

# 2013 NURSING ANNUAL REPORT



Many thanks to those who dedicated their time to creating the 2013 Nursing Annual Report

Nina Fausty, MSN, RN-BC, Director of Professional Practice

Deborah Owens, MSN, RN, NE-BC, Magnet Program Director

Paige Bergmark, BS RN-BC, Nurse Manager, 9 North

Deb Cavalier, MBA, MSN, RN, Nurse Manager, 6 South

Kathleen Woods, MSN, RN, CEN, Executive Director, Emergency Department and Urgent Care Centers

Diana McNeil, BSN, RN-BC, Coordinator, Short Stay

Sue Stango, MSN, RN, Manager, Performance Improvement

Shannon Crabb, BSN, RN, Staff Nurse, Westport Behavioral Health

Shannon Imetovski, Staff Nurse, Westport Behavioral Health

Erin Harrington, MS, Marketing Coordinator

gentler hands / SHARPER MINDS

# Nursing Core Values

**TRUST** The environment at St. Vincent's Medical Center promises that everyone will receive the highest level of safe, compassionate, physical, emotional and spiritual care. We trust that we work in a safe and healthy environment where we are supported and encouraged to care for ourselves and each other.

**CARING** St. Vincent's is committed to building a healthcare system where patients get the right care and the best care every time. We are inspired to see our roles beyond tasks and technology to the true heart of nursing...caring. Caring behaviors are evident in the way we care for our patients and families, ourselves, and our colleagues.

**SPIRITUALITY** At St. Vincent's Medical Center, spirituality is incorporated into everything we do. We recognize that a person's spirituality and beliefs are very personal. Honoring that individuality allows us to maintain a culture of caring by always respecting the dignity and diversity of each person. We take pride in listening and responding to the needs of each individual.

**SAFETY** Our commitment to a culture of safety stems from the teamwork and leadership of all disciplines. Practices are evidence-based and patient-centered. We are patient advocates in assuring patient safety. Continual emphasis on safety and high quality care is recognized and rewarded.

**COLLABORATION** We are committed to cultivating an environment that fosters open communication, collaboration and teamwork. We play a pivotal role in best serving our patients and families. Sharing knowledge, decision-making,

innovations and feedback are all ways that, together, we produce exceptional outcomes in a dynamic and challenging environment.

**KNOWLEDGE** We believe in creating an environment that promotes professional growth and development, supports the mission and vision and ensures high quality and safe care and outcomes. St. Vincent's invests financially in continuing education and tuition assistance, and supports national certification so that nurses may experience personal and professional satisfaction as well as career advancement. Helping our patients feel empowered and make informed decisions about their care and treatment requires expertise and knowledge. We use our knowledge to empower others and drive change.

**SCIENCE** Through the application of science, which is best described as advancing nursing practice through the use of assessment, problem solving, knowledge, experience, research and the integration of evidence into practice, our outcomes have continually improved. Nursing research is supported and conducted through our Nursing Shared Governance Councils.

**INNOVATION** Creativity through courageous innovation is a core value at St. Vincent's Medical Center. We are challenged every day to develop innovative ideas that will result in improved efficiency, safety, quality, service and professional practice. Innovation is accomplished by inspired and visionary nurses who are committed to excellence and to moving the organization forward to meet the challenges of an ever-changing healthcare environment.



# Educational Accomplishments

## NURSES WHO RECEIVED MASTER'S DEGREE IN CALENDAR YEAR 2013

Lori Broadbent, MSN, RN, CNL  
Heidi Sandrowski, MSN, RN, CNL  
Christina Molinaro, MSN, APRN, FNP-BC  
Lan Nguyen, MSN, APRN, FNP-BC  
Heather Kovak, MSN, APRN, RNC-OB, C-EFM, WHNP-BC  
Chloe Quinn, MSN, APRN, RN, WHNP-BC  
Loretta Murphy, MSN, MPA, APRN, FNP-BC, CCRN  
Belinda Seak, MSN, RN  
Rena Kane Laughlin, MSN, APRN, AGNP-BC  
Jennifer Nascimento, MSN, APRN, RN-BC, CRC, FNP-BC

## NURSES WHO RECEIVED BACHELOR OF SCIENCE IN NURSING DEGREES IN CALENDAR YEAR 2013

Linda Spinetti, BSN, RN  
Ann Marie White, BSN, RN

Mary Ellen Lang, BSN, RN  
Barbara Addi, BSN, RN  
Sarah Conder, BSN, RN  
April Holcomb, BSN, RN  
Kim Burrows, BSN, RN  
Shannon Crabb, BSN, RN  
Sandra Pullo, BSN, RN  
Tom Saxa, BSN, RN  
Sharon Donaldson, BSN, RN, L & D  
Suzanne Tortora, BSN, RN  
Laurie Sollitto, BSN, RN  
Tara Fogg, BSN, RN  
Joanna Gonda, BSN, RN  
Marianne DeCarli, BSN, RN

# Awards

## St. Vincent's Nurses' Week Excellence Award Recipients

### Nursing Clinical Practice Excellence Award:

Ashley Dobuzinsky, BSN, RN, CCRN

### Nursing Research Excellence Award:

Edite Weddle, BSN, RNC-OB, CCE

### Nursing Professional Development Excellence Award:

Nicole Loiz, BSN, RN, CEN

### Nursing Quality Excellence Award: Lynze Murphy, BSN, RN

### Nursing Leadership Excellence Award:

Sue Goncalves, DNP, MS, BSN, RN-BC

### Nursing Community Service Excellence Award:

Mary Jane Bayusik, RN



## Greater Bridgeport Medical Association Award Recipient 2012: Sue Casso, RN

## Greater Bridgeport Medical Association Award Recipient 2013: Maureen "Mo" Bles, RN

## Nightingales 2013

Karen Brady, MAHSM, BSN, RNC-BC C-EFM  
Jessica Collazo, BSN, RN, PCCN  
Norma Consebido, BSN, RN-C  
Savanua DeWitt-Smith, RN, OCN, CMSRN  
Paula Dwyer, RN  
Carin Florin, RN  
Christina Lage, RN  
Diane Legare, RN  
Val Lombardi, BSN, RN  
Jennifer Marrocco, BS, RN  
Lan Nguyen, BSN, RN  
Elizabeth Saska, BSN, RN  
Nadine Southard, MSN, APRN, FNP-BC, OCN

# Our Leadership



On a daily basis, our St. Vincent's nurses distinguish themselves with their gentler hands and sharper minds as they dedicate themselves to carrying out our mission of providing exceptional care to all with special attention to the poor and vulnerable. The rapid pace of change in our healthcare delivery system is unprecedented,

and this past year was marked by the continued roll-out of the Affordable Care Act across our country as well as significant infrastructure changes at St. Vincent's, particularly in information technology. I am proud to report that our St. Vincent's nurses never skipped a beat and through all the challenges that accompanied these changes, our nurses have continued their unwavering focus on advancing our high reliability and relationship-based care initiatives to keep our patients on the path to recovery in a safe and comforting environment.

St. Vincent's has been awarded a number of recognitions including Magnet, five consecutive Leapfrog "A" Safety Scores, and 2013-14 US News and World Report Best Regional Hospital in Western Connecticut. I attribute the care that lies behind these recognitions to the teamwork that exists between our nurses, our medical staff and all providers of care at St. Vincent's. I marvel at the dedication of our nurses to our patients and to the Mission and Core Values that guide the work of our healthcare teams. St. Vincent's nurses are leaders and innovators and that positions St. Vincent's very well to lead the transformation of our healthcare delivery system.

Many things about the future of health care are unknown. But what I do know is that whatever challenges arise in the future, I am confident that our St. Vincent's nurses will maintain the spirit of caring that lives within their hearts and minds to deliver the very best care to our patients. I am proud to work with such an able group of caregivers.

—Stuart G. Marcus, MD, FACS  
President & CEO, St. Vincent's Health Services



The rapid pace of change on the healthcare landscape may seem overwhelming at times, but St. Vincent's nurses consistently provide stability and hope by demonstrating their unwavering commitment to keep our patients safe and well cared for at all times. While the settings where care is being delivered may

shift, the need for a strong, dedicated nursing team has never been greater. Our nurses are being called upon to practice all of their roles....educator, evaluator, caregiver, advocate and comforter under increasing pressure. The expanding role of nurses provides an opportunity for us to have a stronger voice in shaping the future under healthcare reform. Our patients and their families trust us to keep our eyes and minds focused on them, ensuring an exceptional experience when they are feeling most vulnerable.

We celebrate all of the nurses who have "stepped up, leaned in or stretched a little further" this year. Many nurses took on new responsibilities in clinical informatics, leadership and education roles. We continue to grow in our pursuit of academic degrees, professional certifications and specialty expertise. Despite daily advances in complex medical treatments and technical demands, our nurses are most valued and appreciated by patients when they sit and listen. By being present with patients and their families, nurses can relieve anxiety, clear up confusion and provide comfort and reassurance when they need it most. Relationship Based Care reminds us to take better care of ourselves and our colleagues so that we can take better care of those we serve. It is an honor and a privilege to witness the incredible compassion and commitment of our nurses as they practice with gentler hands and sharper minds.

—Dale Danowski, MBA, BSN, RN  
Chief Nursing Officer, Chief Operating Officer,  
Senior Vice President, St. Vincent's Health Services

# Mission, Vision, and Philosophy



## ST. VINCENT'S NURSING MISSION STATEMENT

Through a professional and superior work environment, the mission of St. Vincent's Medical Center Department of Nursing is to work collaboratively to achieve exceptional quality and service outcomes in a safe and fiscally sound environment. The highest value is placed on patient safety and the delivery of compassionate, spiritual and personalized care to our patients, families and communities. We actively seek the participation of our patients and their families as care partners and integral members of the healthcare team. The Nursing Department is committed to facilitating lifelong learning through an innovative, evidence-based research approach.

## ASCENSION HEALTHCARE STRATEGIC DIRECTION

*Ascension Health is the nation's largest Catholic non-profit healthcare organization. St. Vincent's Medical Center is a member of Ascension Health.*

We will fulfill our promise to those we serve by delivering Healthcare That Works, Healthcare That Is Safe, and Healthcare That Leaves No One Behind, for life. Through this Call to Action, we will strive to provide access for all to care that is safe and clinically excellent in ways that satisfy patients, associates and physicians. This will be made possible by:

- Inspired people: a model community of mission-centered associates whose physical, spiritual and professional needs are met;
- Trusted partnerships: relationships with others who have compatible values and whose services complement and support our own;
- Empowering knowledge: creating a connected ministry that uses technology to ensure our best thinking and practices area available to every patient, and
- Vital presence: we will be where we are needed, however we are needed to be there.

## DEPARTMENT OF NURSING VISION STATEMENT

St. Vincent's Medical Center nurses create a caring and safe environment built on a spirit of trust, clinical inquiry and exceptional outcomes.

## NURSING PHILOSOPHY

Nursing is an art and a science dedicated to improving the well-being of our patients. We are committed to excellence in Practice, Education, Informatics, Research and Administration.

- We are a professional group of nurses who practice with compassion and respect for the inherent dignity, worth and uniqueness of every patient regardless of the social, economic, personal or health status of that person.
- We partner with the patients, families and our community through patient-focused care, shared decision making, evidence-based practice and accountability.
- We promote, advocate for, and protect the health, safety and rights of the patient.
- We are responsible for our nursing practices, judgments, and actions.
- We delegate tasks for optimum quality patient care.
- We maintain competence in our profession through continual personal and professional growth.
- We are responsible for preserving our integrity and safety.
- We establish, maintain and improve our work environment to provide high quality, professional health care consistent with nursing values.
- We contribute to the advancing of our nursing profession through participation in the development of best practices for patient care, education, quality improvement, nursing research and administration.
- We collaborate with healthcare professionals and members of the community for healthcare promotion at the local, regional, national and international level.
- We incorporate the values and integrity of our professional nursing organizations into our nursing practice and reaffirm this value to our community and society.

