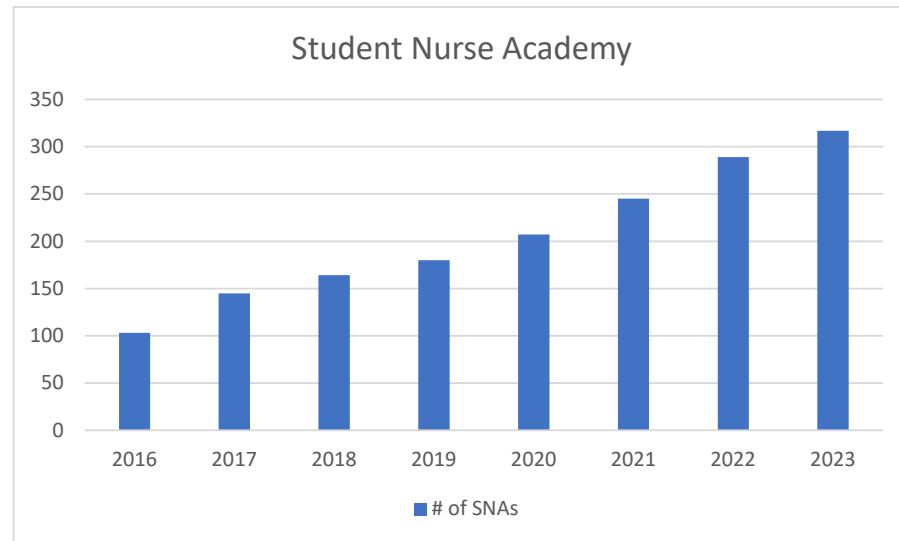
- | | | | |
|---|---|---|---|
| Kelsey Anguish
Med/Surg/Tele - Henderson | Dominique Goad
Ortho Surgical - Gateway | Joella Kennedy
Adult South - Cross Pointe | Ravin Robinson
SMCC - Midtown |
| Brooke Armbruster
Cardiac Renal - Gateway | Megan Green
Observation - Midtown | Brent Kerr
Observation - Gateway | Madeleine Rumps
Neuro Surgical - Gateway |
| Bonita Armstead
Med/Surg/Tele - Henderson | Steven Gugel
ONTCC - Midtown | Lauren Marshall
Ortho Surgical - Gateway | Christy Schile
Stepdown - Midtown |
| Sallye Boils
Neuro Cardiac - Gateway | Cahtlyn "Catie" Hampton
MSICU - Gateway | Jessica McKinney
Stepdown - Midtown | Alexis Thomas
Med/Surg/Tele - Henderson |
| Thomas Brank
Observation - Midtown | James Haskett
SMCC - Midtown | Angie McKinney
Stepdown - Midtown | McKenzie Vanderkooy
Cardiac Renal-Gateway |
| Madison Cloutier
ONTCC - Midtown | Brittney Hay
MSICU - Gateway | Kaela Merrill
Surgery Oncology - Gateway | Amanda Walker
CVSS - Gateway |
| Toni Dennis
Med/Surg/Tele - Henderson | Kelsey Hayes
ED - Gateway | Susan Naibkhyal
Neuro Cardiac - Gateway | Jasmine Washington
Ortho Surgical - Gateway |
| Madison Dutkiewicz
SMCC - Midtown | Jaylin Henson
Neuro Cardiac - Gateway | Alexis Owens
ICU - Henderson | Arminta Wigand
Heart - Gateway |
| Bonnie Earl
SMCC - Midtown | Devin Hulen
SMCC - Midtown | Shelbi Pipes
Heart - Gateway | Jessica Willett
Stepdown - Midtown |

SUPPORT FOR LIFELONG LEARNING

In addition to Nursing Shared Governance and PDP, Deaconess supports nurses' opportunities and access to professional development in multiple ways: support for certification, membership in nursing professional organizations, tuition support for additional degrees, opportunities to attend conferences, free CEs via Health Science Library, and inservices for new technology or medical devices.

STUDENT NURSE ACADEMY

In 2023 Deaconess had a total of 317 nursing students in the academy, and this number is expected to grow. Fifty-two percent of the nurses hired at Deaconess who graduated in May 2023 participated in the Student Nurse Academy. Fifty-eight percent of the nurses hired at Deaconess who graduated in December 2023 participated in the Student Nurse Academy.



NURSE RESIDENCY PROGRAM

In 2023 the Deaconess Nurse Residency Program welcomed 190 new nurses into the program. This is the largest group of nurse residents to enter the program since it was established in 2014. Of the 190 nurse residents, 101 went to Gateway, 76 went to Midtown and 13 went to Henderson. These data include December 2022 and May 2023 cohorts.

The Nurse Residency Program curriculum is evaluated annually. Highlights of the program this year included pet therapy, peer support group with Andrew Todd, professional development associate, and program graduation.



Chelsea Barrett, BSN, RN, CMSRN, Dawn Rowley, MSN, RN, AGCNS-BC, CCRN-K, and Melissa McCrary, MSN, RN-BC, FNP-C, applied for Practice Transition Accreditation Program (PTAP) accreditation through the American Nurses Credentialing Center (ANCC). The application was approved in October 2023, and the team's accreditation document was submitted in February 2024.

