

NURSING

ANNUAL REPORT 2022




Deaconess

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Deaconess Health System *by the numbers*

241 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: Cindy P., ASN, RN—Stepdown

DEAR DEACONESS NURSES,



We have concluded another strong year at Deaconess Health System. We have so much to report in our Nursing Year in Review from this past year that we had to limit our stories! The year has been both overwhelming with joyful successes and challenging opportunities. I have never been

so proud of our nurses, APPs, leadership, as well as our physicians, directors and other colleagues in Deaconess Health System for such compassionate care and excellent outcomes.

We began our year with some significant challenges not only with staffing, but also with high COVID patient volumes. We worked creatively to manage through this difficult time and utilized our nurses and NPs in all areas to assist in our acute-care departments. Once COVID rates subsided, we were back to our new normal, whereby we've managed staffing daily with more collaboration and awareness.

Despite our staffing challenges, our team pulled off another fantastic 2022 Nurses Week and recognized several hundred nurses in the Nurse of the Year Celebration. This annual awards event went on despite the COVID restrictions, and our nurses' families watched the celebration on Facebook. We had two national nurse leaders during Nurses Week. Dr. Rose Sherman and Donna Cardillo spoke to our staff and leaders to provide retention strategies and inspiration to our nurses and nurse leaders.

On approaching the summer of 2022, we learned of our date for the ANCC Magnet® re-designation site visit. On July 20 we hosted three surveyors for our first virtual Magnet site visit. Our nursing team along with our IT team pulled off a flawless visit. This was an intensive survey in which 500 nurses were interviewed as well as other staff, board members, community members and physicians.

Mid-September we received the "call" that we were re-designated. We received outstanding praise and four exemplars from this visit. This was certainly a high point for Deaconess Nursing. I am grateful for all of our nurses and leaders but especially for Ellen Wathen, our Magnet Program Coordinator, for her dedication to the program.

We continued the year with a very intense focus on RN staffing. We saw at the end of the year high volumes and staffing struggles. Our nursing leaders in every area of the system stepped up and helped to staff not only inpatient but outpatient, clinic and procedural areas. The teamwork was amazing, and despite our fatigue, our amazing staff day after day and night after night continued to provide high-quality patient care. I cannot begin to thank each of you for your hard work, commitment and care to our community.

As you read through the pages of this report, read about all the work that has been completed by you and your colleagues: the partnership with our schools to increase staffing, the elimination of unnecessary documentation, an increase in professional development profiles, the restructure of the residency program, the reduction of HAs, the development of a brand new dialysis unit, Daisy winners, and the list goes on and on.

As we move to 2023, I ask that you look ahead with confidence and gratitude. We are initiating many plans to reduce workload burden and increase our RN staffing. As a Magnet organization, you will be involved with changes, development and constant feedback. We look forward to more great stories at year end 2023.

Thank you again for an exceptional year!

Most sincerely,

Jennifer R. Chiusano

Jennifer Chiusano, MA, BSN, RN, NE-BC

Deaconess Hospital Inc. Achieves 3rd Designation as Magnet Organization



Deaconess Hospital, Inc. (DHI) was granted a site visit from the ANCC Magnet Program® appraisers based on the scoring of our re-designation document submitted in February 2022. The document was written by the designated Magnet Writing Team; **Jill Buttry, Ellen Wathen, Angela Stroud, Dawn Rowley, Edith Hoehn, Jennifer Whitmore, Jillian Swearer, Kara Briggs, Kourtney Radcliff, Kristina Brown, Linda Cason, Lois Welden and Jennifer Talley.**

DHI had only three deficiencies in our document that required more evidence—typically, organizations have an average of 12–15 deficiencies. We opted for a virtual site visit with three ANCC Magnet Program appraisers on July 20–22, 2022. Great collaboration between the Nursing and Informatics and Technology Departments ensured our first virtual site visit experience was flawless.

The three days of the site visit were full of meetings with Nursing and interprofessional colleagues, nursing and administrative leadership, and unit/ambulatory interactions with staff. Each appraiser was assigned RN staff escorts throughout the site visit. These RN escorts were phenomenal: **Quade Harvey, Rebecca Grisham-Whitehouse, Samantha Miller, Molly Steckler, Morgan Greenwell, Mike Aders and Abby Terry.** Our IT colleagues, **Cody Anderson and Keenen Garnett,** were paired with the RN escorts while **Justin Altstadt** provided technical support from a central location. The appraisers reviewed and approved the additional evidence on the three deficiencies, resulting in DHI having no deficiencies at the conclusion of the site visit.

On September 15, DHI received a phone call from one of the ANCC Magnet Program® commissioners to announce the awarding of our third designation as a Magnet organization! The commissioner said that this credential is a testament to the countless contributions of our nurses, in collaboration with our interprofessional team members, for the commitment to providing high-quality patient care through innovations in professional nursing practice.

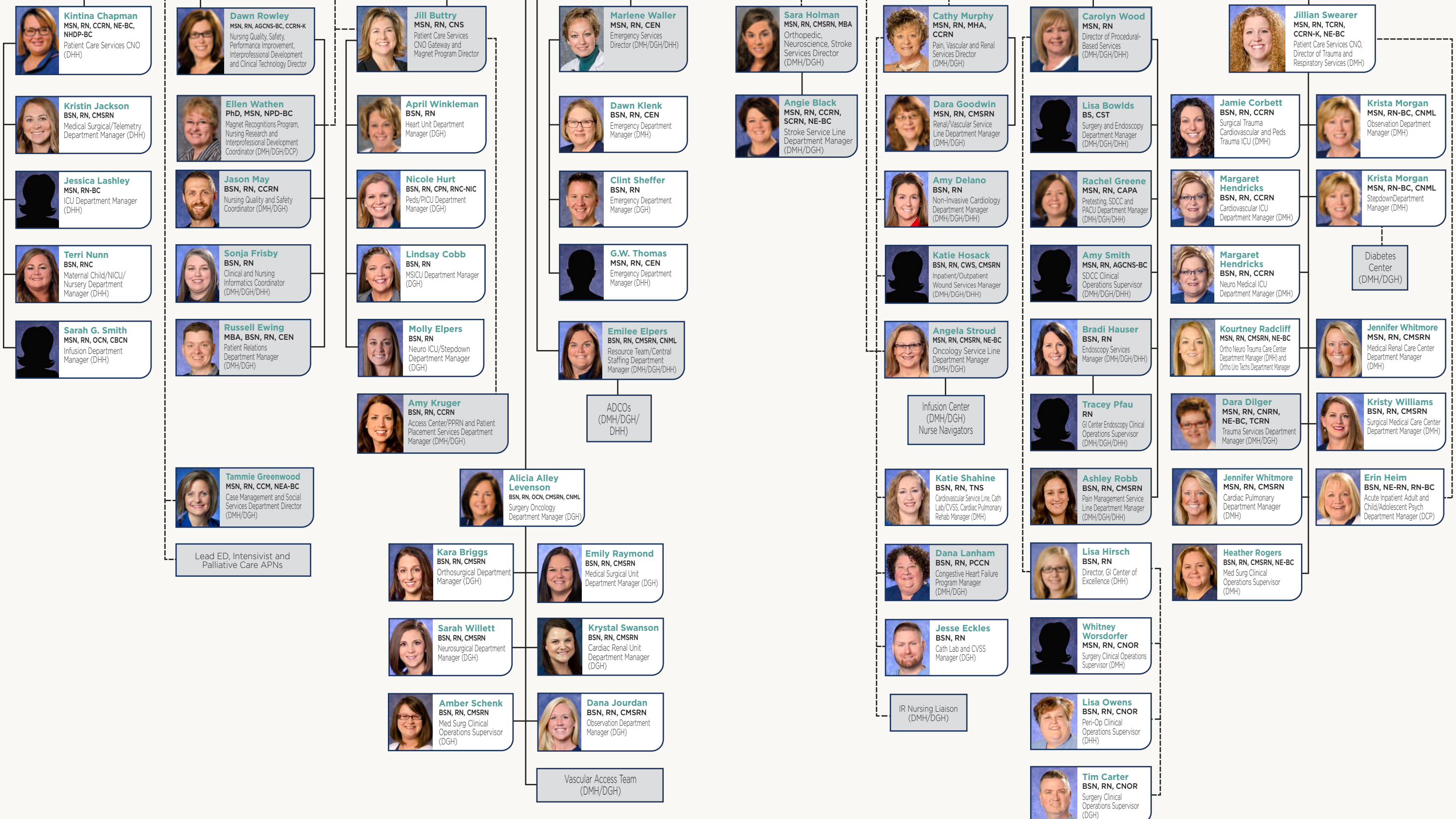
The appraiser team was consistently impressed with the engagement of staff from all departments and units. They noted multiple examples of excellence in patient care and patient outcomes related to interdisciplinary collaboration. They also recognized the demonstration of continuous evaluation and improvement in processes to enhance the quality and safety of the care provided. This resulted in DHI receiving four exemplars (recognition of our organization being examples for others to seek to replicate) for initiatives in nursing practice related to our innovative responses to the COVID-19 pandemic and consistent high-quality outcomes related to hospital-acquired pressure injuries as well as door-to-balloon and door-to-needle data.

Congratulations again to our nursing staff and leadership who collaborate daily with our interprofessional colleagues to provide high-quality patient care!



Jennifer Chiusano
MA, BSN, RN, NE-BC
Patient Care Services
Senior Vice President,
CNE

SHADED BOXES = LEADERSHIP AT MULTIPLE CAMPUSES
Leadership Chart as of 2022



Randa S. BSN, RN, SCRN—
Neuro Surgical



Transformational Leaders Support Nurses Coming Out of 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:

■ **MEDICINE CARE CORE**—Led by **Kellsie Cook, BSN, RN, CMSRN**, and **Jennifer Carroll, BSN, RN**, Medicine Care Core allows collaboration between Med Surg, Cardiac and Stepdown scopes of care. Representing 15 units, this interdisciplinary team collaborates to change processes for improved care of admitted patients outside the ICU. This year the team accomplished the following:

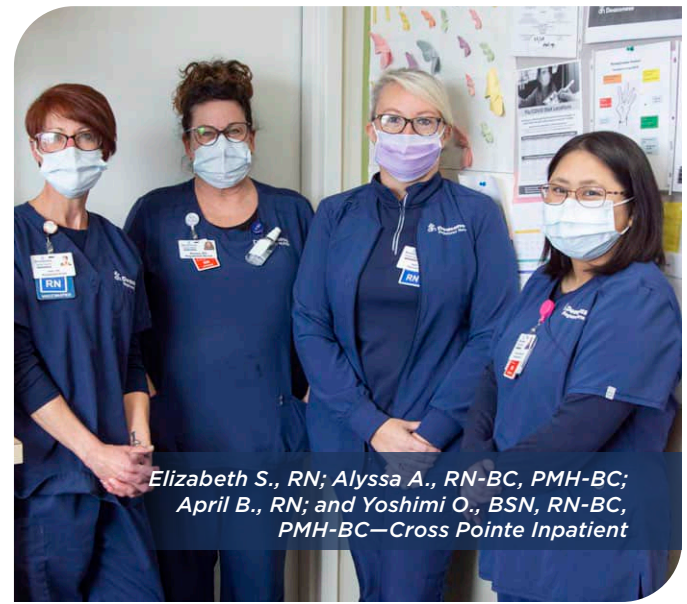
- » Maintaining general nursing policies with review and feedback from staff nurses and nursing leadership.
- » Improving autonomy with placing orders for nasal bridles versus utilizing physician orders.
- » Developing a PSA/PCT tip sheet to differentiate roles on the unit.

■ **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:

- » Telemetry/remote telemetry admission orders were changed to cardiac monitoring.
- » Changed Stepdown criteria education to place the patient to the right bed the first time.
- » Added monitor tech team leaders at both Midtown and Gateway campuses to standardize practices across the organization.
- » Emergency Department tele pack trial to reduce delay in tele pack placement.
- » Added “including changing order expiration” to standard time at 0800 to the Telemetry Removal Protocol.

■ **CRITICAL CARE CORE**—Led by **Devan Elpers, BSN, RN, SCRN**, **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 nursing critical care policies, led by **Andrea Finley, BSN, RN, CCRN**.
- » Supporting and providing feedback for the purchase of Stryker Altrix machines following the trials of various temperature management products.
- » Implementing phlebotomy in the ICUs resulting in a decrease in lab delays on the inpatient units.



Elizabeth S., RN; Alyssa A., RN-BC, PMH-BC; April B., RN; and Yoshimi O., BSN, RN-BC, PMH-BC—Cross Pointe Inpatient

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.

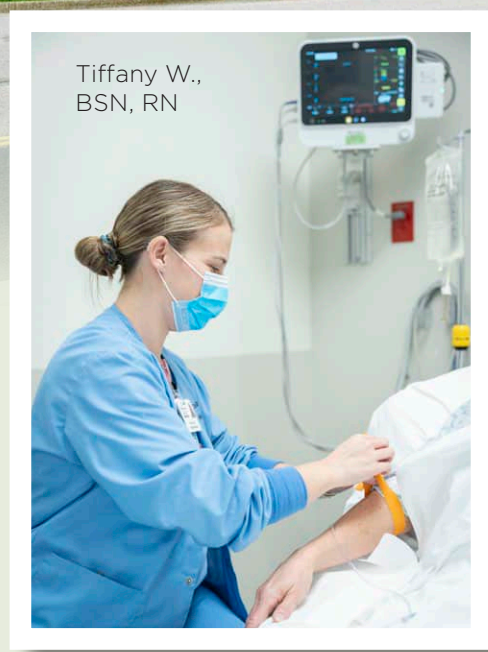
DEVELOPING THE GATEWAY GI SPECIALTY CENTER—MOB 6

The GI Specialty Center was a project led by **Lisa Hirsch, BSN, RN**, and **Carolyn Wood, MSN, RN**, that started in 2018 and included RNs, PCTs, CSTs, physicians, Anesthesia and many leaders to design, plan and implement a new layout and multiple new workflows and processes. Without team collaboration over many years, the center would not have been successful in opening on May 6, 2022.

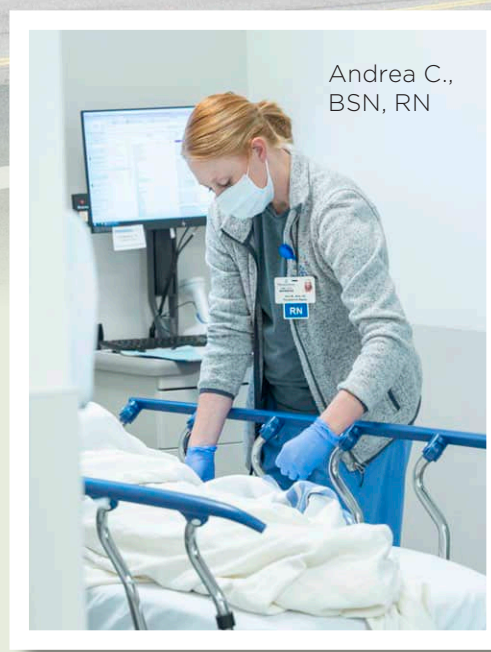
The Interdisciplinary planning introduced some key highlights from staff. They developed a new workflow for clean/dirty scopes with infection prevention in mind. They requested a cleaning sink that was higher for taller staff members to help with ergonomics when cleaning scopes. After completing a patient experience walkthrough following the build, staff found that the pre- and post-op areas should be flipped, and the changes were made last minute. Following the switch, they completely stocked and placed items in the pre/post area, procedure rooms and cleaning rooms to create a standard workflow.