# We Celebrate Magnet



On Tuesday, February 5th, members of St. Vincent's Medical Center leadership and staff gathered to celebrate nursing's highest honor and to recognize the great achievement of earning the Magnet designation. Master of Ceremonies, Stuart Marcus, MD, FACS, Medical Center president, began his remarks by saying how "very proud I am of the care you all provide." Sister Mary Jean Tague, MS, BSN, RN-BC, coordinator Parish Nurses, led the group in an opening prayer and said "our love of the vocation of nursing called to us to aim high." Susan Davis, EdD, RN, St. Vincent's Health Services president and CEO, reflected on her "Magnet Moment" that made this whole journey worth it. "During the three day site visit, after each session with the surveyors, the staff would come back and report how well everyone answered their questions. The pride in their faces was confirmation to many that they were seeing the heart and soul of the organization."

The Magnet Hospital Obelisk was presented to Dale Danowski, MBA, BSN, RN, senior vice president, COO, chief nursing officer, by Cynthia Barginere, DNP, RN, FACHE, Commission on Magnet, American Nurses Credentialing Center, who stated, "You are focused every single day on doing what is best for your patients." George Goldfarb, MD, Medical Staff president, also remarked on how very proud the physicians are of the nurses and staff. To show their support, the medical staff provided Magnet pins to be handed out to all nurses and they also displayed a message of pride on digital billboards. Dale remarked, "We are never done, everyone can grow. Anything that is worth working this hard for has to have value and our staff worked very hard for this." Nina Fausty, MSN, RN-BC, assistant vice president, Patient Care Services led the group in a reflection and Deborah Owens, MSN, RN, NE-BC, Magnet program director, closed the night with a final blessing in which she stated, "Our strength and commitment as an organization has made our journey to Magnet recognition a blessed reality."

## THE MAGIC OF MAGNET

The following stories and quotations describe the personal feelings experienced by two nurses, as St. Vincent's Medical Center was publicly recognized for achieving Magnet designation at the National Magnet Conference in Orlando, Florida.

St. Vincent's Medical Center was publicly recognized for achieving Magnet status this past October at the American Nurses Credentialing Center's (ANCC) National Magnet Conference in Orlando, Florida at the Orange County Convention Center. This year's theme was the Magic of Magnet and for those of us lucky enough to be chosen to represent our medical center, it truly was a magical experience. Our group consisted of nursing administrators, managers, educators, staff nurses and our hospital librarian. Although our backgrounds and areas of expertise were quite diverse, our similarities as dedicated health care providers committed to quality, safety, and outstanding patient outcomes was quite obvious.

The conference was kicked off by author Barry Posner, PhD, who urged everyone to find the leader within and to push beyond what is merely expected. Afterwards, each participant chose to attend a breakout session based on interest, desire or a new challenge. Many sessions provided reassurance that St. Vincent's provides the standard of care and cutting edge technologies necessary to stay competitive in the current healthcare environment. Other

sessions provided insight into our shortcomings and offered potential opportunities for growth and improvement. The highlight of the conference was the Magnet celebration itself where St. Vincent's Medical Center was publicly recognized for its achievement of attaining Magnet status. "It was both a pleasure and a privilege to proudly represent St. Vincent's Medical Center as we accepted this prestigious distinction as a Magnet Hospital," said **Doreen Nelson, RN, CPAN, CAPA**.

"When a vision is born, there comes great labor and great joy. I was so lucky to be able to attend the National Magnet Conference and celebrate our extraordinary achievement which was pure joy! Couple that with acquiring new knowledge, feeling elated and experiencing a sense of profound professionalism; add common goals with common ground and there is a "universal wow factor" that I will never forget! A truly wonderful experience! Being able to meet the family that started the Daisy Award was very meaningful to me especially after having received the award six months prior to the Magnet Conference." **Alexandra Pappas, RN**



**It was both a pleasure and a privilege to proudly represent St. Vincent's Medical Center as we accepted this prestigious distinction as a Magnet hospital.**  
**Doreen Nelson, RN, CPAN, CAPA**

# Shared Governance Councils



## Evidence-Based Practice, Standards and Policy Council

**Mission:** Standards that will promote excellence in evidence-based clinical practice.

**Chairperson:** Angie DiStefano MSN, RN

The council has conducted literature reviews to ensure that 25 nursing policies are based on evidence-based research and best practices. Our council collaborated with the Pharmacy & Therapeutics Committee to review and approve the Medication Administration Guidelines Policy for the administration of medications IV push, IV piggyback and continuous infusion. In 2013, approximately 12 new drugs were added to the grid based on feedback from nursing staff, pharmacy and physicians. Our policy review process has been enhanced. Members of the council receive a packet of policies each month in order to be prepared to discuss changes, ask questions, and clarify at the time of the meeting. In addition, the changes to the policies are edited electronically during the meeting.

## Nursing Research Council (NRC)

**Mission:** To promote research participation, creative inquiry and the best evidence based practice.

**Chairperson:** Ann Marie White, RN

The committee continues to support nurses interested in research projects and knowledge development. Nursing research in progress includes “The Benefits of Baby Heart Songs” music therapy for premature infants. Additionally, Sue Goncalves DNP, MS, RN-BC, successfully completed her research project, “Measuring Nursing Caring Behaviors in the Acute Hospitalized Geriatric Patients” and defended her dissertation to obtain her Doctor of Nursing Practice. The NRC served as a resource during Sue’s project as it does for ongoing projects and ideas brought to the council. Other activities include offering support to differentiate between “gray areas” in regard to evidence-based projects. Committee experts, as well as the Clinical Trials Coordinator, offer insights and feedback to staff in this area. Lindsey Slaybaugh, BSN, RN, ED nurse, visited the group to discuss the process for making her poster presentation for the

national Magnet conference in October 2013. She shared with the NRC members how she learned to make her first scholarly poster and the support she received. The council also experienced wonderful growth in membership with the addition of members of St. Vincent’s College–Nursing Division.

## Advanced Practice Nurse (APRN) Council

**Mission:** To provide the vision and leadership to advance professional nursing at SVMC.

**Chairperson:** Louis Rosen, MSN, MSW, APRN, FNP-BC, ACHPN

This past year has been an exciting one for St. Vincent’s Advanced Practice Nurses. It has been a year of continual growth. More than 15 APRNs provide quality, cost-effective care to a wide variety of patients and their families, while also serving on several hospital-wide committees. Five additional APRNs have been added to the Hospitalist Service this year. Additionally, APRNs provide care in the Departments of Cardiology, Surgery, Oncology, Medicine, Mental Health, Palliative Care, and the Family Health Center. Because of SVMC’s commitment to advancing the practice of nursing, it is a great time and place to be an APRN.

## Professional Development Council

**Mission:** To establish, implement, communicate and evaluate standards of education that promote and support quality practice through continuous learning.

**Chairperson:** Linda Plecity, MHA, BSN, RN, CNOR

The Professional Development Council sponsored a week dedicated to professional development with activities opened to the entire hospital. Activities included a college meet and greet with representatives from technical schools, colleges, universities, and community colleges. A representative from St. Vincent’s College and our Human Resource Department gave counsel to those who wanted to go back to school but didn’t know how to start.

The council also created a sistership with another Magnet-Designated hospital, King Faisal Specialist Hospital & Research Centre (Gen. Org.)–Jeddah Saudi Arabia with whom we have shared our successes and challenges. We continue to learn from each other and value this professional relationship.

## Professional Practice Council

**Mission:** To promote collaboration, shared decision-making and accountability for nursing practice through empowering nurses at all levels.

**Chairperson:** Diana McNeil, RN-BC

The Professional Practice Council was charged with improving the identity of nursing at St. Vincent’s Medical Center. The council listened to concerned voices of patients and leadership, reviewed literature, talked with peers, and researched other programs. The group agreed that in order to enhance our image as professional nurses, a single colored scrub for RNs was the path to take. A hospital-wide vote was taken and navy blue was chosen as the color to be worn. A kick-off was held during Nurses’ Week. After a long process, it is gratifying to see all of our nurses in navy blue scrubs with the St. Vincent’s logo and RN over their hearts.

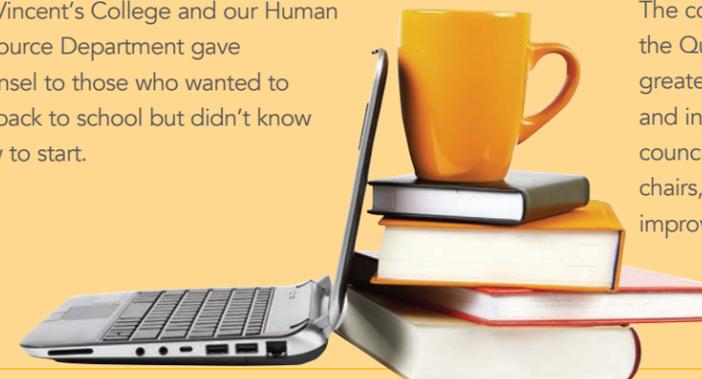
The council continues to host the monthly “Daisy Award” ceremony where RNs are recognized for the extraordinary work they do for patients and families every day.

## Quality Council

**Mission:** To ensure reliable best practice nursing such that optimal patient outcomes are achieved.

**Co-Chairpersons:** Belinda Seak, MSN, RN, Nichole Ferreira, BSN, RN

The council has transitioned to new leadership with Belinda Seak (7 North) and Nichole Ferreira (9 South) as co-chairs. The council has also had the opportunity to work closely with the Quality Management Department to assist members with greater knowledge of the nursing-specific quality measures and interpretation of scorecards from individual units. The council has expanded to include Unit Practice Council (UPC) chairs, co-chairs and/or active members of each unit’s UPC to improve the quality of care on each unit.



# UPC Accomplishments

## Short Stay Center (SSC)

A multidisciplinary team approach was developed for delivering a positive diagnosis to patients and their families after gastrointestinal procedures. The SSC and GI nurses along with the GI physician sit with the patient and family in a quiet setting to deliver negative outcomes. This allows the patient to absorb the information and ask questions and allows the team to provide emotional support and arrange for follow-up care.

## Case Management & Social Work

- Case Management and Social Work established a UPC thru Relationship-Based Care (RBC). Their plan was presented and a vision statement was written.
- A beautiful painting depicting their motto, The Nesting Tree, hangs in the department with pictures of all associates. This tree was painted by Case Manager, Elaine Matto, RN.
- Twelve associates have attended the Re-Igniting the Spirit of Caring retreat.

## Emergency Department (ED)

- The ED partnered with Read Elementary School and the UPC presented the students with supplies for their classroom.
- Team-building events were developed including family fun days and reward and recognition programs.
- Relationship-Based Care was introduced to the department.



## The Family Birthing Center

- Designed and implemented an evidence-based Mother/Infant Falls Prevention Initiative.
- Worked with the Nursing Research Council to initiate a research study on music therapy for premature infants.
- Implemented Relationship-Based Care and FBC staff attended the Re-Igniting the Spirit of Caring retreats.
- UPC communication structure and vision were defined; and strategic goals for the unit were identified.