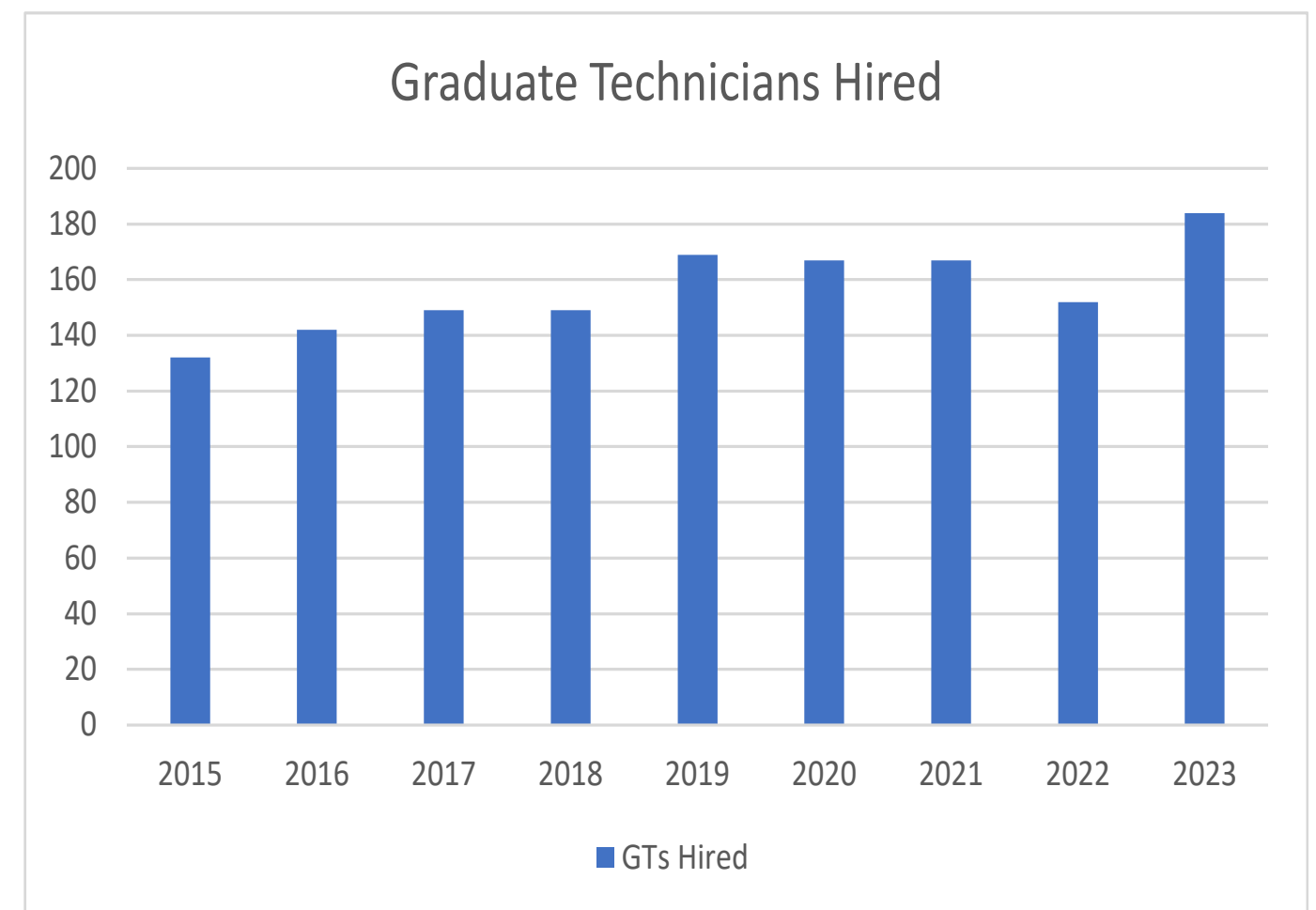
(March 14, 2023, Class Session #2, December 2022 NR cohort).

NURSING GRADUATES

As of December 2023, Deaconess hired an additional 184 nurse graduates from the following schools:

- Anderson University
- Belmont University
- California State University - Bernadino
- Cedarville University
- Chamberlain University
- Elmhurst University
- Frontier Community College
- Henderson Community College
- Indian River State College
- Indiana University
- Ivy Tech Community College
- Ivy Tech Community College - Lafayette Campus
- Madisonville Community College
- Murray State University
- Olney Central College
- Owensboro Community and Technical College
- Southeast Health College of Nursing and Health Sciences
- University of Colorado
- University of Evansville
- University of Louisville
- University of Louisville - Owensboro Campus
- University of Southern Indiana
- Vincennes University
- Vincennes University - Jasper Campus
- Western Kentucky University

Graduate Technicians Hired



HUMAN RESOURCES COLLABORATES WITH NURSING LEADERSHIP TO IMPROVE RETENTION EFFORTS

Human Resources meets with nursing leadership weekly to discuss retention rates and recruitment efforts to improve staffing at Deaconess. With the feedback received directly from nursing staff, nursing leaders and HR representatives have collaborated to improve our retention rates from 82.89% in 2022 to 85.47% in 2023. This has decreased our annual turnover rate from 17.11% (176 people) in 2022 to 14.53% (135 people) in 2023. This was achieved through the efforts below.

■ New Graduate Recruitment

- » Developed new tuition benefits for Student Nurse Academy students. All Student Nurse Academy students (levels 1, 2 and 3) are eligible for up to \$5,250 reimbursement per calendar year to be utilized for tuition, books and lab fees. These students must be actively participating in the Student Nurse Academy program during the semester they are submitting for reimbursement.
- » Provided Student Nurse Academy scholarships to students agreeing to work on units and shifts, based on vacancy rates, in inpatient medical surgical and ICU departments. These funds can be used toward tuition or other school fees.
- » Collaborated with Deaconess Foundation to award 22 scholarships totaling \$136,000 to Deaconess nurses.
- » Recruiters round on nursing students during clinicals to help communicate information and answer questions. This is very beneficial to those in online classes who are working at Deaconess for their clinicals.

■ Assisted with RN Workload

- » Increased inpatient licensed practical nurse (LPN) hires and broadened LPN scope to assist with RN responsibilities.
- » Telehealth Department hired admission RNs to assist with inpatient admissions.
- » Improved Epic optimization and documentation.
- » Improved throughput by hiring discharge nurses to help with inpatient discharges and utilized the Departure Lounge to assist with efficiency of incoming admissions.
- » Explored virtual opportunities to improve workloads.

■ Improved Staffing

- » Offered incentives for extra shifts, used in conjunction with the Works application to help drive shift pickups to greatest need.
- » Recruited international nurses.
- » Standardized inpatient unit scheduling to ensure requirements are consistently met across all campuses. This developed a pre-assignment of agency nurses and Resource Team staff to staff to anticipated needs and allow backfills accordingly.
- » Added agency nurses as needed to supplement unit needs. Many of these agency staff have been converted to permanent Deaconess employees.

FURTHERING EDUCATION THROUGH SUPPORT WITH TUITION REIMBURSEMENT

Multiple studies have reported that having better educated nurses results in better patient outcomes, lower mortality, lower readmission rates and shorter lengths of stay. The impact of education on nursing practice is undeniable, and Deaconess recognizes that.

In addition to our Professional Development Program, Deaconess supports furthering education for our nurses. Between tuition reimbursement and loan repayment, Deaconess paid more than one million dollars for our nurses' continuing education. Deaconess also pays for nursing certifications which totaled more than \$24,645 for 2023.

WORKS POWERED BY TRUSTED INC.

The Works app is software that uses dynamic pricing and artificial intelligence to target staff most likely to fill open shifts, and it will recommend a rate for each shift, accordingly. During implementation, the system used dynamic pricing by following staff behavior. After the first 200 shifts were picked up, the system learned our staff's behaviors and used artificial intelligence to predict what rates are best offered per shift and continued to refine as more shifts were selected. Rates offered decrease as it gets closer to being a vacant shift. This incentivizes staff to sign up for the shift earlier.