During the purchasing process, staff participated in multiple trials of new equipment and provided their hands-on input. Staff helped create a new “coordinator” role in pre/post/intra-op to have a resource in each area for questions/issues. This also provided an opportunity to grow leaders within the department. Educator **Rebecca Goldman, BSN, RN**, created an Emergency Response Committee that consisted of staff RNs from ICU backgrounds and CRNAs to create a new emergency response plan since the center is located off campus.

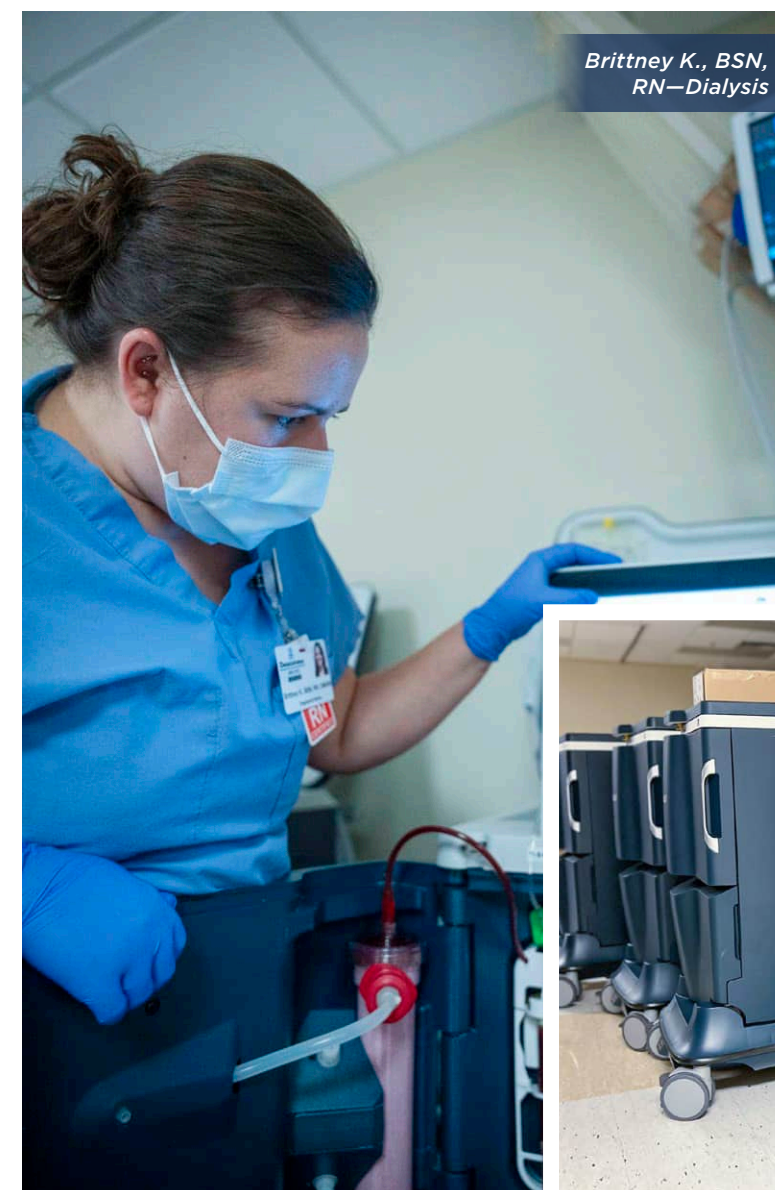
Since the opening, the GI Specialty Center Endoscopy Unit received ASGE Endoscopy Unit Recognition. This program honors endoscopy units that have demonstrated a commitment to patient safety and quality in endoscopy as evidenced by quality assurance, endoscope reprocessing, CDC infection control guidelines, and ensuring endoscopy staff competency.



Tiffany W.,
BSN, RN



Andrea C.,
BSN, RN



Brittney K., BSN,
RN—Dialysis



Benjamin G., BSN, RN,
CCRN—Dialysis, with
Outset Medical Staff
Member



RENAL CENTER OF EXCELLENCE

In a very short time frame, Deaconess Health System transitioned from an externally sourced dialysis contract to an independent insourced model for intermittent hemodialysis (IHD).

The quick transition was led by **Cathy Murphy, MSN, RN, MHA, CCRN**, Director of Pain, Vascular and Renal Services, and **Dara Goodwin, MSN, RN, CMSRN**, Department Manager of Renal/Vascular Services. Guided by a patient-centered model, partnerships with nursing, medical staff services, and a technology business framework, Cathy, Dara and their team developed Deaconess' new renal dialysis program.

These three pillars, nursing staff, medical staff and quality technology, provided the operational design for success. A nursing staff model was designed to respond to routine, urgent and emergent dialysis treatment needs, focusing on nursing staff recruitment and retention.

Nephrology medical directors were instrumental during the planning, implementation and evaluation phases of the service process, collaborating on quality and patient outcomes. Deaconess purchased dialysis machine technology, called Tablo, from Outset Medical, allowing conventional therapies along with expanded therapies based on the equipment's technology. Future goals for this service include plasma pheresis, peritoneal dialysis and continuous renal replacement therapy.

On Saturday, November 5, Deaconess no longer required externally sourced dialysis and was fully transitioned. With this change, Deaconess will continue high-quality care of the renal population and expand the multidisciplinary quality work regarding advanced renal therapies.

SUCCESSION PLANNING: MED SURG CLINICAL OPERATIONS SUPERVISOR



New leadership positions were created in 2022 to support nursing staff on night shift. **Amber Schenk, BSN, CMSRN** (top image), transitioned to the Med Surg Clinical Operations Supervisor role for Deaconess Gateway Hospital in August 2022, followed by **Heather Rogers, BSN, RN, CMSRN, NE-BC** (bottom image), as Med Surg Clinical Operations Supervisor for Deaconess Midtown Hospital in October 2022.



The Night Shift Clinical Operations Supervisor is instrumental in guiding new nurses during their first year of nursing. They help with reassurance, team building, critical thinking, time management, mental health support, stress management, and even how to adapt to a night

shift schedule. In addition to new nurses, the Clinical Operations Supervisor supports night shift nurses with a leadership presence that can help with policy questions, HR questions, patient care, patient relation issues, and education/quality issues. This presence helps streamline processes, bridge communication gaps, provide follow-up with face-to-face interactions, and give positive recognition.

The Clinical Operations Supervisor is also able to mentor and coach our new charge nurses and team leaders. This allows real-time resolution and education for these leaders to handle difficult situations while learning their resources.

Future goals for this role are to retain night shift staff who feel confident with their orientation, education, mentorship and quality of care. Another goal would be to increase the number of night shift nurses who continue professional development with our organization.

OTHER NEW LEADERS IN 2022

- **Alexa Straub, BSN, RN**—Gateway Neuro ICU/Stepdown Team Leader
- **Amy Jo Smith, MSN, RN, AGCNS-BC**—Gateway/Midtown Clinical Operations Supervisor Peri-Operative Services
- **Anna Dewese, BSN, RN, CMSRN**—Gateway Case Management Team Leader
- **Ashlee Bromm, BSN, RN, CCM**—Utilization and Emergency Department Case Management Manager
- **Brooke Summers, BSN, RN**—Gateway Neuro ICU/Stepdown Team Leader
- **Carla Rister, BSN, RN, PMH-BC**—Cross Pointe Team Leader
- **Claire Finn, BSN, RN**—Outpatient Wound Team Leader
- **Crystal McCarty, BSN, RN, CPAN**—Gateway PACU Team Leader
- **Dana Lanham, BSN, RN, PCCN**—Post-Acute Care Services Manager
- **Frances “Krystina” Schoening, RN**—Gateway Cardiac Renal Unit Team Leader
- **Hannah Hardin, BSN, RN**—Gateway Pediatrics Team Leader
- **Holly Earhart, BSN, RN**—Midtown Ortho Neuro Trauma Care Center Team Leader
- **Jade Thomas, BSN, RN**—Gateway Ortho Surgical Team Leader
- **Jamie Corbett, BSN, RN, CCRN**—Midtown Surgical Trauma Cardiovascular ICU Nurse Manager
- **Jan Woheler, BSN, RN, ACM**—Midtown Case Management Team Leader
- **Jennifer Houchin, RN**—Gateway Procedure Center Team Leader
- **Jessica Lashley, MSN, RN-BC**—Henderson ICU Nurse Manager
- **Jessica Sights, BSN, RN**—Midtown and Henderson Non-Invasive Cardiology Team Leader
- **Julie Douglas, BSN, RN, CPN**—Gateway Pediatrics Team Leader
- **KaLeigh Moore, RN**—Gateway Emergency Department Team Leader
- **Kelli Waller**—Midtown Monitor Tech Team Leader
- **Kellie Powell, BSN, RN, SCRn**—Midtown Cardiovascular ICU Team Leader
- **Kelly Haynes, MSN, RN**—Henderson Case Management Team Leader
- **Kelsey Boone, BSN, RN**—Gateway Emergency Department Team Leader
- **Kendra Nienaber, BSN, RN**—Gateway Ortho Surgical Team Leader
- **Kristina Hoehn, RN, CMSRN**—Midtown Surgical Medical Care Center Team Leader
- **Krystal Swanson, BSN, RN, CMSRN**—Gateway Cardiac Renal Unit Nurse Manager
- **Lindsey Owen, BSN, RN**—Gateway Medical Surgical Team Leader
- **Mary Jane Suarez, BSN, RN**—Cross Pointe Team Leader
- **Matt Mills, BSN, RN, PMH-BC**—Cross Pointe Team Leader
- **Molly Elpers, BSN, RN**—Gateway Neuro ICU/Stepdown Nurse Manager
- **Nolan Rainey, BS, CCT**—Gateway and Henderson Non-Invasive Cardiology Team Leader
- **Stephanie Brown, RN, CCRN**—Midtown Surgical Trauma Cardiovascular ICU Team Leader
- **Summer Pearey**—Gateway Monitor Tech Team Leader
- **Tara Hunsinger, BSN, RN, RRT, BS, CCRN**—Henderson Pain Management Team Leader
- **Tim Carter, BSN, RN, CNOR**—Gateway Clinical Operations Supervisor
- **Tracey Miles, BSN, RN, CMSRN**—Gateway Cardiac Renal Unit Team Leader
- **Tracie Jones, BSN, RN, CCM**—Case Management Manager
- **Tricia Page, BSN, RN**—Henderson OB Team Leader
- **Tyler Green, MSN, RN, CCRN**—Midtown Cardiovascular Short Stay Team Leader
- **Whitney Worsdorfer, BSN, RN**—Midtown Clinical Operations Supervisor

IMPROVING EFFICIENCY AND SERVICE AT DEACONESS HENDERSON

All inpatient units have been busy in 2022 with multiple projects. In addition to promoting certifications and council membership, **Kristin Jackson, BSN, RN, CMSRN**, Nurse Manager of Medical Surgical/Telemetry; **Terri Nunn, BSN, RNC**, Nurse Manager of Maternal Child/NICU/Nursery and **Jessica Lashley, MSN, RN-BC**, Nurse Manager of ICU, had the following accomplishments on their units:

- The OB units had 14 staff members become nationally certified car seat technicians. This four-day class allowed them to provide community car seat checks. Twice in 2022, the Henderson OB Unit partnered with The Women’s Hospital to hold simulation skills days.
- The Med Surg/Tele unit promoted the Professional Development Program (PDP) and nearly tripled their binders submitted. New equipment was purchased to replace lift equipment, dynamaps and bladder scanners. Deaconess Henderson improved access for all neuro patients by hiring two neurologists and providing stroke certification to all staff.
- The ICU focus for 2022 was to standardize practices with ICU care at Gateway and Midtown campuses. This included instituting early mobility in June, updating RRT practices, adapting ISTAT in October, and updating withdrawal protocols.

ADVANCED PRACTICE PROVIDERS WITH MEDICATION THERAPY MANAGEMENT CLINIC IN PAIN MANAGEMENT

Beginning May 2022, Pain Management nurse practitioners (NPs) **Laura Pauckner, MSN, RN, FNP-C**; **Paige Ambrose, MSN, RN, FNP-C**; and **Brittney Fulcher, MSN, RN, FNP-C**, began a unique collaboration with two newly hired pharmacists.

In the Medication Therapy Management (MTM) Clinic, patients in need of chronic opioid management are seen in collaboration with our physicians and NPs. The pharmacists are able to create custom treatment plans for optimal pain relief and quality of life for those experiencing chronic pain.

The NPs consult with our pharmacists about possible medication options or the best way to titrate and potentiate the patients’ current plan. In return, the pharmacists consult with NPs to see if an intervention or conservative therapies are an option in addition to optimized medication management. This collaboration brings unique and expert care to patients at the MTM Clinic.



