

DEFINING MOMENTS

EXCELLENCE IN PRACTICE



MedStar St. Mary's
Hospital

2016
NURSING
ANNUAL
REPORT

NURSING LEADERSHIP



Representing the nursing leadership for MedStar St. Mary's Hospital, from left to right: Elizabeth Morse, DM, MSN, MPA, RN, NEA-BC; Cindy Dean, BSN, RN, Perioperative Services; Amanda Dyson, BSN, RN, PCCN, Telemetry; Rebecca Wathen, BSN, RN, CNOR, Perioperative Services; Kathy Franzen, BSN, RN, Hospice & Palliative Care; Regina Steele, BSN, RN, CNOR, Perioperative Services; Charlene Rohulich, MBA, BSN, RN, Telemetry; Kristen McVerry, MSN, RN-BC, Organizational Learning & Research; Jeanne Hill, MSN, RNC, Women's Health & Family Birthing Center; Teresa Brannigan, MSN, RN, Infection Control Practitioner; and Rob Elrod, BSN, RN, Behavioral Health and Nursing Resources.

When you're a nurse, you know that every day you will touch a life or a life will touch yours.
— Unknown

As the new vice president and chief nursing officer of MedStar St. Mary's Hospital, I am honored to celebrate and recognize the achievements of our nurses in the 2016 MedStar St. Mary's Hospital Nursing Annual Report. When I joined the organization in November 2016, I began to learn about the rich heritage of the hospital, the nurses and their impact within the hospital and the community through stories shared by associates and leaders throughout the organization. As you read the selected patient story and how nurses contributed and collaborated with other members of the healthcare team to ensure high-quality patient experiences, I trust you will sense the immense pride we have with the extraordinary nurses at MedStar St. Mary's Hospital.

In this report, you will see our ongoing commitment to furthering education and development of our nursing associates through efforts such as the Nurse Residency Program, MedStar Nursing Councils and support of specialty Board Certifications to name a few.

As I look to the future of nursing at MedStar St. Mary's Hospital and the MedStar Health system, I am confident that our patients, and their families, are in good hands. Our responsibility as a High Reliability Organization (HRO) ensures that each patient receives quality care and safety is everyone's priority. Each day we strive to provide an outstanding positive patient experience and to support each other in an unwavering commitment to our patients and our nursing profession.

This report captures and reflects a sample of how nurses make a difference in the lives of our patients and their families each and every day. I sincerely hope you will be inspired by the many contributions made by nurses and you will sense the pride I have in the accomplishments of this team.

Elizabeth L. Morse

Letter from the Vice President and Chief Nursing Officer
Elizabeth Morse, DM, MSN, MPA, RN, NEA-BC

Growing our Leaders

The professional practice of nursing requires a commitment to ongoing development of nursing practice and nursing leaders. This past year has been one of transition and transformation within the ranks of nursing at MedStar St. Mary's Hospital. The following nurses have been promoted to well-deserved leadership positions.

Promoted to Director

- **Jennifer Alvey**, BSN, MSN (candidate), RN, VA-BC, Intensive Care, Three Central and Respiratory Therapy
- **Jeanne Hill**, MSN, RNC, Women's Health & Family Birthing Center
- **Charlene Rohulich**, MBA, BSN, RN, Telemetry

Promoted to Clinical Coordinators

- **Erica Buckler**, RN and
- **Loren Stauffer**, BSN, RN, Intensive Care Center
- **Rebecca Wathen**, BSN, RN, CNOR, Perioperative Services
- **Amy Magyar**, BSN, CRN, VA-BC, Interventional Radiology

Interim Directors

- **Kathy Franzen**, BSN, RN, Hospice & Palliative Care
- **Regina Steele**, BSN, RN, CNOR, Perioperative Services

Caring for a Community

When Frances Ann and Jack Cullison arrived at the MedStar St. Mary's Hospital Emergency Department (ED) in December 2016, they had no doubt they would receive excellent care. They had crossed the ED threshold thousands of times before as volunteers with a local rescue squad. What they could never have known when they arrived was how a simple act of kindness from the team that cared for them would have such a lasting impact not only on them, but also on an entire community.



excellence in practice

An Emergency Situation

As an ambulance driver for the Ridge Volunteer Rescue Squad (RVRS) for more than 50 years, Jack had delivered many patients to not just the current hospital, but the hospital's previous location as well. Devoted to helping his community, he even recalls having to drive the squad's old ambulance backward up a hill during a snowstorm to get his patient to the hospital safely.

