

FROM **TRADITION** TO
TRANSFORMATION
NURSING EXCELLENCE AT THE NATION'S FIRST



Penn Medicine



FROM **TRADITION** TO **TRANSFORMATION**

NURSING EXCELLENCE AT THE NATION'S FIRST

Pennsylvania Hospital — the nation's first — was founded in 1751 by Benjamin Franklin and Dr. Thomas Bond. *Nursing Excellence at the Pennsylvania Hospital*, a historic exhibit on the hospital's second floor, displays a timeline from the founding of PAH in 1751 to 2022, spotlighting the hospital's diverse nursing workforce whose contributions have shaped PAH into the comprehensive medical facility it is today.

In the 20th century, Pennsylvania Hospital became the first in many areas, including:

THE FIRST...

-  Hospital-based adult day care in Philadelphia
-  Hospital to reach 10,000 joint replacements
-  Birthing suite in a tertiary care hospital in Pennsylvania
-  Hospital in the region to achieve 1,000 live births from in vitro fertilization
-  Perinatal Evaluation and Treatment Unit in the area
-  Outpatient community mental health facility in the state
-  Neurology Department in the nation (Penn Neurological Institute)

In 1997, Pennsylvania Hospital merged with the University of Pennsylvania Health System and is now part of Penn Medicine, which includes the Raymond and Ruth Perelman School of Medicine at the University of Pennsylvania.

Today, the 475-bed acute care facility offers a full-range of diagnostic and therapeutic medical services and is a major teaching and clinical research institution. With a national reputation in areas such as orthopedics, cardiac care, vascular surgery, neurosurgery, otorhinolaryngology (ENT) and urology as well as obstetrics, high-risk maternal and fetal services, neonatology, and behavioral health, the campus also includes specialty treatment centers such as the Joan Karnell Cancer Center, the Center for Transfusion Free Medicine and Surgery, and the Penn Neurological Institute.

Featured photo (above): Nurse Betz taking a patient's temperature. January 12, 1970. Photo by Robert S. Halvey.



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WELCOME

The Pennsylvania Hospital Department of Nursing is pleased to present our 2023 Nursing Annual Report. This review of 2023 shares select examples of the outstanding care provided by our nursing teams and interprofessional partners. We are proud to present the myriad ways in which nurses engage in shared decision-making and evidence-based practice to improve patient outcomes and experience.

As the nation's first hospital, Pennsylvania Hospital has a long history of leading patient care, treatment techniques, and medical research. This year's Nursing Annual Report, "From Tradition to Transformation," chronicles nurses' impact in contributing to Pennsylvania Hospital's rich legacy. I hope you are extremely proud of your efforts and recognize the incredible and lasting impact you leave on our patients and community.

Among our nursing teams' many accomplishments, we are excited to continue our Magnet adventure, as we are currently preparing our third Magnet document for submission. Magnet® designation recognizes that PAH meets the "gold standard" for nursing practice, innovation, and patient care that less than 10% of U.S. hospitals achieve. You will notice several stories in this report of Nursing and Interprofessional excellence that we highlighted in our Magnet document.

As you will see in this report, our nurses and interprofessional teams are committed to delivering high-quality, compassionate care. Our Professional Practice Model: **Care, Lead, Innovate** reflects the unique and varied ways that our teams collaborate to achieve a culture of excellence. We invite you to take a few moments to read the stories and accomplishments highlighted in this report, remembering they are just a few of the many meaningful moments we've witnessed at Pennsylvania Hospital. We are privileged and proud to work with the more than 1,200 nurses and 700 nursing ancillary team members that make Pennsylvania Hospital a leader in clinical care and patient experience. Thank you for all you do for this exceptional organization and the people we serve.

With gratitude,

Melissa Zak, DNP, MBA, RN, NEA-BC
Chief Nursing Officer, Pennsylvania Hospital

THE PENN MEDICINE EXPERIENCE

WE ARE EXCEPTIONAL — COMMITTED TO CREATING THE BEST POSSIBLE EXPERIENCE, LEADING TO ENDURING CONNECTIONS WITH OUR COLLEAGUES, PATIENTS, AND FAMILIES.

Defining the Penn Medicine Experience through the six *Be Standards* provides us with a common language and sets a consistent standard across all of our entities.

As a health system, we address concerns as they arise and systemically work to improve the experience for patients, maintaining a culture of patients coming first. We promote change to provide better care at the system level. Your ideas and contributions are valued.

COMPASSIONATE
I serve with my head and heart.

PRESENT
I show up and remain engaged.

EMPOWERED
I drive results with intention.

COLLABORATIVE
I partner with unwavering support.

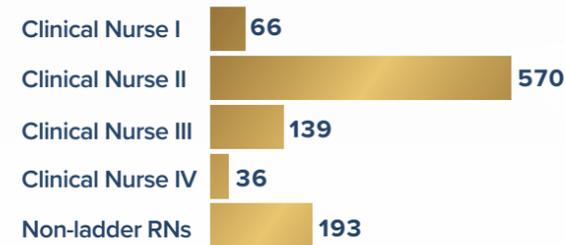
ACCOUNTABLE
I commit to every single moment.

CULTURAL HUMILITY
I connect with respect and self-awareness.

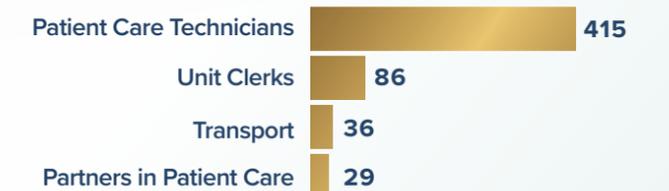
NURSING BY THE NUMBERS



1004 NURSES BY CLINICAL LEVEL



566 NURSING ANCILLARY TEAM MEMBERS



NURSES BY YEARS OF SERVICE



1,117
PAH NURSES IN DIRECT PATIENT CARE

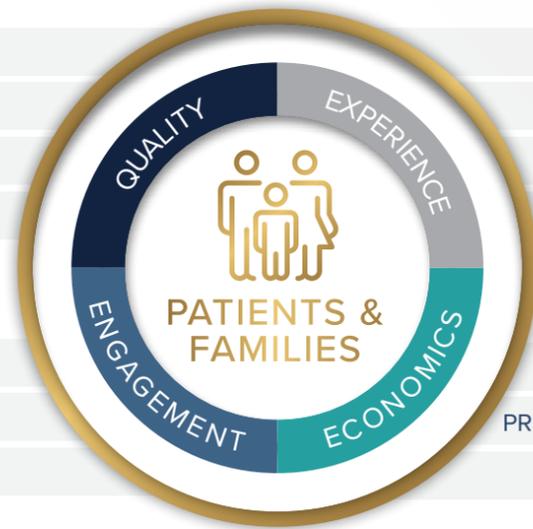
475
ACUTE CARE BEDS

1,309
NURSES EMPLOYED BY PAH

SUPPORTING PENNSYLVANIA HOSPITAL'S STRATEGIC PLAN

QUALITY

PATIENT CARE
EDUCATION
RESEARCH
VALUE



ENGAGEMENT

PHYSICIANS
STAFF
COMMUNITY

EXPERIENCE

PATIENT-CENTERED
CONSISTENT
COMPASSIONATE
VALUABLE

ECONOMICS

SUSTAINABLE
PROVIDES FOR INVESTMENT
VALUE

FY24 GOALS & VISION

Pennsylvania Hospital, as part of Penn Medicine, commits to being a leading institution in providing state-of-the-art health care as an academic medical center in Philadelphia. We strive to be recognized nationally for patient care, education, innovation, safety, and quality through a collaborative, multidisciplinary approach.

QUALITY

Reduce Hospital Acquired Infections —
aligning with Penn Medicine Team Goals, including decreasing:

- CLABSI
- CAUTI
- SSI – Spinal Fusions

ENGAGEMENT

Recruitment:

- Pipeline and Gateway Programs
- Recruitment fairs and outreach

Retention:

- Stabilize workforce
- Decrease first year turnover

Cultural Transformation:

- Foster a workplace that is diverse, equitable, and inclusive

EXPERIENCE

Patient Experience

- Improve 'Recommend this Hospital'

Employee Experience

- Positive Employee Relations*
- Enhance People Manager Skills

ECONOMICS

Finance:

- Meet gross operating margin
- Reduce use of premium labor

Optimize Clinical Operations:

- Decrease Length of Stay (LOS) – Medicine Days
- Reduce readmissions

SERVING A CHANGING WORLD 2024–2029 NURSING STRATEGIC PLAN

FY25 VISION

Advancing evidence-based nursing practice through science to promote excellence in patient-centered outcomes and a healthy work environment.

WELLNESS

WORKFORCE INVESTMENT

SYSTEMNESS

ALIGN AND STANDARDIZE

OUTCOMES

QUALITY, SAFETY, SERVICE

FY25 MISSION

The University of Pennsylvania Health System Department of Nursing strives to position nurses as leaders in all forums to:

- ✓ **FOSTER** an environment of collaborative, interprofessional shared decision-making.
- ✓ **INSPIRE** innovative solutions to complex challenges across the healthcare continuum.
- ✓ **ENSURE** a diverse, equitable, inclusive environment for our patients, families, community, and each other.
- ✓ **THRIVE** in an ever-changing health care climate.

THE HIGH RELIABILITY FRAMEWORK

- LEADERSHIP**
 - Non-Negotiable Respect
 - Guardians of Learning
 - Models of Healthy Culture
 - Visible Action
- CULTURE**
 - Courage
 - Agency
 - Community
 - Collaboration
- LEARNING SYSTEM**
 - Self-Reflecting
 - Improvement-Capable
 - Sustainable
- KNOWLEDGE**
 - Clinical, Operational, and Cultural Measurement
 - Up-to-Date & Visible





MAGNET[®] DESIGNATION

Pennsylvania Hospital is a twice-designated Magnet[®] organization, achieving ANCC Magnet[®] Recognition in 2015 and 2020. PAH was one of the first hospitals in the country to conduct a virtual site visit amidst the COVID-19 pandemic in July 2020. Despite the uncertainty at the time, PAH received a unanimous vote for recognition from the ANCC's Commission on Magnet. The Commission praised PAH for our innovation, inter-professional collaboration, and camaraderie.

PAH is proud to be continuing our Magnet adventure, as we actively pursue our third designation. We are grateful to everyone at PAH; we are Magnet because of your dedication, compassion, and motivation for excellence. We will submit our third document in Summer 2024, with an anticipated site visit in late 2024.



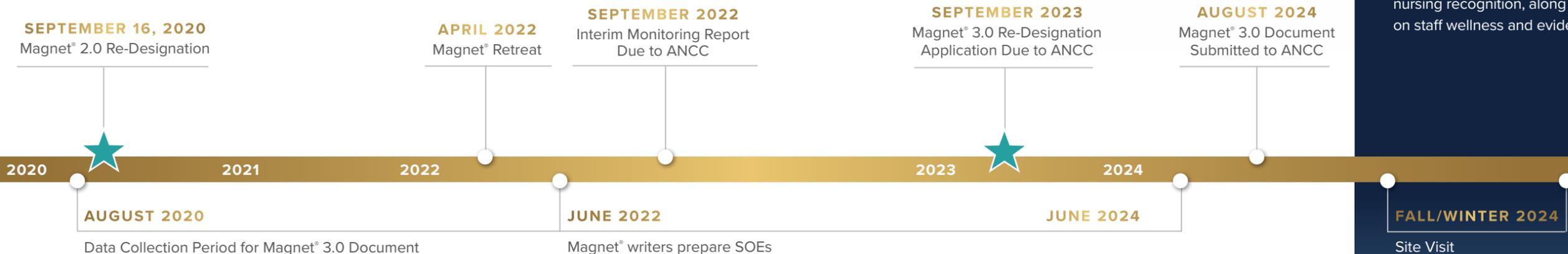
MAGNET4EUROPE

Magnet4Europe redesigns work environments in health care to promote the mental health and wellbeing of health professionals, enhance their productivity, and in doing so improve outcomes of the patients under their care.

Since the start of the project in January 2020, participating hospitals, including PAH, have achieved several milestones and mastered many challenges. Despite all adversities of the COVID-19 pandemic, all hospitals have continuously demonstrated their dedication and commitment to the Magnet4Europe project and continued to work on improving the work environment for their clinical staff.