## 6 South:

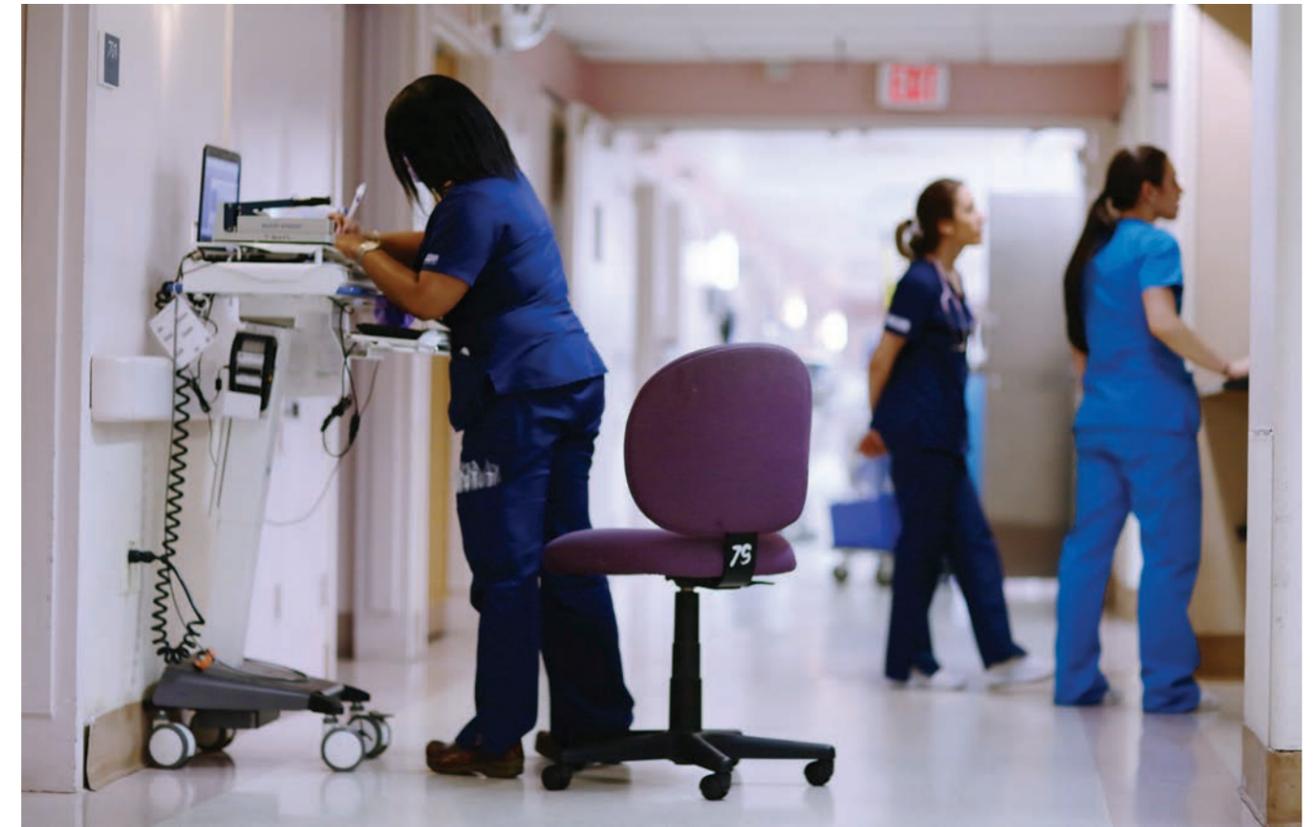
- Implemented Relationship-Based Care. Ten staff members have attended Re-Igniting the Spirit of Caring retreat.
- Revised Certified Nurse Aide unit assignment block to shorten call-bell response times. Patients report calls are answered promptly on rounding.
- Added safety coach for every shift.
- As a way of engaging in self care, the staff developed a buddy system for meal times.
- Created an "information tree."
- Call line installed for staff to phone in during a meeting.

## 6 North

- Promoted health and the maintenance of ideal sleep cycles for 6N patients by eliminating every-four-hour vital signs on doctor-approved patients.
- Developed a congestive heart failure (CHF) teaching log that allows RNs to see when a patient receives education.
- Implemented rounding with intention: Hourly rounding on patients identified as a high risk to fall.

## 7 North:

- Implemented an evidence-based practice change to "scrub the hub" for 15 seconds to prevent Central Line Associated Blood Stream infections (CLABSI). 7 North has had zero CLABSI for the year.



- Ordered and installed containers for gloves close to antibacterial soap containers in patient rooms to increase compliance with hand hygiene on entry into the rooms.
- Created "Why the Foley?" initiative to help RNs acquire physician orders to discontinue urinary catheters if patient did not meet criteria.
- Started monthly celebrations for birthdays, etc. to enhance Relationship-Based Care.

## 9 North

- Made "Ask me about hand washing" buttons for staff.
- Achieved 100% attendance for UPC members at Re-Igniting the Spirit of Caring retreats.
- UPC achieved day, evening and night nurse and Certified Nursing Assistant representation.

## 9 East

- A representative from each discipline began attending a weekly community meeting with patients to share information and answer questions.

- An orientation session for new patients was added to the evening Wrap Up Group.
- Visitor Information Sheets are placed in the patient's admission packet and left for visitors to take with them.
- Sound machines are used as a sleep aid. Explored the relationship between use of nature sounds (ocean, rain, etc.) and requests for PRN sleep meds. Committee formed and in process of taking the National Institute of Health (NIH) course on Protecting Human Research Participants.

## 9 South

- Skin clinicians were educated on methods to prevent skin breakdown. Bridgetta Germain, RN, is the unit's skin champion.
- Nicole Ferreira, RN, and Crystal Nash, NA, actively participated in the hospital's Fall Prevention Committee.
- Patricia Craig, RN, Erica Smith, RN, and Michael Ricca, RN, developed and presented a family education brochure on falls prevention.

## 10 North

- Developed turn times to decrease the occurrence of pressure ulcers. Patients are to be turned when chimes are rung.
- During fiscal year 2013, 10 North achieved 0% unit-acquired pressure ulcer rate for the first time ever!

## 10 East

- To decrease the risk of urinary tract infections, leg bags are no longer used on Foley catheter patients.
- Staff survey found strategies to allow break and eating times for the nursing staff.
- A board was created with staff pictures and names to help patients recognize their caregivers.
- Identified weaknesses in our field of practice and instituted Functional Independent Measurement (FIM) training and support.

## 10 South

- Developed and integrated a standardized nursing plan of care for the following patient cohorts based on literature review and evidence-based clinical practice guidelines: general surgery, bariatric surgery and small bowel obstruction.

## Intensive Care Unit (ICU) and Progressive Care Unit (PCU)

- UPC was instrumental in how to best incorporate the use of Certified Nursing Assistants (CNAs) into the PCU for maximum benefit to the patients and staff.
- Revised the delivery of family education in the critical care area.
- Developed/implemented a new comfort care process for terminal patients and their families.
- Developed an online journal club to promote staff discussion of the most current evidence-based practice.



## Float Department

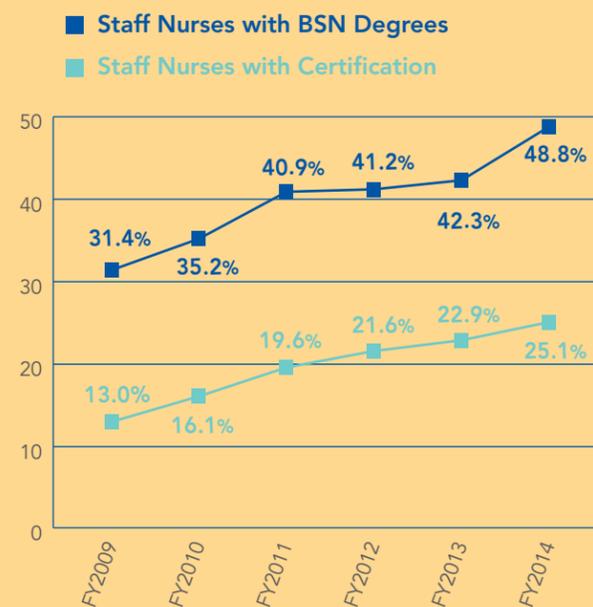
- A change in chairpersons generated an increase in membership and improved meeting attendance.
- Piggybacking the UPC meeting with the monthly float staff meeting resulted in more participation.
- A communication network and UPC board was finalized.
- Department goals were established which promotes improved communication and socialization of the group
- RBC Wave 3 Presentation Day was a huge success.
- The UPC has planned get-togethers for all float staff outside of work to enhance team-building.

## Westport Behavioral Health

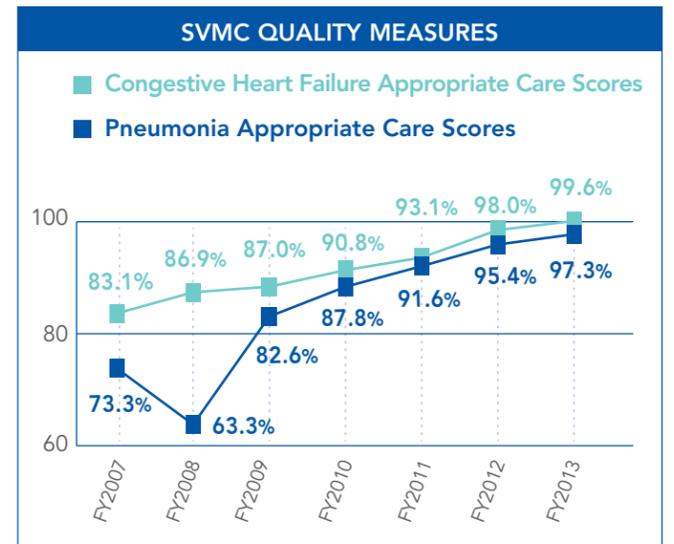
- Implemented Employee of the Month program to increase employee satisfaction and promote employee retention. The program encourages staff members to nominate deserving co-workers who possess a positive attitude and strong dedication to their work, consistently demonstrate respect for co-workers, work collaboratively with the team, demonstrate efficient use of time and resources, and consistently exceed expectations.
- The UPC revised the Prohibited Items List to better ensure safe and high quality care for our patients.

## CERTIFICATION AND BACCALAUREATE DEGREE NURSES: 80% BY 2020

The Department of Nursing initiated a change in the educational requirements for newly hired Registered Nurses at St. Vincent's Medical Center effective January 1, 2012. All newly hired Associate Degree Registered Nurses are required to be enrolled in a Baccalaureate Degree in Nursing (BSN) program within one year of their date of hire and to complete a BSN program within five years of their enrollment date. This change is the result of a growing body of research that has demonstrated the benefit of advanced nursing education on patient outcomes. The Institute of Medicine report, "The Future of Nursing: Leading Change, Advancing Health" contains a recommendation to increase the proportion of BSN nurses nationally to 80% by 2020. As a Magnet designated organization, we constantly strive to ensure a safe experience for our patients. The Department of Nursing is working toward achieving the 80% goal set forth by the Institute of Medicine. As a way of promoting professional growth, St. Vincent's supports specialty certification. The department of nursing has been working to increase the percent of certified nurses by 3% annually.