The system started with Resource Team ICU staff in May 2023 and has slowly been integrated into new areas as system kinks have been worked out. Currently, dynamic pricing is active in the Medical Surgical, ICU and Resource Team nursing units. Respiratory Therapy went live with Works in 2023 and will move to dynamic pricing in early 2024. Additional areas will be added to the Works platform throughout 2024.

A. LaRue, RN





Exemplary Professional Practice

Exemplary Professional Practice utilizes the key components of Transformational Leadership, Structural Empowerment, and New Knowledge and Innovation to engage and empower nurses to transform care at the bedside. As we prepare for the future of nursing and the evolution of health care, one thing remains constant: patients are at the center of our care. Exemplary Professional Practice has grown tremendously at Deaconess, and our practices will continue to evolve as nursing and health care evolves. Over the last year, Deaconess nurses either experienced these changes or were involved in transforming the care we provide for our patients.

Transforming Care at the Bedside

NURSING UNITS WIN AWARDS FOR HIGH-QUALITY CARE

Deaconess Midtown Ortho Neuro Trauma Care Center (ONTCC) was awarded the **Academy of Medical-Surgical Nurses PRISM Award** in May.

Midtown ONTCC is Indiana's fourth Med/Surg unit to receive this award, and they scored "advanced" in all categories, placing them in the top 10% of scores in the US.



Deaconess Midtown Stepdown Unit 2500 earned the **Silver Beacon Award** from the American Association of Critical Care Nursing this spring. The Midtown Stepdown unit was formed in October 2021 and provides an intermediate level of care to patients. The Silver Beacon Award recognizes excellence in patient outcomes, patient and staff satisfaction, and credibility with consumers.



Deaconess Primary Stroke Center was awarded the **Get With The Guidelines® Stroke Honor Roll Gold Plus Quality Achievement Award**, as designated by the American Stroke Association.



2023 Clinical Achievements

For a fourth year in a row, Deaconess has been named one of **America's 250 Best Hospitals** by Healthgrades, placing Deaconess' clinical quality in the top 5% of hospitals in the nation. Deaconess is also the only hospital in Indiana to receive this ranking for four consecutive years.

Deaconess ranks **first in Indiana for pulmonary care and stroke care** and is among the top 100 hospitals in the nation for this care in 2023.

Deaconess also ranked **#2 in Indiana for critical care** and **#3 for gastrointestinal surgery**.

Our urology and surgery teams also received first-time recognition, being named among **America's 100 Best Hospitals for Prostate Surgeries**.

Healthgrades also recognized Deaconess with **26 other clinical achievements** in the specialties of cardiac care, orthopedics, neurosciences, pulmonary, GI and critical care.



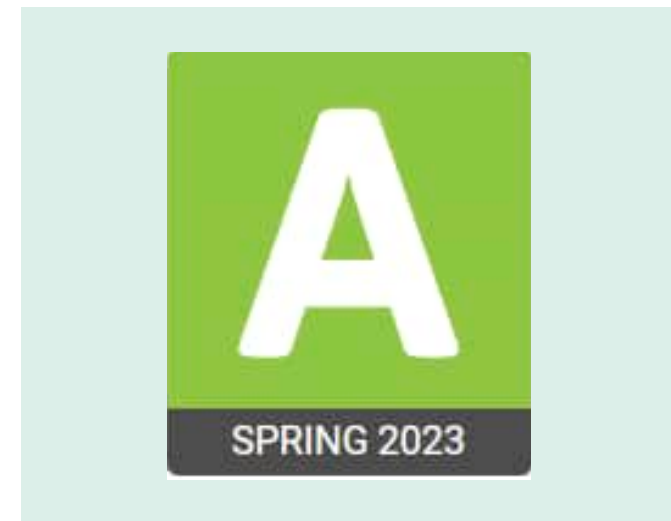
2023 Clinical Achievements



#2 IN INDIANA—SIXTH YEAR IN A ROW!

Deaconess has been recognized as the **#2 Hospital in Indiana** by *U.S. News and World Report* for a sixth consecutive year.

Deaconess was also recognized as **High Performing in nine procedures and conditions**, including: Heart Failure; Abdominal Aortic Aneurysm Repair; Heart Attack; Diabetes; Colon Cancer Surgery; Stroke; Leukemia, Lymphoma and Myeloma; Knee Replacement; and Prostate Cancer Surgery.



LEAPFROG SAFETY GRADE

Leapfrog's Hospital Safety Grades are assigned to nearly 3,000 general acute-care hospitals across the nation twice annually, using more than 30 national performance measures.

As of spring 2023, Deaconess Midtown Hospital has received **straight A's from Leapfrog for the past seven years in a row**.



FORBES EMPLOYER AWARDS

Deaconess was once again named to the **Forbes list of America's Best Employers 2023**. This award is presented by Forbes and Statista Inc., the world-leading statistics portal and industry ranking provider. The list includes 500 large employers and 500 mid-sized employers.

On the large employer list, Deaconess placed 119th overall and 26th among health care organizations.



S. Harris, RN; K. Hays, NP; Dr. A. Jawad; J. Cohorst

Nursing Performance Data

NURSE-SENSITIVE INDICATORS (NSI)

Deaconess Hospital Inc. units are compared to the NDNQI national benchmark. For the most recent eight quarters (4Q21-3Q23), Deaconess Hospital Inc. exceeded (below) the national benchmark mean for HAPI, HAPI Stage 2 or greater, CLABSI, CAUTI and Restraints.

Nurse-Sensitive Indicators (4Q21-3Q23)	Total number of units exceeding (below) the national benchmark mean
HAPI	15 of 17 inpatient units
HAPI Stage 2 or greater	15 of 17 inpatient units
CLABSI	16 of 17 inpatient units
CAUTI	15 of 17 inpatient units
Restraints	14 of 19 inpatient units
NRC & HCAHPS Mix Patient Satisfaction with Nursing (4Q21-3Q23) - Inpatient	Total number of units exceeding (above) the national benchmark mean
Patient Education	9 of 18 inpatient units
Courtesy and Respect	13 of 18 inpatient units
Careful Listening	11 of 18 inpatient units
Responsiveness	10 of 18 inpatient units
Pain	12 of 18 inpatient units
NRC Patient Satisfaction with Nursing (4Q21-3Q23) - Ambulatory	Total number of units exceeding (above) the national benchmark mean
Patient Education	9 of 23 ambulatory units
Courtesy and Respect	11 of 23 ambulatory units
Careful Listening	11 of 23 ambulatory units
Responsiveness	9 of 23 ambulatory units
Pain	12 of 23 ambulatory units

PATIENT SATISFACTION WITH NURSING (INPATIENT)

Deaconess Hospital Inc. inpatient units are compared to a mix of NRC national benchmarks. For the most recent eight quarters (4Q21-3Q23), Deaconess Hospital Inc. exceeded (above) the national benchmark mean in four of the following five question categories: Courtesy and Respect, Careful Listening, Responsiveness and Pain.

