



# *A* YEAR *of* INFLUENCE

**NCH**  
Healthcare  
System



2017 NURSING ANNUAL REPORT

## From Our Chief Nursing Officer

From the bedside to the boardroom, NCH nurses make a difference every day. They influence how care is provided, how we educate and learn from each other, how we recognize each other, and how



we support and care for our community. For those reasons, 2017's nursing theme was, A year of Influence. Looking forward and building on what we accomplished in 2017, in 2018 our nursing theme will be Building a Culture of Continuous Improvement and Employee Engagement.

This report highlights the influence of NCH nurses in education, leadership, research, and practice.

We share many accomplishments as a nursing department. In 2017, our shared decision making councils continued efforts to ensure nursing autonomy related to professional practice. Several task forces were formed to influence engagement through innovative problem solving to common challenges. New recognition awards, such as the DAISY leader and the CARING award, were implemented to extend gratitude for the hard work demonstrated by leaders and non-nursing members of the nursing department. Professional clinical ladders thrived and continue to support professional growth.

Our focus remains sharp and our mission is clear: helping everyone live longer, happier, and healthier lives. Our nurses are key drivers of this mission, poised to positively influence each person they encounter, directly or indirectly.

Thank you NCH nurses for all that you do each day. As always, I am proud and humbled to work alongside of you.

A handwritten signature in black ink, appearing to read 'Jon Kling'.

**Jon Kling**, BSN, MBA, RN, CCRN  
Chief Nursing Officer

## From Our President & CEO

NCH has had another spectacular year in large measure due to the competence and compassion of our clinical and support staff.

Objective clinical quality, as measured by the Center for Medicare and Medicaid's fifty-seven metrics in seven major categories, placed NCH in the elite Five Star status among the top 7% healthcare systems in the nation. Clinical quality has contributed to our community's status as first in America for health and happiness for the third consecutive year. Consistent with these outstanding metrics is our life expectancy—the longest in the nation and lengthening as opposed to the rest of the country.



### **NCH Metrics:**

- Inpatient Admissions – 26,543
- Observation – 11,155
- ED visits – 117,631
- Births – 3,341
- Open heart surgeries – 311
- Surgical visits – 11,022
- Surgical procedures – 11,734

Nursing's achievements are shared by many, with progress noted in the areas of leadership development, continuing education, academic progression, and research. Highlights of these achievements are noted throughout this annual report.

NCH nurses and support colleagues have much to be proud of and have a wonderful story to share as we all continue on the journey to help everyone live a longer, happier, and healthier life.

With sincere thanks and respect for all you do every day,

A handwritten signature in dark ink, appearing to read 'Allen S. Weiss'.

**Allen S. Weiss, MD, MBA, FACP, FACR**  
President and CEO



## By the Numbers

- Inpatient Admissions..... 26,543
- Observation ..... 11,155
- ED visits ..... 117,631
- Births ..... 3,341
- Open heart surgeries ..... 311
- Surgical visits ..... 11,022
- Surgical procedures ..... 11,734
- Outpatient Visits with NCH Physician Group ..... 377,000



## INFLUENCING CONTINUING EDUCATION

### 834 Health Stream Continuing Education Courses Offered

- o 93.7% student participation
- o 161,468 courses completed (live and online)

### Leadership Academies

- o Nurse Manager Academy: 9 Nurse managers attended
- o Charge Nurse Academy: 28 Charge nurses attended





### **Professional Clinical Ladder**

The professional clinical ladder continues to support and foster the professional growth of employees.

- Nursing: 89 Nurses have participated in the ASPIRE clinical ladder program
- Surgical Technicians: 6 Surgical Technicians participated on the STRONG surgical technician clinical ladder program

### **Preceptor Program**

The preceptor development program prepares experienced nurses to serve as preceptors for all orienting staff. In 2017, 12 workshop topics were offered over 19 classes. A total of 382 preceptors attended the classes, with 56 new RN preceptors.

### **Fellowship Program**

The fellowship program is an individualized transition program that offers additional support and clinical resources to experienced or unique new graduates entering specialty areas. In 2017, 25 nurses were hired directly into the specialty areas- neonatal intensive care, emergency department, intensive care unit, mother/baby, labor and delivery, behavioral health, and endoscopy.

### **Nurse Residency Program**

The nurse residency program continues to support the successful assimilation of new to practice nurses. In 2017, 49 nurses participated in the nurse resident program.

## **INFLUENCING ACADEMIC PROGRESSION**

- Scholarships awarded \$55,700 (June) + \$30,447 (December) = \$86,177 to 75 recipients
- 41% of NCH bedside nurses (457) have Bachelor of Nursing degrees or higher
- 20% of NCH bedside nurses (225) have achieved a specialty certification
- Continued academic affiliations with community partners in academia





## INFLUENCING RESEARCH AND QUALITY IMPROVEMENT

NCH held the 1st annual Research, Evidence-Based Practice and Quality Improvement Conference.