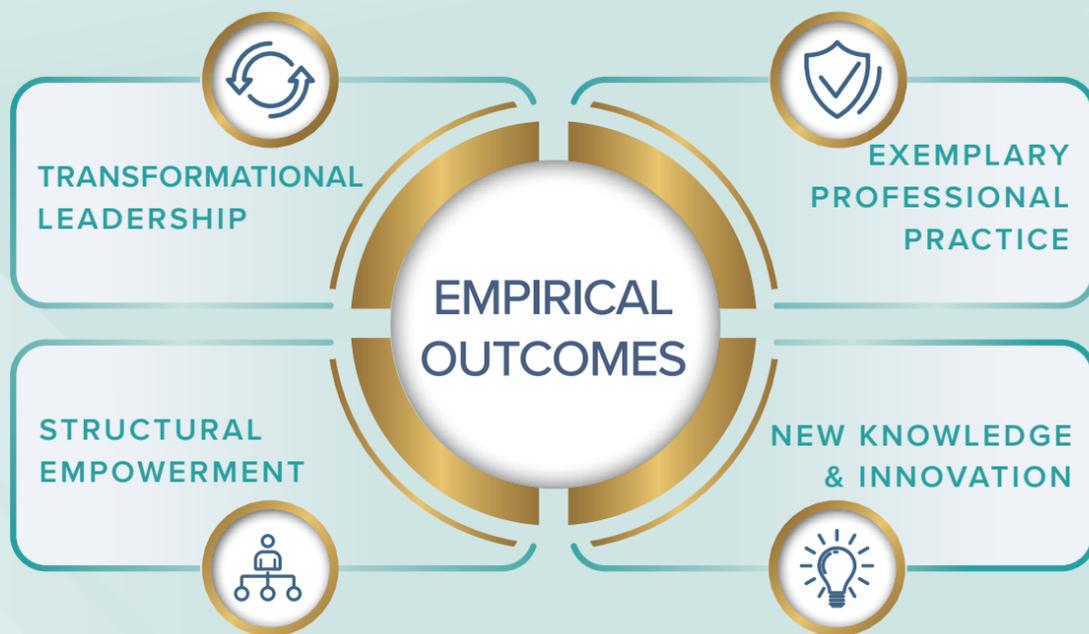
In October 2023, PAH hosted its Magnet4Europe twin hospital—Germany's Universitätsklinikum Regensburg (UKR) at the historic campus in Philadelphia.

PAH and UKR's nursing leaders discussed efforts to elevate the nursing profession, such as PAH's Shared Governance structure and promoting nursing recognition, along with UKR's emphasis on staff wellness and evidence-based practice.



THE MAGNET® MODEL

Pennsylvania Hospital nurses demonstrate Transformational Leadership through clinical work, Shared Governance, community outreach, clinical inquiry, professional development, and mentoring. PAH leadership provides Structural Empowerment through its commitment to nurses for continual learning and educational advancement, made possible by policies, procedures, and processes that support the organization's mission, vision, and values. Nurses' and leadership's dedication to Exemplary Professional Practice produces an environment of empowerment, where autonomy and accountability help define quality patient care and best practices. PAH nurses provide medically proven, holistic care that addresses each patient's unique physical, psychological, emotional, and social needs. PAH nurses also improve care through New Knowledge, Innovations, and Improvements. PAH nurses share a vision for advancing knowledge through translational and innovative research, quality improvement initiatives, and life-long learning.



ALL 6 PENN MEDICINE ENTITIES HAVE ACHIEVED MAGNET DESIGNATION

- ① Pennsylvania Hospital
- ② Hospital of the University of Pennsylvania
- ③ Penn Presbyterian Medical Center
- ④ Pennsylvania Hospital
- ⑤ Lancaster General Health
- ⑥ Princeton Health



2023 ANCC MAGNET® CONFERENCE

CHICAGO, ILLINOIS | OCTOBER 12-14

PODIUM PRESENTATION:

Emergency Nurse Well-Being: Recommendations for Improvement

Contrast emergency nurse burnout and job dissatisfaction in Magnet® versus non-Magnet® institutions; contrast Magnet® emergency nurse well-being to their inpatient colleagues throughout the COVID-19 pandemic; and survey emergency nurse recommendations to improve their clinical well-being and retention.

Elise Turnbach, MSN, RN, CEN & Lindsey Coates, MSN, RN, CEN

MAGNET® WRITING TEAM

This talented team is contributing Sources of Evidence to represent Pennsylvania Hospital's culture of Nursing Excellence in our third Magnet document.

Ali Schlegel
Alicia Hussey
Amanda Melchiorre
Annelies Wood
Ashley Mercado
Chris Black

Elise Turnbach
Emma Cotter
Florrie Vanek
Heather Cochran
Julia Harrison
Kristen Darrow

Meg Vance
Michael Altman
Rebecca Clark
Suni Thompson

NURSE-SENSITIVE QUALITY INDICATORS

Pennsylvania Hospital's Department of Nursing makes significant contributions to patient and organizational outcomes. In their roles as leaders at the bedside, nurses use the latest evidence-based best practices to guide their decision-making. At PAH, we monitor our impact on nurse-sensitive indicators and patient outcomes, and we benchmark our performance against our peer organizations across the country. As a Magnet® designated organization, we strive for excellence in quality, safety and patient experience. The following graphs reflect our performance on these indicators.

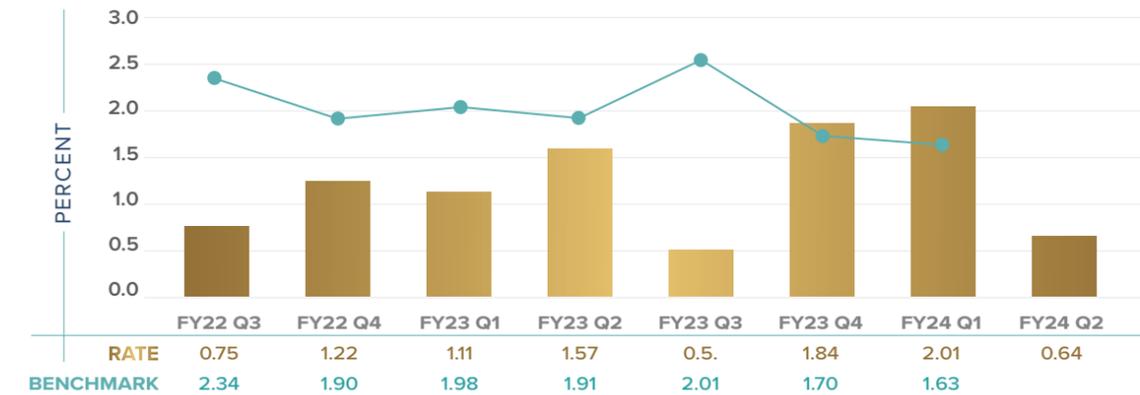
**FY22 Q3 – FY24 Q2
INPATIENT FALLS PER 1,000 DAYS**



FALL PREVENTION INITIATIVES

- Interprofessional Falls Prevention Taskforce. *New Rounding/Auditing Process – Falls Taskforce members round on unit to assess if Fall Risk interventions are appropriate/in place.*
- Falls debriefs led by Nurse Manager or NAC.
- Dynamic falls data dashboard to help identify trends and opportunities.
- Women's Health and Periop divisions reassessing current fall risk assessment tools and fall prevention strategies.
- NICHE Goal – Fall Reduction. *Education series + delirium assessment and mitigation workgroup.*
- Caregility iObserver allows more PCTs to remain on unit performing direct patient care, improving patient safety and patient observation in high-risk patients. *Developing triage system to prioritize best Caregility candidates.*

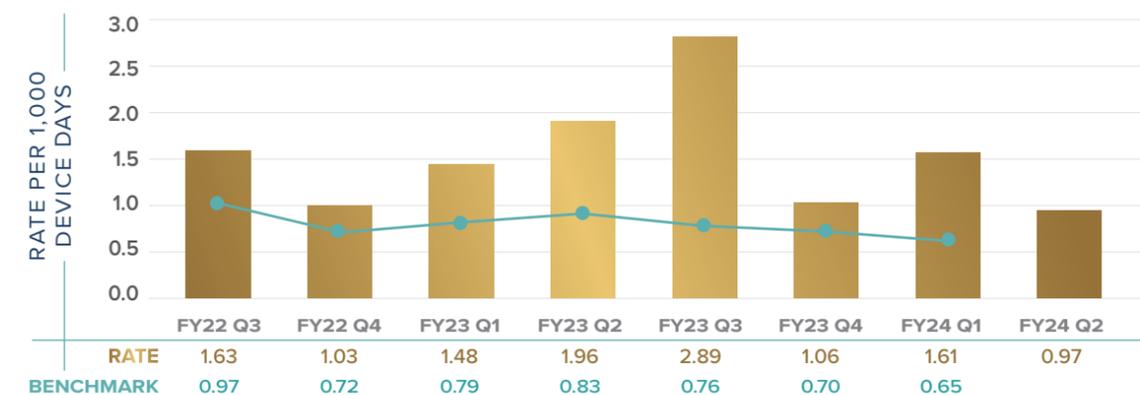
**FY22 Q3 – FY24 Q2
HOSPITAL ACQUIRED PRESSURE INJURIES
% SURVEYED PATIENTS WITH HAPI ≥ STAGE 2**



PRESSURE INJURY PREVENTION INITIATIVES

- Unit-based skin champions meet monthly and conduct skin/pressure injury assessments.
 - *Skin champions participate in monthly journal club, evaluate skin/pressure injury prevention best practices, and evaluate pressure injury risks not captured by risk assessment tools.*
 - *Identifying patients' other skin care needs: IVDU wounds, diabetes care, etc.*
- Clinical RNs trained as PRN Wound Care RNs to provide HAPI support when Wound Ostomy specialist off.
- RNs use HAIKU to identify, track, and prevent HAPI.
- Introduced improved moisture barrier product throughout hospital.
- New Allevyn dressings coming soon.

**FY22 Q3 – FY24 Q2
CENTRAL LINE ASSOCIATED BLOOD STREAM INFECTIONS (CLABSI)**



CLABSI PREVENTION INITIATIVES

- "Ask Me About January."
 - *CHG Treatment guidelines*
 - *Prevantics*
 - *ClearGuard*
 - *Daily Central Line Rounding on Med/Surg*
 - *Central Line Dressing Changes on Mondays*
- Red Cap Device Rounding tool in Critical Care and Med/Surg.
- CLABSI RCAs with infection prevention; identified opportunities in communication, swab cap compliance, RCA tools and process, shift handoffs; working to strengthen RCAs.
- HAI System Alliance.
 - *CHG application standardization across health system.*
 - *Ongoing alignments of CHG eligibility.*



Pharmacist Mildred Carlisle (Left) and co-workers working in the pharmacy, c.1920s.

FY22 Q3 – FY24 Q2 CATHETER ASSOCIATED URINARY TRACT INFECTIONS (CAUTI)



CAUTI PREVENTION INITIATIVES

- Infection Prevention assessed house-wide catheter care and maintenance.
IP and Nursing collaboration on RCAs for every CAUTI.
- Quality & Safety Council leading strategic education prioritized by opportunity, beginning with eliminating dependent loops.
Council conducts IUC audits to ensure compliance and identify opportunities for education.
- Intermittent Bladder Irrigation Inter-professional Workgroup.
6CC/Sch Clinical Nurses, Nursing Education, and Infection Prevention to develop new process to adhere to best and evidence-based practices.
- Collaboration with Bard for annual IUC LifeCycle Assessment.
Ongoing collaboration to increase external catheter use.
- HAI System Alliance collaboration with Nursing Professional Practice and Infection Prevention.
 - Examining nurse-driven IUC removal protocols.
 - Identified opportunities to improve urine sampling.
 - Updating Penn pathways.
 - CAUTI subgroup comprised of Nursing, IP, and Providers.



INTERPROFESSIONAL FALLS PREVENTION TASK FORCE

PURPLE SOCKS IMPLEMENTATION HELPS DECREASE PATIENT FALLS

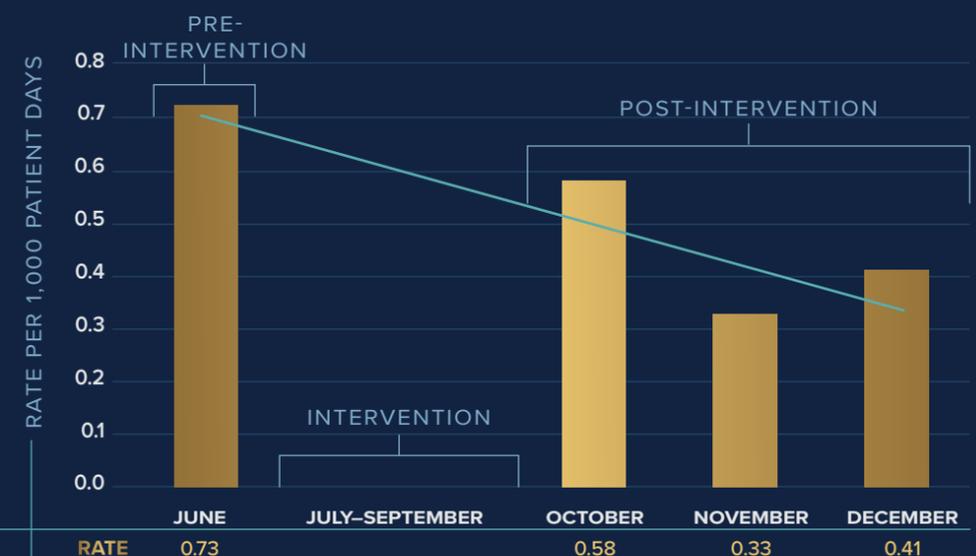
The Pennsylvania Hospital organization-level, decision-making Interprofessional Falls Prevention Task Force includes nursing leaders, clinical nurses, physical and occupational therapists, patient care technicians, transporters, administrative professionals, pharmacists, and safety and regulatory representatives. The task force determined that PAH did not have an effective process in place for nurses and clinical staff members to easily identify patients who had recently fallen and therefore had a higher risk for another fall, which could result in injury. The task force noted that this could contribute to the PAH inpatient falls with injury rate.