Jonna B., RN; Dr. Sarah Kung; and Jaci H., SNA—Henderson ICU



Andre M., BSN, RN—
Midtown Observation

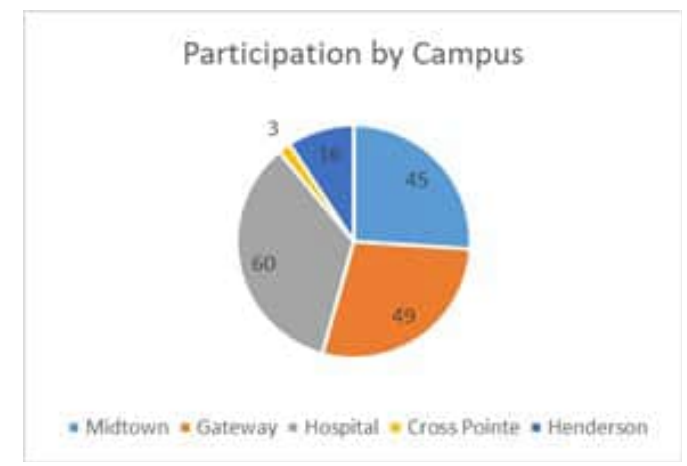
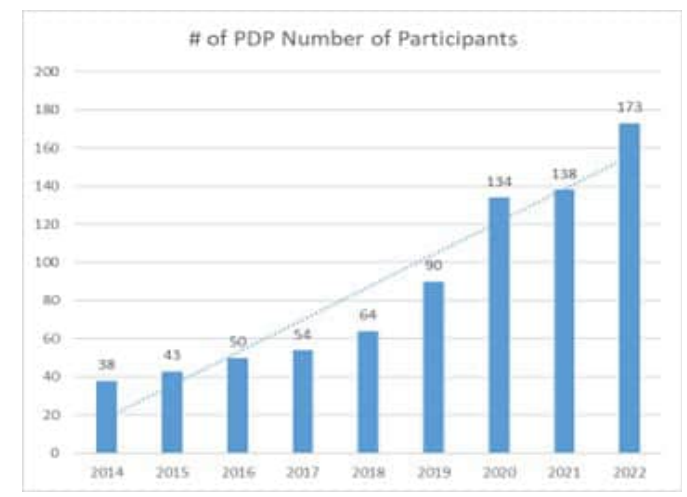


Nursing Professional Development Council

- CHAIR** Brooke Miller, BSN, RN, CMSRN—Medical Renal Care Center
- CHAIR-ELECT** Quade Harvey, BSN, RN, CT—Clinical Informatics/Interprofessional Development
- LIAISON** Heather Rogers, BSN, RN, CMSRN, NE-BC—Medical Renal Care Center
- CLERICAL SUPPORT** Jennifer Talley—Nursing Excellence Quality Specialist
- MAGNET SUPPORT** Jennifer Chiusano, MA, BSN, RN, NE-BC—Chief Nursing Executive, Vice President of Patient Care Services
- Jill Buttry, MSN, RN, CNS—Director Patient Care Services, CNO Gateway Campus, Magnet Program Director
- Ellen Wathen, PhD, MSN, NP-BC—Magnet Program Coordinator, NPD and Research Coordinator

TOP ACHIEVEMENTS

- Continued to support growth of the Professional Development Program (PDP). This year we had 173 submissions, which is 35 more compared to 2021. Seventy-eight of the 173 submissions were new participants. The council focused on coordinating with PDP Ambassadors to create a more inclusive PDP program for additional departments to participate.
- Donated school supplies for children in need through the Dream Center Back-to-School Drive.
- Led discussion with Magnet surveyors regarding our council's goals and impact on nursing.
- Offered PDP workshops to educate staff on the newly revised guidelines for the PDP. This encouraged nurses to start their portfolios earlier and led to an increase in submissions.
- Held education fairs at Gateway and Midtown hospital locations. A Professional Development booth provided information and materials to support Student Nurse Academy, Nurse Residency, and Deaconess Tuition Nursing Reimbursement programs.



Level	# Participants	Payout
Bronze	45	\$ 67,500
Silver	61	\$ 152,500
Gold	55	\$ 165,000
Diamond	12	\$ 42,000
TOTAL		\$ 427,000

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

- **Alyssa Smock, BSN, RN**—Gateway Heart
- **Andrea Schell, BSN, RN**
Henderson Medical Surgical
- **Ariane Medina-Martinez, BSN, RN**
Post Anesthesia Care Unit
- **Brandi Hammond, BSN, RN**—Henderson ICU
- **Brittany Murray, BSN, RN**—Gateway Pediatrics
- **Brooke Miller, BSN, RN, CMSRN**
Midtown Medical Renal Care Center
- **Carissa Lloyd, BSN, RN, CCRN**
ADCO/Resource Team
- **Carnell Tillotson, BSN, RN, CMSRN**
Gateway Neuro Surgical
- **Daysha Shelton, RN**—Gateway Surgery Oncology
- **Devan Arvin, BSN, RN, CMSRN**
Gateway Emergency Room
- **Dustin Potts, BSN, RN**—Gateway Heart
- **Elizabeth Cheatham, BSN, RN**—Vascular Access
- **Emily McCollum, RN, FNP-C**
Midtown Cardiovascular ICU
- **Gena Simmons, RN**—Pain Management
- **Georgia Sandefur, BSN, RN**—Infusion Center
- **Janet Thomason, RN**—Pain Management
- **Jenna Ritzert, BSN, RN**
Midtown Surgical Trauma Cardiovascular ICU
- **Jeremy Brown, MSN, RN, CWOCN**—Wound Care
- **Jessica Kinser, BSN, RN, CMSRN**
Gateway Surgery Oncology
- **JoAnn Robinson, RN**—Henderson Medical Surgical
- **Kacie Seibert, MSN, RN**—Employee Education/IDNQ
- **Kaity Halbig, BSN, RN, CMSRN**
Midtown Surgical Medical Care Center
- **Kami Patterson, RN**—Pain Management
- **Katelyn Oeth, MSN, RN**—Employee Education/IDNQ
- **Katherine Piering, BSN, RN, CWOCN**—Wound Care
- **Katie Hosack, BSN, RN, CMSRN, CWS**—Wound Care
- **Kristina Blinzinger, BSN, RN**
Midtown Surgical Trauma Cardiovascular ICU
- **Krystina Hadnall, RN**—Henderson ICU
- **Lacey Brauser, RN**
Midtown Surgical Medical Care Center
- **Lora Buckman Berry, RN**—Gateway Heart
- **Meagan Bowling, MSN, RN, PMHNP-BC**
Cross Pointe
- **Raichel Jones, RN**—Henderson Medical Surgical
- **Rebecca Therber, RN**—Gateway Heart
- **Renee Willis, BSN, RN**—Gateway Heart
- **Samantha Miller, BSN, RN, CMSRN**
Midtown Cardiac Pulmonary
- **Sandi Grove, BSN, RN**
Midtown Surgical Medical Care Center
- **Sarah Sandberg, BSN, RN**
Employee Education/IDNQ
- **Tammy Gorman, BSN, RN**
Gateway Emergency Room
- **Tara Zwingelberg, MSN, RN, CMSRN**
Employee Education/IDNQ
- **Teneika Suggs, RN**—Henderson Medical Surgical
- **Terry Buckman, BSN, RN, OCN**—Infusion Center
- **Tiffany Underwood, BSN, RN**—Pain Management
- **Tiffany Wilkerson, BSN, RN**—Endoscopy
- **Tim Gher, BSN, RN**—Pain Management
- **Victoria Walker, BSN, RN, CPN**
Gateway Pediatrics

SILVER

- **Aaron Luebbehusen, BSN, RN**—Gateway Medical Surgical ICU
- **Abigail Guessfeld, BSN, RN**—Cardiac Service Line
- **Alicia Eastwood, BSN, RN**—Surgery
- **Allyson Drum, BSN, RN, CMSRN**—Gateway Surgery Oncology
- **Allyssa McGill, BSN, RN**—Midtown Surgical Trauma Cardiovascular ICU
- **Ashley Collins, BSN, RN**—Gateway Medical Surgical ICU
- **Brenda Heldt, BSN, RN, CNOR**—Surgery
- **Brianna Cundiff, BSN, RN, CCRN**—Midtown Neuro Medical ICU
- **Brianna Gogel, BSN, RN, CMSRN**
Midtown Ortho Neuro Trauma Care Center
- **Bridget Kick, BSN, RN**—Midtown Neuro Medical ICU
- **Brooke Dunk, BSN, RN, CMSRN**
Midtown Ortho Neuro Trauma Care Center
- **Caitlin Haight, BSN, RN, CMSRN**—Post Anesthesia Care Unit
- **Chelsea Barrett, BSN, RN, CMSRN**—Employee Education/IDNQ
- **Cheryl Farmer, RN, CMSRN**—Midtown Surgical Medical Care Center
- **Christina Childers, BSN, RN**—Gateway Medical Surgical ICU
- **Courtney Forney, BSN, RN**—Gateway Heart
- **Crystal Funke, BSN, RN, CCRN**—Gateway Neuro ICU/Stepdown
- **Devan Elpers, BSN, RN, SCRNP**—Gateway Neuro ICU/Stepdown
- **Echo Littrell, RN, CMSRN**—Endoscopy
- **Ellie Owens Lockett, RN, CMSRN**—Gateway Surgery Oncology
- **Genevieve Schaller Griffin, BSN, RN, CCRN**—Gateway Heart
- **Hannah Redd, BSN, RN, CMSRN**
Midtown Surgical Medical Care Center
- **Hannah Schamburg, RN, PMHNP-BC**—Cross Pointe
- **Hannah Williams, BSN, RN**—Cardiology
- **Jessica Basham, BSN, RN**—Henderson Medical Surgical
- **Jessica Embry, BSN, RN**—Gateway Heart
- **Jodi Wilber, BSN, RN**—Pain Management
- **Kalynn Service, BSN, RN, CMSRN**—Midtown Emergency Room
- **Katie Douglas, BSN, RN, OCN**—Infusion Center
- **Katie Marvell, BSN, RN, CMSRN**—Nursing Quality
- **Kayla Davis, BSN, RN**—Henderson NICU
- **Kayla Woodard, RN, CMSRN**—Midtown Surgical Medical Care Center
- **Kelly Haynes, MSN, RN, NE-BC**—Case Management
- **Kelly Kirk, BSN, RN, CCRN**—Midtown Cardiovascular ICU
- **Kristin Mathies, BSN, RN**—Pain Management
- **Kristina Hoehn, RN, CMSRN**—Pain Management
- **Krystal Stone, RN**—Henderson Medical Surgical
- **Laken Nally, BSN, RN**—Gateway Heart
- **Laura Madden, BSN, RN**—Gateway Medical Surgical ICU
- **Lauren Higgins, BSN, RN**—Midtown Cardiovascular ICU
- **Lavone Mangin, BSN, RN**—Midtown Surgical Medical Care Center
- **Leeann Daniel, BSN, RN**—Gateway Heart
- **Mallory Wathen, BSN, RN, CCRN, CWOCN**—Wound Care
- **Margaret Brooks, MSN, RN**—Henderson Medical Surgical
- **Melanie Anderson, BSN, RN**—Midtown Stepdown
- **Melanie Brock, BSN, RN, CMSRN**—Gateway Surgery Oncology
- **Melissa Black, RN, CMSRN**—Gateway Surgery Oncology
- **Melissa Davis, BSN, RN**—Infusion Center
- **Melissa Givens, BSN, RN**—Post Anesthesia Care Unit
- **Mercedes Crowley, BSN, RN**—Pain Management
- **Pamela Lynn, MSN, RN-BC**—Henderson Medical Surgical
- **Rebecca Cox, RN, CMSRN**—Midtown Ortho Neuro Trauma Care Center
- **Sara Keepes, BSN, RN, CMSRN**—Gateway Heart
- **Sarah Brown, BSN, RN, CCRN**—ADCO/Resource Team
- **Sarah Martin, BSN, RN, CCRN**
Midtown Surgical Trauma Cardiovascular Care Center
- **Susan Skie, MSN, RN, CMSRN**
Midtown Ortho Neuro Trauma Care Center
- **Tamara Brown, BSN, RN**—Pain Management
- **Tara Barnes, BSN, RN**—Henderson NICU
- **Tara Williams, BSN, RN**—Henderson Medical Surgical
- **Tyler Suter, RN, CMSRN**—Midtown Surgical Medical Care Center
- **Victoria Woolsey, BSN, RN**—Gateway Medical Surgical ICU

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, CVRN**—Midtown Stepdown
- **Andrea Schoenherr, BSN, RN, CCRN**—Cath Lab
- **Bayley Burton, BSN, RN, CMSRN**—Gateway Surgery Oncology
- **Briea Shelton, BSN, RN, CMSRN**—Nursing Quality
- **Brittaney Moore, BSN, RN**—Henderson NICU
- **Brittney Fulcher, BSN, RN, NP-K**—Pain Management
- **Byron Rademacher, BSN, RN, CMSRN**—Midtown Cardiac Pulmonary
- **Carrie Gresham, MSN, RN, PMHNP-BC**—Cross Pointe
- **Cathy Reynolds, BSN, RN, PCCN, CMSRN**—Post Anesthesia Care Unit
- **Claudia Hulseley, MSN, RN, CCRN**—Employee Education/IDNQ
- **Courtney Johnston, BSN, RN, CCRN, TCRN**
Midtown Surgical Trauma Cardiovascular ICU
- **Crystal McCarty, BSN, RN, CPAN**—Post Anesthesia Care Unit
- **Desire Harris, MSN, RN**—Same Day Surgery
- **Devon Hautman, BSN, RN, CMSRN, OCN**
Gateway Surgery Oncology
- **Edith Hoehn, MSN, RN, CVRN**—Employee Education/IDNQ
- **Elizabeth Ivy, MSN, RN, OCN, CHPN**—Midtown Cardiac Pulmonary
- **Erin Crosby, BSN, RN, CMSRN**—Gateway Surgery Oncology
- **Frida Cassie Roberts, BSN, RN, CMSRN**
Midtown Surgical Medical Care Center
- **Haley Schapker, BSN, RN, CMSRN**—Gateway Cardiac Renal
- **Jessica Martin, BSN, RN, CMSRN**—Midtown Cardiac Pulmonary
- **Joy Raven, BSN, RN, CAPA**—Post Anesthesia Care Unit
- **Kate Erwin, BSN, RN, CCRN**—Gateway Neuro ICU/Stepdown
- **Katie Hemenway, BSN, RN, CMSRN**—Nursing Quality
- **Kayla Sturgeon, BSN, RN, CWOCN, CMSRN**—Wound Care
- **Kaylie Booker, BSN, RN, CMSRN**—Midtown Surgical Medical Care Center
- **Kellsie Cook, BSN, RN, CMSRN**—Gateway Surgery Oncology
- **Kendall Seacrist, BSN, RN, CMSRN**—Midtown Surgical Medical Care Center
- **Kristina Brown, MSN, RN, AGCNS**—Midtown Emergency Room
- **Lauren Inman, BSN, RN, CMSRN**—Midtown Surgical Medical Care Center
- **Lisa Carwile, BSN, RN, CMSRN**
Midtown Ortho Neuro Trauma Care Center
- **Lydia Reed, BSN, RN, CCRN**—Nursing Quality
- **Mackenzie Mallory, BSN, RN, CMSRN**—Gateway Ortho Surgical
- **Mallory Vazquez, BSN, RN, CMSRN**—Gateway Surgery Oncology
- **Mary Beth Schitter, BSN, RN, CMSRN**
Midtown Surgical Medical Care Center
- **Mary Theresa Folz, BSN, RN, CWOCN**—Wound Care
- **Meagan McKain, BSN, RN, CCRN**—Midtown Cardiovascular ICU
- **Megan Martin, BSN, RN, CMSRN**—Pain Management
- **Megon Fries, BSN, RN, CMSRN**—Gateway Surgery Oncology
- **Morgan Gibson, BSN, RN, CMSRN**—Gateway Observation
- **Nancy Bradley, BSN, RN-BC**—Pain Management
- **Pam Leatherland, BSN, RN, CMSRN**
Midtown Surgical Medical Care Center
- **Rachel Roberson, BSN, RN, CMSRN**—Gateway Surgery Oncology
- **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 Price, BSN, RN, CMSRN**—Nursing Quality
- **Sarah Smith, BSN, RN, CCRN**—Cardiovascular ICU
- **Sloane Williams, BSN, RN, CMSRN**—Gateway Surgery Oncology
- **Susan Matthews, BSN, RN, CCRN-K, TCRN, TNS**—Nursing Quality
- **Tanisha Chamberlain, BSN, RN, CCRN**—Gateway Medical Surgical ICU
- **Teresa Nolan, BSN, RN, CPAN**—Post Anesthesia Care Unit