20 of 40 quality posters submitted at the Quality Fair were from nursing.

### Project Finalists

- Stop Sepsis: Save Lives with QSOFA – Critical Care
- Putting the Patient Back in the Driver's Seat to a Safe Destination: Safety Plans for Suicidal Patients – 4SE Voluntary Inpatient Dual Diagnosis Stabilization Unit
- “QAN” We Do It, “Yes, We “QAN”! (Quiet At Night) – 6N Cardiothoracic Unit/Gulf View Suites
- No Passing Zone – 5N General Surgery/6S Neuroscience
- Nurse Navigator: Does a Nurse in the Waiting Room Improve Patient Satisfaction? – Baker and North Naples Emergency Departments
- Developing a Culture of Direct Bedding in North Naples Peds ED & Freestanding ED – Northeast Freestanding & Pediatric Emergency Departments

- Quiet at Night – Mother-Baby/Labor & Delivery
- Patient Discharge by Transport: Improving Patient Flow Using Technology, Transportation Department
- Lowering ALOS via Dedicated Observation Unit and Standardized Process, NCH Physician Group Hospitalists
- License of Independence: Instilling Confidence to Transition Home, Brookdale Center for Healthy Aging
- Reducing Observation Patients' Length of Stay, Health Information Management-Care Coordination
- Service Excellence and Always Culture Initiative, 3rd, 5th, 6th floors, North Naples Hospital/Brookdale Rehab
- Caregiver to Patient Communication: An Improvement Project, 4th floor/2 East, North Naples Hospital
- A Study of How Using Various Wound Measurement Methods among Three Centers Affect Consistency of Reported Wound Measures, Wound Care
- Implementing the MOON, Admitting

### **Quality Fair Project Winners**

- 1st place – No Passing Zone
- 2nd place – Developing a Culture of Direct Bedding
- 3rd place – Patient Discharge by Transport: Improving Patient Flow Using Technology

### **Other Quality Improvement Projects**

- The Value of Reducing Central Lines, Vascular Access Nurses
- Preventing Readmissions through Medication Education, 3 North/4 North Cardiac Telemetry
- Clarifying Precautions for Neutropenia Outside the Oncology Unit, 4 South Oncology & Outpatient Infusion Services
- Surgical Site Infection Reduction, Operating Room
- Improving Endoscope Cleaning with ATP Testing in Surgical Services Endoscopy Units, Surgical Services-Endoscopy
- Project Happy Room, Pediatrics
- Supporting the “MOMS” (Mother's Own Milk Supply) in the Neonatal Intensive Care Unit, Neonatal ICU

### **Completed Nursing Research Studies**

- Measuring Success of Floor Talker and Identifying Knowledge and Barrier of Isolation Precaution
- A Prospective RCT to Determine Return on Investment in Tablet-based Heart Failure Remote Monitoring Program

### **Ongoing Research Studies**

- Impact of Implementation of a Strict Surgical Attire Policy on SSI Rate
- Stroke Registry – Florida Puerto Rico Stroke Registry

## **INFLUENCING PROFESSIONAL NURSING PRACTICE (NURSES HAVE A VOICE)**

### **Shared Decision Making Councils**

The shared decision-making councils have had a productive year working on a number of practice initiatives that support the ongoing improvement of patient care delivery. These initiatives are led by our front-line nurses who infuse evidence into daily nursing practice.

- Collaborating Council, Alicia Kokkinos, Chair







### **Service Line Councils**

- Inpatient, Tiffany Eakin, Chair
- Outpatient, Micaela Hogan, Chair
- Critical Care/Emergency Department, Ed Woodman, Chair
- Women and Children, Taylor Prohaska, Chair
- Surgical, Laura Cure, Chair
- Procedural, Jo Loewell, Chair

### **System Level Councils**

- Professional Practice, Sandra Elliot, Chair
- Quality and Safety, Cassandre Gousse, Chair
- Research & Evidence-Based Practice, Brett Dalziel, Chair
- Patient Education, Lisbet Ogaza, Chair

### **Nursing Peer Review**

This marks our second year of nursing peer review. In 2017, we implemented a “Professional Reflection” in the peer review process. The professional integrates a face-to-face dialogue with a peer regarding his/her professional nursing practice and reflective discussion.