SVMC QUALITY MEASURES			
YEAR	MRSA	AMI	FALLS
<i>Fiscal year</i>	<i>Annual rate</i>	<i>Acute myocardial infarction appropriate care scores</i>	<i>Total falls per 1,000 patient days</i>
FY2007	7.4	95.10%	4.9
FY2008	6.5	87.84%	2.9
FY2009	5.6	89.26%	3.1
FY2010	3.8	93.75%	3.1
FY2011	4.4	96.40%	2.6
FY2012	3.5	99.27%	2.6
FY2013	3.8	99.57%	2.6



SVMC QUALITY MEASURES		
YEAR	SCIP	HAPU
<i>Fiscal year</i>	<i>Surgical care improvement project appropriate care scores</i>	<i>Hospital-acquired pressure ulcers</i>
FY2007	78.33%	10.3%
FY2008	84.86%	6.4%
FY2009	84.96%	6.3%
FY2010	87.22%	5.6%
FY2011	89.61%	3.4%
FY2012	95.08%	3.5%
FY2013	96.17%	3.8%

# A Culture of Caring, Safety and Excellence

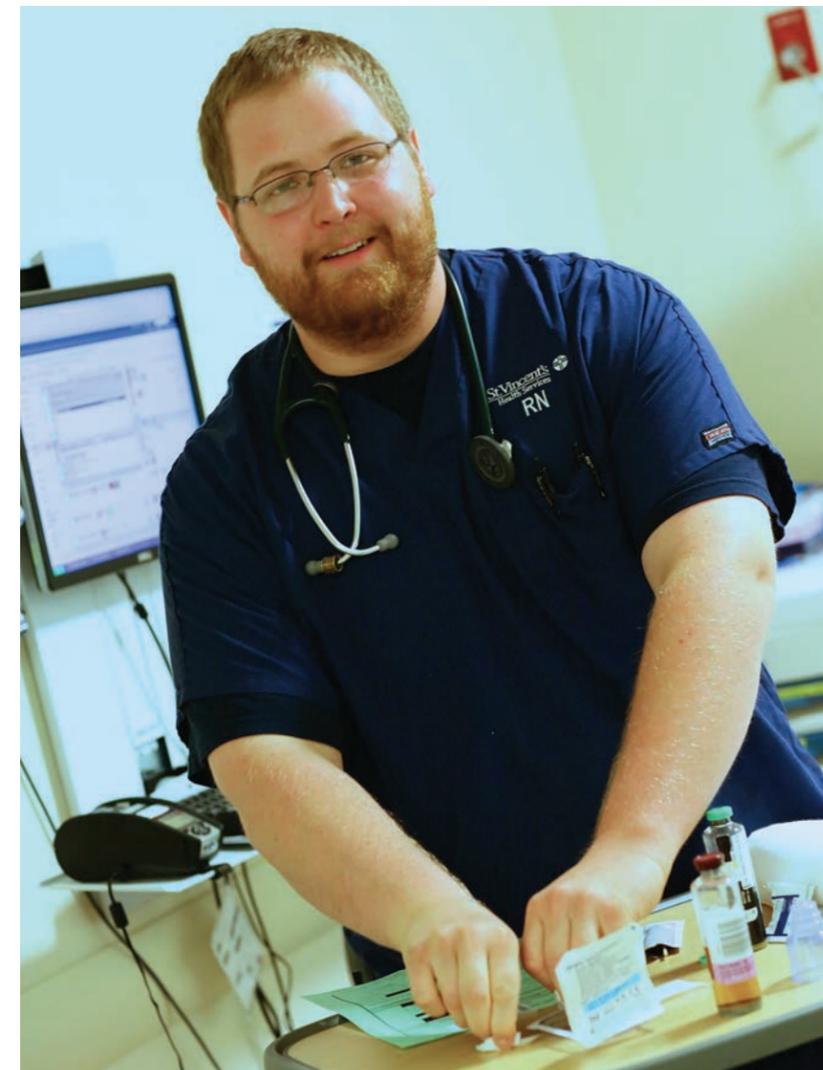
Cultural transformation has been the norm for St. Vincent's Medical Center since the introduction of High Reliability in 2009 and the implementation of a hospital-wide care delivery system known as Relationship-Based Care (RBC) in 2012. In a Relationship-Based Care and High Reliability Organization (HRO) culture, people and their relationships matter most. The foundation for creating and sustaining a culture in which all employees feel empowered to speak up when they observe or perceive that a safety event is imminent, is one in which healthy, open and honest relationships are valued and nurtured. RBC and HRO are not separate and distinct but closely connected to create the unique patient-centered, safe culture that we strive for at SVMC. Without a foundation in which relationships and human connections are valued and nurtured, a High Reliability culture will not be achievable or sustainable.

Relationship-Based Care and High Reliability are the means by which we will achieve our vision for excellence and patient safety. RBC promotes a culture of caring and a way of being that focuses on three relationships: the relationship with oneself, with colleagues, and with patients and families. A commitment to RBC implies a belief that the most safe and effective care delivery systems are those designed with the patient and family always held in the highest regard. Since RBC was rolled out to the organization in January 2012, 30 departments have incorporated RBC principles into their care delivery system.

Our journey towards becoming a HRO has focused on providing our patients and families with consistent, highly reliable, safe care and services with every encounter, by every staff member, all the time. As with RBC, the patient and family are placed at the center of all we

**It was evident that the staff and nurses truly cared about their patients. During this very fragile moment in my life, I will never forget how these professionals treated me like a human.**

**9 East patient**



## GREAT SAFETY CATCHES

**Susan Kopchik, BSN, RN, 9 North,** had a young patient who had been in a motor vehicle accident a few weeks earlier (unrelated admission). She found him with an altered mental status one night, escalated the issue, and he was ultimately transferred to another facility for brain surgery.

**Maria Sutton, BSN, RN, 7 North,** was recognized for a great catch and an early recognition/intervention for a complex patient with onset of ascending paralysis. Maria noticed urinary incontinence in a relatively young patient. She performed a complete neurological assessment and mobilized the medical team and intensivist to transfer the patient to a higher level of care. The patient was later found to have a vascular malformation in his spinal column that would require surgical intervention.

do. Optimizing the use of High Reliability safety behaviors and tools, such as celebrating and recognizing colleagues, Speaking Up For Safety and utilizing CUSS (I'm Concerned, I'm Uncomfortable; this is a Safety issue; we need to Stop), is dependent upon strong interdisciplinary teams that recognize the value of respectful communication that honors all members of the team.

In November 2012, we heard from the American Nurses' Credentialing Center that we had received Magnet Hospital designation. We experienced an extraordinary sense of pride knowing that the evidence for widespread excellence, expertise in professional practice, patient safety, patient and employee satisfaction and quality

outcomes had been validated and verified by nationally recognized expert appraisers. Woven throughout our Magnet document are exemplars and stories that showcase how healthy relationships and human connections promote collaboration and teamwork resulting in safe, efficient and highly reliable care.

Whether the relationship is with ourselves, colleagues, or our patients and their families, the impression we make through our daily interactions is our legacy to others. St. Vincent's Medical Center does not view Relationship-Based Care and High Reliability as "programs" but rather a way of being that embodies the core foundation of our work.



# Transformational Leadership

## Caring for Caregivers

St. Vincent's Medical Center held its first Schwartz Rounds on February 20, 2013. The first topic was "When Illness Hits Home" with panel speakers Cindy Cervini, BSN, RN, CCRN, Christine Van Cott, MD, and Merline Cruz, RN. Director of Medical Nursing, Jessica Fauci, MBA, BSN, RN, CRRN, served as the facilitator, and Intensivist Rachel Sackowitz, MD, was the physician leader. Rounds are held approximately every two months and are open to all hospital staff.

While challenging emotions come with the territory of caring for acutely ill patients, caregivers rarely get the opportunity to share and reflect upon those emotions. The Schwartz Rounds give caregivers the opportunity to do just that. Panelists from diverse disciplines participate in the rounds, including physicians, nurses, social workers, psychologists, allied health professionals and chaplains. After listening to a panel's brief presentation on an identified case or topic, caregivers in the audience are invited to share their own perspectives on the case and broader related issues. The Schwartz Rounds is part of a national program founded by the Schwartz Center at Massachusetts General Hospital. Schwartz Center Rounds strengthen the caregiver-patient relationship and remind caregivers why they entered their profession.

## Excellence in Professionalism Award

St Vincent's gastroenterology department received the Excellence in Professionalism Award at the National Conference for Gastroenterology Nurses. Twenty facilities in the United States received this award in 2013. The American Board of Certification for Gastroenterology Nurses recognizes nurses and facilities who have demonstrated commitment to excellence by validation of qualifications through certification. In order to be eligible for this award, the facility must be a



hospital based endoscopy unit, ambulatory care center, outpatient surgical center or a gastroenterology office. Fifty percent or greater of the nurses must be certified in gastroenterology. St. Vincent's was one of only two facilities to receive this award in Connecticut. This speaks volumes of the gastroenterology nurses here at SVMC and of their dedication to professionalism.

## CT Nurses' Association Diamond Jubilee and Awards Ceremony

St. Vincent's Medical Center received the "Excellence in the Workplace Award." This award recognizes a workplace that promotes professional autonomy, control over nursing practice and/or an enhanced work environment for nurses. Accepting the award from St. Vincent's Medical Center included: Dale Danowski, MBA, BSN, RN, Nina Fausty, MSN, RN-BC, Kim Knowles, MSN, MHA, RN, CNOR, Lori Fassbender, RN, Lori Broadbent, MSN, RN, CNL, CEN, Edite Weddle, BSN, RNC-OB, CCE, C-EFM, Brooke Karlsen, MSN, RN, Diana McNeil, RN-BC and Angie DiStefano, MSN, RN.

Susan Davis, EdD, RN, FACHE, President & CEO, received the Doris M. Armstrong Award for Outstanding Contributions to Nursing Administration that recognizes significant innovations and achievements in nursing service administration which advances nurses and the profession. Under Susan's leadership, St. Vincent's has been recognized in Connecticut and nationally for the delivery of innovative, high quality, safe care. Susan's experience as a registered nurse gives her a unique perspective as she puts her focus on patient safety and developing programs that respond to the needs of the community. Nurses at St. Vincent's are inspired every day by Susan's vision of excellence as a journey that does not end. Her commitment to improving the lives of those she touches and the profoundly positive impact she has had on the healthcare community makes Susan L. Davis an outstanding choice for the Doris M. Armstrong Award for Outstanding Contributions to Nursing Administration

## FAMILY BIRTHING CENTER WINS 2013 NATIONAL BEST NURSING TEAMS AWARD

Congratulations to the Family Birthing Center (FBC) nursing staff, recognized as one of the top 10 national nursing teams for their work in skin-to-skin contact after C-section. "We were already doing skin-to-skin in the recovery room for our C-section moms when we were designated a Baby-Friendly hospital in April, 2010," says Karen Brady, MAHSM, BSN, RNC-OB, C-EFM, clinical nurse specialist in FBC. "The next step was to achieve it in the operating room." Skin-to-skin contact has several well-known benefits to both mother and child. "More than once, we have witnessed the newborn spontaneously initiate breastfeeding as soon as they were skin-to-skin," says Karen. "We have made it our goal for 2013 to have 80% of eligible infants initiate skin-to-skin in the OR. It is through the efforts of all the nurses in the FBC working together that we were able to make this practice change and improve the care of our mothers and their infants." By the second half of 2013, the FBC achieved 88% skin-to-skin in the OR.