The Task Force reviewed the falls with injury data to determine the cause of the upward trend and opportunities for improvement. The task force found that the greatest predictor of falls resulting in injury is a patient having experienced a fall within the previous three months (recent history of falls).

The task force reviewed the current process for identifying patients' falls risk. **Annelies Pfeiffer Wood, MSN, RNC, WHNP-BC**, Nursing Practice Adviser, Nursing Professional Practice, completed a literature review to identify evidence-based interventions to decrease patient falls and falls with injury. Wood recommended implementing a visual identifier to alert all nurses and interprofessional staff members that a patient had experienced a recent fall and is therefore at high risk for falling again.

The task force members and champions educated the nurses and clinical staff on the use of purple socks and purple signage, to identify patients at the highest risk for falls to decrease patient falls in the inpatient units.

JUNE 2021 – DECEMBER 2021 | INPATIENT FALLS WITH INJURY





COMMUNITY ENGAGEMENT

Pennsylvania Hospital teams actively serve our neighbors in Philadelphia and the surrounding communities. From cleanup events, community health fairs and education sessions, to food and supply drives, PAH teams are committed to positively impacting the communities in which we live and serve.

GIVING BACK TO OUR COMMUNITY

In December, **Float Pool Shared Governance**, led by Clinical Nurse chairs **Lauren Bednarchik BSN, RNC-OB** and **Amanda Leuz, BSN, RNC-OB, C-EFM**, coordinated to Adopt-a-Family in need of support during the holidays. The family had multiple children and adults, and the team was able to donate a carload of gifts as well as gift cards for Amazon and a supermarket.

Through Shared Governance, **6 Cathcart/Schiedt** raised over \$1500 for the Head and Neck Cancer Alliance. The 6 CC/Sch Shared Governance team hosted a basket raffle that included baskets for the Phillies fan, coffee lover, and relaxation enthusiast.

The **Quality & Safety Shared Governance Council**, chaired by clinical nurse **Tessa Monaghan, BSN, RN, CMSRN, WTA**, held a Hygiene Drive in May 2023 to support Prevention Point Philadelphia (PPP). The Council collected various hygiene items such as period products, deodorant, dental care products, hand wipes and sanitizer, hair care and more to support PPP's outreach, serving those experiencing homelessness and substance use disorder. Council members received donated items from their colleagues, then prepared toiletry bags to be distributed by PPP.

The **5 Cathcart/Schiedt Shared Governance Committee** hosted two volunteer activities in 2023. First, **Ashley Drake, Ashley Hagenbuch, Trish Maguire, and Lisa Sorino** (plus their daughters!) helped make hundreds of sandwiches and lunch bags for CommUnity SJP to distribute to area shelters and people experiencing homelessness. The unit also participated in Hall Mercer's Holiday Adopt-a-Family, buying gifts for a family of 4. Finally, the unit received a grant to fund the We Care Bags, which provide supplies such as socks and gloves, for our patients in need.

In the spirit of giving during the month of November, **7 Cathcart/Preston** held their annual "Thanks Giving Projects" led by Shared Governance chairs **Shavon Drake, RN** and **Marcellus Garrett, RN**. The unit collected travel size toiletries to assemble kits that were given to a local shelter, Sacred Heart Home. The team gathered and organized over 50 bags of toiletries to be donated to the shelter. The team also served dinner to the homeless via Penn Cares initiatives in December. A group of staff members went to the Chosen 300 Ministries and volunteered their time in service of our community.

ICCU held a holiday toy drive benefitting the Stenton Family Manor. They collected 170 toys with additional help from **Critical Care & Cardiac Cath Lab** to gift to the 106 children.



PENN MEDICINE COMMUNITY DAY

Every year, to kick off Nurses Week in May, teams from across the health system participate in Penn Medicine Community Day — an all day event that brings resources from across Penn Medicine to the neighborhoods we serve. In 2023, Penn Medicine Community Day was held at Malcom X Park in West Philadelphia. PAH Behavioral Health teams gave away items such as socks and t-shirts, while also providing mental health screenings and connecting the community with resources. The PAH Penn Parenting Resource Center demonstrated infant and child CPR, as well as safe sleep, infant feeding, and caregiver resources.



Scan this QR code to read the *6abc* news clip about Penn Medicine Community Day.



PENNSYLVANIA HOSPITAL NURSES ADVOCATE FOR NURSING PRIORITIES

at U.S. Congress in Washington, D.C.

The American Organization for Nursing Leadership (AONL) is the national organization of nurses who design, facilitate, and manage care. As the voice of nursing leadership in healthcare, AONL facilitates an annual Advocacy Day that brings nurses from across the country to Washington, D.C. to meet with state and local government representatives to advocate for issues and policies affecting nurses and nursing practice. AONL's 2023 advocacy priorities focused on strengthening and supporting the nursing workforce to improve healthcare outcomes.

In March 2023, **Lorie Fosbenner, DNP, RN, NE-BC, CCRN-K**, Clinical Director, Emergency Department, Critical Care, and Hemodialysis; **Stephanie Hollister, BSN, RN**, Nurse Manager, Behavioral Health; and **Alicia Hussey, MSN, RN, NE-BC**, Nurse Manager, Intensive Care Nursery (pictured L to R) attended the AONL Advocacy Day in Washington, D.C. They met with Pennsylvania congresspeople to advocate for three priorities to support nurses and nursing practice.



ADDRESSING SHORTAGES IN NURSE FACULTY AND CLINICAL SITES

by investing in nursing schools, supporting academic infrastructure by hiring and retaining a diverse faculty, modernizing the nursing curriculum, and establishing nurse-led interdisciplinary partnerships.



PROTECTING HEALTHCARE WORKERS FROM WORKPLACE VIOLENCE

by enacting federal protection from violence for healthcare workers by providing funding for hospitals to enhance training programs and technology-based security equipment.



EXPANDING THE
HEALTHCARE WORKFORCE
by supporting scholarships and loan repayment and reducing administrative burdens that take clinicians away from the bedside.

2023–2024 Pennsylvania Hospital CAREs GRANT RECIPIENTS

Penn Medicine is committed to the communities we serve. We believe that through service we can further strengthen our neighbors' health and well-being. With this in mind, the CAREs Grant program was founded to provide institutional support for our employees who selflessly volunteer their time to serve our neighbors. Below are PAH's CAREs Grant recipients, who seek to fill the vast needs in our community and to improve diversity, equity, and inclusion.



Andrew Carroll, BSN, RN, CNOR
Clinical Nurse, Operating Room

This is the second consecutive year that Andrew's funding will support the **South Philadelphia Community Fridge**, which will go to stock the network's five refrigerators with culturally appropriate fruits and vegetables, non-dairy milk, rice, and vegetable proteins. Studies have shown that nearly 1 in 5 Philadelphia families struggle with hunger. The volunteer-based organization seeks to give all Philadelphians access to fresh and healthy food and to combat food insecurity.



Patty Lamoreaux, BSN, RN (pictured)
Clinical Nurse, Med/Surg Float Pool
Bill Falone, MSN, RN, CWON
Wound/Ostomy Nurse
Ellen McPartland, MSN, CRNP

Patty Lamoreaux collaborated with Bill Falone and Ellen McPartland to create wound care supply kits to give to patient with wounds related to Opioid Use Disorder (OUD). Patients with OUD may have skin injuries that persist even when they are medically stable for discharge. Lamoreaux recognized that patients may not have the supplies nor the education needed to properly care for their skin once they leave the hospital. She personally prepares the kits and educates her colleagues on how to distribute them to patients in need.



Richard Highley, BSN, RN-BC
Clinical Nurse, CRC

On behalf of his team at PAH's Crisis Response Center, Richard Highley requested funding for groceries to help cover eight dinners. These meals are planned, prepped, and cooked by his team at the **Ronald McDonald House (RMH)** in Camden – while the team interacts with the families. These families lodge at RMH because their children are undergoing medical procedures in nearby hospitals. Richard's group prepares dinners on site because they enjoy the interaction with the families. At the same time, their presence may help to address some of the psychosocial needs of the family members there and allow them to feel more at home during a difficult time.

2023–2024 Pennsylvania Hospital CAREs GRANT RECIPIENTS (continued)

Kristin Lawton Clinical Dietitian

For four years, Kristin has volunteered with **Savage Sisters Recovery, Inc.** The nonprofit runs a drop-in center in Kensington that provides services to the unhoused and those affected with opioid use disorder. There, it offers them wound care, clothing, and other resources and materials. Kristin’s grant helps cover the costs of supplies, such as bandages, antibiotic ointments, and gauze; food and drink for those in need; undergarments and socks; and hygiene items.

Stelia Nappi, RN Clinical Resource Management

As Stelia points out, many of Pennsylvania Hospital’s patients experience socioeconomic disadvantages such as poverty, unemployment, and a limited social network to access resources. **The Caring Closet** — which has been open for a decade — helps hospital employees provide for patients at discharge. Employees volunteer to host bake sales throughout the year that raise funds to purchase adequate clothing for the Closet. Stelia’s grant will support such efforts, allowing them to purchase jackets, sweaters, sweatpants, underwear, footwear, and other items.

Jennifer Slipakoff, MSW, LCSW Abramson Cancer Center

Working in the Cancer Program at Pennsylvania Hospital, Jennifer has seen the impact of hair loss on the program’s patients: it’s something they cannot easily hide and are reminded of whenever they look in a mirror. For patients experiencing hair loss associated with their treatment, she refers to **Hairs 2U Wig Bank**, a nonprofit/free wig bank. Her grant allows her to purchase wigs and distribute them to patients in need.

Brianna Williamson, BSN, RN Clinical Nurse, Operating Room

Since 2019, Brianna has volunteered with Kensington’s **Community Center at Visitation**, which primarily serves Latinx and African American people who are mostly unemployed or employed yet eligible for government assistance. Her grant supports the center’s new adult sewing class. Sewing is a form of art and therapy for many people, and a sewing class can teach new skills and encourage residents to have positive interactions with their peers and class facilitator. One of the goals is to help residents obtain employment with their new skills or to sell their creations. Brianna became a member of the center’s board in 2022.

Myeesha Coe, RN Clinical Nurse, ICCU

Myeesha Coe’s husband serves as senior pastor at **House of Glory Philadelphia** in Germantown. As a nurse, she sees the health needs of the community her church serves. She used her grant to host a Thanksgiving dinner for 500 neighbors, among them the underserved and the homeless. At the dinner, she also offered health information, blood-pressure screenings, CPR teaching, and resources such as clothing, coats, and shoes for the winter season.

Melinda Lamb, BSN, RN Clinical Nurse, Endoscopy

St. Wilfrid’s Clinic in Camden provides health care services and resources to the surrounding low-income community every other Saturday. It provides food bags, diapers, period products, and toiletry items. Since March 2020, more than 358,375 pounds of food and dry goods have been distributed by volunteers. Melinda Lamb, a volunteer for 14 years, will use her funding to pay for baby, hygiene, and dental supplies to give out to the families.



DIVERSITY, EQUITY & INCLUSION

2024 WORKGROUP GOALS

COMMUNITY & PEOPLE

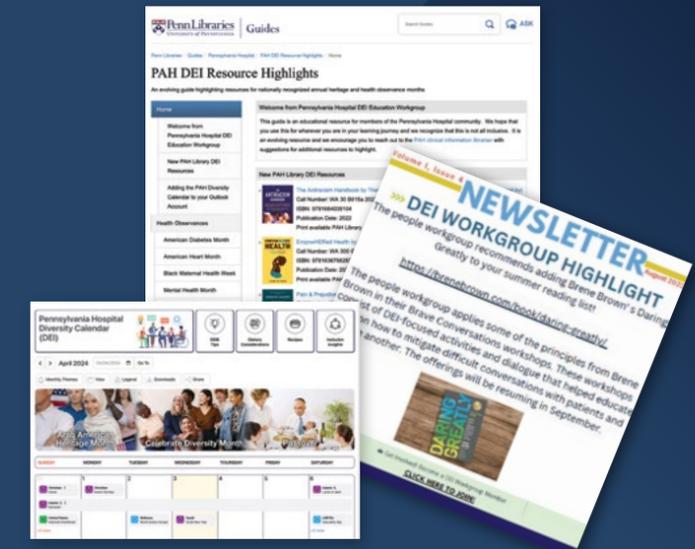
- Plan and execute PAH annual Juneteenth Celebration.
- Engage in community events/volunteering.
- Continue Brave Conversations — currently accepting requests for sessions.
- Collaborate with Education Workgroup to expand DEI educational offerings for staff.
- Explore future topics including Trauma-Informed Care.

CULTURE

- Gender identity affirmation in healthcare settings.
- Foster a shared vision for DEI and PAH.
- Understand the impact of race and diversity on the employee experience at PAH.

RESEARCH & CLINICAL

- Present ‘Addressing Caregiver Preference Request’ Algorithm to PAH leadership for approval.
- Integrate more of work from former Research Workgroup from 2022.
- Redistribute/reevaluate findings from hospital-wide survey on attitudes and interest in getting involved in clinical research (as part of research team).
- Creation of shadowing opportunities for all disciplines and staff in research.
- Assess how more of UPHS ACT Strategic Priorities can be incorporated into PAH DEI work.