### **Nursing Task Forces and Staff Forums**

- **Seniority Perks Committee:** This committee was convened for the purpose of identifying non-monetary benefits for nurses who reach tenure milestones. The seniority-based “perks” were developed by a blended group of staff nurses and nurse leaders. The “perks” are non-monetary options that promote improved nursing satisfaction. These include “perks” such as no floating, schedule options related to weekends, and holidays off.
- **Unit Secretary Forums:** Unit secretary forums were held to gain unit secretary feedback regarding their roles and how to improve their level of engagement. As a result, unit secretaries’ work schedules were changed from 8-hour shifts to a blend of 8- and 12-hour shifts. A workgroup met to standardize processes related to orientation and training of new unit secretaries and cross training for specialty areas.
- **The Extra-Shift Incentive Program (ESIP):** This program served as a strategy to maximize available staffing resources during periods of critical

## NURSES ARE RECOGNIZED FOR ACHIEVEMENTS

Congratulations NCH Award Recipients!

2017 Awards



**Nurse Leader Award**  
Maria Feola, BSN, RN  
– CVRU, TCU



**Nurse of the Year**  
Annamaria Gargano,  
RN -North



**Nurse of the Year**  
Katie Matthews, RN  
-Downtown



**Nurse of the Year**  
Therese Corsones, RN  
-Ambulatory



**Physician Nursing  
Partnership Award**  
Carlos Quintero, MD



**Rising Star**  
Javier Rodriguez, RN  
-Downtown



**Rising Star**  
Taylor Prohaska, RN  
-North



**Secretary Support  
of the Year**  
Cecelia Jiminez, PSR  
-Ambulatory



**Secretary Support  
of the Year**  
Lisa Pusateri, US  
-North



**Secretary Support  
of the Year**  
Mark Edmonson, US  
-Downtown



**Support Tech  
of the Year**  
Brigitte Nagy, CT  
-Downtown



**Support Tech  
of the Year**  
Lourdes Coronado, CT  
-North



**Support Tech  
of the Year**  
Michael Pasqua, MA  
-Ambulatory



**Thelma Hodges  
Mentor of the Year**  
Cheri Raiser, RN  
-Downtown



**Thelma Hodges  
Mentor of the Year**  
Peggy Munson, RN  
-North

staff shortages/vacancies. Front-line nurses offered suggestions for how this program could be operationalized and improved.

- **Breakfast with the Leaders:** This open

dialogue forum occurs on the third Wednesday of each month. It serves as an opportunity for nurses to collaborate with NCH leaders and discuss ongoing challenges or opportunities for success.



## INFLUENCING RECOGNITION

**THE DAISY AWARD**  
FOR EXTRAORDINARY NURSES  
IN MEMORY OF J. PATRICK BARNES

**January** - Valerie LaRiche - 5NN  
**February** - Mary Marconi - 3N  
**March** - Daniela Bonnie-Annee - Brookdale  
**April** - Julia Vise - CVRU  
**May** - Erika Woolman - PACU/Pre-Op Creekside  
**June** - Alicia Kokkinos - DNH ICU  
**July** - Sheryl Conway - 5NN  
**August** - Christopher Villarraga - DNH ICU  
**September** - Hillary Hee - 5S  
**October** - Joshua Burton - DNH ICU  
**November** - Juliann Amundsen - 4S  
**December** - Sandra Elliott - 4N  
**Team Award May 2017** - 4 South Oncology  
**Nurse Leader Award June 2017** - Jennifer Ringle - DNH ICU  
**Nurse Leader Award Dec. 2017** - Wendell McClurg - NE ED

**THE CARING AWARD**  
For Extraordinary Technicians  
and Technologists

**September** - Claudette Alusma - 3W  
**October** - Tian Luo - 6N  
**November** - Andrew Pratt - 5NN  
**December** - Brittany Stevens - 4S

*We would like to congratulate our honorees for providing extraordinary care!*

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**The CARING award** was developed and implemented by the shared decision making Professional Practice Council to recognize our technicians for the excellent work they do to make a difference in our patients' lives. CARING = Celebrating And Recognizing Individual Giving their best.

**DAISY LEADER WINNER** (New award implemented in the first quarter)

The DAISY leader award recognizes nursing leaders who go above and beyond to make a difference in their leadership roles.













Just as we rely on nurses for great care, they rely on us to further their profession. They need specialized training, advanced education, updated technology, and specialty certifications to do their jobs even better. You can help. The NCH Foundation aims to raise money for the Friends of Nursing Fund, a special fund setup just to benefit the needs of NCH nurses.

Your gift today, no matter the size, will:

- Support nursing recognition programs
- Fund innovative research initiatives
- Further professional development
- Equip staff with the latest technology

In appreciation for your generous gift, your name will appear on our website as an NCH Friend of Nursing. Your help will ensure that NCH nurses get the recognition, education, and support they deserve.

**Let's give back to those who give so much!**

For additional content, please visit our website at [www.NCHMD.org/NursingFund](http://www.NCHMD.org/NursingFund)

**SUPPORT THE NURSES IN OUR COMMUNITY**