## Showcasing Advanced Practice Nurses

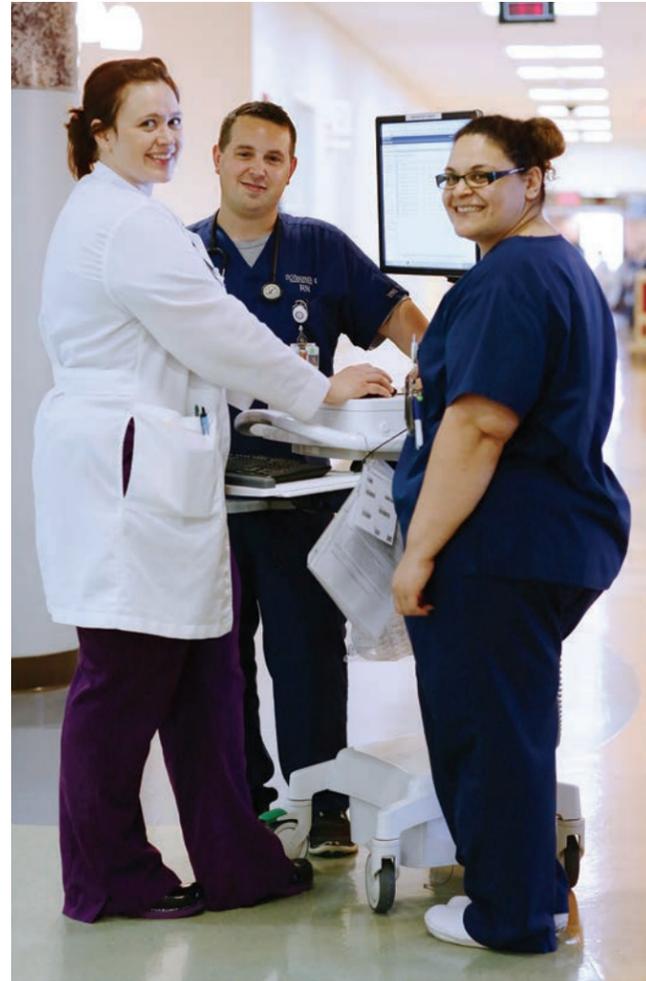
### PALLIATIVE CARE

The Palliative Care Program expanded in 2013 with the addition of Robert Fitton, MD, as the Medical Director of Palliative Care Services at St. Vincent's Medical Center. He joined the existing team of Sheryl Hollyday, MSN, APRN, FNP-BC, Sister Louise Macchia, Sister Catherine Kelly, and Sister Margaret Egan. Another important member of the team is Betty Skaggs, a social worker, who assists with patient needs within the community.

**You showed so much kindness and compassion towards my entire family, everyone was so impressed. You truly exemplify everything we all strive to achieve in our lives! 10 North**

The ability to provide assistance with symptom management and to lead challenging discussions regarding goals of care for our patients with chronic disease is helpful for physicians and staff alike. In 2013 the team had more than 300 consultations. The growth expands from inpatient care to the recent opening of the Outpatient Palliative Care Clinic within the St. Vincent's Elizabeth M. Pfriem SWIM Center for Cancer Care. The clinic is open to all patients, but began with the focus on oncology patients. The addition of a clinic within the Family Health Center in Bridgeport, as well as the clinic within the Congestive Heart Failure Clinic has the team very busy.

The most important goal for the team is helping patients improve their quality of life. The program focuses on recognizing the whole person; physically, emotionally and spiritually and is achieved through multidisciplinary team collaboration within the Medical Center. Sheryl Hollyday has been in the Nurse Practitioner role of this program for more than five years. "I love the ability to contribute to a patient's care as an APRN," says Hollyday. "The role is an important one within this team, as it provides the patient and the



family help in focusing on the whole picture as it pertains to each individual. I love working alongside the staff, they are true champions of Palliative Care and all we can offer."

### CRITICAL CARE

The Critical Care APRNs on the Intensivist Service are an integral part of the critical care team who provide direct patient care and management. This team responds to codes, rapid response team calls and performs skilled procedures such as central line placement. Critical Care APRNs consult on patients in acute distress on the floors and also engage and educate families in the process of treatment of critical illness. In addition to assisting with admissions from the Emergency Department, Critical Care APRNs help to coordinate bed management and resource utilization.

## THE VALUE OF MENTORSHIP: FROM VOLUNTEER TO STAFF NURSE

*The following stories describe one nurse's journey of volunteerism and mentorship as seen by her nurse manager and through her own reflection.*

Each summer Carol Kuhta, director of volunteer services, asks the nurse managers to address her latest class of high school and college volunteers. The discussion centers around describing our respective units and what the expectations might be if one was to volunteer on the unit. This opportunity reaffirms the need that exists for mentorship to enable the transition from student to professional. Mentorship is a nurturing process with the primary purpose being the growth and development of the mentee. It is necessary to proactively seek out opportunities for the mentees by building a rapport and providing positive guidance.

Olivia began her healthcare career on 6 South as a volunteer when she was a junior at Masuk High School. She faithfully arrived every Thursday and could be relied upon to proceed independently with her assigned tasks. Olivia possesses an abundance of energy, compassion, and commitment that a manager seeks in a potential future staff nurse. She continued her studies at Quinnipiac University and progressed to a Student Nurse Technician. She shadowed many expert nurses and increased her foundation of nursing knowledge. Olivia graduated from Quinnipiac University with a bachelors of science in nursing and is now a staff nurse on 6 South. Olivia shares her experience with many of the student nurses who complete their clinical portion on our unit.

**Deb Cavalier, MSN, MBA, RN**

"The path to becoming a nurse is different for everyone who chooses to make the journey. That being said, there are a few common themes that permeate all of our stories; it is long, it is challenging, and it is the most worthwhile thing you will ever do. When the goal of having those two, big, beautiful letters at the end of your name seems daunting and so far away, the best thing to do is to look at your beginning and appreciate how far you have come.



St. Vincent's Medical Center has always been the beginning for me. It is where I was born, where I had my first stitches, where I volunteered as a young student, and where I started my first job in the medical field. During my time as a volunteer, I did what I could to help the nurses and the unit in general. Typically, I would stock medication information, or organize the educational folders that were to be given to patients upon discharge. The most clinical experience that I had didn't involve medications, or emergencies. It included talking. An elderly man was dying, and had no family in the area. The nurse manager of our unit, Deb Cavalier, asked me if I would feel comfortable sitting with him so that he could have someone to speak with as the end of his time grew near. In those few hours, I observed the kind, compassionate care the nurses and aides delivered. Most significantly, though, I learned more about the importance of listening than ever before. It was the first time I had realized that nurses not only heal wounds, but repair states of mind.

I currently work on 6 South with those big, beautiful letters, RN, after my name. The journey to earn those letters has taught me more than I ever thought possible. Through it all, it has always been the people who took the time to teach me that I appreciated most. Without the guidance, education, and support I've received, I wouldn't be half the nurse I am today."

**Olivia Miko, RN**

# Structural Empowerment

## Joint Commission Re-Certification ORTHOPAEDICS

On Tuesday, March 19th, 2013, the Joint Commission was welcomed by the 10 North staff. St. Vincent's has been an Orthopaedic-Certified Program since 2007 and has once again been re-certified. The last Joint Commission visit was in 2011.



Clinical practice guidelines affect everyday care. They help provide safe and individualized care to our very specific patient population. These measures were implemented using evidence-based practice in order to provide the highest level of care. We were prepared to display what we do all year round with pride, and we accomplished our goal! This was a team effort including Physician Assistants, Case Managers, Physical Therapists, Secretaries, Nurses and Nursing Assistants. Congratulations to 10 North for all the hard work and effort in achieving re-certification!

## STROKE

In 2013, 7 North prepared for Joint Commission stroke re-certification. The staff was informed that the surveyors would be visiting anytime between December and March to determine the status of re-certification of our stroke program. This substantial window of time, along with the anticipation of the impending visit for such a crucial certification, filled the entire floor with a sense of anxiety. However, the anxiety quickly developed into excitement



under the leadership of Jennifer Nascimento, BSN, RN-BC, CRC. In addition to Jennifer, nurse manager, Lori Broadbent, MSN, RN, CEN, CNL, and educator, Pat Gantert, MSN, RN-BC, guided the staff in the right direction. Jennifer Nascimento invited a colleague, Michelle Lecardo, MSN, RN, CCRN, CNL, to share her experiences of becoming recently re-certified at her organization. Michelle collaborated with Jennifer to provide a mock survey day. The staff as a whole was nervous, but eager to demonstrate what we do on a daily basis, which is care for patients who unfortunately have endured a stroke. 7 North earned a re-certification as a stroke specialty floor. They are very proud to call themselves a designated stroke floor and can provide care for those who have suffered a stroke.

## Westport Behavioral Health Nurse Internship Program

The Behavioral Health version of "Enriching the Transition into Practice Program," began on July 22, 2013. The first cohort was comprised of six graduate nurses. The Psychiatric Nurse Internship is a six month intensive program that educates, mentors, and aids in the transitional journey from novice to expert. Nurses who were selected were students who had a profound interest in psychiatric nursing and demonstrated leadership skills. The internship reinforces the foundations of basic nursing skills while teaching the basics of psychiatric nursing. Through a preceptorship that allows for collaboration and autonomy, the internship program provides the perfect transition into psychiatric nursing practice. Some of the key components include:

- Utilization of the Nursing Reference Center as the new nurses research a topic of their choice and present the project to their peers.
- Weekly meetings used as a time for discussion and education with lessons by physicians, nurses, social workers, rehab therapists and the pharmacist.
- A Medical/Surgical rotation at the Medical Center to enhance clinical skills.
- Off-site visits to some of St. Vincent's Behavioral Health residential programs.
- Education days and attendance at conferences to help build a well-rounded nurse.



## Succession Planning for Nurses

- **Lisa Kalafus, BSN, RN-CVU** Clinical Leader to Nurse Manager, CVU, Non-Invasive Cardiology Services, & Cardiac Rehabilitation
- **Mary Sylvestri, MSN, RN, CNL**–Trauma Coordinator to 10 South Clinical Leader
- **Nicole Loiz, BSN, RN, CEN**–Emergency Department Clinical Educator to Emergency Department Nurse Manager
- **Sue Stango, MSN, RN**–Performance Improvement Specialist to Performance Improvement Manager
- **Betsy Rice, MSN, RN-BC, CBCN**–Oncology Nurse Navigator to Oncology Operations Manager
- **Jeanne Sinclair BSN, JD, RN**–10S Nurse Manager to Director of Cardiovascular Services
- **Marilyn L. Faber, RN, HN-BC, CHTP**–Family Birthing Center staff nurse and Parish Nurse Liaison to Coordinator Parish Nurse Program
- **Phyllis Yanney, MSN, RN**–Westport Behavioral Health staff nurse to Clinical Leader
- **Bridget Howe, BSN, RN-BC, CARN**–Westport Behavioral Health Clinical Leader to Child and Adolescent Unit Nurse Manager

# New Knowledge, Innovations and Improvement

## Presentations

**Lynn Orser MSN, RN, CCRN, PCCN, ICU/ PCU, Clinical Nurse Educator.** American Association of Critical Care Associations Progressive Care Pathway. "Help is on the Way Rapid Response Teams in the Progressive Care Unit" and "The Management of Carotid Artery Stenosis." September 2013.

**Joanna Gonda, BSN, RN, St. Vincent's Medical Center Nursing Leadership.** "Noise Reduction, Hospital Wide." September 2013.

**Lea Forcier BSN, RN, CWCN.** Wound VAC class, St. Vincent's Center for Wound Healing. "Staging Pressure Ulcers, DTI'S and Unstageable Ulcers." April 2013.

**Cindy Cervini, BSN, RN, CCRN.** National Clinical Nurse Leader (CNL) Summit in Anaheim, California and St. Vincent's Research Symposium "Implementation of the ABCDE Bundle in a 30-Bed Mixed ICU." March 2013.