PATIENT SATISFACTION WITH NURSING (AMBULATORY)

Deaconess Hospital Inc. ambulatory areas are compared to the NRC national benchmark. For the most recent eight quarters (4Q21-3Q23), Deaconess exceeded (above) the national benchmark mean in three of the following five question categories: Courtesy and Respect, Careful Listening and Pain.

COLLABORATIVE EFFORT TO IMPROVE HOSPITAL-ACQUIRED INFECTIONS

Multiple disciplines at Deaconess collaborate to improve hospital-acquired infections (HAIs). In 2023, Deaconess nurses were able to decrease our CLABSI rates at Deaconess Midtown, our overall CAUTI rates, and our overall MRSA rates. Multiple improvement projects also occurred surrounding HAPIs and SSI colons.

Midtown inpatient nurses worked hard in fiscal year 2023 to have **ZERO** central line-associated bacterial infections (CLABSI).

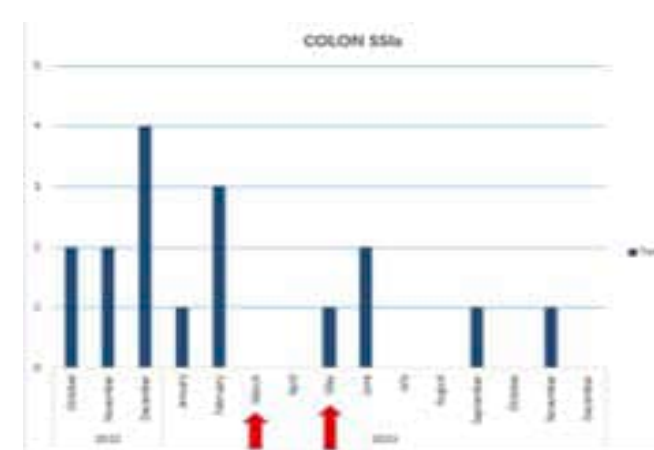
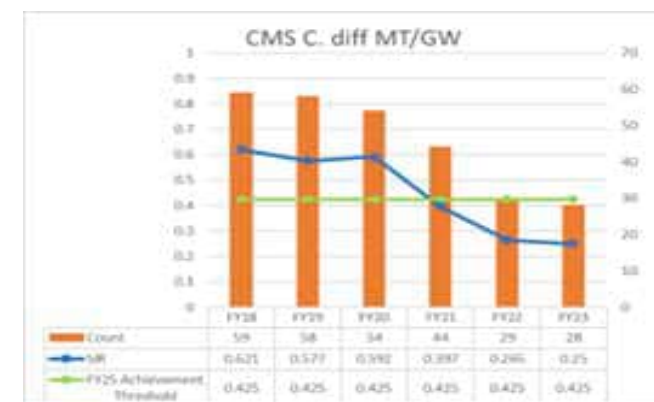
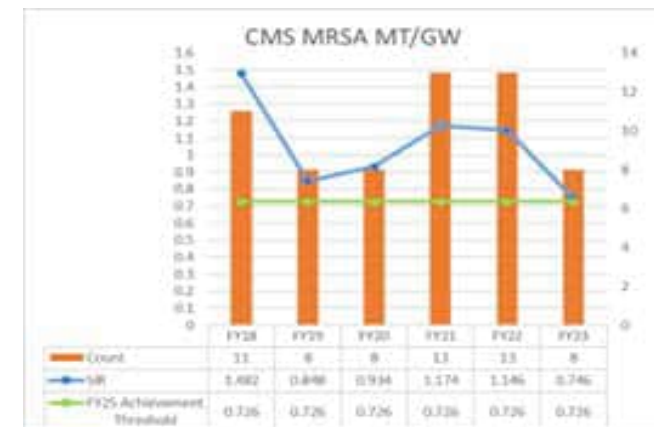
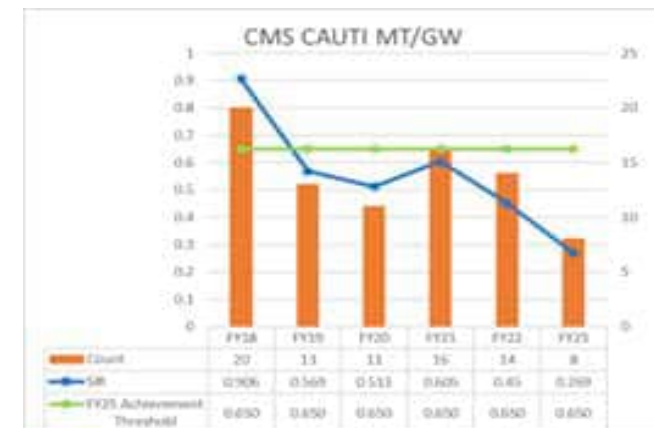
Midtown and Gateway inpatient nurses worked hard to reduce their catheter-associated urinary tract infection (CAUTI) rates. This year, the urinary retention protocol was revised under collaboration with Deaconess Urology MDs to potentially decrease the need for an indwelling urinary catheter. CAUTI prevention measures continued in 2023, which influenced this downward trend.

MRSA and C. diff rates also decreased in 2023. High-risk patients were reviewed and monitored throughout their hospital stay, bathing needs escalated, and opportunities for improvement reviewed and addressed.

Deaconess responded to an increase in colon SSI rates by initiating an interdisciplinary colon SSI steering committee, co-led by two MSN leaders. This work has been instrumental in reducing colon SSI rates. The team began routine colon meetings in March 2023 and launched the colon SSI steering meeting in May 2023.

Our Wound Department, **Mary Theresa Folz, BSN, RN, CWOCN, Amanda Miley, DNP, RN, AGCNS-BC, CWOCN, and Katie Hosack, BSN, RN, CMSRN, CWS**, attended the WOCN Society Conference and came back eager to share evidence-based practice regarding pressure injury awareness through multiple collaborative activities with WOCNs and Nursing Quality that occurred post conference. These activities included creating a patient-turn video, increasing ICU skin rounding, increasing 4 eyes in 4 hours audits, and developing education about skin assessments and pressure injuries on different skin tones.