DIAMOND

- **Amanda Miley, MSN, RN, AGCNS-BC, CWOCN**—Wound Care
- **Amy Jo Smith, MSN, RN, AGCNS-BC**—Same-Day Surgery
- **Angela Zwahlen, MSN, RN, CCRN**
Midtown Surgical Trauma Cardiovascular ICU
- **Danielle Rhoads, MSN, RN-BC**
Henderson Medical Surgical
- **Haley Crews, MSN, RN-BC**
Midtown Observation
- **Jessica Cannon, MSN, RN, SANE-A, SANE-P**—Midtown Emergency Room
- **Jessica Trentler, MSN, RN, CCRN**—Gateway Heart
- **Laura Paukner, MSN, RN, NP-C**
Pain Management
- **Linda Cason, DNP, RN, CNS, NPD-BC, NE-BC**—Employee education/IDNQ
- **Lisa Hensley, MSN, RN, CCRN, CVRN**
Post Anesthesia Care Unit
- **Nona Patton, DNP, RN, GERO-BC, CMSRN, WCC**—Midtown Ortho Neuro Trauma Care Center
- **Paige Ambrose, MSN, RN, FNP-C**
Pain Management





Nursing Evidence-Based Practice and Research Council

- CHAIR** Rebecca Grisham-Whitehouse, BSN, RN—Stepdown
- CHAIR-ELECT** Robin Perkins, BSN, RN, CMSRN—Surgery Oncology
- LIAISON** Lois Welden, DNP, RN, CNS—Lead Clinical Nurse Researcher
- FACILITATORS** Linda Cason, DNP, RN, CNS, NPD-BC, NE-BC—Nursing Professional Development Practitioner and Nurse Researcher
- MAGNET SUPPORT** Jennifer Chiusano, MA, BSN, RN, NE-BC—Chief Nursing Executive, Vice President of Patient Care Services
Jill Buttry, MSN, RN, CNS—Director Patient Care Services, CNO Gateway Campus, Magnet Program Director
Ellen Wathen, PhD, MSN, NPD-BC—Magnet Program Coordinator, NPD and Research Coordinator



Nursing Practice Council

- CHAIR** Kayla Keifer, BSN, RN—Interventional Radiology
- CHAIR ELECT** Samantha Miller, BSN, RN, CMSRN—Cardiac Pulmonary Unit
- LIAISON** Edith Hoehn, MSN, RN, CVRN—Nursing Professional Development Practitioner
- CLERICAL SUPPORT** Sandy Moody—Executive Secretary
- MAGNET SUPPORT** Jennifer Chiusano, MA, BSN, RN, NE-BC—Chief Nursing Executive, Vice President of Patient Care Services
Jill Buttry, MSN, RN, CNS—Director Patient Care Services, CNO Gateway Campus, Magnet Program Director
Ellen Wathen, PhD, MSN, NPD-BC—Magnet Program Coordinator, NPD and Research Coordinator

TOP ACHIEVEMENTS

The council used the DEAC EBP Model to implement two practice change projects

- **White Noise:** After a literature search and critically appraising and synthesizing the evidence, strong evidence suggests white noise helps enhance sleep. The council recommends that nursing integrate into practice the use of white noise as an intervention for delirium management and as a method to mask sleep interruptions.
- **Using lidocaine with NGT insertion:** Strong evidence supports the use of lidocaine for NGT insertion. Policy change is forthcoming.
- **Magnet Visit Presentation:** Several members of the council enthusiastically met with Magnet appraisers during the 2022 site visit to discuss EBP and research projects.
- **2022 USI Research Class:** The council spoke to the 2022 Research Class students on *Research in the Hospital Setting: Nursing EBP & Research Council, Deaconess Hospital*.

2022 EBP & RESEARCH COUNCIL PRESENTATION CALENDAR

Month	Project	Presenter(s)
March	Proposal: Delirium Management with White Noise	Michele Gates, Executive Secretary
June	An Educational Tool for Family Nurse Practitioners to Detect Melanoma Skin Cancer	Kimberly Heathcotte, DNP, ACNP-BC, DCNP
July	Dignity Therapy as a Non-pharmacological Anxiety Intervention in End-of-Life Cancer Patients	Byron Rademacher, BSN, RN, CMSRN
September	Nursing Honor Guard	Honor Guard Nurses
November	Opioid-Induced Respiratory Depression (OIRD) Education to Reduce Adverse Events in Trauma Patients: A QI Study	Nona Patton, MSN, RN-BC, CMSRN, WCC
December	Developing a Curriculum Vita	Linda Cason, DNP, RN, CNS, NPD-BC, NE-BC

TOP ACHIEVEMENTS

- Collaborated with Medicine Core and ICU Core to maintain a current nursing policy system with review of all nursing policies (including Nursing Administration)
- Collaborated with EPIC Team and Clinical Informatics to maintain open communication about changes and institution of technology related to Epic
 - » Decreased documentation in Epic for Nursing
- Improved Patient Safety
 - » CLABSI Prevention: new wash basins, policy revisions, education and daily baths with CHG for all patients
 - » Behavioral Response Team and De-Escalation training
 - » Worked with dietitians to improve patient safety with dysphagia policy, Yale Swallow Screen education and posting of thickening resources
 - » Worked with Lab to improve phlebotomy times and instituted an education plan to train for phlebotomy and instituting two-person blood culture collections
 - » Worked with Pharmacy to review potential changes with Lantus insulin
- Promoted nursing autonomy and communication about roles
 - » Clarification of roles related to rectal tubes, nasal bridle insertion and removal of central lines and which units can provide this care
 - » Nurse and physician communication and collaboration working with patient safety
- Worked with other departments to provide continual education for clinical staff related to practice changes using the NERP monthly packet
 - » Worked with **Phillip Craig**, Respiratory Therapy, to develop written standard for weaning of O₂ to ready patient for discharge.
 - » Worked with **Keron Dave**, Lab to develop RN escalation protocol for lab delays and max out. Also improved process related to phlebotomist shortage, providing classes for RNs and PCTs to complete phlebotomy on the unit.
 - » Worked with Patient Safety to improve transport home process. Developed process to include pass for drivers from case managers.
 - » Worked with Telemetry monitor stations to improve utilization of tele packs.
 - » Worked with OrthoUro staff to communicate opportunities for process improvement
 - » Worked with Laundry to give feedback on new linens



Patient Care Technician Council

- CHAIR** Dominique Goad, PCT—Ortho Surgical
- CHAIR-ELECT** Mackenzie Gammans, PCT—Deaconess Cross Pointe
- LIAISON** Katelyn Oeth, BSN, RN, CMSRN—Nursing Professional Development Practitioner
- MAGNET SUPPORT** Jennifer Chiusano, MA, BSN, RN, NE-BC—Chief Nursing Executive, Vice President of Patient Care Services
Jill Buttry, MSN, RN, CNS—Director Patient Care Services, CNO Gateway Campus, Magnet Program Director
Ellen Wathen, PhD, MSN, NP-BC—Magnet Program Coordinator, NPD and Research Coordinator

TOP ACHIEVEMENTS

- Coordinated and supported PCT Week activities in September
- Created a weekly guide for Patient Care Tech (PCT) orientation
- Provided and supported education on incentive spirometer, de-escalation, delirium vs dementia, and PCT versus PSA.
- Collaborated with Night Shift Nursing Council to develop a tip sheet for sleep interruptions
- Created a check list for lift equipment super users
- Council representatives attended preceptor class as a trial run to see if the class is appropriate for PCT preceptors.



Night Shift Nursing Council

- CHAIR** Ellie Owens, ASN, RN, CMSRN—Surgery Oncology
- CHAIR ELECT** Chelsey Mangold, BSN, RN—ADCO/Resource
- LIAISON** Ellen Wathen, PhD, MSN, NP-BC—Interprofessional Development
- CLERICAL SUPPORT** Jennifer Talley—Nursing Excellence Quality Specialist
- MAGNET SUPPORT** Jennifer Chiusano, MA, BSN, RN, NE-BC—Chief Nursing Executive, Vice President of Patient Care Services
Jill Buttry, MSN, RN, CNS—Director Patient Care Services, CNO Gateway Campus, Magnet Program Director
Ellen Wathen, PhD, MSN, NP-BC—Magnet Program Coordinator, NPD and Research Coordinator

TOP ACHIEVEMENTS








- IV Tips and Tricks:** Collaborated with the NPDP IV therapy course instructor and the Vascular Access Team to develop an IV Tips & Tricks tip sheet and video. The tip sheet and associated video emphasizes the use of the IV securement kit and bright lighting, and reminders on tourniquet removal with blood return in IV catheter, various angles during insertion, and limiting insertion attempts. The IV Tips & Tricks tip sheet and video can be accessed on D-Web on the Employee Education page.
- RN-PCT Tip Sheet on Sleep Interruptions:** The goal was to develop a tip sheet for all nursing staff to consider as they develop their patient's plan of care, involving the physician and other disciplines or family members as appropriate. Collaborated with the PCT Council on how to coordinate care within rounding and hourly checks by RNs and PCTs with the goal to reduce the number of times patients have their sleep interrupted at night.
- Night Shift Membership Drive:** Council leadership developed a flyer to promote the work of the council in making a difference in their professional practice, asking night shift staff to consider joining the council. An increase in membership, and in some cases a replacement of membership, was noted after the flyer dissemination as members attend through the options of in-person, conference line, or private Facebook council page.
- A list of current practices causing interruptions (e.g., lab draws, medications, vital sign frequency, bathing, repositioning, weights, transfers after 2200, and bed/equipment alarms) were developed and categorized along with strategies to consider based on patient need and condition.
- Interdisciplinary support and dissemination ideas for the tip sheet was received from the Critical Care and Medical Surgical Core teams. Physician input and support will be sought prior to the 2023 dissemination.

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.

2022 Nurses of the Year

With the pandemic, social distancing requirements with the Nurse of the Year Celebration continued, and recognition was again shown via Facebook Live to family members and co-workers. This year, all nominees and one guest were present for the announcement! Other celebrations occurred, with 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>ALYSSA MILLS BSN, RN Diabetes Nurse Clinician</p>	<p>KYLIE HECKARD-BOINK BSN, RN, SCRNP, CCRN Diabetes Nurse Clinician</p>	<p>BAYLEY BURTON BSN, RN, CMSRN Gateway Surgery Oncology</p>	<p>MARGARET BROOKS MSN, 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>ANDI DILLMAN BSN, RN, CMSRN Gateway Surgery Oncology</p>	<p>MEAGAN MCKAIN RN Midtown Cardiovascular ICU</p>	<p>DEVON HAUTMAN BSN, RN, CMSRN, CCN Gateway Surgery Oncology</p>	



CONGRATULATIONS TO OUR 2022 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 educational achievements such as advanced education, Professional Development Program, membership in a professional nursing organization, published articles, or by presenting at conferences.

Andi Dillman, BSN, RN, CMSRN
Gateway Surgery Oncology

Kylie Heckard-Boink, BSN, RN, SCR, CCRN
Diabetes Nurse Clinician

Lauren Higgins, BSN, RN
Midtown Cardiovascular ICU

Pam Leatherland, BSN, RN, CMSRN
Midtown Surgical Medical Care Center

Emily McCollum, BSN, RN
Midtown Cardiovascular ICU

Natalie O'Bryan, BSN, RN
Gateway Ortho 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.

Ashley Coleman, RN
Midtown Ortho Neuro Trauma Care Center

Julie Emge, RN
Midtown Surgical Trauma Cardiovascular ICU

Alyssa Mills, BSN, RN
Diabetes Nurse Clinician

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.

Holly Earhart, BSN, RN
Midtown Ortho Neuro Trauma Care Center

Emily Fulkerson, BSN, RN
Midtown Cardio Vascular ICU

Cheryle Goldsberry, ASN, RN
Henderson Medical Surgical

Crystal Grammer, AND, RN, CCRN
Midtown Surgical Trauma Cardiovascular ICU

Michaela Green, ASN, RN, CMSRN
Midtown Surgical Medical Care Center

Kylie Heckard-Boink, BSN, RN, SCR, CCRN
Diabetes Nurse Clinician

Kelly Kirk, BSN, RN
Midtown Neuro Medical ICU

Uyenvy "Vee" Mai, BSN, RN, CMSRN
Gateway Neuro Surgical

Angela Marcum, MSN, RN
Midtown Surgical Trauma Cardiovascular ICU

Alyssa Mills, BSN, RN
Diabetes Nurse Clinician

Teresa Saxe, RN
Gateway Observation

Frances "Krystina" Schoening, ASN, RN
Gateway Cardiac Renal Unit

Tamika Smith, RN
Gateway Medical Surgical ICU

April Thomas, BSN, RN
Henderson Medical Surgical

Sloane Williams, BSN, RN, CMSRN
Gateway Surgery Oncology

Kathleen Yony, BSN, RN, CCRN
Midtown Cardiovascular ICU

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 seeks opportunities to enhance their clinical practice, knowledge, and skills to meet the ever-changing needs of the nursing profession.

GATEWAY/CROSS POINTE

Devon Hautman, BSN, RN, CMSRN, CCRN
Gateway Surgery Oncology

Brandy Schaefer, BSN, RN, CMSRN
Gateway Cardiac Renal

Michelle Williams, RN, CEN
Gateway Emergency Department

MIDTOWN/HENDERSON

Jessica Basham, BSN, RN
Henderson Medical Surgical

Cheryl Farmer, ASN, RN, CMSRN
Midtown Surgical Medical Care Center

Meagan McKain, RN
Midtown Cardiovascular ICU

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.