EDUCATION

- Establish a speaker forum utilizing a variety of delivery platforms and topics of interest for clinical and non-clinical staff and management.
- Create a safe, interactive space for learning and sharing of ideas/questions and facilitation of discussions.
- Establish DEI Resource Guide.
- Work with Patient Experience and Guest Services and the Patient and Family Education and Health Literacy Committee to increase availability of translated materials.
- Increase utilization and enculturation of Pennsylvania Hospital DEI Calendar.

SCAN THIS QR CODE TO VIEW THE CALENDAR.





NURSING STORIES

BY DIVISION



The Department of Nursing at Pennsylvania Hospital continuously strives to set new standards of excellence in patient care. By practicing under the Professional Practice Model, **Care, Lead, Innovate**, the nursing team has created a culture that combines the art of caring with the science of healthcare. By engaging interprofessional partners and continually seeking opportunities for innovation, the Department of Nursing leads in advancing practice and providing optimal, safe, and compassionate care to our patients and community.



NURSING STORIES BY DIVISION:

MEDICAL/SURGICAL

The Medical/Surgical Division at Pennsylvania Hospital comprised of five units: 4 Cathcart (cardiology/telemetry), 5 Cathcart/Schiedt (general medical), 6 Cathcart/Schiedt (complex ENT and general surgical), 7 Cathcart/Preston (neuro/ortho), and 7 Schiedt (hematology/oncology). These interprofessional teams work collaboratively to foster a culture of respect, accountability, honesty, and professionalism; this culture serves as a foundation for the skilled, dedicated staff as they provide the best quality care to patients and their families.

4 CATHCART: CARDIOLOGY & TELEMETRY



Shaneen Golden Shines as 4 Cathcart's Phlebotomy Tech

In November 2022, 4 Cathcart piloted a dedicated phlebotomy tech on the unit Monday through Friday from 5 am to 1 pm. **Shaneen Golden, PCT** has filled this role, providing the patients with care continuity and clinical excellence. For 4 Cathcart staff, Shaneen provides consistency and support with drawing labs each morning, along with performing morning EKGs. Shaneen is skilled and proficient in lab draws, and patients consistently comment about her skill and pleasant demeanor. During Nurse Manager Rounding, one patient reported, "I feel comfortable having the same person draw my bloodwork every morning, I know she is skilled and won't miss. Shaneen is a pleasure to interact with." Additionally, since Shaneen began her role

4 Cathcart has also seen a decrease in lab errors and safety nets. Overall, this has been a positive pilot for both patients and staff, and we are glad that Shaneen will continue in this role full time.



Clinical Nurses Modify the Post-Cardiac Cath Diet

In late 2023, Clinical Nurses **Gabrielle Salvaggio, RN, BSN**, **Ikea Taylor, RN, BSN**, **Samea Youseff, RN, BSN**, and **Anya Goodman, RN, BSN** partnered with PAH Food & Nutrition Services team to enhance the diet options for our post-cardiac catheterization patients. These patients cannot eat the morning of their procedure, then they must often lie flat for several hours after the procedure. When they arrive back to 4 Cathcart, they are understandably hungry! Traditional menu items like soups and salads were difficult to eat while lying flat. Salvaggio, Taylor, Youssef, and Goodman partnered with Food & Nutrition to develop a cardiac-friendly, tasty diet for post-cath patients with options to make it easier to eat while on post-procedure

bedrest. Items like hummus and veggies, heart-healthy sandwiches, veggie quesadillas, and Caesar wraps (just to name a few) will be added to menu options for our patients. We are anticipating this going live soon to support our cardiac population and improve the patient experience.

5 CATHCART/SCHIEDT: GENERAL MEDICAL/SURGICAL

Highlighting a Year of Achievements and Success

In May 2023, **Angela Ross**, Nurse Manager, received the annual Daisy Nurse Leader Award during Nurses' Week. The nomination letter described Angela's innovation and advocacy. Angela has brought the No One Dies Alone (NODA) program to Pennsylvania Hospital and has worked with the staff from Rittenhouse Hospice to bring inpatient hospice care to 5 Schiedt.

In October 2023, the unit celebrated 365 days without a CAUTI or a CLABSII! We also went 55 days without a fall!

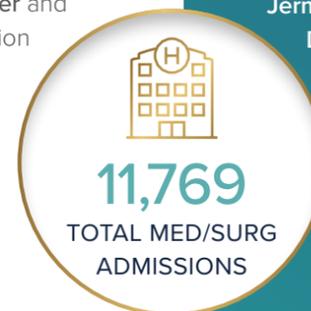
Several other staff have received awards, fellowships, and ambassadorships on the unit this year. **Alberta Gbomita** received an Advocacy Award during PMX Week. Two nurses were selected for the Nursing Professional Fellowship Program: **Alberta Gbomita** in Infection Prevention and **Ashley Hagenbuch** in Nursing Education; and **Jacqi Madden** was selected for the Evidence-Based Practice Fellowship. **Tessa Monaghan** was selected to be a Clinical Nurse Support Ambassador to provide support and education to staff throughout the hospital on night shift.

Other staff on the unit received certifications. **Tyrone Foster**, **Dishawta Dupree** and **B'nia Calvert** became nationally certified as phlebotomists. Other PCTs became NICHE trained to better care for our geriatric patients. They included **Jermica Taylor**, **Latora Allen-Sadou**, **Crystal Smith**, **Dishawta Dupree**, **Tyrone Foster** and **B'nia Calvert**. Three nurses received their CMSRN certification – **Ashly Varughese**, **Jacqi Madden** and **Shannon Hickman**.

Clinical Nurses **Maureen Moore** and **Shannon Hickman** led the third hospice training class that was open to anyone across the hospital. Moore and Hickman worked with **Ashley Drake**, Clinical Nurse Education Specialist, to provide relevant information and real examples to improve the care of patients at end of life.

EMPOWERING PCTS TO PROVIDE EXCELLENT PATIENT CARE

5 Cathcart/Schiedt also embarked on a pilot project to empower our PCTs. The Lead PCT Role was created to elevate the patient care technician position, and to give a unique opportunity to those PCTs that exemplify the Penn Medicine Experience Standards. This project provided leadership skills development and guidance with performing tasks, such as creating staff assignments and supporting unit initiatives. The goals of creating this role were to amplify the PCTs' voice, to promote excellent patient care, to improve patient satisfaction, and to ensure that tasks are divided equitably among staff. The PCTs selected for this role were **Tyrone Foster**, **Sameena Burnett**, **Jermica Taylor**, **Crystal Smith**, **Dishawta Dupree**, and **Gashira Mills**. Because of the success of the pilot, our Lead PCTs are still facilitating excellent patient care on the unit.





6 CATHCART/SCHIEDT: COMPLEX ENT & GENERAL SURGICAL

In early 2023, the 6 Cathcart/Schiedt team recognized an opportunity to develop a guideline for Leech Therapy (Hirudotherapy). Clinical nurses **Catherine Foy, BSN, RN**, **Emily Kale, BSN, RN**, **Artavia Smith, BSN, RN, CMSRN**, and **Frank Visco, MSN, RN-BC** collaborated with ENT Advanced Practice Provider **Jenean Lane, PA-C**, Clinical Nurse Education Specialist **Chandra Simpson, MSN, RN, CCRN, PCCN, CMC**, Nurse Manager **Kevin Sweeney, MSN, RN, CCRN, CEN, NEA-BC**, and Assistant Nurse Manager **Lisa Scott, BSN, RN, CMSRN**, to establish the Leech Therapy guideline for the Nursing Practice Manual. This guideline supports our head and neck cancer surgical population that require Leech Therapy to improve patient outcomes. This guideline also supports service lines in the future that may use leech therapy in their practice.

6 Cathcart/Schiedt also held two ENT emergency simulations in 2023. These simulations provided opportunities to learn how to manage an emergency airway or mass transfusion event using multiple scenarios. Participation from ENT, nursing, respiratory, anesthesia, the Rapid Response Team, and other support staff helps the teams perform professionally and develop an increased level of comfort and confidence during emergencies.

Through Shared Governance, we raised over \$1500 for the Head and Neck Cancer Alliance. The 6 CC/Sch Shared Governance team hosted a basket raffle that included baskets for the Phillies fan, coffee lover, and relaxation enthusiast.

The unit reached a milestone in December 2023 going two years without a CAUTI. Through the efforts of our unit representative of the Quality and Safety Council, **Carline Black-Young, MSN, CMSRN**, the unit has been able to prevent catheter-associated urinary tract infections, thereby improving patient safety and quality outcomes.



7 SCHIEDT: HEMATOLOGY/ ONCOLOGY

Silver-Level Beacon Unit

2023 was a year of renewal and change for 7 Schiedt. We said goodbye to experienced staff, and we had 20 new staff onboard, including 14 nurses. Education and training were top of mind. **Laura Todaro, MSN, RN, PCCN, OCN**, Clinical Nurse Education Specialist led the effort to onboard so many new staff along with our preceptors. **Todaro** set up specialty Oncology training classes to get everyone up to speed. Our patients remained our focus during this busy time even as our volume of chemotherapy administrations increased. **Destiny Dobbins, BSN, RN** and **Carmela Vazquez, BSN, RN** graduated Nurse Residency! **Carmela** was also a 2023 Daisy Award recipient!



7 CATHCART/PRESTON: NEURO/ORTHO

B.O.N.E.S. Day

In 2023, 7 Cathcart/Preston focused on increasing skills, knowledge, competence, and confidence among the nursing team. The 7 Cathcart/Preston nursing team identified service line-specific topics as areas for opportunity. **Nicole Overpeck, MSN, RN, CPAN**, Clinical Nurse Education Specialist developed B.O.N.E.S. Day (Bariatric Orthopedic Neurosurgery/Neurology Education & Skills Day). All new 7 Cathcart/Preston Clinical Nurses attend this class during their orientation, and the class is also open to any current RN or PCT who is interested in improving their skills and knowledge of this patient population. The class includes didactic sessions presented by Overpeck and other service line leaders – these sessions include information about patient population, surgeries, post-operative nursing care, stroke care, documentation requirements/tips, and more. The class also focuses on hands-on skills such as wound dressings, surgical drain review, and wound vac placement/troubleshooting. The class also invites representatives from our joint and surgical brace vendor, who share information for both nurses and PCTs. Following that, Physical and Occupational Therapy present in-services at different “stations” for our teams to demonstrate safe mobility, equipment use, and other safe patient handling practices.

Improving Team Dynamics between Perianesthesia and 7 Cathcart/Preston

In 2023, the nursing team focused on “Bridging the Gap” between the PACU and 7 Cathcart/Preston. Staff from Perianesthesia and 7 Cathcart/Preston meet quarterly to openly discuss opportunities to improve inter-department communication and work towards improving team dynamics when transferring patients between units. The teams have greatly improved their understanding of each other’s workflows by participating in shadowing on both units. Four-hour shadowing sessions with a nurse of the opposite floor allowed nurses to observe workflows and processes from the other’s perspective. Pre- and post-surveys showed an increased understanding of the other’s practices. With combined efforts from the PACU staff and 7CC/P, our project has been accepted for ASPAN’s 43rd National Conference in April 2024!

MEDICAL/SURGICAL CERTIFIED NURSES

Congratulations to the following nurses who have received specialty certification!

4 Cathcart

Jeanne Belcher	Kristen Goral
Tanya Carter	Mackenzie Henning
Melissa Cavanaugh	Timothy Layden
Marianne Ferreira	Karen Stillwell
Patricia Flack	Nancy Viola
Tony George	Sarah Zesati

5 Cathcart/Schiedt

Lorda Cajimat	Tessa Monaghan
Angela Cheng	Maureen Moore
Alberta Gbomita	Elizabeth Ricchezza
John Grussenmeyer	Angela Ross
Ashley Hagenbuch	Colleen Sabol
Shannon Hickman	Lisa Sorino
Jacquelyn Madden	Janae Story
Patricia Maguire	Owain Wilde

6 Cathcart/Schiedt

Rebecca Beck	Barbara Mesmer
Keila Bernardy	Lisa Scott
Carline Black-Young	Artavia Smith
Amanda Bone	Kevin Sweeney
Adrienne Cirrotti	Frank Visco
Abheena Jacob	Anne Vo

7 Cathcart/Preston

Katrina Black	Yvette Mayfield
Devon Dalessio	Vladislava Merkulova
Zetta Grant	Anastasia Scuille
Brianna Lynch	

7 Schiedt

Susan Acchione	John Riordan
Heather Cochran	Aliya Rogers
Stephanie McGurney	Laura Todaro
Margaret Nnyamah	Tammy Turner

NURSING STORIES BY DIVISION: CRITICAL CARE & EMERGENCY



Critical Care and Emergency services at Pennsylvania Hospital are comprised of two critical care units (the Medical Intensive Care Unit and the Surgical Intensive Care Unit), the Intermediate Critical Care (Stepdown) Unit, the Emergency Department, and the ED Observation Unit. The interprofessional teams of these five units provide high-level care to critically ill patients with complex medical and surgical needs.