"It's a lot different arriving at the Emergency Department lying down on a stretcher," said Jack, who is 82.

His wife of 40 years, Frances Ann, was always by his side as an EMT. Until early December, both were still volunteering twice a week with the rescue squad, which is an important part of the small, close-knit Ridge community.

"They have seen a lot of changes," said Cathy Caulder, RN, CEN, who has worked in the ED since 2009, "from handwritten orders to everything being entered on computers. They have always been very committed to their community and they are always together; they don't do anything without each other."

Frances Ann and Jack had already completed their shifts at RVRS that week, when they decided to head out to dinner on a Thursday night. They arrived at the restaurant and Frances Ann said when Jack got out of their car, he mentioned he felt a little "giddy," but soon recovered.

"I started to feel better," said Jack, who admits he should have let his wife drive him to the ED that night as she requested. Instead, the couple continued with their evening plans: dinner, mass, choir practice and then home for the night.

The next morning, Frances Ann knew something was wrong.

"When he got out of bed, he was a little shaky on his feet and I told him, 'I'm calling the doctor right now,'" she said. They arrived early for a 10:30 a.m. appointment and by 11 a.m. Jack was being wheeled into the ED.

"I walked down the hallway and I walked to the gurney," said Jack. "I had an idea of what was going on and

get her onto a stretcher and evaluate her injuries.

"When I looked up, there must have been I don't know how many nurses and doctors standing over me," Frances Ann said.

While Frances Ann was being treated in the ED, Jack was admitted after having had two strokes and was being moved to a patient room. Frances Ann was soon on her way to MedSTAR

I don't know why people complain; they think you run into the emergency room and they are going to take care of you in five minutes, and it doesn't work that way.

—Frances Ann Cullison

I should have come to the hospital sooner."

Frances Ann was by Jack's side as he was brought into the ED and the staff began assessing his condition.

"We received great care all the way around," said Frances Ann. "I don't know why people complain; they think you run into the emergency room and they are going to take care of you in five minutes, and it doesn't work that way."

From Caregiver to Patient

Frances Ann was confident her husband was going to receive the best care available. In an instant, however, the focus of her husband's caregivers would shift from taking care of him, to taking care of her.

"I walked around the end of the bed and he lifted his leg and I guess I got excited and I fell backward and struck my head on the floor," she said. Before she knew it, there were doctors and nurses surrounding her, working to

Trauma (Medical Shock/Trauma Acute Resuscitation) at MedStar Washington Hospital Center (MWHC), where she was examined for a subarachnoid bleed, bleeding in the space between the brain and its surrounding tissue.

"A friend told Jack I was ok and that they were going to take me up to MedStar Washington Hospital Center to check me out. The staff was just as nice up there as they were down here," said Frances Ann. "I really have no complaints whatsoever. I didn't stay there long - I came back the same day. I came back to stay with him and I've been with him ever since."

Always Together

Heather Oliver, BSN, RN, and Ryan Norris, RN, work closely together in the Intensive Care Center (ICC), which is where Jack spent several weeks as he began to recover from his stroke. The couple left a lasting impression on the two young nurses. Ryan had