Education was also developed for patient care techs, and 12 mandatory sessions were set up to educate Deaconess PCT staff. The feedback from our PCTs was overwhelmingly positive.



B. Carr, BSN, RN, CMSRN; K. Hartweck, PCT; S. Hatchett, RN; H. Crews, MSN, RN, CV-BC



NURSING ADMINISTRATION SUPPORTS NEW PRODUCTS TO DECREASE NURSE INJURIES

Employee Safety Officer **Kymber Baumholser, BS, RN**, was concerned about patient handling injuries and contacted Nursing Professional Development Practitioner **Edith Hoehn, MSN, RN, CVRN**, to inquire about new products to bring to Deaconess. Edith had recently viewed a patient-handling device in use at Deaconess Henderson. Edith and Kymber worked to justify the expense of bringing the Comfort Glide and Air Assist devices to Gateway and Midtown campuses.

Edith presented their proposal to Chief Nursing Executive **Jennifer Chiusano, MA, BSN, RN, NE-BC**, including the cost of workers' comp claims and the cost of replacing nursing staff after injuries. Jennifer was adamant that the devices be trialed to determine if nursing staff approved of the products. The devices were trialed in May on one med surg unit and one ICU at both GW and MT campuses, and nurses expressed excitement about the products to nursing leadership. With Jennifer's support, the patient handling equipment was approved, and go-live with extensive education was completed in July.

WORKING TO INCREASE EMPLOYEE SAFETY

Deaconess leadership is steadfastly committed to the safety of staff. The Workplace Violence Committee has instituted several new initiatives in 2023 to increase safety of nursing staff:

- In June Deaconess implemented personal panic alarms, using the Deaconess Guardian app to connect directly with Deaconess police and provide location information to cut down on response time.
- Behavior alerts were instituted in November to place a behavior flag and smart phrase within the EMR of any patient who has exhibited dangerous/aggressive behavior in the past. This helps staff recognize any potential need for increased monitoring and other considerations when caring for the patient.
- De-escalation training was expanded to begin training for ADCO and nursing team leaders starting in 2023.

EMERGENCY DEPARTMENT HAZMAT TEAM COLLABORATES WITH COUNTRY MARK AND SABIC TO PARTICIPATE IN COMMUNITY DRILLS

Deaconess Midtown Emergency Department staff, **Dr. Matthew Gilbert; Kristina Brown, MSN, RN, ACGNS; Shawn Brown, RN, TNS; and Dawn Klencck, BSN, RN**, and hazmat team members worked together to develop protocols and Epic order sets for phosgene exposures. Deaconess Midtown then participated in a "live patient" drill September 20, 2023, with SABIC including stabilization in the Emergency Department and transfer out of higher levels of care. This partnership also reached Posey EMS and **Brandon Robb** from Deaconess EMS.

Midtown Emergency Department staff and hazmat team also participated in a "live patient" drill with Country Mark in fall 2022 to prepare for the spring 2023 clean-up at the plant where hydrofluoric acid would have the potential to contaminate staff. Most of the hazmat team members were able to go to the two-hour training course at Country Mark on April 11, 2023. Staff also spent time working on order sets for these patients and proper cleaning protocols. This team's efforts also involved Posey County EMS and Brandon Robb with Deaconess EMS.

For both community partners, Deaconess Midtown is the preferred hospital for exposures of two very different chemicals. Our hazmat team members from Midtown, Gateway and Henderson have been trained and are ready in case of any exposure.



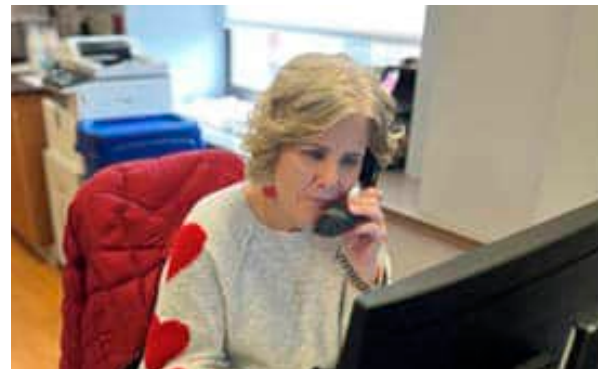
DEACONESS RENAL DIALYSIS PROGRAM CELEBRATES FIRST YEAR OF SUCCESS

Deaconess's independent insourced dialysis program completes a successful first year treating acutely hospitalized renal dialysis patients in the community. **Cathy Murphy, MSN, RN, MHA, CCRN**, System Director for Renal Services and **Dara Goodwin, MSN, RN, CMSRN**, Renal Service Line Manager and Dialysis Department Manager, contribute the program's success to operationalizing a patient-centered model, including a strong dialysis team, engaged medical staff and high-quality clinical technology.

During the past year, Dara recruited a strong dialysis clinical team, including team leaders, independent dialysis RNs and dialysis technicians. A dialysis coordinator, **Tammi Ballard**, was hired to enhance collaboration with chronic dialysis clinics. Engaged medical staff supported the treatment growth of intermittent hemodialysis (IHD) at Midtown, Gateway and Henderson campuses. Additional services, apheresis and peritoneal dialysis, were resumed, keeping patients in the local community. Advanced renal therapies are planned for the next twelve months.

High-quality clinical technology, Tablo from Outset Medical, has provided clinical treatment support for the dialysis team. Ongoing quality monitoring reveals a consistent 99% clinical treatment success rate for dialysis patients. Technological operations feedback from the dialysis team indicates ease in set-up, operation and troubleshooting. Even a decrease in treatment run times are seen to promote quality clinical outcomes for acutely ill dialysis patients.

The Deaconess dialysis team celebrates the one-year anniversary of a program that has been seen regionally and nationally as a renal center of excellence!



P. McCullough, BSN, RN

Midtown Hazmat Team Members

- Kristina Brown, MSN, RN, ACGNS
- Shawn Brown, RN, TNS
- Holly Hobgood, RN, TNS
- Jennifer Payne, RN
- Riley Hoover, RN
- Emmitt Richardson, BSN, RN
- Kyle McGann, EMT

Gateway Hazmat Team Members

- Kristina Brown, MSN, RN, ACGNS
- KaLeigh Moore, RN
- Jaci Burgdorf, RN
- Jana Lane, LPN
- Terra Scheuring, EMT

Henderson Hazmat Team Members

- GW Thomas, MSN, RN, CEN
- Jessica Cornelius, BSN, RN
- Aubre Stoffleth, RN
- Kori McNeely, BSN, RN
- Sarah Embry, RN
- Casey Goldsberry, BSN, RN
- Kaitlyn Nichols

TRANSFORMING TECHNOLOGY WITH DCARE

DCARE (Deaconess Coordinating and Advancing Resources for Excellence) uses real-time data and predictive analytics to guide seamless care delivery, helping patients receive high-quality care that gets them home sooner.