EMERGENCY DEPARTMENT: TRAUMA CART

In November 2023, the Emergency Department implemented a Trauma Cart to better serve staff and patients when a trauma is received at PAH. In ED Unit Council meetings, the staff expressed a desire for more trauma training and to have trauma supplies all in one space so that they could be more efficient and timelier in their care. PAH is not a designated trauma center, however, there has been an increase in patient visits with trauma injuries. Heading up the development of the cart were **Dana Liu, MD, Lauren N. Ellis, MSN, RN, CEN, NE-BC, FACHE, Lindsey Coates, MSN, RN, CEN, Philip Landis, DNP, RN, CEN, NP-D-BC, Chelsea Berkery, MHA,** and other collaborators including all ED charge nurses, SPD,

and CPD who came together to design the cart and add what they felt would be necessary to include in it. Education on the cart, its contents, and on different trauma topics have been ongoing since its implementation. There have been weekly trauma pearls sent out to staff via email known as “Trauma Tip Tuesday” or “T3” that were started by Clinical Nurse Education Specialist **Joseph Pirrocco, DNP, MSN-Ed, RN, CEN** to keep staff on their toes with trauma topics and the interventions they could take if they encounter those patient scenarios. This cart and the accompanying education has improved staff satisfaction and confidence when trauma patients enter the department.



4 WIDENER: INTERMEDIATE CRITICAL CARE UNIT (ICCU)

The ICCU has focused much of their efforts on interprofessional collaboration in 2023. While working in the Interim ICCU Nurse Manager role, **Frank Cundari BSN, RN, CV-BC** worked with the ICCU and ICU Medical Director, **Paul Kinniry, MD**, to incorporate Critical Care provider presence in the ICCU. As a result, a Critical Care Attending is now assigned to the ICCU each morning. In addition to rounding on their patients in the ICCU, these attending physicians are also engaging with the ICCU nurses to review any clinical concerns that the nursing team may have about their patients. This partnership is allowing for early identification of decompensation and potential need for care escalation.

The ICCU also cares for a patient population that often faces long-term medical complexities that limit discharge planning options. **Richard Wright BSN, RN, MEDSURG-BC, ICU Clinical Nurse,** approached **Amanda Melchiorre MS, BSN, RN, NP-D-BC, PCCN, ICU Nurse Manager,** with an idea to hold an interprofessional team meeting to review patients that have been hospitalized at PAH for an extended period of time to ensure that nursing teams understood the goals of day-to-day care and bigger-picture aspects including updated discharge status for these patients. Melchiorre shared the idea with **Chris Huot MSN, RN, NE-BC, Critical Care Nurse Manager,** who suggested incorporating Infection Prevention into the interprofessional meetings, recognizing that a prolonged hospitalization could increase the risk of developing a hospital-acquired infection.

This “Critical Care Division Long Stay Patient Review” biweekly meeting kicked off on May 10, 2023. The meetings are attended by ICCU, ICU, and SICU representatives from Nursing, Medicine, Clinical Resource Management, and Infection Prevention. Patients with a length of stay approaching or beyond 30 days are presented by the Nurse Managers from these units for review. Discussions begin with the patient’s current clinical status and any barriers to discharge. The discussion then shifts to reviewing current devices that increase the patient’s risk for infection. The group reviews alternatives to devices in place to either eliminate them entirely or place a safer alternative. Additional recommendations from the group may include consulting specialty services to better manage patients whose needs have shifted from acute to chronic.



51,386
TOTAL ED VISITS



1.77%
LWBS RATE (GOAL <2%)

CRITICAL CARE

In March 2023, the Intensive Care Unit (ICU) and Surgical Intensive Care Unit (SICU) embarked on “The Campaign for Independence.” A review of safety events and direct observations demonstrated nursing practice inconsistencies related to High-Alert medications. “The Campaign for Independence” was designed to ensure consistent nursing practice during administration of High-Alert medications requiring an Independent Double Check. Such High-Alert medications include Heparin, Insulin, and Ketamine Infusions. During the campaign, all patients receiving high-alert medications were reviewed in daily safety huddles.

Using the tenets of a High Reliability Organization and Fair and Just Culture, this successful campaign brought awareness of this critical practice issue to the ICU and SICU nursing teams and led to practice improvements and a consistent process. A post-campaign review of safety events demonstrated an 85% reduction in medication errors related to the double check process for high-alert medications in the 11 months following the campaign.

CRITICAL CARE DIVISION CERTIFIED NURSES

Congratulations to the following nurses who have received specialty certification!

Emergency Department/Observation Unit

Lee Ball	Meghan Isgro
Catherine Blinebury	Jacquelyn Janda
Justina Bruno	Serena Justice
Lindsey Coates	Gina Knight
Kaitlyn Czermanski	Lauren Ricottone
Lauren Ellis	Jennifer Roberts
Kerri Hartnett	

ICCU

Stephanie Bonga	Elizabeth Smith
Teneatra Christie	Suzanne Thorndike
Alyssa DeCarlo	Danielle Trench
Teresa Keeney	Tom Weightman
Helen Luecke	Kathleen Wilkens
Ashley Norris	Richard Wright
Erinlyn Sheff	

ICU/SICU

Ngozi Anyaoku	Lise Sykes
Lindsey Guinther	Lauren Wise
Christopher Huot	Devon Worthman
Ernesto Ledonne	Dana Wright
Rosalie McKernan-O'Brien	Dalton Bisher
Ronald Moyer	Hoyong Figueroa
Emily Murphy	Kathleen Leszczynski
Laura Pascavitch	Franchelle Little
Angela Piech	Wanda McCall
Colleen Rex	Michelle Montgomery
Lorri Smiley	Amanda Tang
Tainiesha Smith	Courtney VanSchie

NURSING STORIES BY DIVISION:

BEHAVIORAL HEALTH

Working alongside world-renowned clinicians, behavioral health nurses at Pennsylvania Hospital participate in pharmacotherapy and psychodynamic treatment modalities. Behavioral health services are comprised of two psychiatric inpatient units (4 Spruce and 6 Spruce), the Crisis Response Center, and the Hall Mercer Community Mental Health Center. Nurses work with physicians, social workers, and occupational and recreational therapists as members of a skilled and dedicated interprofessional team focused on improving the mental health of patients.

4/6 SPRUCE: IMPROVING VISITATION

Inpatient Behavioral Health

We all know how difficult it was not to see friends and family during the Covid-19 pandemic. It was even more difficult for patients and their families to be separated. When reintroducing visiting on 4 and 6 Spruce, we knew that there needed to be structure here in Behavioral Health since visiting is not allowed in a patient's room due to safety concerns. Having too many people in the unit can disrupt the milieu and create chaos. The interprofessional team discussed and both floors collaborated in Shared Governance regarding what visiting should look like to keep patients and their families safe. The team proposed having a patient-driven visiting hour.

An electronic sign-up sheet was developed that the team could access. The sign-up is relayed to patients on admission that they can sign up with the Unit Clerk as to whom they want to visit that day. This way patients can decide who can and cannot visit. Some friends and family can be triggered with some interactions, so we allow them to create their support. The visiting hour is 4 pm – 5 pm, Tuesday through Sunday. Patients and visitors love the new system. The team prepares the dining room for visiting hour, and five visitors may come for 5 different patients on any one of those days. They can sit at the table and talk and relax in a calm atmosphere. A staff member is also present to maintain safety for all. The Behavioral Health interprofessional team devised this great way to provide our patients with necessary family and friend interactions as well as satisfy the team's concerns.

CONTRATULATIONS!

2023 Daisy winner, **Courtney VanSchie**, celebrating with her Critical Care team.





CRISIS RESPONSE CENTER: IMPROVING COMMUNICATION AND SAFETY

The Crisis Response Center (CRC) takes care to engage and support some of the most vulnerable clients in and around the city of Philadelphia who arrive voluntarily and involuntarily for behavioral health assistance. The CRC is open 24 hours a day and the environment can be unpredictable. After experiencing some safety events, the CRC team recognized that all the interdisciplinary team members change shifts at different times, so patient handoff varied greatly. The information relayed in a nursing handoff is not always what is relayed to the other disciplines. In the journey towards becoming a Highly Reliable Organization, these potential communication gaps felt unsafe.

Nursing leadership collaborated with security, registration, and environmental services to engage in an all-inclusive, interdisciplinary safety huddle. This huddle takes place at 8:30 am Monday through Friday and discusses staffing for all disciplines, safety concerns from the last 24 hours, possible transfers coming with police, broken equipment, situations that required extra staff for de-escalation, and any concerning or positive interactions with our community partners in law enforcement and mobile crisis. This safety board huddle has created a safer environment for all the disciplines that work in the CRC and has bridged a gap in communication that was preventing transparency in our work environment. We will now be rolling it out to the night shift whose teams also change shifts on different schedules. We want to support and sustain an environment of collaboration and communication that has a foundation in safety. The collaboration with team members from all disciplines has proven to be an asset to our teamwork and excellent care in an environment that can be unpredictable.

BEHAVIORAL HEALTH CERTIFIED NURSES

Congratulations to the following nurses who have received specialty certification!

4 & 6 Spruce

Joseph Burke
Justin Camaione
Laura Hunsberger
Jotsna Jagadeesh
Lisa McNamee
Bridget Sassa
Jody Schwartz
Joan Vallee
Violet Cannon
Robert Haney
Mollykutty Samuel
Mamta Sekhawat
Melissa Walsh

Crisis Response Center

Beth Dunn
Amanda Fiorenzo
Tamarra Graham
Victoria Grau
Richard Highley
Sharon Kelly
Dianne Marchetti-Suga



MAGNIFYING MAGNET

HARRISON MEMORIAL FUND COMMITTEE GRANT

PROMOTING INFANT AND FAMILY SAFETY Pennsylvania Hospital Nurses Volunteer in Local Health Initiative

In 2023, Lauren Cliggitt LCSW, MSW, Associate Director of Child Services, Hall Mercer Community Mental Health Center, applied for and received a Harrison Memorial Fund Committee grant of \$1500 to support Child Safety Classes at Hall Mercer. This grant enabled Hall Mercer to partner with the Penn Parenting Resource Center (PPRC) to host a local healthcare initiative for parents, caregivers, and any Hall Mercer clients interested in enhancing their understanding of infant and pediatric first aid. There has never been a direct partnership between Hall Mercer and the Penn Parenting Resource Center in the past. Historically, Hall Mercer serves a patient population with Medicaid/Medicare, and the PPRC serves a patient population who pay out of pocket for services and classes. The grant supported PPRC volunteers to engage in this program that is out of their primary job expectations.

Sara Cohen MSN, RN, RNC-NIC, NPD-BC, WTA, Manager, Penn Parenting Resource Center, Maternal Population Health, and Community Relations, volunteered to support Cliggitt at the first Family Safety Class as a local healthcare initiative. Cohen's clinical experience in infant and pediatric nursing, combined with her nursing education background, made her an excellent volunteer participant for this initiative.

The Family Safety Class provided information on the following topics:

- ✓ HOME SAFETY – Window Safety, Smoke Detectors, Medication Safety, Water Safety, Preventing Child Access to Firearms
- ✓ FIRST AID – Breathing Problems, Allergic Reactions, Bleeding/Bruising, Broken Bones, Head Injury, Burns, Stings/Bites, Poisoning, Choking, CPR

- ✓ NUTRITION
- ✓ CAR SAFETY
- ✓ HELMETS

The class also gave away First Aid Kits and gun locks, and raffled off larger infant safety items such as car seats.





NURSING STORIES BY DIVISION: WOMEN'S HEALTH



Women's Health services at Pennsylvania Hospital are comprised of Labor & Delivery (including the Perinatal Evaluation and Treatment Unit), the Mother/Baby and Antepartum Units, the Intensive Care Nursery, and the Penn Parenting Resource Center. These interprofessional teams care for a diverse population through the application of outcome-driven, evidence-based, and collaborative strategies, creating a supportive environment for patients and families. The cornerstone of Women's Health Services is an emphasis on individualizing care based on each patient's life journey.

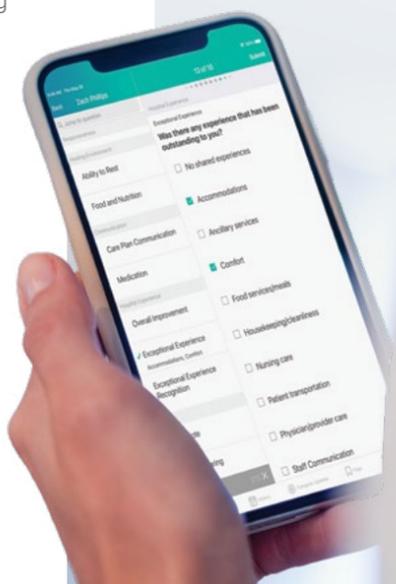


4/5/6 PRESTON: MOTHER BABY AND ANTEPARTUM UNIT

Enhancing Patient Experience through Cipher Rounding

In July 2023, the Mother Baby Unit and Antepartum Unit initiated the use of Cipher Rounding to enhance the patient experience. Cipher Rounding is an app-based tool that enables purposeful rounding to help improve communication, understand and address quality and patient safety issues as they occur, and use real-time actionable insights at the point of care delivery. We collaborated with Patient and Guest Services to create a standardized script aimed at addressing our most common complaints received on Press Ganey surveys, as well as comments receiving during leadership rounding. Cipher delivers real time alerts to the interprofessional team including Nursing, Environmental Services, Engineering, and Patient and Guest Services to immediately address a patient concern or need.

We have seen an increase in Press Ganey scores since the initiation of Cipher Rounding in July 2023 and we are optimistic that with continued daily Cipher Rounding, we will continue to see positive improvements in the patient experience.