Robert Akers, BSN, RN, CMSRN
Gateway Neuro Surgical

Kim Barker, BSN, RN
Case Management

Faron Brothers, RN
Resource Team

Bayley Burton, BSN, RN, CMSRN
Gateway Surgery Oncology

Haley Crews, MSN, RN-BC
Midtown Observation

Myra Dame, AND, RN, CCRN, TCRN
Midtown Surgical Trauma Cardiovascular ICU

Brooke Dunk, BSN, RN, CMSRN
Midtown Ortho Neuro Trauma Care Center

Alicia Eastwood, RN
Midtown Surgery

Kate Erwin, BSN, RN, CCRN
Gateway Neuro ICU/Stepdown

Lauren Higgins, BSN, RN
Midtown Cardiovascular ICU

Lauren Inman, BSN, RN, CMSRN
Midtown Surgical Medical Care Center

Jackie Lockridge, BSN, RN, CCRN
Gateway Medical Surgical ICU

Andrea Logan, BSN, RN
Midtown Stepdown

Jessica Martin, BSN, RN, CMSRN
Midtown Cardiac Pulmonary

Kristin Mathies, BSN, RN
Pain Management

Sydney Norris, BSN, RN
Gateway Ortho Surgical

Jenna Ritzert, BSN, RN
Midtown Surgical Trauma Cardiovascular ICU

Haley Schapker, BSN, RN, CMSRN
Gateway Cardiac Renal

Seth Tuley, BSN, RN
Midtown Neuro Medical ICU

Jenna Weinzapfel, BSN, RN, PMH-BC
Cross Pointe

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.

Angela Bockting, BSN, RN
Midtown Ortho Neuro Trauma Care Center

Margaret Brooks, MSN, RN
Henderson Medical Surgical

Stephanie Brown, AND, RN, CCRN
Midtown Surgical Trauma Cardiovascular ICU

Kelsie Cook, BSN, RN, CMSRN
Gateway Surgery Oncology

Haley Crews, MSN, RN-BC
Midtown Observation

Nicholas Gonzalez, BSN, RN
Gateway Cardiac Renal

Mackenzie Graves, BSN, RN, CMSRN
Gateway Ortho Surgical

Andrea Herrera, BSN, RN, CMSRN
Gateway Neuro Surgical

Kristina Hoehn, ASN, RN, CMSRN
Midtown Surgical Medical Care Center

Hope Hoeng, BSN, RN
Midtown Surgical Trauma Cardiovascular ICU

Courtney Johnston, BSN, RN, CCRN, TCRN
Midtown Surgical Trauma Cardiovascular ICU

Meagan McKain, RN
Midtown Cardiovascular ICU

Rachel Meyer, BSN, RN
Midtown Medical Renal Care Center

Sara Mossberger, BSN, RN, CVN
Midtown Cardiovascular ICU

Alex Partenheimer, BSN, RN
Midtown Surgical Trauma Cardiovascular ICU

Rachel Roberson, BSN, RN, CMSRN
Gateway Surgery Oncology

Beth Schroeder, RN
Cross Pointe

Taylor Memmer, BSN, RN
Gateway Cardiac Renal

Susan Skie, BSN, RN, CMSRN
Midtown Ortho Neuro Trauma Care Center

Haven Teague, RN
Gateway Observation

Abbey Zehner, BSN, RN
Gateway Observation



RACHEL ROBERSON, BSN, RN, CMSRN, WINS JULY DAISY AWARD

The July 2022 DAISY Award proudly honored **Rachel Roberson, BSN, RN, CMSRN**, Deaconess Gateway Surgery Oncology Unit. Rachel was nominated by patient's family member who wanted to say thank you in a special way.

The nurse for the first two days of the patient's stay was Rachel. Rachel is a one-of-a kind nurse. Within just a few minutes, the patient's family knew that she was going to be—just what they needed to get started on the road to recovery. She had a smile on her face and explained everything she was doing when she was caring for and assessing the patient. The patient's family knew after watching her care for the patient that the patient was in the right place with her caring for him. The patient's family experienced

Rachel working with her students. Rachel was just as patient and calm with those students as she was with the patient's family. She included the patient in the education she was giving to the students, and the patient was able to learn right along with them. Even when Rachel was not the patient's nurse, she made sure to encourage the patient as he was walking for the hallways. Those little things were a huge motivator for the patient to get up and keep moving. The patient said, "She is one of the best nurses I have ever had."

OTHER DAISY NOMINEES IN JULY

Allie Randolph, RN—Gateway Cardiac Renal

Allyssa McGill, BSN, RN—Midtown Cardiovascular ICU

Alysha Crowder, BSN, RN—Gateway Medical Surgical ICU

Ashley Coleman, RN—Midtown Ortho Neuro Trauma Care Center

Ashley Bateman, BSN, RN—Cardio Vascular ICU

Brittney Murray, BSN, RN—Gateway Pediatrics

Brooke Oldham, RN, CMSRN—Midtown Cardiac Pulmonary

Caitlyn Luigs, RN—Gateway Cardiac Renal

Cameron Peach, RN—Gateway Neuro Surgical

Charita Hampton, RN—Resource Team

Chelsea Cooper, RN—Resource Team

Christina Atteberry, RN—Gateway Ortho Surgical

Colton Bosecker, BSN, RN, CMSRN—Gateway Neuro Surgical

Crystal Grammer, RN—Midtown Surgical Trauma Cardiovascular ICU

Darian Ross, BSN, RN—Gateway Cardiac Renal

David Paunicka, BSN, RN—Midtown Surgical Medical Care Center

Emily Low, BSN, RN—Gateway Pediatrics

Ethan Dale, BSN, RN—Gateway Pediatrics

Eva Autry, RN, CCRN—Gateway Neuro ICU/Stepdown

Hope Hoeing, BSN, RN—Midtown Surgical Trauma Cardiovascular ICU

Jayci Vaughn, BSN, RN, CMSRN—Gateway Cath Lab

Jenny Arning, RN, CMSRN—Midtown Surgical Medical Care Center

Julie Emge, RN—Midtown Surgical Trauma Cardiovascular ICU

Kathleen Yony, BSN, RN, CCRN—Midtown Cardiovascular ICU

Kathy Effinger, RN—Midtown Surgical Trauma Cardiovascular ICU

Katrena Harrington, BSN, RN, CMSRN—Midtown Surgical Medical Care Center

Kayla Davis, BSN, RN—Henderson NICU

Kaylie Booker, BSN, RN, CMSRN—Midtown Surgical Medical Care Center

Kelsey Etchison, BSN, RN—Midtown Cardiovascular ICU

Kira Seydel, RN—Midtown Cardiac Pulmonary

Kris Senger, RN—Gateway Cardiac Renal

Krystal Schoening, RN—Gateway Cardiac Renal

Kylie Aldrich, RN—Midtown Observation

Lauren Bilskie, BSN, RN—Midtown Stepdown

London Crowell, BSN, RN—Gateway Ortho Surgical

Luke Townsend, RN—Midtown Stepdown

Mackenzie Blankenberger, RN—Midtown Surgical Medical Care Center

Madelyn Mills, BSN, RN—Midtown Cardiovascular ICU

Meagan McKain, MSN, RN, CCRN—Midtown Cardiovascular ICU

Michael Doersam, RN—Gateway Medical Surgical ICU

Miranda Stuckey, RN—Midtown Surgical Medical Care Center

Misty Robinson, RN, CMSRN—Midtown Surgical Medical Care Center

Molly Mehringer, BSN, RN—Midtown Surgical Trauma Cardiovascular ICU

Rachel Roberson, BSN, RN, CMSRN—Gateway Surgery Oncology

Rachel Knott, BSN, RN—Gateway Pediatrics

Rebecca Cox, RN, CMSRN—Midtown Ortho Neuro Trauma Care Center

Rebecca "BJ" Deig, BSN, RN, OCN—Gateway Neuro Surgical

Sandi Grove, BSN, RN, CPN—Midtown Surgical Medical Care Center

Sharon Lockard, BSN, RN, CPN—Gateway Pediatrics

Stephanie Morehead, BSN, RN—Gateway Pediatrics

Sydney Norris, BSN, RN—Gateway Ortho Surgical



MARISSA GRIMES, BSN, RN, WINS DECEMBER DAISY AWARD

The December 2022 DAISY Award proudly honored **Marissa Grimes, BSN, RN**, Deaconess Gateway MSICU. Marissa was nominated by patient's family member who wanted to say thank you in a special way.

In October, Marissa was the nurse for a patient who was admitted to the ICU after surgery. Marissa contacted the family for status updates and consent for a procedure. In a very short amount of time, Marissa showed her commitment to detail, professionalism and skill for explaining things. She was patient and very thorough as she went the extra mile that night. The patient had

specific beliefs as a Catholic, and Marissa showed compassion and time to care enough to inquire about the faith and what she could do to accommodate that. She went out of her way to contact another priest for anointing. The family is grateful for the kindness and compassion she showed during the stay.

OTHER DAISY NOMINEES IN DECEMBER

Alison Canaan, FNP—Gateway Cardiac Renal

April Thomas, RN—Henderson Medical Surgical

Brittany Nance, RN—Gateway Surgery Oncology

Chelsea Sutton, BSN, RN—Gateway Neuro ICU/Stepdown

Chelsea Johnson, RN—Midtown Medical Renal Care Center

Daysha Shelton, RN—Gateway Surgery Oncology

Deborah Biggs, BSN, RN—Henderson Medical Surgical

Elizabeth Ivy, MSN, RN, OCN, CHPN—Midtown Medical Renal Care Center

Emily Ringham, RN—Gateway Surgery Oncology

Haley Vaught, RN—Midtown Surgical Medical Care Center

Hannah Douglass, BSN, RN—Henderson Medical Surgical

Heather Daily, BSN, RN—Gateway Ortho Surgical

Hope Bond, RN—Gateway Cardiac Renal

Jacob Appler, BSN, RN—Gateway Ortho Surgical

Jennifer Roberson, RN—Henderson Medical Surgical

Jessica Sights, BSN, RN—Non-Invasive Cardiology

Jessica Basham, BSN, RN—Henderson Medical Surgical

Jessica Masterson, RN—Cardio Vascular Short Stay

Kristina Blinzinger, BSN, RN—Midtown Surgical Trauma Cardiovascular ICU

Leslie Denu, RN—Gateway Cardiac Renal

Marissa Grimes, BSN, RN—Gateway Medical Surgical ICU

Mary Correll, RN—Midtown Neuro Medical ICU

Michelle Fletcher, RN—Resource Team

Miranda Phillips, RN—Midtown Medical Renal Care Center

Myra Dame, RN—Midtown Surgical Trauma Cardiovascular ICU

Taylor Memmer, RN—Gateway Cardiac Renal

Terra Crabtree, BSN, RN—Resource Team

Tiffany Koller, BSN, RN—Gateway Neuro ICU/Stepdown

Tiffany Perkins, RN—Gateway Neuro ICU/Stepdown

Westin Voegel, BSN, RN—Midtown Surgical Medical Care Center

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).

James H., PCT—SMCC



TECHS OF THE YEAR CHOSEN AT GATEWAY AND MIDTOWN

The 2022 Tech of the Year Awards were proudly presented to **Rebecca Pickerill, PCT**, of the Midtown campus and **Jennifer Devine, PCT**, of the Gateway campus.

Jennifer has been with Deaconess for 14 years and is never absent. She's one of the first staff members the patients see when arriving to Same-Day, and she greets them with a smile as she helps with the pre-op check-in process. She's dedicated and very aware of how to perform her tech duties, and she lets her nurses know if a patient has an abnormal vital sign. Jennifer is very hands-on and will help a fellow co-worker in a pinch. She encourages her fellow techs to help stock rooms on downtime or help clean up the unit.

Jennifer recently proposed an initiative to have a separate bathroom scale in the hall to help expedite check-in and make it a smooth transition on a busy unit. She has a calm nature and does not get upset. She's very compassionate with her patients and the staff. She listens to patients with interest and engages with them to try to make them feel comfortable.

Jennifer is a preceptor for new techs. She has helped come up with guidelines for new techs in her department to aid them better in their new role. She's part of the unit-based Healthy Work Environment Committee and helps organize events for the department. She is one-of-a-kind, and her unit is blessed to have her.

Becky is more than just a PCT, she's a caregiver, a leader, a mentor and a mother figure to many of her co-workers on the unit. She makes personal connections with patients and their family members on every shift. She's looked to as a source of inspiration.

Serving on the Unit-Based Council, she brings suggestions from a PCT's perspective and is a valuable contributor. Becky goes above her basic responsibilities and will bathe patients and offer to shave and provide proper hair care. She takes the initiative to improve patient appetite by bringing snacks from the C-Store. Becky cares so much about her patients, she frequently checks on them, even after they leave the ICU. She's also an advocate for the patients' families, as she will never leave a room without asking if they need anything. She helps nurses make sure the patients and the families are being cared for.

Becky has oriented many patient care techs during her tenure at Deaconess. She does her best to provide a welcoming, educational environment. She has recently taken the initiative to perform phlebotomy as a PCT on her unit and is often used as a resource when one is performing multiple sticks. Becky has a kind, compassionate spirit and is always the first to offer help, no matter the task.

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

There were 32 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...

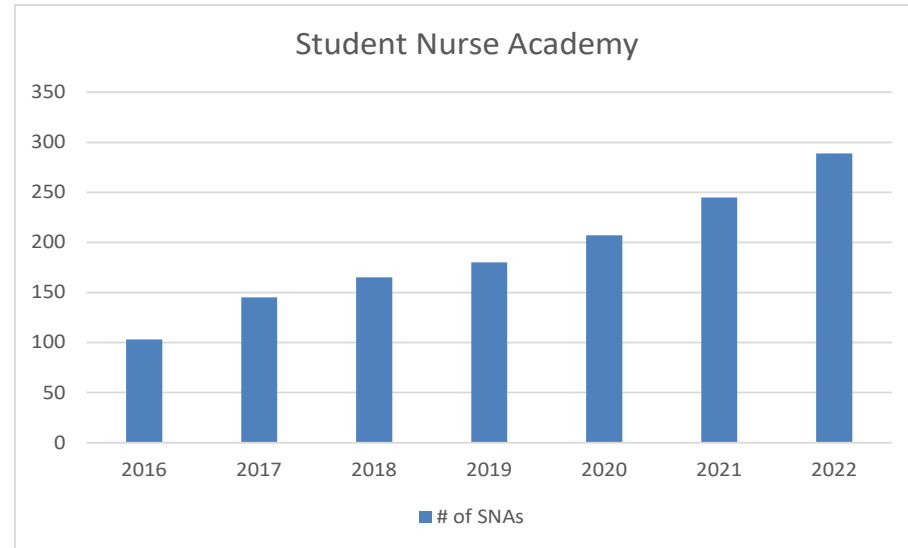
Arminta Wigand Gateway Heart	Elizabeth Weibert Gateway Ortho Surgical	Linda Sensmeier Midtown Surgical Medical Care Center	Rebecca Pickerill Midtown Surgical Trauma Cardiovascular ICU
Breanna Corn Gateway Medical Surgical ICU	Eric Miesel Midtown Ortho Neuro Trauma Care Center	Madeleine Plemmons Midtown Ortho Neuro Trauma Care Center	Sharlyne Poggio Midtown Emergency Department
Brittney Hay Gateway Medical Surgical ICU	Erin Roth Midtown Cardiovascular ICU	Mckinsey Hayden Midtown Surgical Medical Care Center	Trevor Reitmeyer Gateway Observation
Brittney Greene Gateway Ortho Surgical	Jennifer Devine Gateway Same-Day Care Center	Meghan Jones Midtown Medical Renal Care Center	Victoria Crawford Gateway Observation
Cahtlyn Hampton Gateway Medical Surgical ICU	Jessica Russell Gateway Neuro Surgical	Miranda Niehaus Gateway Neuro Surgical	Wendy Walters Midtown Surgery
Chad Gubler Midtown Surgical Trauma Cardiovascular ICU	Jill Shurtz Gateway Neuro Surgical	Olivia Burress -Gateway Observation	Yatna Gomez Gateway Surgery Oncology
Christy Schile Midtown Stepdown	Kayla Gish Gateway Observation	Ravin Robinson Midtown Surgical Medical Care Center	Zachary Greulich -Gateway Observation
Cody Smith Midtown Surgical Trauma Cardiovascular ICU	Kayleigh Maier Midtown Neuro Medical ICU		
Dawn "Renee" Mize Gateway Neuro ICU/Stepdown	Lily Brunner Gateway Neuro Surgical		

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 Mosby's Clinical Skills, and inservices for new technology or medical devices.