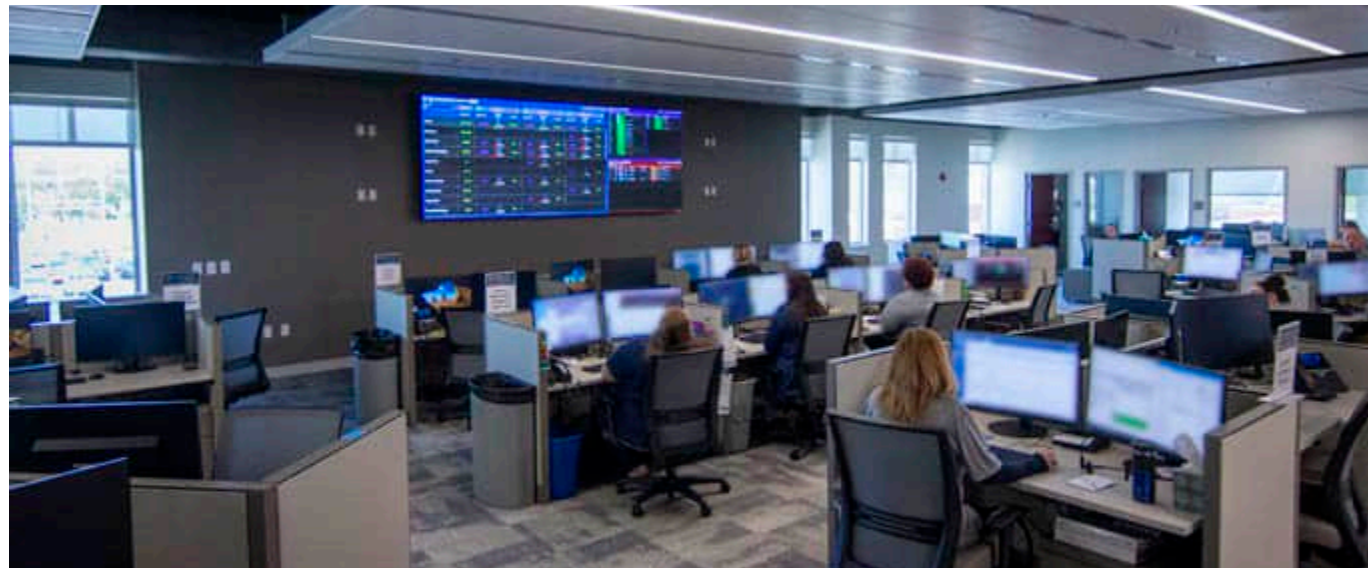
DCARE is the Deaconess implementation of the GE HealthCare Command Centers software platform, which is based on similar command centers like NASA. The applications (tiles) provide a layer of transparency to help staff proactively solve/prevent problems along the continuum of patient care in real time, resulting in fewer barriers and delays.

DCARE is a system-wide approach to understanding capacity and balance load between all Deaconess facilities as the health system grows.

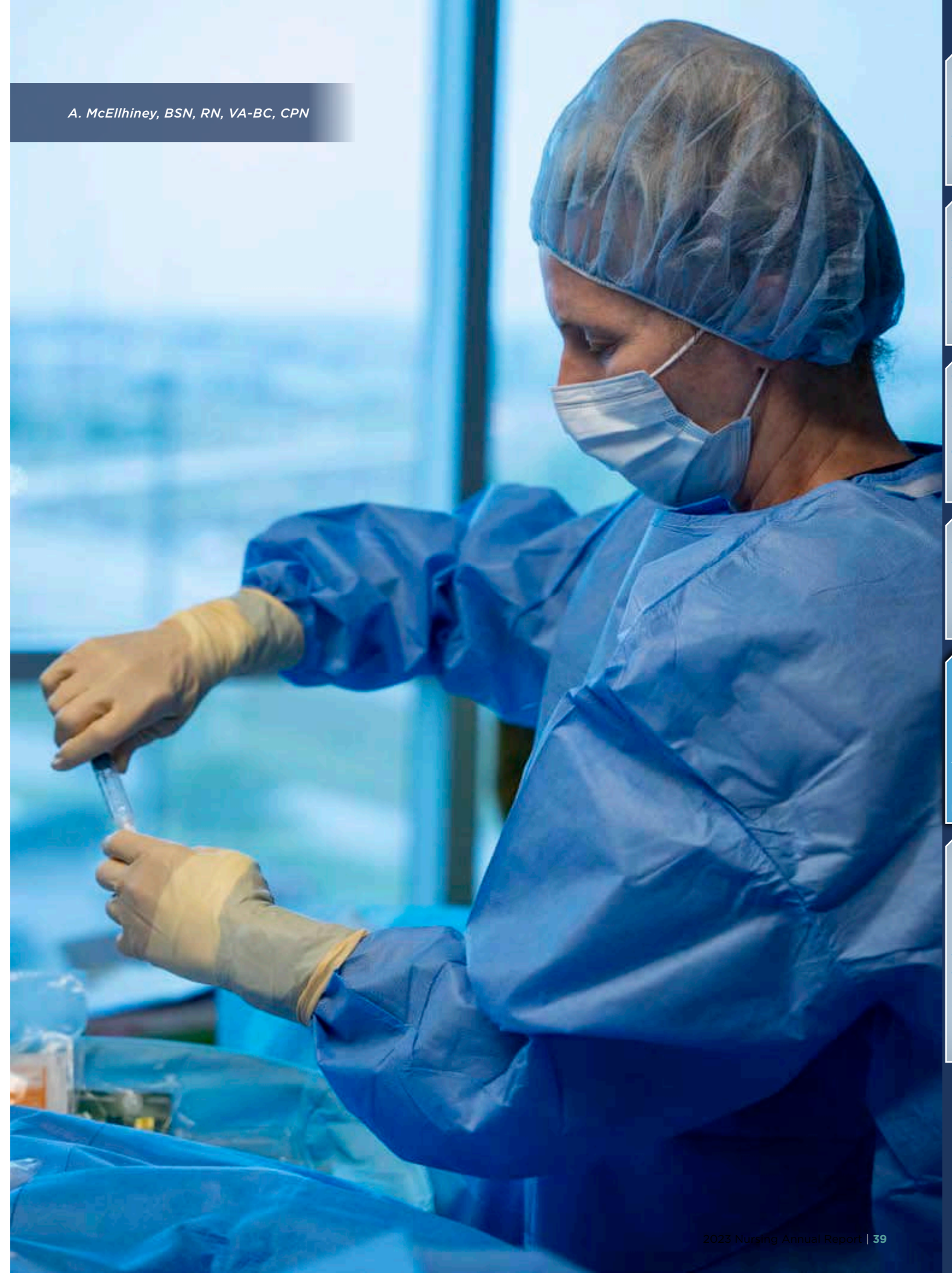
The DCARE physical space is a centralized hub of health care team members that influence throughput and patient flow. This includes bed placement, transfer center (including physician), Environmental Services dispatch, EMS dispatch, wheelchair van dispatch and remote RNs who help perform virtual admissions.