Interprofessional Cipher Rounding Team

- Julie Iannacone
- Delaney Jenkins
- Cassandra Cisneros
- Elizabeth Quigley
- Jordan McKenzie
- Saunji Jacobs
- Pam Robinson
- John Gattuso
- Belinda Killing
- Phylisha Landon

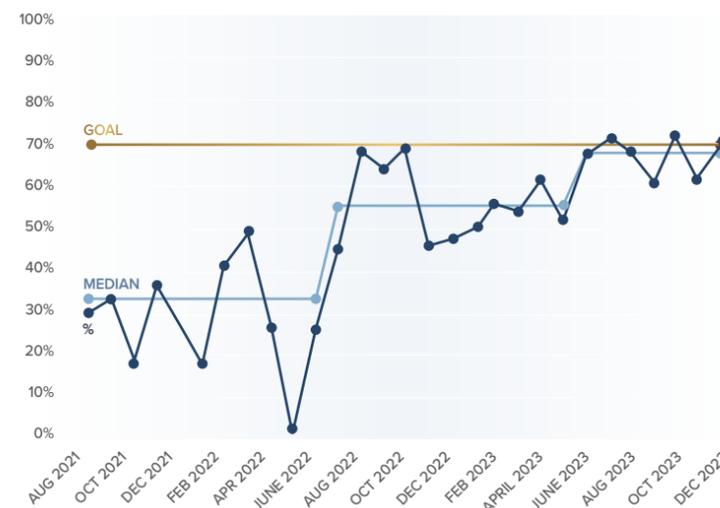


LABOR & DELIVERY/PETU Utilization of a Dedicated OR Team to Reduce C-section Delays

Operating room efficiency is critical to patient and provider satisfaction as well as the financial health of any organization. Delays can cause distress for patients and families, disrupt a provider's revenue-generating schedule, and reduce the efficiency of operating rooms. PAH's Labor and Delivery operating room was experiencing delays more than 70% of the time, leading to stakeholder frustration and clinical inefficiencies.

Melissa Wheeler, MSN, RN, Labor & Delivery Nurse Manager, Melissa McKinney MSN, CRNP, Women's Quality Manager, Raluca Anca MSN, RNC-OB, Clinical Nurse Education Specialist, and Doreen Follett BSN, RNC-OB, Clinical Nurse developed a comprehensive proposal to obtain the resources needed for a dedicated OR team.

% OF SCHEDULED C-SECTIONS STARTING WITHIN 15 MINUTES OF SCHEDULED TIME



The nursing leadership team benchmarked OR delays against other regional and national hospitals to understand OR staffing best practices.



The team proposed increasing nursing FTEs by 3.42 and OB Tech FTE by 1.8. The added FTEs would allow the unit to operationalize a dedicated team for scheduled OR procedures. In addition, we piloted an OR Coordinator position to help standardize care and improve on-time starts. On-time starts are defined as entering the OR within 15 minutes from scheduled time. Since the implementation of our dedicated OR team, Labor & Delivery OR on-time starts have improved by 68%. We continue to meet monthly to discuss opportunities for optimization, key drivers of delays, and how to sustain our improvements.



The team added scheduled Cerclage and Postpartum Tubal Ligation procedures. This phase went live August 8, 2023, and to date we have completed 12 cerclages and 23 tubal ligations. Labor & Delivery's dedicated Operating Room team improves efficiency, resulting in enhanced patient safety and a reduction in scheduled case delays. This work also leads to an increase in patient and staff satisfaction.



INTENSIVE CARE NURSERY (ICN)

On September 30, 2023, Pennsylvania Hospital's Elm Garden was transformed into a sports hub for its "All-Stars Sports"-themed Intensive Care Nursery (ICN) Reunion, showing off team spirit with rally towels and pennants, lawn games, and activities. Over 750 people came to celebrate the real All Stars of the day—former patients of the ICN. It was also the unit's first reunion since the onset of the COVID-19 pandemic, serving as an opportunity for the ICN's nurses, physicians, neonatologists, respiratory therapists, and other staff to unite in-person again with parents, caregivers, and their babies.

Held in September, Neonatal Intensive Care Month, the reunion was the 6th of its kind at PAH—hosted every two years by the ICN planning committee. The ICN's interprofessional planning committee spent 18 months planning the 2023 reunion. To make an event of this size possible, the committee relies on fundraisers such as bake sales and raffles as well as gifts from generous donors. The ICN team is grateful for everyone who helped raise almost \$20,000 in net fundraising dollars through the 2023 reunion. These funds help purchase items for the unit that benefit ICN patients and their families.

The team is already thinking ahead to the 2025 reunion, a truly heartwarming event!

ICN Reunion Planning Committee



Michelle Sohlich-Miller
BSN, RNC-NIC

Allison Carmody
MSN, RNC-NIC

Annemarie Deeley
MSN, CNL, RNC-NIC

Jean Scola
BSN, RN, CBC

Alicia Hussey
MSN, RN, NE-BE

Lisa Penn
LSW

Karen Szczepanski
DO

WOMEN'S HEALTH CERTIFIED NURSES

Congratulations to the following nurses who have received specialty certification!

ICN

Camryn Amen	Nicole DeSanto	Joda Martinez	Kimberly Simpson
Christine Armstrong	Judy Dinofrio	Nicole Meyers	Carolyn Smith
Nancy Arreaga-Parsi	Karen Donnelly	Jennifer Miller	Michelle Sohlich-Miller
JoAnn Blaser	Dianne Giardinelli	Donna Moré	Heather Speers
Stacey Brown	Deanne Gillen	Alyssa Moreno	Megan Spoerl
Allison Carmody	Malinda Ginion	Carlos Ortanez	Francesca Vitale
Diane Carroll	Kathleen Glenn	Kelly Piccone	Lindsey Waddell
Kristen Clum	Nicole Gliwa	Mary Beth Rice	Therese Wolfe
Kelly Colby	Theresa Hughes	Tania Santos	Meghan Wynn
Katherine Dacono	Alicia Hussey	Jean Scola	Andrew Yatzus
Annemarie Deeley	Olivia Kahle	Deborah Semple	
Rebecca DeGraff	Vildan Lench	Sharon Settanni	

4/5/6 Preston Mother Baby Unit/Antepartum

Karen Anastasia	Lynne Dever	Julie Iannacone	Cailin McCrossen
Danielle Bango	Erin Fitzpatrick	Delaney Jenkins	Noah Meares
Ann Barnett	Rachele Fortini	Katerina Kontodemos	Cheryl Pringle
Gerae Blyzniuk	Ingrid Gensler	Vasiliki Koulas	Alexa Smith
Lymari Cannistraci	Rachel Gough	Lisa Krauss	Karen Smith Vance
Maria Cerino	Jillian Herbert	Katrina Lewis	Linda Whaley
Anita Delconte	Kathryn Holland	Patricia Massey	Kaitlyn Zoellick

Labor & Delivery/PETU

Halley Armbruster	Cecelia Eichmiller	Melissa Moran	Karen Rudderow
Megan Banning	Doreen Follett	Rachel Natale	Rachel Serianni
Kate Blumenthal	Jenna Gurriere	Jessica Neff	Stephanie Stokes
Kathryn Bonasia	Courtney Kehoe	Katie Nicolo	Jessica Strauss
Emma Chimera	Amanda Kyle	Briana O'Hanlon	Rhonda Whitaker
Jeannine Daly	Eleni Lucarini	Janette Parra	
Joanne DeAngelo-Rau	Nancy McCarthy	Linsay Ramos	
Tamara Doherty	Sydni McCauley	Pamela Root	
Natalie Douglas-Battick	MaryFrances Mockus	Jeni Rossberg	



PAH'S INTENSIVE CARE UNIT RECEIVES THE GOLD-LEVEL AACN BEACON AWARD FOR EXCELLENCE!

The Beacon Award honors units that distinguish themselves by improving every facet of patient care. This achievement is a testament to the incredible work that is done at the bedside and beyond each and every day.



CONTRATULATIONS!

Emma Chimera obtained her RNC-OB specialty certification! This certification validates the special knowledge and skills of licensed registered nurses who treat inpatient obstetric patients.



ADDRESSING HEALTH DISPARITIES:

An Interprofessional Approach to Responding to Maternal Health Vulnerabilities at Pennsylvania Hospital

In alignment with our mission statement, Pennsylvania Hospital is committed to eliminating disparities in patient treatment based on race, ethnicity, or social factors. In January 2019, Elizabeth Quigley, MSN, RN, NEA-BC, Clinical Director, Women's Health, and Elizabeth Pyle, MSN, MBA, NE-BC, RNC-MNN, Nurse Manager, 4/5/6 Preston Mother Baby Unit, began a multi-pronged approach to decrease maternal morbidity, mortality, and health disparities secondary to Postpartum Hemorrhage (PPH). PPH is a leading cause of maternal mortality, which disproportionately affects Black, Indigenous, and People of Color (BIPOC) receiving obstetric care in the US.

Quigley and Pyle's initial intervention, "Code Crimson," was first implemented in July 2020 to standardize an approach to managing blood loss, proactively manage postpartum blood loss at first signs, ensure the right skill sets are available at the right time, and eliminate disparities based on provider, race, ethnicity, or other differences.

After the Code Crimson practice was implemented, the interprofessional Code Crimson team comprised of OB providers, nursing leadership, clinical nurses, blood bank, and a resuscitation coordinator met monthly, using a Plan, Do, Study, Act (PDSA) approach to review event debriefs and discuss ways to improve the PPH practices.

Optimizing Code Crimson with a Postpartum Hemorrhage Bundle

In October 2020, Quigley, Pyle, and the Code Crimson team's nursing leaders identified an opportunity to improve the Code Crimson response with regard to PPH interventions. Based on clinical nurse feedback, they developed a PPH Bundle, which included focused PPH Risk Assessments, a defined blood loss management protocol, identification and role delineation of Code Crimson response team members, and optimization of Quantitative Blood Loss (QBL) measurements.

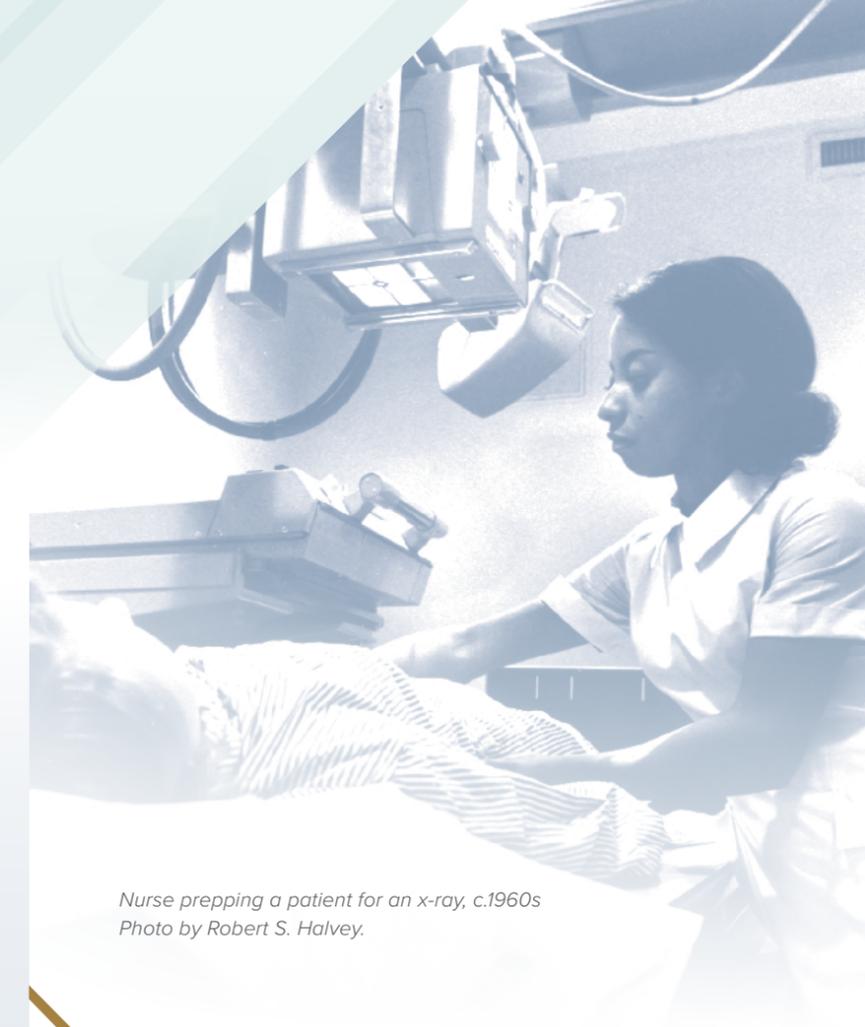
Quigley and Pyle's development of the PPH Bundle aligns with PAH's commitment to innovation, excellence in patient care, and patient and family centered care, by ensuring the best outcomes for maternal population, as defined in the mission statement.

Nursing practice changes and policy updates were made based on the feedback from the interprofessional Code Crimson Team and the Women's Health Charge Nurse Council.

Since the optimization of the Code Crimson emergency response with the PPH Bundle, the total OB complication rate in BIPOC patients has steadily *decreased* from 9.44 in 2019 to 6.64 in 2022. Additionally, the rate of patients with PPH *decreased* from 136 per 1,000 deliveries in February 2021 to 75 per 1,000 deliveries in May 2022.