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Nursing At A Glance



417
REGISTERED
NURSES

88
NURSES
ARE BOARD
CERTIFIED

282 CLINICAL PLACEMENTS
FOR NURSING STUDENTS

53 NURSING
RESIDENTS

4 NURSING
RESIDENT
PROJECTS

2 Advanced Practices Nurses
102 Preceptors
78 Orientees
5 Surg Techs
103 Nurse Techs

\$147,800
SUPPORT IN
SCHOLARSHIPS

\$244,025
TUITION SUPPORT FOR
CONTINUING EDUCATION

3.68 HOURS
AVERAGE
VOLUNTEER HOURS
OF 24 RNS AND
5 NURSE TECHS

Nursing Degrees
at MedStar St. Mary's

DOCTORAL 2 DEGREES
MASTERS 22 DEGREES
BACHELORS 190 DEGREES IN NURSING

**NURSE
TURNOVER
RATE**
7% DIRECT
1.7% INDIRECT

63
NURSES
ON CAREER
LADDERS

MedStar St. Mary's HOSPITAL FACTS

1,240 CLINICAL AND NON-CLINICAL EMPLOYEES

396 MEDICAL STAFF

1,391 INPATIENT SURGERIES
6,453 AMBULATORY SURGERIES

9,400 ADMISSIONS

125,121 OUTPATIENT VISITS

1,268 ANNUAL BIRTHS

51,553 EMERGENCY DEPARTMENT VISITS

NURSE SENSITIVE INDICATORS

	CY16	Q1	Q2	Q3	Q4	Benchmark
Inpatient Falls with Injury Rate	0.00	0.00	0.00	0.78	<0.00	<0.00
Overall Inpatient Nursing Care - Nurses Listened Carefully to You	87.60	78.00	80.00	84.20	>81.10	>81.10
Overall Inpatient Nursing Care - Treated with Courtesy & Respect by Nurses	92.10	86.70	89.70	91.50	>89.90	>89.90
Overall Inpatient Nursing Care - Nurses Explained Things Understandably	80.00	75.30	78.90	84.60	>79.80	>79.80

Overall ED Nursing Care - Nurses Listened Carefully to You	78.70	76.30	79.00	80.00	>82.60
Overall ED Nursing Care - Treated with Courtesy & Respect by Nurses	82.90	81.60	84.40	85.70	>87.60
Overall ED Nursing Care - Nurses Explained Things Understandably	77.80	73.80	77.00	76.70	>80.00
Physical Restraint Events - Acute Care	0.59	0.44	0.32	0.40	<0.83

Rate of Indwelling Urinary Catheter - Associated UTIs	0.00	0.00	0.00	9.35	0.00
Central Lines Bloodstream Infections in the ICC	0.00	0.00	0.00	0.00	0.00
Critical Care - Patients w/ Hospital Acquired Pressure Ulcers as Reported to NDNQI	0.00	0.00	0.00	0.00	<0.00
Telemetry - Patients w/ Hospital Acquired Pressure Ulcers as Reported to NDNQI	0.00	0.00	0.00	6.25	<1.69

Med Surgical - Patients w/ Hospital Acquired Pressure Ulcers as Reported to NDNQI	0.00	0.00	3.57	0.00	<1.72
Emotional Support from Hospice Team	87.60	94.30	96.50	ND	>96.80
Hospital Wide Hand Hygiene Compliance	97.34	88.99	82.16	88.33	≥95.00
Stroke - Dysphasia Screening - Overall	89.74	91.43	93.10	96.43	100.00
Stroke - Education - Overall	96.00	100.00	100.00	100.00	100.00



Photo courtesy Ron Bailey

Frances Ann and Jack Cullison are lifetime members of the Ridge Volunteer Rescue Squad. They have been transporting patients to the hospital for more than 50 years.

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a special connection with the patient and his wife.

"He is actually my second cousin, but I only see him about once a year. I didn't realize who he was at first until I saw my parents come in to visit," said Ryan, who took care of Jack several times while he was in the ICC.

"I was very concerned for her," said Heather, who was working in the ICC when Frances Ann returned from MWHC. "I knew she had fallen here and was a rapid response. She went to MedStar Washington Hospital Center and came back the same day with her ID band still on."

The couple was inseparable. Frances Ann spent all of her days by Jack's side while he was at the hospital.

"His wife lived here with him, I even remember she and some friends put up a Christmas tree," said Ryan.

"She did not really like to leave him and when she did have to leave, she made sure there was always someone there to stay with him," said Mandy Purdy, the chief of RVRS.

Jack doesn't remember much about his early days in the hospital. Ryan said his left side was completely affected by the strokes.

"This was a big setback for him

because he is so active and the stroke left him with a lot of weakness," said Heather. "I also remember he had a lot of visitors."

Our Friends are our Family

Frances Ann, who is 76, and Jack grew up in Ridge, have known each other all of their lives and have devoted themselves to helping their community.