**Denise Buonocore, MSN, RN, APN-C, ACNP-BC, CCRN, and Sheryl Hollyday, MSN, APRN, FNP-BC.** "Finding the Words: Nurses' Role in Goal of Care Discussions." SCCC of AACN. Amarante's in New Haven. January 2013.



**Denise Buonocore, MSN, RN, APN-C, ACNP-BC, CCRN, and Sheryl Hollyday, MSN, APRN, FNP-BC.** "Integrating Palliative Care for the Treatment of Chronic Disease: Finding the Right Words." CT APRNs Spring Conference, Southbury, CT, April 2013.

**Denise Buonocore, MSN, RN, APN-C, ACNP-BC, CCRN.** "Create the Optimal Transition: Engaging the Community." AAHFN National Conference, Montreal, Canada, June 2013.

**Denise Buonocore, MSN, RN, APN-C, ACNP-BC, CCRN.** "Finding the Words Part 1: Speaking With Heart Failure Patients about Prognosis." AAHFN National Conference, Montreal Canada, June 2013.

**Denise Buonocore, MSN, RN, APN-C, ACNP-BC, CCRN and Elizabeth Wallace, MSN, APRN, FNP-BC, RN-BC.** "Preventing Readmissions for the Advanced Practice Provider." St Vincent's Medical Center, Bridgeport, CT, October 2013.

**Denise Buonocore, MSN, RN, APN-C, ACNP-BC, CCRN.** "The Outpatient Setting: Keeping Patients Out of the Hospital." AAHFN's Preventing Heart Failure Readmissions Symposium. Philadelphia PA, October 2013.

**Denise Buonocore, MSN, RN, APN-C, ACNP-BC, CCRN.** "Interventions to Reduce Readmissions from Nursing Homes and Skilled Nursing Facilities." AAHFN's Preventing Heart Failure Readmissions Symposium. Philadelphia, PA, October 2013.

**Denise Buonocore, MSN, RN, APN-C, ACNP-BC, CCRN.** "What's new in the HF Guidelines 2013?" Visiting Nurses of Bridgeport, CT., December 2013.

**Shannon Crabb, BSN, RN.** "Restraint and Assault Rates: Changing Culture through Education." St. Vincent's Medical Center, Westport Behavioral Health Grand Rounds, March 2013.



## WRITING RETREAT

In an effort to support scholarly dissemination of quality and research projects at St. Vincent's Medical Center, a full day writing retreat was held at Fairfield University. The event originated from the Nursing Research Council in collaboration with Deborah Owens, MSN, RN, NE-BC, Magnet program director. The program was open to all nurses interested in writing. Leaders encouraged groups involved in improvement to attend. The day included multiple topics such as: why dissemination of research and evidence-based projects is important, an introduction to publishing, American Psychological Association writing format, tips for successful writing teams and how to pick an appropriate journal. The program combined instruction with opportunities for groups to meet and make a plan for writing. Approximately 15 nurses from various areas of the Medical Center attended and were very happy with the program. Comments included: "This was all new information for me and it was more interesting than I expected." "It was great to come to a new setting for this program." "Although it takes a lot of work to make it happen, I now feel more empowered to write a scholarly article." Scholarly articles continued to be written throughout the year. A direct result of this program was the recent submission of an article to the Journal of Obstetrics, Gynecologic and Neonatal Nursing, one of the most prestigious journals in nursing.

Although it takes a lot of work to make it happen, I now feel more empowered to write a scholarly article.

Attendee at the Nurses' Writing Retreat



# Exemplary Professional Practice

## Clinical Alarm Fatigue

Clinical alarm systems are intended to alert caregivers to potential patient problems, but if they are not properly managed, they can compromise patient safety through staff desensitization. Our leaders established alarm system safety as a priority in order to meet one of The Joint Commission National Patient Safety Goals. This past summer, 6 South implemented a new telemetry system. Prior to go live, we analyzed the current 3-lead rhythm strips as to the amount and number of clinical alarms generated, and which of those clinical alarms were erroneous versus significant. We then piloted a 5-lead system for a month. The staff was re-educated on skin preparation for the lead placement and monitored the clinical alarm findings. The results of the pilot demonstrated that using a 5-lead system produced less erroneous clinical alarms, and an improved EKG picture. We ultimately purchased the 5-lead system. Compliance with The Joint Commission National Patient Safety Goal to establish clinical alarm safety is being addressed by an interdisciplinary team and is on-going.

## Evidence-Based Practice Reduces Heart Failure Readmission Rate

When our readmission rate was 28.8 in 2010, we underwent educational and brainstorming sessions to begin to reduce our readmission rate. We have proudly reduced our readmission rate to 15.4 for the fiscal year 2013. As part of the Heart Failure Collaborative to reduce readmissions, 6 South has had the opportunity to see first-hand the impact our interventions have had on our rate. This past year has seen the initiation of several new interventions for this vulnerable population. One of these is our multi-disciplinary "walking rounds" which are conducted twice a week. The rounding team goes to the patient's bedside to have a discussion with the patient, family members and caregivers. These rounds enable us to identify key learners, and primary caregivers, which in turn allows for targeted education and individualization of the patient's in-hospital plan of care and post-discharge care. Another intervention established is follow-up appointments with doctors and with the heart failure clinic as appropriate, for discharged patients prior to leaving the hospital. These appointments are scheduled so that the patient is seen by



## A MISSION STORY

*Following is a story of how one of our nurses has dedicated herself to improving the lives of those in need.*

I have been a medical missionary nurse for the past 13 years with the Helping Hands Medical Missions. These missions continue the work and the core values of the Daughters of Charity—Service to the poor, integrity, dedication, reverence, wisdom and creativity. Many members of the hospital staff have helped collect medical supplies for donation. My colleagues have also held bake sales to support the missions. Several of St. Vincent's medical staff have generously joined me on these missions. This past year, Iran Gomez, MD, one of our family practice physicians, joined me on the mission to Guatemala. I also partnered with local community agencies: St. Mary in Ridgefield, Sacred Heart University and with the Iglesia del Camino in Guatemala for the purification of 1,000,000 gallons of water using Sawyer water filters. Children and families suffer from parasitic infections from drinking and using dirty water. We hope to alleviate some of the infections and other health problems by providing 500 families with clean drinking water this year. Our core values in action!

**Ellen Miller, BSN, RN-BC, 9 North**

medical personnel within seven days of discharge. This is an evidence-based practice that has been shown to help keep heart failure patients from being readmitted within 30 days. Lastly, we have involved our volunteers. We provide them with a list of patients/families that require education, and they set up the heart failure DVDs for the patients and families to view. The volunteers keep a listing of which patients have seen the DVDs, and this information is documented in the patient's medical record by the nurse. Any follow-up questions from the patients/families are addressed by the nurse or doctor.

## Moses Baskets Blessed

St. Vincent's acquired five new Moses Baskets to be used in the tragic event that a baby dies before, during or shortly after birth. The child can now be placed with dignity into one of the baskets, allowing parents to grieve their loss in a more natural, less clinical environment. The idea came from Sr. Mary Catherine who came to us from a hospital in Indiana where Moses Baskets were used. The Pastoral Care Department and the Parish Nurse Office presented the Emergency Department with two Moses Baskets for use when women have a pregnancy or newborn loss. The core value of reverence for all persons is honored by providing a special basket to place the baby in so the family can take pictures or view the baby. By placing the baby in the basket, we provide a beautiful memory for those families who suffer a perinatal loss.



## St. Vincent's Staff Reach Out to Aid Philippines

A number of nurses at St. Vincent's have families in the Philippines. When the typhoon hit, Norma Consebido, BSN, RN-BC, 6 South, felt a need to support them. Norma, who grew up in the Philippines, spearheaded a unit drive to collect items that were desperately needed. Although she only had a week to react, she collected six boxes full of clothes, household items, nonperishables, and monetary donations from staff on 6 South. The donations were sent via the Philippine American Association of Connecticut. Nurses with ties to the Philippines from throughout the hospital then decided to sponsor a basket raffle and raised funds to aid the people back home.

## TAVR (Transcatheter Aortic Valve Replacement)

On Valentine's Day 2013, a talented team of physicians, surgeons, anesthesiologists, Cath Lab and OR nurses, perfusionists, surgical technicians and radiological technologists gave the gift of new hope to two patients in our Hybrid OR.

Transcatheter Aortic Valve Replacement (TAVR) was a new procedure for St. Vincent's Cardiovascular Service Line. Through a small incision overlying the iliac artery, catheters are placed into the aorta and a prosthetic aortic valve is delivered and deployed within the diseased native valve. Balloons are then inflated to expand the new valve which effectively moves the stenotic native valve to the perimeter of the aortic annulus. This new functional prosthetic valve markedly improves cardiac output, reduces pulmonary vascular congestion and reestablishes adequate vital organ perfusion. What makes the TAVR procedure so important to patient care is that it addresses the need for an aortic valve replacement in patients who are not candidates for open heart surgery.

These first procedures marked more than a year of preparation and hard work by the aforementioned dedicated staff. Led by Drs. Robert Jumper, David Lorenz, Victor Mejia, Rafael Squitieri and Albert Dimeo, the "TAVR Team" was formed in early 2011. Collaboration was vital, for this was a new procedure in a new environment with a large group of people who had not previously worked together.



A safety consultant was brought in from the airline industry, specific for the TAVR procedure. Mr. Joe Brown, a pilot for Delta Airlines and President of the Salus Network, a patient safety corporation, came to St Vincent's and his contributions to this procedure provided an intense focus on safety and will remain paramount to our continuing success.

## Scrub Drive

The Professional Practice Council held a scrub drive to benefit an International Medical Relief Agency called Global Links. The drive was a huge success with over 200 scrubs donated! The scrubs were sent to Pittsburgh, Pennsylvania where they were sorted by volunteers and packed up in preparation for shipment to hospitals and clinics in places like Bolivia, Cuba, Guyana, Haiti and Nicaragua.

We thank all the nurses who donated their scrubs and everyone else who made this donation possible. The Global Links Foundation informed Diana McNeil, RN-BC, that our donation made a difference in the work of nurses and medical workers serving in conditions that are much more challenging than anything we encounter here in the United States. It is a pleasure to say that the St. Vincent's nursing staff rose to the occasion in support of such a worthy cause!



## Values Awards

### ASSOCIATES OF 10 EAST ACUTE REHAB

In response to our "Sharing the Warmth" program, which collects hats, scarves and gloves for the needy, the 10 East staff set out to help one of our own this past winter. Cindy Allinson, RN, inquired of Vice President of Mission Bill Hoey about "adopting" a family for the holidays. Bill turned to our Special Needs School where one of our own Special Needs staff members is the mother of four adopted special needs children.

It was soon determined that this would be the family to help. Her husband, who had been unable to work or contribute financially for quite some time, had recently passed away. This single mom works the 3rd shift in the children's group home in order to be home for her own children when they need her. Despite many trials and tribulations, she manages to stay strong for all. She treats the children of Special Needs as her own, with love, advocating for them and helping them out when they need it, even though she herself is in need. The 10E staff, including nurses, therapists, doctors, administrators and even a student from Sacred Heart University, rallied around the cause and presented every member of the family with gifts so that they could experience the joy of Christmas.

### SCOTT BRENNAN, BSN, RN, JOE HALKOWICZ, BS, RN, AND JOE LAVENEZIANA, EXECUTIVE DIRECTOR, SAFETY/SECURITY, & FACILITIES

These three men responded to a distress call for a gentleman who was on the 6th floor of our garage. He was threatening to jump and potentially harm himself or others. Scott, Joe, and Joe moved into action to help this person in extreme, immediate need. Connecting with him on a personal level, they were able to convince the gentleman that help was available, clearly saving this man's life.