PENN PARENTING RESOURCE CENTER

The Penn Parenting Resource Center, formerly Solutions for Women, offers parenting and breastfeeding support services, including outpatient lactation services. Our lactation team is dedicated to helping parents meet their infant feeding goals. Meeting with a consultant can be especially beneficial for parents who have had a disappointing breastfeeding experience in the past or who have unique concerns about feeding. Penn Parenting Resource Center also provides parenting and childbirth classes led by specially qualified educators to help caregivers learn about pregnancy, childbirth, breastfeeding, and newborn care.



*Nurse prepping a patient for an x-ray, c.1960s
Photo by Robert S. Halvey.*



NURSING STORIES BY DIVISION: PERIOPERATIVE & AMBULATORY SERVICES

The Perianesthesia and Ambulatory Services at Pennsylvania Hospital are comprised of Perianesthesia (Pre-Admission Testing, pre-op/PACU, Extended Stay Unit), Interventional Radiology, Gamma Knife, Operating Rooms, the Ambulatory Surgery Center at Rittenhouse, Cardiology Services (Cath Lab, Electrophysiology, Heart Station, Echo, Cardiac Rehab), Endoscopy, and the Abramson Cancer Center at Pennsylvania Hospital.

PAH is known as a “Center of Excellence” for many surgical procedures, and nurses work as part of an interprofessional team with some of the finest surgeons in the region. A full range of procedures are performed in state-of-the-art operating suites including complex cardiac procedures, minimally invasive and robotic-assisted surgery, three-dimensional stereotactic neurosurgery, total joint replacement, and a progressive bloodless surgery program.

PAH’s ambulatory services provide high-quality outpatient or same-day services to patients with a range of complex medical diagnoses. From advanced cardiac procedures to cutting-edge cancer technologies, the interprofessional ambulatory teams provide seamless care to hundreds of thousands of patients annually.

OUTPATIENT INFUSION

In 2023, the infusion team worked to develop and implement initiatives that focused on staff engagement, innovation, and patient experience:

Monthly Workgroup meetings for Workflow, quality, and safety improvements

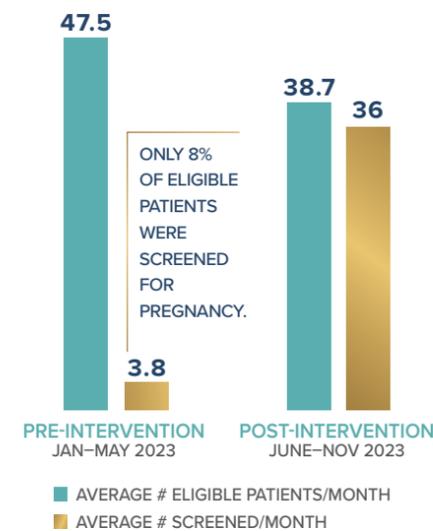
The infusion nursing staff needed a formal outlet to promote workflow, quality, and safety improvements in areas impacting both Pharmacy and Nursing. With that came the creation of an Infusion RN/Pharmacy workgroup. This group meets monthly and is comprised of both nursing and pharmacy staff. This is a forum where ideas and questions from staff in both areas are discussed and reviewed to improve care and ensure best practices. With the assistance of **Laura Todaro, RN, MSN**, Clinical Nurse Education Specialist and **Michelle Bass, PhD, MSI, AHIP**, Clinical Information Librarian, the RN/Pharmacy workgroup reviews the literature to identify and implement evidence-based interventions.

In the last year the RN/Pharmacy Workgroup accomplished the following:

- ✓ Designed standardized communication protocols in the electronic health record for patients requiring atypical drug regimens.
- ✓ Optimized medication dispensing processes and labeling practices to reduce errors and improve efficiency and safety (patient and staff).
- ✓ Enacted processes to reduce medication waste when dealing with difficult venous access.



PREGNANCY SCREENING IN INFUSION



New Protocols for Routine Screenings

Routine screening for pregnancy prior to treatment was inconsistent at the Infusion Center, and there were no guidelines for routine pregnancy testing. Since patients were not being regularly screened for pregnancy, there was concern for potential missed positive screenings and subsequent administration of harmful medications that could cause fetal harm. Data from January 2023 to May 2023 showed an average of 47.5 patients per month who were eligible for routine pregnancy screening, but only an average of 3.8 patients per month were actually being screened. The Infusion Unit Council developed a nurse-driven protocol to implement routine urine pregnancy screening for all applicable individuals receiving medications with high teratogenic potential. The team collaborated with physicians and laboratory staff and developed a process allowing infusion nursing staff to order monthly urine pregnancy screenings.

This new process was implemented in June 2023. Post-implementation data from June 2023 to November 2023 showed 38.7 patients per month met criteria for testing, and an average of 36 patients per month were screened. The implementation of this project has empowered nurses to advocate for and enact change to promote safe patient care and improve outcomes.

Poster Presentations

The PAH Infusion team has 2 posters accepted for the Annual Oncology Nursing Society Congress, being held April 2024 in Washington DC:

- **It’s Positive! Implementation of a Nurse-Driven Pregnancy Screening Protocol Prior to Treatment at an Outpatient Infusion Center**
Laura Todaro, RN, MSN, Andrea Hojnowski, RN, MSN, Jan Norkis, RN, MSN, Joanne Seip, RN, MSN, Darneesha Smith, RN, MSN
- **Implementation of a Pharmacy/Nursing Workgroup to Promote Interdepartmental Collaboration and Address Barriers to Safe and Efficient Patient Care**
Joanne Seip, RN, MSN, Laura Todaro, RN, MSN, Andrea Hojnowski, RN, MSN, Jan Norkis, RN, MSN

Awards & Accolades

- **Christine Reiner, RN, BSN, OCN** was a PMX Advocacy Award winner.
- **Andrea Hojnowski, RN, MSN, OCN** obtained her OCN certification.
- **Emilie Potter, CRNP** finished her degree and passed her boards last fall. She will be joining the Heme/Onc practice as a CRNP this winter.



Surgical team operating on a patient, c.1950s.

OPERATING ROOM

The Main Operating Room made a pledge in 2023 to have no sponge left behind! Unintentionally retained surgical sponges are a sentinel event and can cause significant patient injury. The operating room nursing team took on the challenge of implementing adjunct surgical count technology. Radiofrequency (RF) sponges are able to be detected utilizing a wand and console prior to surgical incision closure. Use of the RF wand device allows for quick identification of a surgical sponge without the need for an unnecessary x-ray. While not a replacement for surgical counts, the Association of periOperative Registered Nurses (AORN) recommends that adjunct technology, such as the RF wand, be utilized to prevent retained surgical items. The operating room nursing leadership team, comprised of **Margaret Vance, MSN, RN, CNOR, NPD-BC, Neil Layden, MSN, RN, CNOR, Joshua Brown, BSN, RN, CNOR, Marianne Boothe, BSN, RN, CNOR, and Cynthia Law, MBA, BSN, RN** advocated for the implementation of this evidence-based practice to keep patients safe!



GAMMA KNIFE

In 2023, Gamma Knife introduced GK Icon™, a new generation technology which provides both framed and frameless treatment options to treat a wide variety of brain metastases and other diagnoses. Previously, Gamma Knife patients would always require a head frame, which is rigidly attached to the patient's skull to establish a stereotactic coordinate system for precisely positioning the patient. However, with this new GK Icon™ frameless technology, a mask can be molded to a patient's face to deliver focused cobalt radiation to the affected targets in the brain.

Clinical Nurses in the Gamma Knife Unit have been trained by the manufacturer to make individualized custom masks for each patient. There is minimal equipment for mask making. The material is warmed via dedicated convection oven located in the Gamma Knife treatment suite. The mask making and treatment delivery are both performed on the GK Icon table. Anesthesia is not required for mask-based treatment.

ENDOSCOPY

Farm Journal Outpatient Endoscopy was named One of America's Best Ambulatory Surgery Centers 2024

Ambulatory surgery centers, where patients undergo common surgical procedures such as cataract surgery or a colonoscopy, have become a cornerstone of modern health care. These centers offer the convenience of quicker procedures, with the patient typically returning home on the same day. Congratulations to the Outpatient Endoscopy Team, led by **Dan Carr, MSN, RN, CNOR, Carolyn Simeonides, MSN, RN, and Susan Walker, DrNP, RN, NPD-BC, CNOR, CSSM, CNAMB**, for their dedication in offering quality streamlined care focusing on efficiency and patient comfort.



INTERVENTIONAL RADIOLOGY

Interventional Radiology has been approved to perform TheraSphere™ Y90 treatments in 2024. TheraSphere™ is a targeted, FDA-approved radioembolization therapy consisting of millions of glass microspheres containing radioactive Yttrium-90 (Y-90) which delivers a highly concentrated dose of radiation that targets Hepatocellular Carcinoma (HCC). Treatment with TheraSphere™ is typically a single outpatient procedure that does not require a stay in the hospital. It is well-tolerated by most patients, with minimal side effects and doesn't preclude patients from other treatment options. This exciting new treatment option at PAH required extensive process mapping, interdepartmental collaboration, and education. Nursing will have a crucial role in the care of this patient population. Chart preparation, pre-op phone calls, and interdepartmental collaboration will be coordinated by the IR nursing team. Nursing leadership and education have shadowed these procedures at HUP and orchestrated a mock case in preparation for our first TheraSphere™ patients.

EPIC INTEGRATION

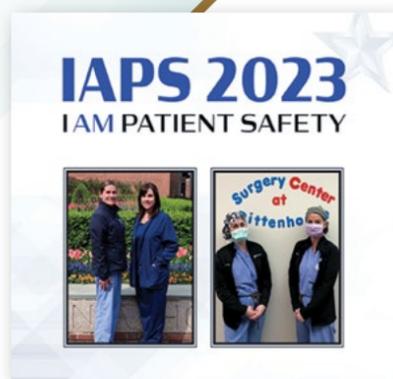
Gamma Knife was approved for EPIC integration with an expected go-live in March 2024. Nurses will soon be able to document all phases of care in EPIC OpTime and capture vital monitoring data wirelessly. Gamma Knife nurses previously documented care on paper, limiting the ability to collect data and efficiently run reports to track unit metrics. We are excited to enhance the exceptional care provided in Gamma Knife with the enhancement of an integrated EHR.

AMERICA'S BEST AMBULATORY SURGERY CENTERS

2024



AMBULATORY SURGERY CENTER "I AM Patient Safety" Award Winner



The ASC was the Winner of the 2023 Patient Safety Authority's I AM Patient Safety Contest. **Mary Houton, RN, BSN, CMSRN, CRN, Susan Walker, DrNP, RN, NPD-BC, CNOR, CSSM, CNAMB, Carly Morgan, RN, BSN, Hannah Doherty RN, BSN, and Deepa Callahan RN, MSN** along with Clinical Nurses from Pennsylvania Hospital's Ambulatory Surgical Center and Infection Prevention department collaborated to create an Infection Prevention training program for healthcare personnel, including measurable competencies for observable skills and behaviors that should be demonstrated in their job performance. This team was recognized for the Ambulatory Care/Surgery Facility Award!

SELF-MEASURED BLOOD PRESSURE MONITORING

Stefanie Cochran, BSN, RN, CPAN and Susan Walker, DrNP, RN, CNOR, CSSM, CNAMB, NPD-BC were selected for TWO AORN abstract submissions. One for the AORN Virtual Research Symposium that took place in November 2023 and one for the AORN Global Surgical Conference and Expo 2024 in Nashville, TN for their presentation "The Pressure is Rising! Setting the Standard: Self-Measured Blood Pressure Monitoring." Partnering with the University of Pennsylvania School of Medicine, Cochran and Walker enrolled eligible patients in this study that uses evidence-based interventions focused on improving hypertension rates in the ASC's patient population. They distributed Self-Measured Blood Pressure Monitoring (SMBP) devices to improve access to and quality of care for individuals with hypertension, making blood pressure measuring more convenient and accessible across this vulnerable population.



CARDIOLOGY

Cardiac Rehab Addressing Health Equity & Social Determinants of Health

-  **AFFORDABLE NUTRITION:** Partner with local farmer's markets & AHA to explore affordable healthy food options in the community.
-  **ACCESS TO PHYSICAL ACTIVITY:** Partner with local YMCA's and other non-profits to access gym space & equipment affordably; explore community activities (i.e., Silver Sneakers, community center, walking trails).
-  **TRANSPORTATION BARRIERS:** Transportation guide provided to each new patient; explore grants & other funding; partner with AHA & transportation vendors.
-  **EDUCATION:** Educate patients on cardiac disease and healthy lifestyle; address risk factors across gender, ethnicity, age, etc.; customized education based on individual.