"Without them here," said Mandy, "it has put a big hurt on us because they are such a big part of the rescue squad."

Although family came to visit Jack, it was the rescue squad members who could be found by his side almost daily helping Frances Ann and keeping an eye on their friend.

"It was a big fear of mine that he wasn't going to recoup from this," said Mandy. "At one point, there were probably six of us in his room and that is not the norm, but there we were."

"We are pretty flexible with visitors when we can be, depending on the severity of the illness," explained Heather, who said the couple's visitors were always respectful and made sure not to disturb other patients or staff.

"It was amazing," said Mandy. "I was waiting for someone to come in to tell us to leave, that we couldn't stay for long."

Except for the short time Frances Ann was at MWHC, she has been by Jack's side throughout his recovery, even after he was released from the

I really like working in the ICC. It has been a great place to help me learn as a new practice nurse. I can go to any nurse and ask a question and get the answer I need.

—Ryan Norris, RN, Intensive Care Center

I like working in the Intensive Care Center because of the different types of cases we see and the complexity of care needed. My director is encouraging me to get certifications. It is a very supportive environment.

—Heather Oliver, BSN, RN, Intensive Care Center

hospital and was transferred to a skilled nursing facility. Throughout the past four months, the rescue squad members have also been there for the couple helping them care for their dogs, providing transportation when needed and companionship for Jack when Frances Ann had to leave him to take care of something at home. They even took up a collection for the couple to help them with their expenses.

Nurses often touch the lives of more than just the patient they are caring for. In the case of Frances Ann and Jack, the nurses at MedStar St. Mary's Hospital provided care not just for the couple, but also for the entire Ridge rescue squad. Even RVRS members who brought patients to the ED late at night were allowed to go up and visit with Jack.

"It meant a lot to us to be able to come in and out and check in on him - all hours of the day," Mandy said.

Frances Ann never had any doubts Jack would receive excellent care at MedStar St. Mary's Hospital, but they were both deeply touched by the nurses who allowed their friends in to see Jack in the ICC.

"Our friends are our family," Frances Ann said. "I couldn't have done it without them."



Intensive Care nurses Ryan Norris, RN, and Heather Oliver, BSN, RN

MedStar St. Mary's Nurse Residency Program Advances Knowledge, Skills, Care

The Vizient/AACN Nurse Residency Program provides support, education, and collaboration for new-to-practice nurses during their first year in the nursing profession. By equipping these nurses with the skills and knowledge to operate in an ever-changing healthcare environment, the new-to-practice nurses can become competent and confident providers.

The MSMH Nurse Residency Program had 53 residents representing all inpatient units, Behavior Health, Emergency Department and Periop. The group not only has educational sessions from content experts, but also participated in donating to the Angel Watch Shelter, and is working toward their clinical ladder.

Many residents have been recognized with awards such as Good Catch, DAISY Award and Patient Safety Hero. The residency strives for professional growth, competence and collaboration so that these nurses can work alongside other healthcare professionals in providing the best care possible.

2016 BEYOND THE BEDSIDE

A Review of Twelve Months of Hard Work, Objectives and Initiatives of Nursing at MedStar St. Mary's Hospital.



Behavioral Health

Behavioral Health (BH) nurses began going to the Emergency Department to meet new admissions instead of waiting for patients to be brought to the BH unit. This improved interdepartmental collaboration and communication during handoffs with the ED staff and with the patient and their family, and shortened transfer times.

Infection Prevention

By including all senior leadership in observing hand hygiene, we have made a commitment to show staff how important hand hygiene and infection prevention is to our entire organization.

Case Managers

The implementation of Allscripts, a care management application which automates and standardizes the MedStar Care Management workflows for discharge planning and utilization management, has improved communication among case managers and vendors, allowing for a smoother transition of care.

Hospice & Palliative Care

Front-line associates came together to brainstorm on how best to meet the needs of patients/families who were late discharges from the hospital going home with hospice. Longer shifts and creative scheduling were trialed that enabled hospice to more easily accommodate these evening admissions and also decrease call back pay.