Another RN role, the clinical expeditor, identifies and facilitates high-priority discharges and works to remove barriers to progression of care. This role is a fantastic resource for bedside RNs and ancillary teams when they become “stuck” on a barrier and need some assistance.

This is the first hospital command center of its kind in the Midwest, and Deaconess is proud to use this transformative technology to enhance patient care in our region.



A. McElhiney, BSN, RN, VA-BC, CPN



B. Cundiff, BSN, RN, CCRN;
S. Oxford, BSN, RN



New Knowledge, Innovations and Improvement

Deaconess continues to experience significant growth this year, and the use of technology continues to expand to help nurses deliver excellent patient care during a pandemic. From new projects founded in evidence-based practice to innovations in technology that are recognized as an improvement in nursing care, Deaconess continues to excel.

A Year of Innovations and Progress

FACILITATING ACCESS TO PROFESSIONAL DEVELOPMENT

Due to the ongoing pandemic, many local and national conferences were canceled in the beginning of the year and moved to virtual format. Deaconess leadership facilitated support to local travel at the end of the year. There were 105 nurses who were supported to attend the following conferences:

- IONL Fall Conference
- USI Ethics Conference
- USI Putting It All Together for the Kids 2023
- Pediatric Simulation Course
- Neuroscience Nursing Annual Conference
- USI Nursing Leadership Conference
- USI Research Conference
- USI Advanced Practice Nursing Symposium
- ASPAN
- AONL
- ANNA 2023 National Symposium
- SGNA Annual Course
- IONL Spring Conference
- WOCNext
- AANN Advances in Stroke Care Conference
- AMSN Annual Convention
- ANCC Magnet



PURSUIT OF ADVANCED DEGREES

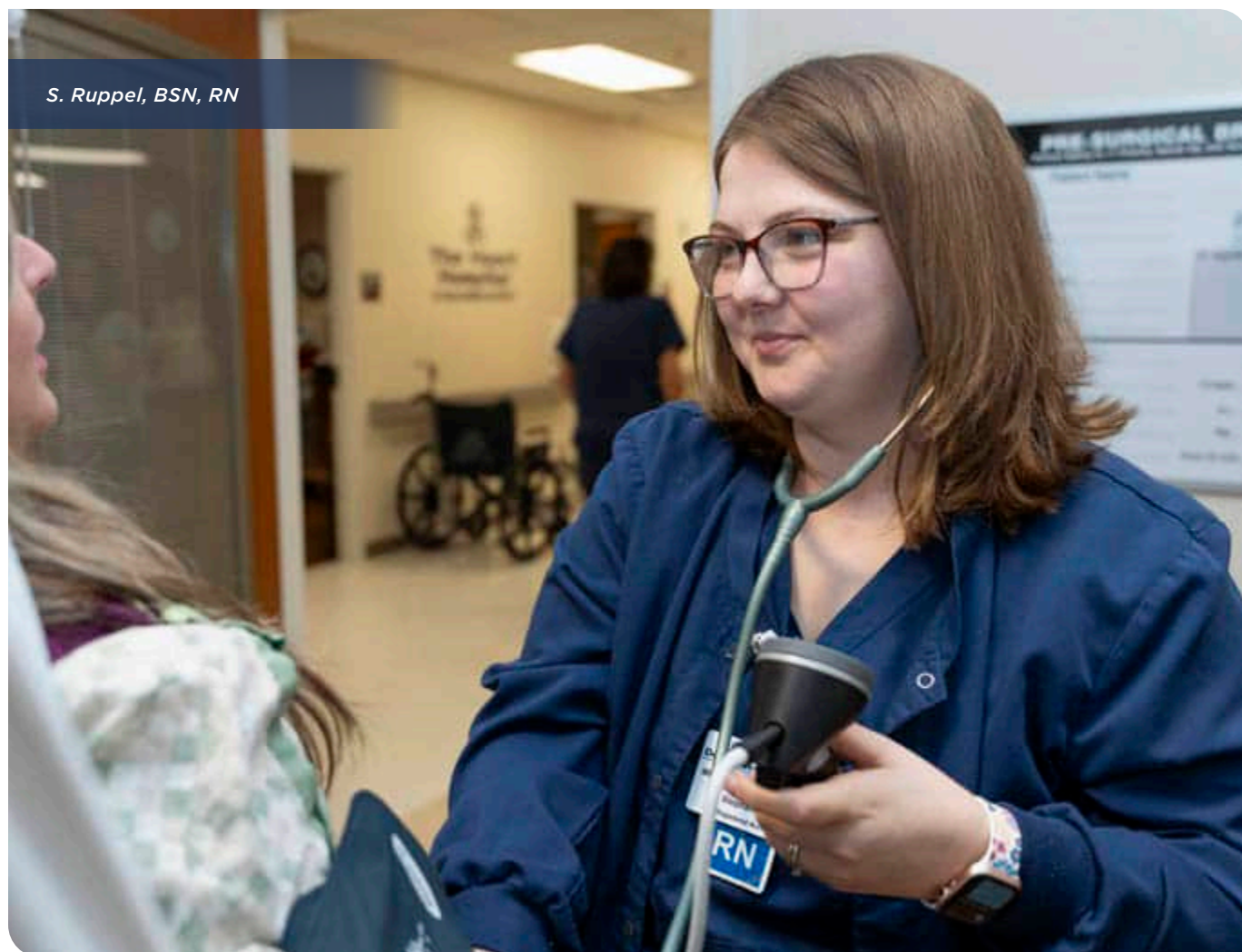
Nurses pursuing advanced degrees (PhD or DNP) are assisted through their journey by doctoral-prepared Deaconess nurses in the Interprofessional Development Department. The following table outlines these nurses and their projects.