STUDENT NURSE ACADEMY

In 2022 Deaconess had a total of 289 nursing students in the academy, and this number is expected to grow. Forty-seven percent of the nurses hired at Deaconess who graduated in May 2022 participated in the Student Nurse Academy. Fifty percent of the nurses hired at Deaconess who graduated in December 2022 participated in the Student Nurse Academy.



NURSING GRADUATES

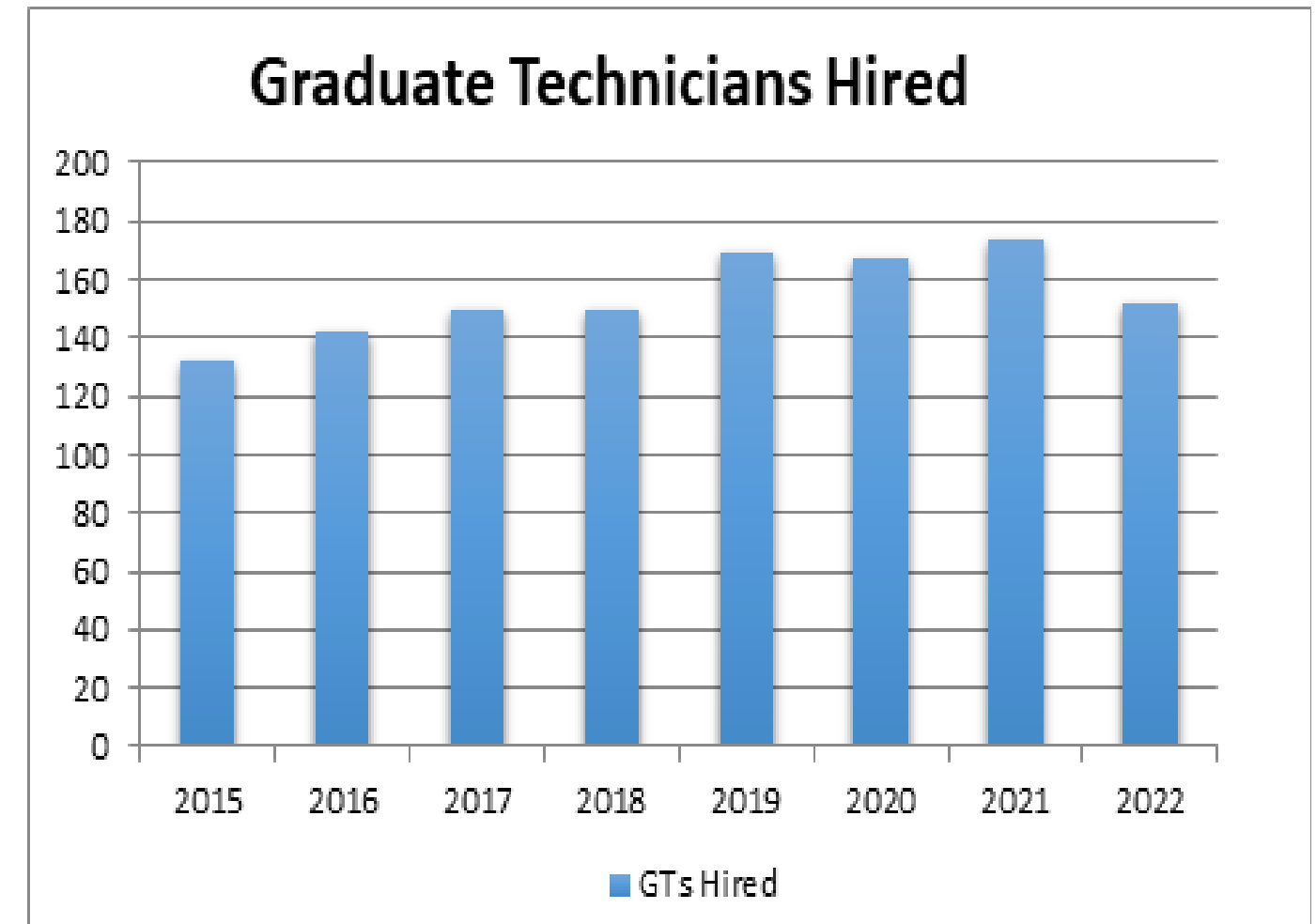
As of December 2022, Deaconess hired an additional 152 nurse graduates from the following schools:

- University of Southern Indiana
- University of Evansville
- Ivy Tech Community College
- Henderson community College
- Western Kentucky University
- Murray State University
- Purdue University
- Indiana University
- Wabash Valley College
- Olney Central College
- Vincennes University
- Vincennes University Jasper Campus
- Indiana State University
- University of Louisville
- University of Louisville - Owensboro
- Lake Land College
- Owensboro Community and Technical College
- Lakeview College
- Madisonville Community College
- University of Indianapolis
- University of Kentucky
- Valparaiso University
- Lindsey Wilson College
- John A. Logan College
- Harding University
- Ivy Tech - Indianapolis
- Scottsdale Community College
- University of Southern Illinois - Edwardsville
- Chamberlain University
- Galen College of Nursing
- Ivy Tech - Bloomington
- Saint Mary's of the Woods
- Indiana Wesleyan
- IUPUI



Sarah K., BSN, RN—NMICU, and Kayla S., BSN, RN, CWOCN, CMSRN—Wound Services

Graduate Technicians Hired



Terry B., BSN, RN, OCN—Oncology Nurse Navigator, Georgia S., BSN, RN—Infusion, and Karen H., RN—Infusion



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

DEACONESS NAMED #2 HOSPITAL IN INDIANA FOR FIFTH YEAR IN A ROW!

Deaconess has been recognized as the #2 Hospital in Indiana by U.S. News and World report for the fifth consecutive year.

Deaconess was also recognized as high performing in 10 procedures and conditions, including: Heart Failure, Abdominal Aortic Aneurysm Repair, Heart Attack, Diabetes, Colon Cancer Surgery, Hip Fracture, Stroke, Kidney Failure, COPD, and Prostate Cancer Surgery.



LEAPFROG

For the second time, Deaconess Gateway, Henderson and Midtown hospitals ALL received an "A" Hospital Safety Grade from Leapfrog!

Deaconess first achieved "straight A's" in Fall 2021, and now the Fall 2022 Safety Grades again reflect the highest level of quality at all three eligible hospitals.

"The commitment by each Deaconess employee to provide safe care—to each patient, every time—has been recognized again by Leapfrog and should be celebrated," said **Georganne Gairhan**, Vice President of Quality. "These A scores are not easily achieved, and we don't take them for granted. They are earned by diligent attention to details, from hand hygiene compliance to removing catheters and central lines in a timely way, to preventing patient falls, to communicating well as a team and with our patients. Your careful work and care for your patients had led to this recognition."



This Hospital's Grade



Fall 2022



STROKE CENTER RECEIVES TWO AWARDS

Deaconess Primary Stroke Center at Gateway received a Target Stroke Honor Roll Elite Gold Plus rating as well as the Advanced Therapy designation for door-to-device times.

Deaconess Primary Stroke Center at Midtown received a Get with the Guidelines® Stroke Honor Roll Elite Silver Plus Quality Achievement Award from the American Heart Association/American Stroke Association.

HEALTHGRADES™ 2022 CLINICAL ACHIEVEMENTS

For the third year in a row, Deaconess was named one of America's 250 Best Hospitals by Healthgrades™, placing Deaconess in the top 5% of hospitals in the nation for consistently delivering high clinical quality.

This spring Deaconess was also named the top hospital in Indiana in Critical Care, Pulmonary Care, and Stroke Care—one of only four hospitals in the entire U.S. to be ranked first in their state in three specialty areas.



- America's 50 Best Hospitals
 - » Vascular Surgery: Two years in a row
- America's 100 Best Hospitals
 - » Critical Care: Two years in a row
 - » GI Care: Two years in a row
 - » Pulmonary Care: Two years in a row
 - » Stroke Care: Three years in a row
- Also received Joint Replacement and Neurosciences Excellence Awards

MIDTOWN STCICU RE-CERTIFIED AS BEACON SILVER AWARD WINNER

•Midtown Surgical Trauma Cardiovascular ICU received re-certification of the BEACON Award!

The BEACON Award signifies a positive and rewarding work environment with greater collaboration between colleagues and leaders, higher morale, and lower turnover.



Zach T., PCT, Medical Surgical Unit, and Charity M., BSN, RN.

Nursing Performance Data

NURSE-SENSITIVE INDICATORS (NSI)

Deaconess Hospital Inc. units are compared to the NDNQI national benchmark. For the most recent eight quarters (4Q20-3Q22), Deaconess Hospital Inc. exceeded (below) the national benchmark mean for HAPI, HAPI Stage 2 or greater, CLABSI, CAUTI and Restraints.

Nurse-Sensitive Indicators (4Q20-3Q22)	Total number of units exceeding (below) the national benchmark mean
HAPI	15 of 17 inpatient units
HAPI Stage 2 or greater	16 of 17 inpatient units
CLABSI	17 of 17 inpatient units
CAUTI	15 of 17 inpatient units
Restraints	14 of 19 inpatient units
NRC & HCAHPS Mix Patient Satisfaction with Nursing (4Q20-3Q22) - Inpatient	Total number of units exceeding (above) the national benchmark mean
Patient Education	10 of 17 inpatient units
Courtesy and Respect	9 of 19 inpatient units
Careful Listening	12 of 17 inpatient units
Responsiveness	12 of 17 inpatient units
Pain	13 of 17 inpatient units
NRC Patient Satisfaction with Nursing (4Q20-3Q22) - Ambulatory	Total number of units exceeding (above) the national benchmark mean
Patient Education	10 of 23 ambulatory units
Courtesy and Respect	13 of 23 ambulatory units
Careful Listening	12 of 23 ambulatory units
Responsiveness	11 of 23 ambulatory units
Pain	14 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 (4Q20-3Q22), Deaconess Hospital Inc. exceeded (above) the national benchmark mean in four of the following five question categories: Patient Education, 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 (4Q20-3Q22), Deaconess exceeded (above) the national benchmark mean in three of the following five question categories: Courtesy and Respect, Careful Listening and Pain.

PEDIATRIC NURSING IN THE EMERGENCY DEPARTMENT

Since 2012, Midtown and Gateway Emergency Departments have been recognized as Region 5 Pediatric Centers through the state of Illinois. Illinois originally developed state-wide guidelines for pediatric care and emergency preparedness to guide care for pediatric patients. Hospitals that meet these guidelines are awarded status as an Emergency Department Approved for Pediatrics (EDAP) or a Stand-By Emergency Department for Pediatrics (SEDP).

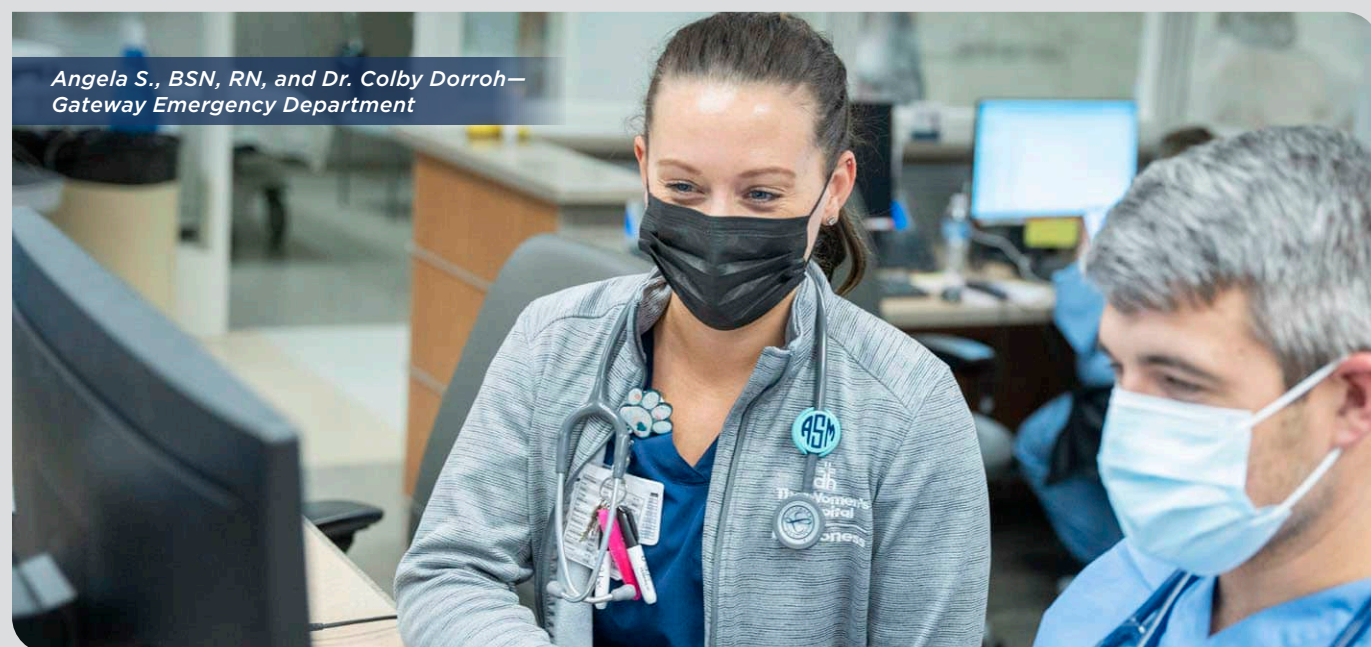
Deaconess Midtown and Gateway EDs have received three designations as Emergency Departments Approved for Pediatrics. In fiscal year '21/'22, Midtown ED saw 3,572 pediatric patients, approximately 8% of total pediatric volume, and Gateway ED saw 7,934 pediatric patients, approximately 15% of total pediatric volume.