Grace Anne Dorney Pulmonary and Cardiac Rehabilitation

In an effort to improve patient care and streamline documentation, staff formulated a new feedback form for interviewing patients every 30 days to update care plans. By asking key questions, the staff can focus on specific and individualized goals such as exercise requirements, dietary changes or stress management techniques to help patients recover. The form also enabled improvement in patient satisfaction scores by focusing on specific terminology on how patients viewed their experience.



Cancer Care & Infusion Services

Cancer Care & Infusion Services (CCIS) patients now undergo a monthly psychosocial distress screen. The screening helps identify the need for occupational, physical and speech therapy services as well as social work intervention to assist with financial, emotional or social issues. This approach not only assists with decreasing side effects such as fatigue during chemotherapy treatments, but helps patients regain the best quality of life.

Women's Health & Family Birthing Center

The Women's Health & Family Birthing Center strives to provide families support and education on their infant feeding choices to improve health outcomes for mothers and babies in our community. These efforts helped the center work toward achieving Baby-Friendly designation, a prestigious international recognition. MedStar St. Mary's Hospital is one of only seven hospitals in the state that has received it.

Domestic Violence and Sexual Assault Program

MedStar St. Mary's Hospital's Domestic Violence and Sexual Assault Program has increased the number of Forensic Nurse Examiners on staff as well as implemented a collaboration with a neighboring hospital (Calvert Memorial Hospital) to assure no victim of sexual assault is turned away without a SAFE examination.

Interventional Radiology

Interventional Radiology (IR) is a rapidly emerging specialty area at MSMH that offers our community procedures which would have previously required travel to a larger hospital. IR began offering three new procedures in 2016: a targeted therapy for liver cancer, a kidney sparing alternative to contrast dye studies and intravenous ultrasound, which allows direct evaluation of veins from within the vessel.

Outpatient Care Coordinators

Outpatient Care Coordinators assist patients, once discharged, to help educate and empower them to manage their chronic conditions through collaboration with primary care providers and specialists. The coordinators have developed a new assessment protocol to determine which patients would receive the most benefit from services to reduce hospital readmissions.



FEATURED ON THE COVER

NURSING AWARDS

Nurses at MedStar St. Mary's Hospital show their dedication to our patients and community every day through their exemplary care. Each year our nurses are recognized for their exceptional work through various awards including the MedStar St. Mary's Hospital's SPIRIT award, the Daisy Award, the Jean Watson Award and Patient Safety Hero awards.

Pictured on the cover, clockwise from top left:

Lorenda "Beth" Smith, BSN, RN
DAISY Award, Individual

Katie Jo Currie, BSN, RN, Women's Health & Family Birthing Center
SPIRIT Award and Patient Safety Hero

Jessica Boothe, BSN, RN, Telemetry
SPIRIT Award

Kristen Davis, BSN, RN, Case Management
DAISY Award, Individual

Lauren Tygrett, BSN, RN, Telemetry
DAISY Award, Team

Carina Morrison, BSN, RNC, Telemetry
Jean Watson Award Winner

Cindy Dean, BSN, RN, CNOR, Perioperative Services
DAISY Award, Team

Stacey Corrick, BSN, RN, CNOR, Perioperative Services
DAISY Award, Team

Rebecca Wathen, BSN, RN, CNOR, Perioperative Services
DAISY Award, Team and Patient Safety Hero

Additional Winners (Not pictured)

SPIRIT Awards

Elizabeth Freisen, RN, Telemetry

Diane "Dee-Dee" Johnson, BSN, RNC-OB, Women's Health & Family Birthing Center

Cynthia Wolf, RN, Hospice & Palliative Care

DAISY Awards

Team Award

Marielle Galapon, BSN, RN, Emergency Department

Ashley Herod, RN, Women's Health & Family Birthing Center

Jennifer Jeffrey, RNFA, CNOR, Perioperative Services

Gabrielle Reed, BSN, RN, Emergency Department

Gina Russell, BSN, RN, CPEN, Emergency Department

Loren Stauffer, BSN, RN, Intensive Care Center

Patient Safety Heroes

Jennifer Jeffrey, RNFA, CNOR, Perioperative Services

Pamela Shaw, RN, Women's Health & Family Birthing Center

Jean Watson Award

Crystal Murphy, BSN, RN, Emergency Department

MedStarStMarys.org



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