### GAIL WELLS, RN, EMERGENCY DEPARTMENT

While off-duty after the recent blizzard, Gail came upon an accident just moments after it occurred. Prior to EMS arriving, Gail got out of her car and began assisting a woman who had been struck by a vehicle. She soothingly spoke to the woman and her husband, along with

their two daughters who were on scene. Sadly, the injuries sustained by the parents turned out to be fatal. Gail took the time to come to the aid of others in desperate need. Her presence, dedicated care, and soothing voice made a difference in a tragic situation.

### LINDA SEAMAN, BSN, RN, CCRN, AND SANDI PULLO, BSN, RN, ICU

ICU nurses Linda and Sandi took turns sitting with a dying patient, holding her hand and being with her until she passed on. This patient's daughter is also a nurse at St. Vincent's and had just lost her father and stepfather. These losses had been very hard on her, making her emotionally incapable of being with her mother. Linda and Sandi heard of this and assured the daughter that they would be with her mother until she passed on, not letting her die alone. Linda and Sandi showed reverence for both the mother and the daughter, and their needs during this very difficult time.

### LETICIA ALBARRAN, CNA, RUTH FERANEC, BSN, RN, JANE BRISCOE, CSA, NANCY NOCCIOLI, RN, 6 SOUTH TELEMETRY

These four staff members went above and beyond for a homeless patient in isolation. They brought in clothes, toiletries and shoes, not just for the patient— but also for the patient's son. Nancy even provided a haircut for the patient. The patient and her son were genuinely touched. St. Vincent's Core Values were clearly demonstrated in these acts of kindness, and service to the poor, especially for people most in need.

### DEBBIE CAVALIER, MSN, MBA, RN, 6 SOUTH TELEMETRY

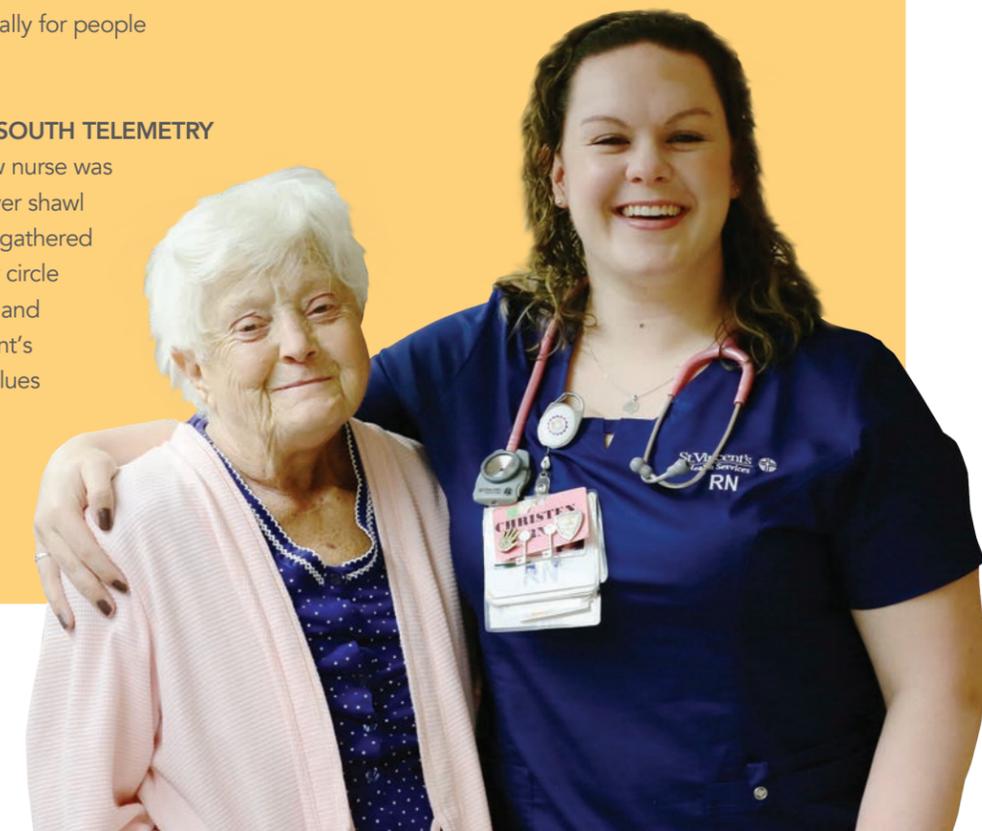
When informed that the father of a fellow nurse was near the end of life, Deb obtained a prayer shawl and drove it to the home where all were gathered to say goodbye. She conducted a prayer circle with them. Together, they felt the caring and warmth which was born here at St. Vincent's and carried home. Deb lives the Core Values at St. Vincent's, on and off the job. Her dedication, integrity, wisdom and reverence for life are inspiring to us all.

### NICOLE ANTUNES, RN & KELLY ALICEA, CNA, SURGICAL INTENSIVE CARE

The brother of an associate was a patient in the SICU for four days following a serious motorcycle accident. Engaged, with a wedding planned in just two weeks, it soon became clear this man and his fiancé would have to cancel their plans. They decided to be married at St. Vincent's in the hospital room instead. When Kelly and Nicole learned of this, they got right to work decorating the room with flowers and sheets, transforming it into a chapel-like setting. Due to their creativity, hard work and imagination, they provided the bride and groom with a very memorable wedding day.

### NANCY DOELGER, BSN, RNC-MNN, FAMILY BIRTHING

While working as the day shift nurse for a patient (also an employee), Nancy went out of her way to make it possible for this patient to take a shower. At the end of her shift, she went home and devised a sash-like contraption, to be worn around the neck, with pockets attached for the six drains the patient would need to protect. It was a success! The patient uses the sash even when not in the shower to keep the drains out of the way. The generosity of spirit and compassion, particularly for the care of another employee, is the epitome of our RBC goals—caring for the caregiver as well.



# Certifications JANUARY 1, 2013 – JUNE 14, 2014

St. Vincent's Medical Center values specialty certification by all nurses. Over 40 different specialty certifications are recognized at SVMC. SVMC assists nurses with financial support across the organization. In calendar year 2013, over \$10,000 was spent on reimbursement of costs for initial certification examination for our nurses. There has been a steady increase in the numbers of nurses who attain certification in their specialty.

## Adult Nurse Practitioner by ANCC

Denise Buonocore, APN-C, ACNPC-BC, CCRN  
Leona Mihalko, APN-C  
Melissa Reniero, APN-C  
Amelita Richard APN-C

## Acute Care Nurse Practitioner by ANCC

Denise Buonocore, APN-C, ACNPC-BC, CCRN

## Certified Case Manager by CCMC

Patricia Zelinsky, CCM

## Certified Emergency Nurse by BCEN

Maureen Bleses, CEN  
Lori Broadbent, CEN  
Sarah Davies, CEN  
Jessica Demoura, RN, CEN  
Cristina Disanto Nuñez, RN, CEN  
Erin Gunther, CEN  
Gregory Humpal, CEN  
William Lapin, CEN  
Nicole Loiz, CEN  
Domingos Martins, Jr., CEN  
Elizabeth Meyer, CEN  
Patrick Murray, CEN  
Christopher Sage, CEN, CCRN  
Thomas Saxa, CEN  
Keith Walsh, CEN  
Kathleen Woods, CEN

## Certified Breast Care Nurse by ONCC

Betsy Rice, CBCN & Gerontological

## Certified Critical Care Registered Nurse by AACN

Nancy Andrews, CCRN  
Joann Bayusik, CCRN  
Michelle Brooks, CCRN  
Denise Buonocore, APN-C, ACNPC-BC, CCRN  
Mary Anne Caserta, CCRN  
Cindy Cervini, CCRN  
Carol Collins, CCRN  
Ashley Dobuzinsky, CCRN  
Mary Gene Fanzutti, CCRN  
Arthur Frankforter, CCRN  
Mary Gilbertson, CCRN  
Brad Hamilton, CCRN  
Lynn Hunyadi, CCRN  
Minimol Joseph, CCRN  
David Koch, CCRN  
Mary Ellen Lang, CCRN  
Richard Magee, CCRN  
Loretta Murphy, CCRN  
Kynia O'Brien, CCRN  
Lynn Orser, CCRN, PCCN  
Cynthia Perretta, CCRN  
Diane Pospisil, CCRN  
Laura B. Rongey, CCRN  
Chris Sage, CCRN  
Pansy Samuel, CCRN



Linda Seaman, CCRN  
Bonnie Shultz, CCRN  
Cindy Siclari, CCRN  
Joanne Tenenbaum, CCRN  
Pablo Valadez, CCRN  
Doreen Wallace-Davis, CCRN  
Erin Zullo, CCRN

## Certified Gastroenterological Registered Nurse by CBGNA

Denise Carroll, CGRN  
Janet Cordova, CGRN & Gerontological  
Heidi Sandrowski, CGRN & Gerontological  
Sue Szymanski, CGRN

## Certified Hospice & Palliative Care Nurse by NBCHPN

Eden Enclona, CHPN

## Certified Nurse-Operating Room by CCI

Kim Adler, CNOR  
Jessy Joseph, CNOR  
Kimberly Knowles, CNOR  
Kathy Lafountain, CNOR  
Theresa Maciog, CNOR  
Helene Miller, CNOR  
Frederico Peralta, CNOR  
Linda Plecity, CNOR  
Nichole Rogucki, CNOR  
Stephanie Ryan, CNOR  
Natalja Samodosky, CNOR  
Jessie Sebastian, CNOR  
Stephanie Williams, CNOR  
Helene Williams, CNOR

## Certified Post Anesthesia Nurse by ABPNC

Doreen Nelson, CPAN

## Certified Pediatric Emergency Nurse by PNCB & BCEN

Maureen Bleses, CPEN & CEN  
Kellie Clomiro, CPEN  
Elizabeth Saska, CPEN

## Clinical Research Coordinator by ACRP

Jennifer Nascimento, CRC & Gerontological

## Certified Radiology Nurse by RNCB

Ann Ballas, CRN

## Certified Registered Nurse Intravenous by INCC

Donna Caserta, CRNI  
Erin Devlin, CRNI  
Nancy Engel, CRNI

## Certified Rehabilitation Registered Nurse by RNCB

Diane Denhup, RN-BC  
Deborah Gilbey, CRRN & Gerontological  
Patricia Paradise, CRRN  
Karen Wasik, CRRN

## Certified Wound, Ostomy & Continence Care Nurse by WOCNB

Lea Forcier, CWCN  
Jennifer Gengo, CWCN

## Electronic Fetal Monitoring by NCC

Hermie Balboa, C-EFM  
Karen Brady, C-EFM, RNC-OB  
Angela Delmonico, C-EFM  
Monica Ferguson, C-EFM  
Heather Kovac, C-EFM, RNC-OB  
MaryAnn LaRosa, C-EFM  
Sharon McKay, C-EFM  
Pat Uber, C-EFM  
Edite Weddle, CCE, C-EFM

## Family Nurse Practitioner by ANCC

Kelly Cowic, FNP-BC  
Susan Denisco, APRN FNP- BC CNE, CNL  
Sheryl Hollyday, APRN, FNP-BC  
Marie Joseph, APRN, FNP-BC & Gerontological  
Rowena M. Korezeniewski, FNP-BC  
Christine Molinaro, FNP-BC  
Loretta Murphy, FNP-BC  
Diane Sheehan, MSN, APRN, FNP-BC  
Dwanna Ward-Boahen, APRN, FNP, AOCNP