The program now matches the National Pediatric Readiness Guidelines and evaluates emergency departments in seven categories. These include physicians, advanced practice providers, nursing, policies and procedures, quality improvement, equipment and supplies, and disaster preparedness. Each category is then divided into sub-categories, the biggest being quality improvement and disaster preparedness.

The nursing category focuses on nurses maintaining certain pediatric certifications and a minimum of 16 hours of continuing pediatric education every four years. This must include cognitive and hands-on skills in mock situations other than code-blue stations included in PALS or ENPC. ED nurses are also trained in the use of several pediatric-specific pieces of equipment and pediatric-specific medications.

The quality improvement category cites that ED staff nurses assist in quality analysis by performing chart audits on Region 5 and hospital pediatric measures, such as respiratory assessments and reassessments, trauma safety and psychiatric assessments. The Pediatric Emergency Preparedness and Disaster Coordinator also audits pediatric deaths, transfers, abuse/neglect, and critically ill or injured patients. The chart audits are shared with staff, and process improvement initiatives are developed based on the audit outcomes. This information is also shared with the Pediatric Department and the hospital QAPI plan.

The disaster preparedness category is broken into 11 sub-categories. All drills and training exercises have multi-aged children and children with special needs incorporated to simulate the needs of pediatric patients during a disaster. ED nurses also train for specialty triage during a mass casualty event using a modified pediatric triage algorithm. The ED hazardous materials team also has pediatric-specific equipment for decontamination of children. Most recently the ED nurses have worked with Case Management and Patient Relations to develop the re-unification process for unaccompanied children using photography and information cards, in addition to the color-coded arm bands already in place.



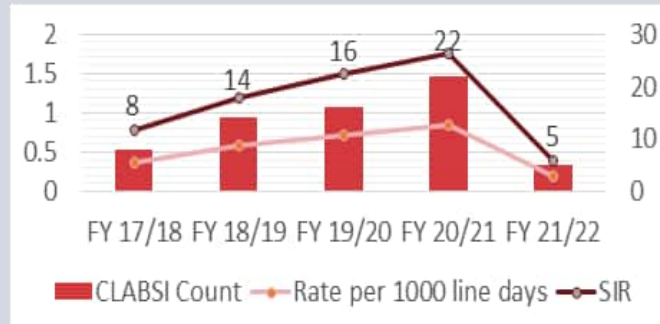
Angela S., BSN, RN, and Dr. Colby Dorroh— Gateway Emergency Department

CLABSI REDUCTION

In December 2020, Deaconess experienced a COVID surge as our clinical team provided care to these acutely ill patients. These patients required central venous access for intravenous medications, and a high percentage of patients required “proning” positioning to allow for better oxygenation. These patients were at high risk for a central line-associated bloodstream infection (CLABSI). Subsequently, reportable CLABSIs rose to unprecedented numbers: seven in December and four in January. The number of CLABSIs that occurred in these 60 days was more than the average number reported in a typical year. The “CLABSI Busters” team quickly united to identify and combat the source of this anomaly, but it was not enough. The fiscal year ended in September of 2021 with a total of 23 CLABSI events.

CLABSI is an infection that occurs when bacteria enter the bloodstream through a central line. Mortality rates range from 12%–15%, with thousands of preventable deaths in the United States each year. From insertion through removal, meticulous technique and care is critical to preventing these life-threatening infections.

At the start of fiscal year 2022, the CLABSI Steering Team, made up of an interprofessional team (nursing quality, infection prevention, microbiology, phlebotomy, vascular access, dialysis), continued to build on previous work, honing in on key gaps and opportunities. Specifically, nursing recognized the importance of daily bathing with chlorhexidine gluconate to prevent hospital-acquired infections (HAI). Weekly observation of central line maintenance was introduced to keep a pulse on the quality of care. Nurse clinicians ensured the central line bundle was maintained and daily review for clinical indications were met. Infection Prevention enhanced infection surveillance methods to increase the

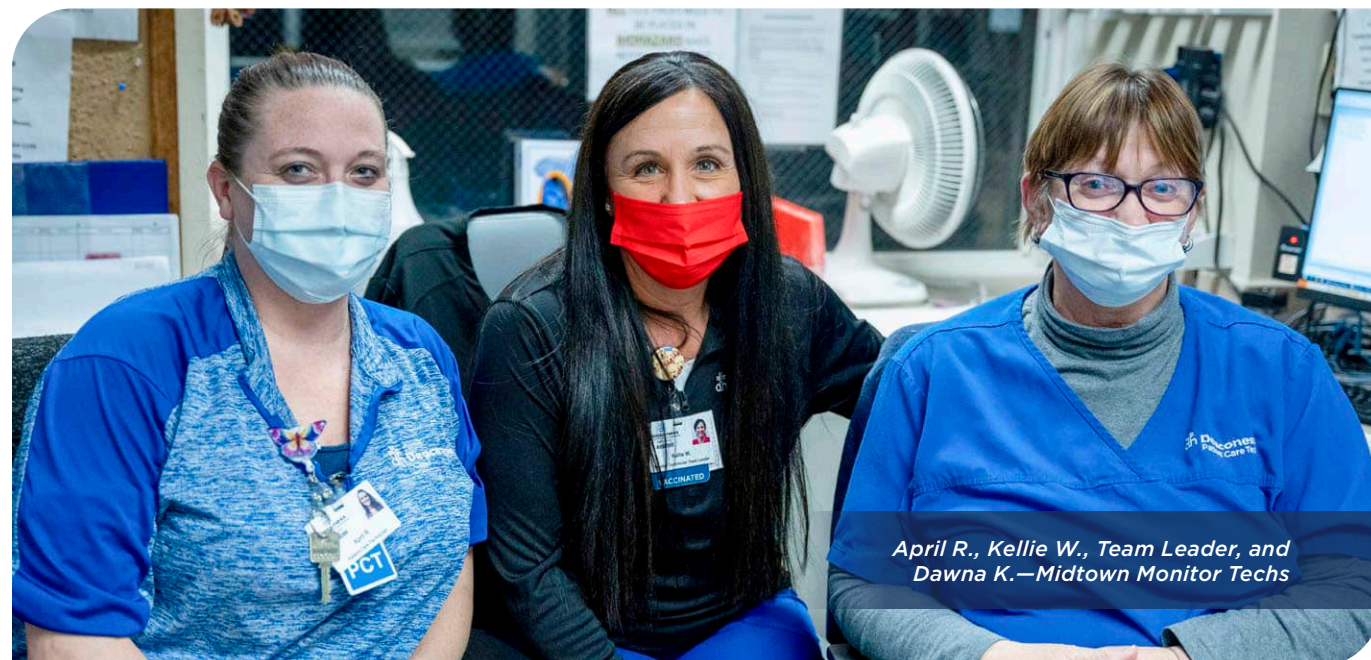


sensitivity of detecting infections on admission. Phlebotomy improved blood culture collection techniques and equipment to reduce the rate of contaminated specimens. The Vascular Access Team was instrumental in providing expert opinion on line appropriateness based on each patient condition. Lastly, our dialysis team developed standards for transition of temporary dialysis catheters to tunneled catheters and assisted with surveillance of this high-risk patient population.

All of this hard work has culminated in the development of standard processes, including the daily HAI call and HAI swarms. The daily HAI call is a review of all patients who are at high risk for HAI and includes discussion of line indications, care and maintenance, blood cultures orders and collection, and barriers to line removal. When a potential CLABSI is identified, the team “swarms” in real time to review the case for opportunities and identify follow-up for the care team.

After a full year of commitment to CLABSI reduction, the team is proud to announce only five CLABSI events for the 2022 fiscal year. A debt of gratitude is owed to our hard-working nurses and patient care staff who have remained attentive to providing high-quality care and literally saving patient lives. Thank you!

Victoria W., BSN, RN—MSICU



April R., Kellie W., Team Leader, and Dawna K.—Midtown Monitor Techs

Andrea B., RN—Henderson ICU



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 102 nurses who were supported to attend the following conferences:

- USI 2022 Putting It All Together for the Kids
- AONL
- ASPAN
- USI Research Conference
- USI Nursing Leadership Conference
- SGNA
- NTI
- USI Sponsored Mental Health First Aid
- AMSN
- AANN
- IONL Fall Conference



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	Unlicensed Assistive Personnel Development Program Pilot Study
Bailey Rankin	Purdue University	DNP	Nurse and Respiratory Therapy-Driven Spontaneous Awakening and Spontaneous Breathing Protocol
Breanna Owens 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	BSN to DNP	The Impact of a Nutritional Intervention on Quality of Life in Patients Living with Heart Failure
Jeremiah Dixon	Bradley	DNP	Using a Kidney Assessment Tool for Early Identification of Contrast-Induced AKI
Jillian Swearer	Chamberlain	DNP	Standardizing Smoking Cessation Protocol for COPD Patients in a Clinic Setting to Increase Nicotine Abstinence
Kelly Pruden	Northern Kentucky	DNP	Effects of Stimulation-Based Education on Confidence in Decision Making of Novice Critical Care Nurses
Nona Patton	Maryville	DNP	Opioid-Induced Respiratory Depression (ORID) Education to Reduce Adverse Events in Trauma Patients: A Quality Improvement Project

CONFERENCE PRESENTATIONS AND PUBLICATIONS

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

2022 Publications and Conference Presentations		
Journal or Conference	Topic	Author(s)
Journal of PeriAnesthesia Nursing	Normothermia Bundle with Perioperative Prewarming to Reduce Patient Hypothermia	Katelyn Russell, DNP, NED, RN, CCRN Marilyn Ostendorf DNP, RN Lois Welden DNP, RN, CNS Jonathan Stallings, PhD.
26th USI Research, EBP & PI in Healthcare Conference, Evansville, IN.	The DEAC Model: A Customized Model to Enhance Application and Implementation of EBP	Crystal Funke, BSN, RN, CCRN Rebecca Grisham Whitehouse, BSN, RN Lois Welden, DNP, RN, CNS
19th Annual USI Nursing Leadership Conference	A Comparison of Resiliency, physical and Mental Health in Practicing Nurses Pre and During COVID-19	Lois Welden, DNP, RN, CNS Kate Willegal DNP, RN Liz Kalb PhD, MBA Chen Chen, DrPH
2022 Annual IONL Fall Conference	Clinical Nurses' Participation in Reducing Falls	Kourtney Radcliff, MSN, RN, CMSRN, NE-BC Jillian Swearer, MSN, RN, CCRN-K, TCRN, NE-BC
26th USI Research, EBP & PI in Healthcare Conference, Evansville, IN	Dignity Therapy as a Non-Pharmacological Anxiety Intervention in End-of-Life Cancer Patients	Byron Rademacher, BSN, RN, CMSRN Charlotte Connerton, EdD, RN, CNE
22nd National Association of Orthopedic Nurses Congress	Transition to Total Joints at the Height of COVID	Sara Holman, MSN, RN, CMSRN, MBA

IMPROVING NURSE RESIDENCY TO BETTER PREPARE NEW NURSE GRADUATES

The Nurse Residency Program has undergone multiple improvements in 2022 led by **Jennifer Chiusano, MA, BSN, RN, NE-BC**, Vice President and CNE of Patient Care Services; **Dawn Rowley, MSN, RN, AGCNS-BC, CCRN-K**, Director Nursing Quality, Safety and Regulatory, Interprofessional Development, and Clinical Technology; and **Chelsea Barrett, BSN, RN, CMSRN**, Nursing Professional Development Practitioner. These program leaders began tracking attendance and progress of new graduate hires while HR recruited more hires for May 2022, and they saw that significantly fewer left the organization. This was achieved through changes made to the Nurse Residency program:

- The program was revamped to provide mental health support and an assigned mentor for each nursing graduate.
- Different platforms (virtual, in-person, rotation of sites) were incorporated into the program to allow for universal structures of learning.
- In addition, the new hires were able to choose courses based on their individual needs according to their specialty and previous learning.