Student	University	Degree Pursued	Project Focus
Alexandria Mitchell Goldsberry	Maryville	DNP	Utilizing Heel Protectors and Prophylactic Heel Dressing to Prevent Heel Pressure Injury in Critically Ill Patients
Amanda Miley	USI	DNP	Utilization of the Bates-Jensen Wound Assessment Tool in the Acute-Care Rural Setting: A Modern Application
Amy Lau	Indiana Wesleyan	DNP	Nurse-Driven Antibiotic Review Interventions
Angela Mamat	IU	DNP	Assistive Personnel Development Program
Bailey Rankin	Purdue	DNP	Ventilator Liberation: Evaluating Patient Outcomes and Staff Perceptions of Practice and Policy Compliance
Breanna Wright	USI	DNP	Emergency Severity Index and Nursing Triage
Byron Rademacher	USI	DNP	Dignity Therapy to Decrease End-of-Life Anxiety in Cancer Patients
Heather Presley	USI	DNP	The Impact of a Nutritional Intervention on Quality of Life in Patients Living with Heart Failure
Jillian Swearer	Chamberlain	DNP	Motivating Colorectal Cancer Surgical Patients to Ambulate with Technology
Kelly Pruden	Northern Kentucky	DNP	Effects of Stimulation-Based Education on Confidence in Decision Making of Critical Care Nurses
Lindsey Schaeffer	Murray State	DNP	The Impact of Mentorships on New Graduate Nurse Retention

CONFERENCE PRESENTATIONS AND PUBLICATIONS

Several Deaconess nurses continued their professional development with acceptance for publication in national publications and abstracts for conference presentations:

2023 Publications and Conference Presentations		
Journal or Conference	Topic	Author(s)
Journal of Nursing Administration	Nurse Resiliency and Health in Practicing Nurses Before and During COVID-19	Lois M. Stallings Welden, DNP, RN, CNS, Chen Chen, DrPH, Kate Willegal-Russ DNP, MSN Ed, RN, NPD-BC, Elizabeth Kalb PhD, MBA
2023 Virtual IN Center for Nursing Summit	Educating Nurses on a Customized EBP Model: Application and Implementation	Lois M. Stallings Welden, DNP, RN, CNS
TQIP 23 Annual Conference	Road to Recovery	Dara Dilger, MSN, RN, NE-BC, TCRN
TQIP 23 Annual Conference	Rapid Fire	Dara Dilger, MSN, RN, NE-BC, TCRN
USI Evidence Based Practice Conference 2023	Utilization of the Bates-Jensen Wound Assessment Tool in the Acute-Care Setting: A Modern Application	Amanda Miley, DNP, RN, AGCNS-BC, CWOCN
National WOCNext Conference 2023	Utilization of the Bates-Jensen Wound Assessment Tool in the Acute-Care Setting: A Modern Application	Amanda Miley, DNP, RN, AGCNS-BC, CWOCN



S. Ruppel, BSN, RN

RESTRUCTURING CLASSES TO IMPROVE EFFICIENCY AND BUILD KNOWLEDGE FOR NEW NURSES

INITIAL NURSING CLASSES REVAMP FOR 2023

Classes for new nurses were adjusted in 2023 to add knowledge for each scope of nursing. All inpatient nurses have always attended day 1 and 2, but this year, affiliates and outpatient areas started attending portions of day 1. This now ensures that all nurses have the same initial information about nursing at Deaconess.

Added to the orientation were nurses from Cross Pointe, The Women's Hospital, Cardiac Rehab, Interventional Radiology and Deaconess Gibson. Day 3 of nursing orientation was changed to include all nurses in inpatient areas. ICU nurses were also included in Cardiac and Stepdown training. This allowed critical care classes to be decreased from six to four days. It also allowed speakers to present to one group instead of two, as they were presenting the same information to non-critical care and critical care nurses.

ADDITIONAL RESIDENCY PROGRAM FOR HEART UNIT

While doing a needs assessment for new grads, Nurse Manager **April Winkleman, BSN, RN**, and her leadership team determined that nurses new to Heart wanted more cardiac-specific information and contact with cardiac NPs and physicians. April set up an initial course with **Lynn Schnautz, NP**, and **Jessica Miller, NP**, that included arrhythmia quizzes and what to expect from cardiac procedures.

The course was deemed so valuable that April has continued these programs every quarter. The topics include: how to prepare for a call with physicians, procedure boxes, Swans and hemodynamics presented by **Dr. Fish** - anesthesia, care of patients with Lifestest, care of chest tubes and Code Blue expectations for open-heart patients. **Dr. Wagneister** has also made himself available to ease anxiety with physicians.

IMPROVING DISCHARGES THROUGH THE GATEWAY DEPARTURE LOUNGE



In October 2023, **Jennifer Long, BSN, RN**, and **Bethany Reeves, RN**, developed a workflow for a group of nurses to assist in patient throughput and discharge education. Deaconess Gateway trialed the new process of discharge nurses in conjunction with the Departure Lounge.

The staff worked as a team to help with early discharges, consistent education and patient satisfaction. The results of this trial period had a positive impact. The program will be expanded to Deaconess Midtown in early 2024.

SAFETY CONCERNS REQUIRE AN INNOVATIVE SOLUTION

When a safety concern was raised about liquid O₂ tanks, Midtown CNO **Jillian Swearer, MSN, RN, CCRN-K, TCRN, NE-BC**, recruited **Jason May, BSN, RN, CCRN**, Nursing Quality Coordinator and **Allen Murry** from Home Medical Equipment to work on a quality improvement project to not only educate staff about correct usage, but also provide a solution to help staff. Jason and Allen investigated the correct procedure and determined that tanks were to be completely turned off using a wrench that often went missing. Many tanks were empty, and staff were unsure how to check the tanks prior to use.

Jason developed a user-friendly procedure to help staff determine how much O₂ remains in the tank, and he and Allen implemented a new process in which tanks are delivered full with a toggle closure (instead of a wrench). This education was provided to staff through a video, NERP monthly education, posted flyers and information in unit huddles.





DEACONESS MIDTOWN HOSPITAL

600 Mary Street, Evansville, IN
812-450-5000



DEACONESS GATEWAY HOSPITAL

4011 Gateway Boulevard, Newburgh, IN
812-842-2000



DEACONESS CROSS POINTE

7200 E. Indiana Street, Evansville, IN
812-476-7200



DEACONESS HENDERSON HOSPITAL

1305 N. Elm St., Henderson, KY
270-827-7700



DEACONESS
MIDTOWN HOSPITAL

DEACONESS
GATEWAY HOSPITAL

DEACONESS
CROSS POINTE



deaconess.com/nursing