Renee Powell, FNP-BC  
Carolyn Rojo, MSN, APRN, FNP-BC  
Louis Rosen, APRN, FNP-BC  
Mary Ellen Silva, APRN, FNP-BC  
Teresa Soltis, APRN, FNP-BC  
Nadine Southard, APRN, FNP-BC, OCN  
Julie Stewart, APRN, FNP-BC  
Himal Yadar Rai, APRN, FNP-BC  
Elizabeth Wallace, APRN, FNP-BC & Gerontological

## Nurse Executive by ANCC

Cindy Czaplinski, NE-BC  
Deborah Owens, NE-BC

## Advanced Oncology Certified Nurse by ONCC

Teresa Money McLaughlin, AOCN

## Advanced Oncology Certified Nurse Practitioner by ONC

Dwanna Ward-Boahen, APRN FNBC, AOCNP

## Oncology Certified Nurse by ONCC

Barbara Addi, OCN  
Tiffini Boyde, OCN  
Sarah Condor, OCN  
Maryellen Falcone, OCN  
Anne Howland, OCN  
Renata Jankowski, OCN  
Susan Kindley, OCN  
Violeta Lacerna, OCN  
Mary McCartney, OCN  
Anna Persico, OCN  
Jeannine Peters Chaco, OCN  
Dena Stierwalt, OCN  
Karen Shelley Shapiro, RN, OCN  
Nadine Southard, APRN, FNP- BC, OCN  
Rebecca Surprenant, OCN  
Patricia Syx, OCN  
Teresa White, OCN  
John Wilson, OCN  
Emma Wittstein, OCN

## Orthopedic Nurse Certified by NAON

Lisa Castaldi, ONC  
Savanua Dewitt-Smith, ONC  
Dhurata Hanaj, ONC  
Valerie Itah, ONC  
Rose Louizis, ONC  
Molly McCarthy, ONC  
Erica Miska, ONC  
Noreen Nolo, ONC  
Amanda Samatulski, ONC  
Geraldine Smart, ONC  
Marie St. Jean, ONC & Gerontological  
Cathy Sollenne, ONC  
Joanna Tylutki, RN ONC

## Community Health Nurse by ANCC

Patricia Gantert, RN-BC & Gerontological  
Joan Marr, RN-BC

## Gerontological Nurse by ANCC

Maria Belvin, RN-BC  
Paige Bergmark, RN-BC  
Michele Brooks, RN-BC  
Kim Burrows, RN-BC, PCCN  
Asuncion Calo-Patino, RN-BC  
Tracey Carroll, RN-BC  
Antonia Cazaubon, RN-BC  
Laly Cherian, RN-BC  
Janet Cordova, RN-BC, CGRN  
Merline Cruz, RN-BC  
Loretta Dalton, RN-BC

Diane Denhup, RN-BC, CRRN & Gerontological  
Maryann DeRosa, RN-BC  
Suzanne Dimenna, RN-BC  
Maria Duque-Ferreira, RN-BC  
Margaret Dwyer, RN-BC  
Nina Fausty, MSN, RN-BC  
Ann Marie Franklin-O'Connor, RN-BC  
Patricia Gantert, RN-BC & Community Health  
Deborah Gilbey, RN-BC & CRRN  
Virginia Ginand, RN-BC  
Josephine Golbin, RN-BC  
Susan Goncalves, RN-BC & Medical-Surgical  
Michelle Harper, RN-BC  
Kathleen Heiden, RN-BC  
Marie Joseph, RN-BC, FNP  
Donna Kelly, RN-BC  
Yvonne Lynch, RN-BC  
Margaret Maziuk, RN-BC  
Diane McNeil, RN-BC  
Ellen Miller, RN-BC  
Marilyn Miller, RN-BC  
Chona Mjeia, RN-BC  
Jennifer Nascimento, RN-BC  
Sherry Nicholson, RN-BC  
Lan Nguyen, RN-BC  
Janet Rhodes, RN-BC  
Betsy Rice, RN-BC & CBCN  
Carolyn Rojo, RN-BC  
Sajini Roy, RN-BC  
Heidi Sandrowski, RN-BC, CGRN  
Rita Santacroce, RN-BC  
Lynn Sickels, RN-BC  
Dawn Sideleau, RN-BC  
Elizabeth Skov, RN-BC  
Marie St. Jean, RN-BC, ONC  
Maria Sutton, RN-BC  
Sr. Mary Jean Tague, MS, RNC, RN-BC  
Ching Tang, RN-BC  
Jesusa Tolo, RN-BC  
Elizabeth Wallace, RN-BC  
Iolene Wallace RN-BC & Med/Surg.  
Emma Wittstein, RN-BC & Gerontological  
Marit Wyse-Planton, RN-BC

## Medical-Surgical Registered Nurse by ANCC

Norma Consebido, RN-BC  
Rochelle Gibson, RN-BC  
Susan Goncalves, RN-BC & Gerontological  
Lisa Novais, RN-BC  
Patricia Simmons, RN-BC  
Rebecca Suprenant, RN-BC  
Elizabeth Wallace, RN-BC  
Iolene Wallace, RN-BC & Gerontological

## Psychiatric Mental Health Nurse By ANCC

Judith Dolan, RN-BC  
Susan Tierney, RN-BC

## Low Risk Neonatal Nursing by NCC

Gertrude Brewer, RNC-LRN

## Maternal Newborn Nursing by NCC

Nancy Doelger, RNC-MNN  
Melissa Melendez, RNC-MNN  
Teresa Randolph, RNC-MNN

## Neonatal Intensive Care Nurse by NCC

Carmichael John, RNC-NIC  
Chanhee Park, RNC-NIC

## Inpatient Obstetric Nursing by NCC

Hermie Balboa, RNC-OB

Karen Brady, RNC-OB, C-EFM  
Heather Kovac, RNC-OB, C-EFM  
Maryanne Larosa, RNC-OB  
Patty Uber, RNC-OB, C-EFM  
Edite Weddle, RNC-OB

## Psychiatric and Mental Health Nursing Specialist by ANCC

Sarah Burke, RN-BC  
Bridget Howe, RN-BC  
Jessica Webster, RN-BC

## Progressive Care Certified Nurse

Kim Burrows, PCCN & Gerontological  
Jessica Collazzo, PCCN  
Carmela Capanzana, PCCN  
Cheryl Gardiner, PCCN  
Shannon Mayville, PCCN  
Christina Molinaro, PCCN  
Lynn Orser, PCCN & CCRN  
Jyothy Philipose, PCCN

## International Board Certified Lactation Consultant by IBCLC

Janice Moeller, IBCLC

## Holistic Nurse Certified by AHNCC

Marilyn Faber, HN-BC

## Certified Healing Touch Practitioner by AHNCC

Marilyn Faber, CHTP

## Certified Neuroscience Registered Nurse by ABNN

Maria Sutton, CNRN

## Certified Childbirth Educator by Prepared Childbirth Educators, Inc.

Kim Hurd, CCE  
Edite Weddle, CCE

## Clinical Nurse Leader by Commission on Nurse Certification (CNC)

Lori Broadbent, CNL  
Heidi Sandrowski, CNL  
Mary Silvestri, CNL

## Certified Addictions Registered Nurse by IntNSA

Bridget Howe, RN-BC, CARN

## Certified Ambulatory Perianesthesia Nurse by ABPANC

Doreen Nelson, CPAN, CAPA

## Advanced Certified Hospice and Palliative Nurse by NBCHPN

Louis Rosen, ACHPN

## Adult-Gerontology Primary Care Nurse Practitioner by ANCC

Rena Kane Laughlin, AGNP-BC

## Women's Health Nurse Practitioner by NCC

Heather Kovac, WHNP-BC  
Chloe Quinn, WHNP-BC

## Medical Surgical Registered Nurse by MSNCB

Lynze Kapp, CMSRN  
Christianne Reed, CMSRN  
Kathleen Baran, CMSRN  
Lisa Castaldi, CMSRN  
Savanua D. DeWitt-Smith, ONC, CMSRN  
Margaret Dwyer, CMSRN  
Beverly Kosiorowski, CMSRN  
Lorianne Meus, CMSRN  
Rita Stanislawski, CMSRN

# Daisy Award Recipients

## **JANUARY: DOREEN NELSON, RN, CPAN, CAPA, AMBULATORY SURGERY**

Doreen was nominated by MJ San Souci, RN. Doreen is “kind, sincere, demonstrates empathy in all situations and establishes a special connection to patients and their family members. She is the total package.”

## **FEBRUARY: MARK PULLO, BSN, RN, EMERGENCY DEPT.**

Mark Pullo, BSN, RN, was nominated by Joe Halkowitz, BS, RN. “Mark comes to work every day with a smile on his face and a kind word for everyone he encounters. The ED staff is faced with many difficult patients and Mark treats each patient as one of his family. The staff loves working with him and he has tireless energy helping everyone with no questions asked.”

## **MARCH: NICOLE VENA, BSN, RN, 7 NORTH**

Nicole was nominated by a patient’s family member. The nomination was read by the 7N manager Lori Broadbent, MSN, RN, CEN, CNL. “Her kindness and compassion for her mother made a difference to her while her mom was the hospital,” said the family member. “Watching Nicole each day not only made a difference in my mom’s life but also in mine.”

## **APRIL: ALEXANDRA PAPPAS, RN, FLOAT**

Alex was nominated by Valerie Lombardi, BSN, RN. Valerie wrote, “She has witnessed Alex routinely and consistently displaying empathy and compassion to all of her patients in many different situations.”

## **MAY: MITCH AIUDI, LPN, SPECIAL NEEDS**

Mitch was nominated by Kathy Guzman RN, who read a very emotional and heartfelt nomination. “Mitch exemplifies the spirit of compassion and team work on a daily basis and assumes responsibilities in the house with a positive attitude and smile,” said Guzman.

## **JULY: LORI FASSBENDER, RN, 9 EAST**

Lori was nominated by Diann Papp, RN, who described her as organized and energetic. “Lori, who always promotes team work, is a pleasure to work with,” said Papp.

## **AUGUST: ANN HOWLAND, RN, OCN, 9 SOUTH**

Anne was nominated for this award by Maryellen Falcone, RN, OCN, who described Anne as a nurse who shows compassion and commitment to both her patients and staff on 9 South. “Anne has a gentle and pleasing way about her. She is quiet and humble and often goes unnoticed,” said Maryellen.

## **SEPTEMBER: DIANE LEGARE, RN, CVU**

Diane was nominated for this special nursing award by Christina Casimiro, clinical support assistant. “She consistently demonstrated excellent care, not only while the patient was in CVU, but continued to visit him while he was in ICU,” said Christina. “Diane established a strong emotional bond with this patient, one so sincere that she drove over an hour to his wake to pay her respects.”

**I was so honored to receive the Daisy award. I love the story about how the statue is made. It is amazing to think that my award came from far across the globe.**

**Lori Fassbender, RN**

## **OCTOBER: MICHELE WILLIAMS, RN, 7 SOUTH**

Michele Williams, RN of 7 South, tearfully accepted this award after listening to a heartfelt nomination by Ginny Ginand, RN. Ginny told her colleagues that Michele comes to work with a positive and caring attitude and treats every patient with kindness and respect.

## **NOVEMBER: ELIZABETH ELAM, CRNA, ANESTHESIA DEPARTMENT**

Beth was nominated by Dr. Dave Lo, who recalled a time when Beth took care of a patient, pregnant with twins, for an urgent, non-obstetric surgery. The patient was extremely nervous about the potential risks to her unborn children. Beth answered all of the patient’s questions and held the woman’s hand through the whole procedure to make sure she knew someone was there for her and her twins.