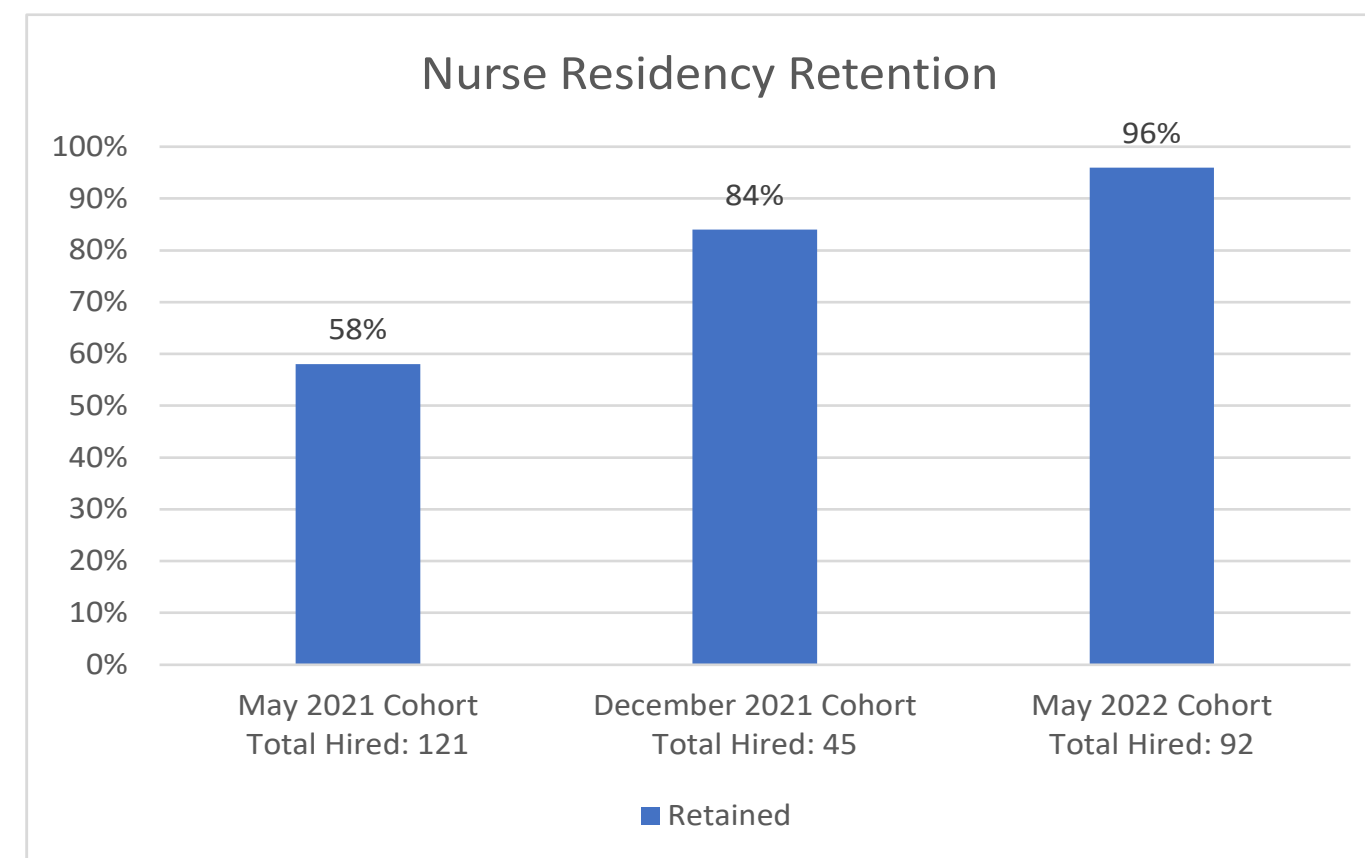
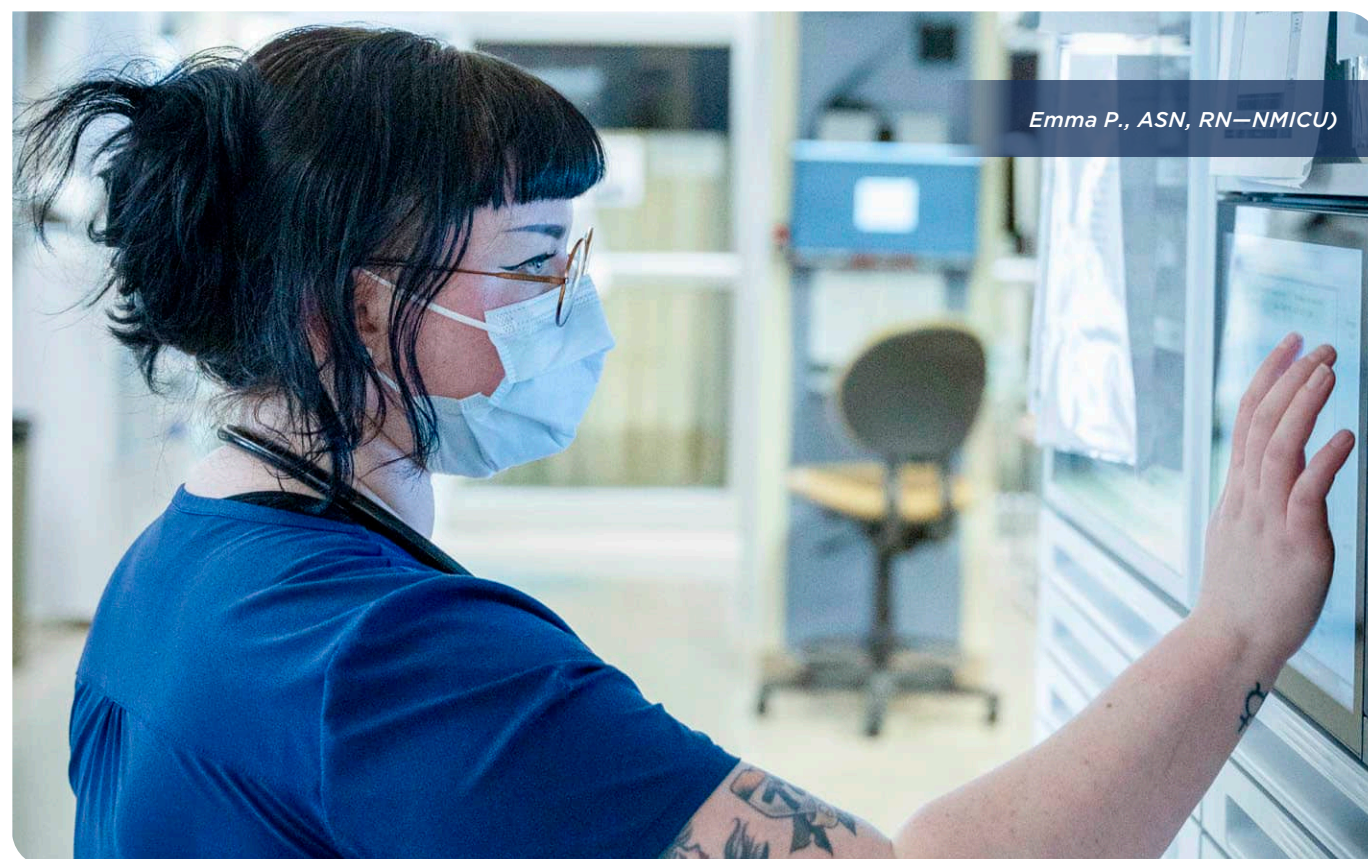
Retention of new graduates was shown to improve, and future goals include achieving Practice Transition Accreditation Program (PTAP) accreditation through the American Nurses Credentialing Center (ANCC).

NURSE RESIDENT TESTIMONY

"I could not have asked for a better transition into my role as a registered nurse. The nurse residency program Deaconess offers ensures that new graduates are educated, supported and set up to be successful from the start. Through this program, we have the opportunity to learn from amazing nurses while sitting alongside other new graduate nurses. In times of uncertainty, we're fortunate to have so many opportunities to enhance our nursing knowledge and share our experiences with one another."

The nurse residency program provides new nursing graduates with monthly debriefing sessions. For the first year, there are education opportunities each month to help new nurses learn more about Deaconess and advance their clinical skills. These discussions were very beneficial and helped me realize I'm not alone in this transition. Each month I came away with more nursing knowledge and was able to see how far I had come in my confidence. It's evident that Deaconess goes above and beyond for new nursing graduates!"

— **Lindsey Koester, BSN, RN**
(May 2022 Nurse Resident)



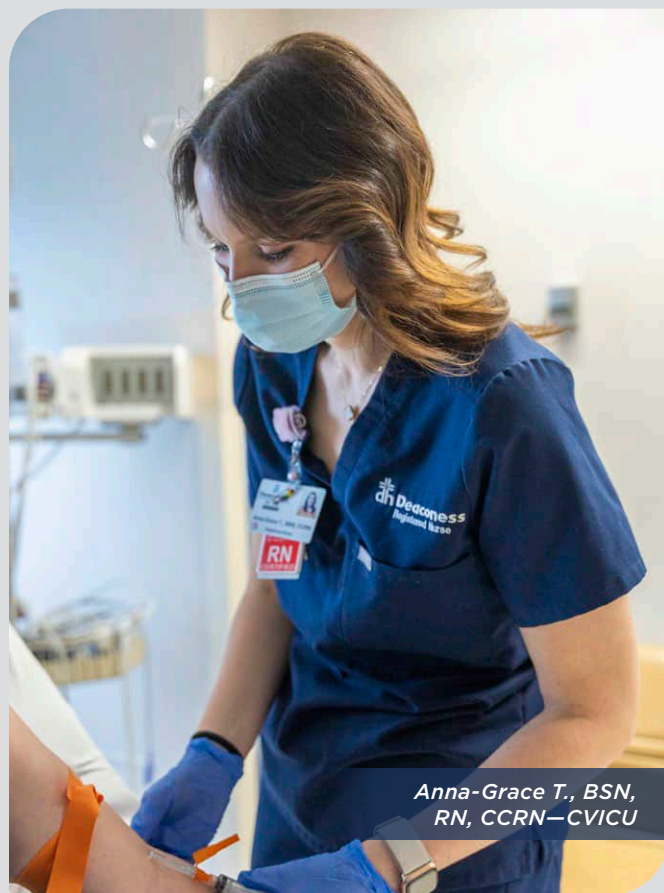
PHLEBOTOMY MEETS ICU NURSING

In 2022 a need for prompt venipuncture collections in the intensive care units (ICUs) at Deaconess was brought to the attention of chief nursing officers **Jillian Swearer, MSN, RN, CCRN-K, TCRN, NE-BC**, and **Jill Buttry, MSN, RN, CNS**. Together with multidisciplinary collaboration—including ICU leadership, ICU educators, ICU clinicians, ICU staff nurses, Lab/Phlebotomy leadership, and Human Resources—a taskforce was created to add phlebotomy to ICU staff nurses' scope of practice to improve patient care and safety due to the increase in turnover within the Lab/Phlebotomy department.

Over the course of four months, an education plan was developed and implemented to ensure that adequate training for staff was completed prior to adopting this skill into practice. This skill was added to ICU nurses' scope of practice in the summer of 2022. The taskforce developing and overseeing this implementation also investigated the opportunity for patient care technicians (PCTs) within the ICUs to become trained in phlebotomy to support nursing.

With the assistance of this taskforce, a specialized class, training and job code was developed for ICU PCTs seeking professional development. Once training was completed, PCTs could transition into the role of Patient Care Technician II. By the end of 2022, the opportunity to transition to the PCT II role was expanded to PCTs outside the ICUs.

This taskforce was instrumental to the success of this quality improvement initiative.



Anna-Grace T., BSN, RN, CCRN—CVICU



*Pam L., BSN, RN, CMSRN;
Sandi G., BSN, RN, CPN;
and Kaity H., BSN, RN,
CMSRN—SMCC*

PROVIDING EDUCATION TO STAFF TO INCREASE UNDERSTANDING OF NEW VASCULAR MEDICINE TREATMENTS

A collaboration between surgeons and nurses and staff in the Cath lab, Surgery, Same-Day Surgery Center, PACU and ICU provided education around vascular medicine procedures based on a staff educational needs assessment.

Jennifer Parker, MHA, Manager of Joint Venture Practices, worked with **Katie Newman, BSN, RN**, Vascular RN Team Leader, **Laura Benkert, BSN, RN, CAPA**, Clinical Educator SDCC/PACU/Pretesting Midtown/Gateway, **Joy Raven, RN**, PACU Staff RN, **Linda Litts, BSN, RN**, Clinical Educator Cath Lab Midtown, **Rachel Greene, MSN, RN, CAPA**, Manager of SDCC/PACU/Pretesting Midtown/Gateway, and **Jesse Eckels, BSN, RN**, Nurse Manager of Cath Lab and CVSS Midtown/Gateway, coordinated educational presentations with vascular surgeons **Dr. Donald Patterson** and **Dr. Chandra Cherukupalli**. The first educational presentations sparked interest and were well received, resulting in another round of casual education between staff and the vascular surgeons.

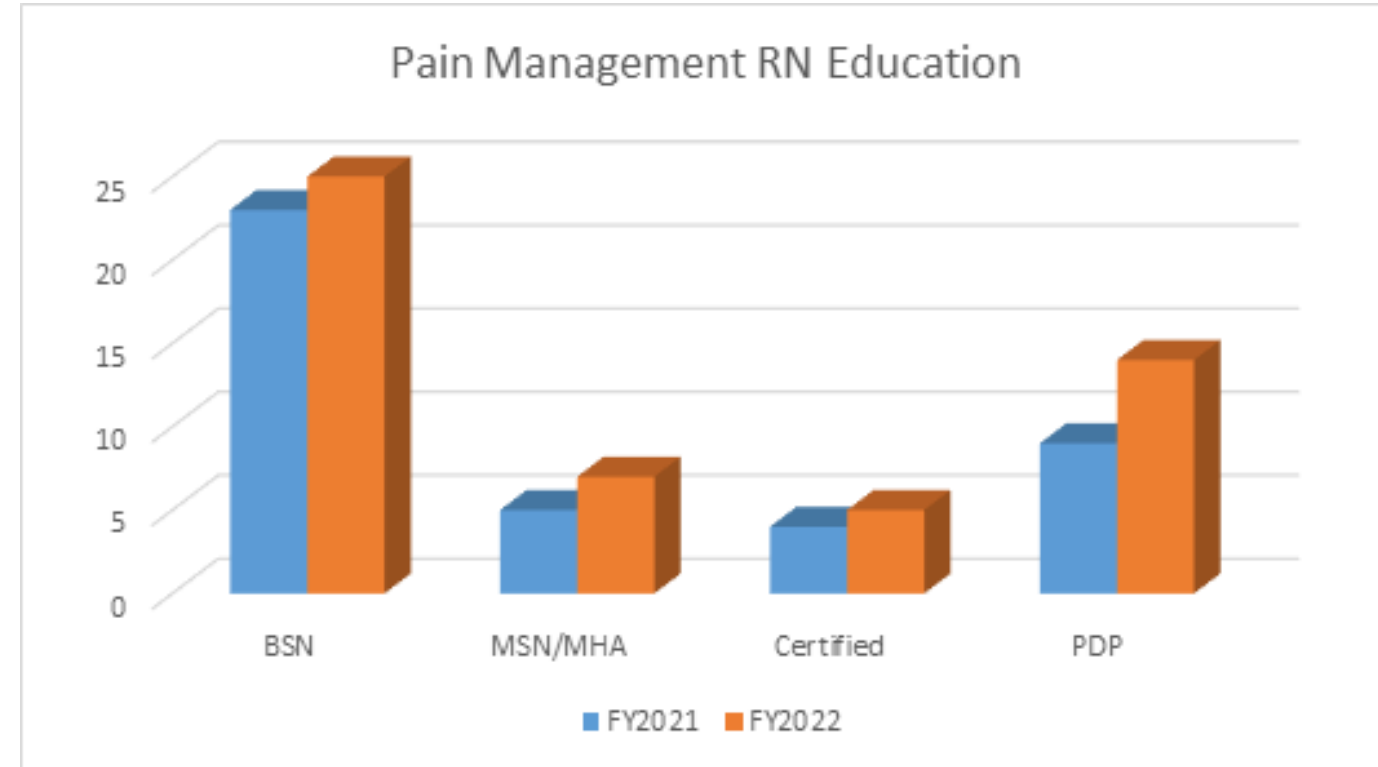
Dr. Patterson spoke on requested topics for transcatheter aortic valve replacement (TAVR), splenic artery embolization and the Vascular Strike Team. These were recorded to use for new nurse orientation.

This first educational presentation sparked interest and was well received, which resulted in another round of more casual education between staff and surgeon. Dr. Cherukupalli held this question and answer session for the nursing staff primarily in Cath Lab and Surgery.



DEACONESS COMPREHENSIVE PAIN WEST AND GATEWAY ADVANCE PROFESSIONALLY

Ashley Robb, BSN, RN, CMSRN, Service Line Manager of Pain Management; Sara Boberg, BSN, RN, Department Manager Gateway/West; and Vandi Gooch MHA, BSN, RN, CCRN, Service Line Educator, set goals to increase BSN and increase PDP participation for 2022. As a service line of around 37 nurses, they added two BSNs, an MSN, an MHA, an additional certified nurse, and five new participants in the professional development program (PDP reflects number of eligible staff who worked both FY21 and FY22).



Gena S., RN; Janet T., RN; Mercedes B., BSN, RN; Brittney F., BSN, RN, NP-K



Nancy B., BSN, RN-BC; Tim G., BSN, RN; Kami P., RN; Megan M., BSN, RN, CMSRN; Laura P., MSN, RN, NP-C; Tiffany U., BSN, RN

(not pictured: Paige A., MSN, RN, FNP-C; Jodi W., BSN, RN; Tamara B., BSN, RN; and Kristin M., BSN, RN)



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