Clinical Emergency Preparedness in Cardiac Procedural Areas

ECMO Simulation

- PPMC Perfusion team came onsite to perform ECMO insertion simulation
- Wet model was used for the Interventionalists to practice obtaining access using the actual supplies
- Purchased 2 sterile ECMO trays, relocated equipment for easier access, and placed tipsheet on machine

Transport Simulation

- Explored multiple modes of emergency transport to decrease wait times
- Keystone ACLS @ HUP Cedar
- PennStar ACLS @ GSPP
- Developed grid of options based on patient acuity, medications, equipment and space needs
- Performed patient simulation with Keystone ACLS rigs of 2 different sizes

One-Step Activation

- Created one-step process to notify team simultaneously
- Call operator and activate CT surgery and Perfusion with one phone call
- Operator will then send the notification to the on-call CT Surgeon and Perfusion staff



Cardiac Rehab Team Achieves AACVPR Certification

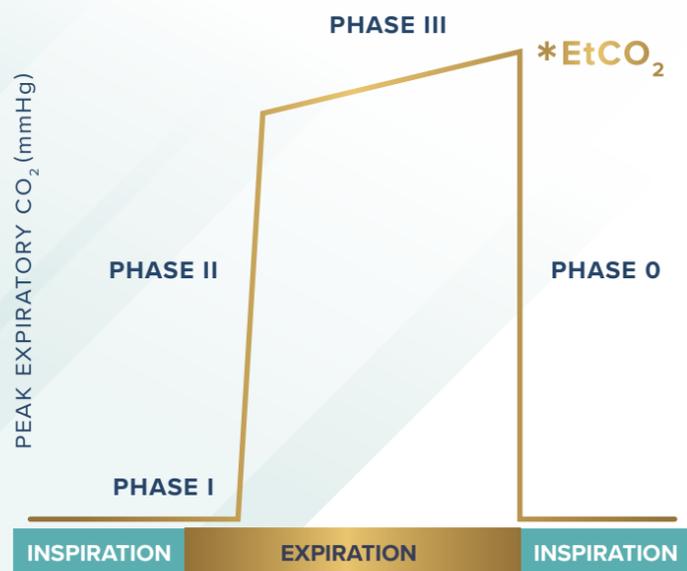
AACVPR Program Certification is the only peer-reviewed accreditation process designed to review individual facilities for adherence to standards and guidelines developed and published by the AACVPR and other professional societies.



END TIDAL CO² MONITORING IN PERIANESTHESIA

Background – Capnography in the PACU

The American Society of PeriAnesthesia Nurses (ASPAN) does not currently have a practice recommendation requiring continuous monitoring of capnography in the Phase I PACU. The American Society of Anesthesiologists (ASA) stated that “particular attention should be given to monitoring oxygen, ventilation, level of consciousness and temperature” in the post-anesthetic area. Capnography is the best way to monitor ventilation. In 2019 and 2020, Perianesthesia purchased new Nihon Kohden monitors with capnography capabilities, knowing that this was a future goal to use capnography in the PACUs.



ASSESSMENT & IMPLEMENTATION

SHARED GOVERNANCE

- Perianesthesia Clinical Nurses
Diane Fetterhoff BSN, RN, CPAN and
Meghan O'Brien BSN, RN presented the science behind capnography to the shared governance committee.

TECHNOLOGY ASSESSMENT

- Nursing Leadership partnered with clinical engineering, SPD, PennChart OpTime and ICDS to evaluate the clinical equipment needs and to create a PACU order set. The team was able to streamline equipment in all four PACUs.

UPHS ENTITY & ANESTHESIA ASSESSMENT

- The team conducted a system wide assessment to see practices at other entities and partnered with anesthesia, regulatory, and respiratory departments to create recommendations for PAH.

EDUCATION

- Kait Ronning DNP, RN, CPAN**, Clinical Nurse Education Specialist, partnered with Fetterhoff and O'Brien to conduct 13 educational sessions for all of Perianesthesia on capnography and implementation in the PACU.
- In the 2023 Nursing Competency Cycle, nurses demonstrated competency in understanding indications for ETCO2 monitoring, how to interpret a waveform, identifying equipment needed, and review of equipment set up.
- 100% of Clinical Nurses completed the training.
- Education was supplemented via the Education Board, Badge Buddies, and on the Perianesthesia SharePoint site.
- Capnography implementation in Perianesthesia went live on May 15, 2023.

PERIOP CERTIFIED NURSES

Congratulations to the following nurses who have received specialty certification!

Cardiology

Elaine Panelli	Gina Cavalli	Mary Kaszupski	Theresa Ryan
Adrienne Agnew	Lauren Coates	James Lynch	Annaliza Santos
Janice Baker	Patrick Condran	Julie Morrow	Elizabeth Strubinger
Therese Barbuto	LaShaya Davis	Shirley Puhiera	Jamie Tiscavitch
Kerwin Barden	Emily Fleming	Kristine Renshaw	

Infusion

Kellie Gilman	Jan Norkis	Christine Reiner	Darneesha Smith
Kara Conrad	Janine O'Connor	Jaime Reusch	
Melissa Kelly	Emilie Potter	Joanne Seip	

Endoscopy

Annette Jones	Gail McGrattan	Roshen Thomas
Lisa McCleary	Jennifer Rosero	

Gamma Knife & Spine Center

John Dunn	Nancy McGurrin	Kathryn Sweeney-Ewing
Michelle Faris	Patricia Saavedra	

Interventional Radiology

Scott Farrell	John Hollenbach	Larry Hunt	Renee Connell
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Operating Room

Jeanne Albright	Vincent Di Antonio	Marigrace Malik	Stacy Schott
Richard Armstrong	Emily DiNicolantonio	Carla Massaro	Pamala Serrano
Jincy Biju-Thomas	Gaeten Dominic	Linda Ann Michael	Samantha Stanzione
Marianne Boothe	Amanda Dorosz	Patricia Moriarty	Patricia Timmins
Joshua Brown	Kimberly Jordan	Angela Olivieri	Maria Valle
Janice Bynum	Karen Klenk	Tara Plecinski	Karen Woomer
Andrew Carroll	Sheila Lalli	Judith Rebanos	Tracey Wu-Tram
Margaret Carroll	Eugene Lomas	Kyle Riley	
Ellen Davis	Christopher Lowmaster	Jeanette Roman	
Monica De La Vega	Ilsa Luna-Flores	Lynette Rothstein	

Perianesthesia

Maria Alba-Cueto	James Conway	Lori Ann Hudec	Tennille Patterson
Francine Albano	Barbara Costanzo	Rita Joyce	Mara Pestrutto
Marie Albert	Frank Cundari	Megan Juliano	Crystal Presta
Esmihan Almontaser	Kathleen Degnan	Erin Kelly-Hellyer	Melissa Rotaache
Brooke Balfour	Brian DiPentima	Alexis Legoskey	Denise Sees
Kamaria Baxter	Kristin Fargnoli	Timika Lucas	Anna Siguera
Nancy Berry	Diane Fetterhoff	Ajia Mays	Wendy Straub
Saleemah Beyah-Austin	Patricia Galasso	Katherine Nuhn-Moody	Lauren Tartaglione
Gabriel Branch	Alyssa Giambri	Ryan Oberholtzer	Kathleen Wilks
Elaine Burke	Marissa Greaves	Brittany Orben	Megan Yogis
Janeen Caspar	Julia Harrison	Stephanie Pacius	Heather Zeccola
Meghan Cavanaugh	Alyssa Hoover	Karen Panossian	

NURSING STORIES BY DIVISION:

NURSING NETWORK CENTER

The Nursing Network Center (NNC) is the hub of the Pennsylvania Hospital's nursing operations. The NNC facilitates the distribution of nursing services staff, provides oversight for the nursing resource pools, escort and transport, Partners in Patient Care, and patient progression initiatives. The Nursing Network Center assists with the communication and establishment of processes that impact the entire nursing department.

ESCORT DEPARTMENT

Jamil Brown accepted the position of Lead Patient Transport in January 2024.

Jamil joined Pennsylvania Hospital in 2016 as a Patient Care Observer/Partner in Patient Care. He was an honorable recipient of a Helping Hands Award, recognizing his positive contributions with our behavioral health population. As a Patient Care Observer, Jamil was a member of the former Ancillary Care Council.

In 2019, he transferred to the Escort Department as a Transport Associate. In this role, Jamil demonstrated the ability to lead by example, positively influence his colleagues, and build collegial relationships throughout the facility. He participated in numerous process improvement initiatives that support patient safety and increase efficiency within the department. These characteristics uniquely qualify him for the Lead Patient Transport position.

As the Lead Patient Transport, Jamil will oversee all patient and equipment transports, assist with investigating and resolving patient transport issues, provide guidance and support for the patient transport team to improve and sustain productivity.

THE NURSING ADMINISTRATIVE COORDINATOR (NAC) TEAM HAS EMBARKED ON A JOURNEY OF ENGAGEMENT with front-line staff, charge nurses, and nurse leaders. They have implemented a process of purposeful rounding on the inpatient units and recognizing staff via High Fives. To date they have given over 150 high-fives! In addition, they invite nurse leaders to each of their staff meetings to share successes from their units, and they have implemented a charge nurse shadow of the NAC role.

NURSING NETWORK CENTER PROFESSIONAL DEVELOPMENT



Two Nursing Administrative Coordinators (NAC), **Dawn Tobler, MSN, RN** (left) and **Christina Felton, MSN, RN** (right) are presenting on Workplace Violence at the 2024 AONL Nursing Supervisor Conference in February.



Marybeth Lahey MSN, RN, NEA-BC, Nursing Administrative Coordinator has been accepted into the DNP program at Wilmington University.



Susan Muchai MSN, MBA, RN-BC, Nursing Administrative Coordinator has been accepted into the PhD program at Walden University.



The Nursing Network Center has welcomed 2 new staff members to the Vascular Access Team.



Lola Ford-Bey (top) and **Dishawta Dupree** (bottom) are seasoned Patient Care Technicians with advanced phlebotomy skills. Their new role entails collecting all

morning lab specimens in our medical-surgical units. They are positively impacting nursing, provider, and patient satisfaction.

NURSING NETWORK CENTER CERTIFIED NURSES

Congratulations to the following nurses who have received specialty certification!

Critical Care Float Pool

Ana Joy Dela Pena	Erin Padden
Theresa Lynn	Kelly Pellathy
Guillermo Manzano	Aileen Rosal
Riya Mathew	Ameenah Salaam
Ashley Mercado	Kylie Strong
Julie Morrow	

Med/Surg Float Pool

Mara Jeffries	Jennifer Long
Matthew Licchetto	Sara Thompson

Women's Health Float Pool

Lauren Bednarchik	Bianca Martinez
Raquel Centrone	Jordan McKenzie
Meghan Griffin	Anayansi Scheffler
Daneal Howey	Alicia Short
Saunjii Jacobs	Jenna Tomassetti
Courtney Kehoe	Nicole Wames
Amanda Leuz	

Vascular Access Team

Sylvia Aquino	Danna Mirra
Maureen Bussa	Shawn Mooney
Lauren Gerold	John Negro
Johnathan Henry	Anna Wojtas

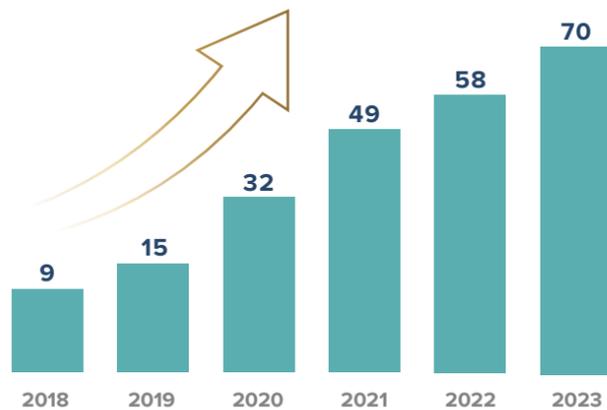
Nursing Administrative Coordinators

Heidi Davis	Marybeth Lahey
Christina Di Stefano	Jennifer Rosenthal
Anne Krajewski	Dawn Tobler

NURSING STORIES BY DIVISION: EDUCATION & PROFESSIONAL PRACTICE

The Departments of Nursing Education and Nursing Professional Practice provide Pennsylvania Hospital nursing teams with clinical expertise, professional development, nursing practice advancement, project facilitation, data dissemination, and shared governance support. The departments promote and facilitate advancements in nursing practice, research, and innovation that align with the Nursing Strategic Plan, the ANCC Magnet framework, AONL competencies, and the Penn Medicine Blueprint for Quality & Safety.

NURSE RESIDENCY ENROLLMENT



PENNSYLVANIA HOSPITAL
IS RANKED #5 FOR BEST
NURSE RESIDENCY PROGRAM
IN THE NATION.

ACADEMIC PARTNERSHIPS AND WORKFORCE DEVELOPMENT

✓ CLINICAL PLACEMENTS

- In the Academic Year 2022-2023 (Fall 2022-Summer 2023), PAH provided clinical placements for 880 undergraduate nursing students from 11 accredited area nursing schools.
- **Elise Turnbach, MSN, RN, CEN**, Nurse Residency Coordinator hosted senior nursing students from Villanova, Penn, and Holy Family for Lunch & Learns to review the PAH Nurse Residency Program and how to apply for a Clinical Nurse 1 position at PAH.
- New clinical placement areas to meet the increased demand for specialty placements (OR, PACU, and Penn Parenting Resource Center).

✓ 2023 NURSE EXTERNS

- 14 Nurse Externs across 10 units.
- 8-week program includes working with a Clinical Nurse preceptor, lunch and learns for supplemental learning, debriefings, and continuous program feedback.
- 2023 Program was supported by Clinical Nurse Education Specialists and Nursing Professional Fellow **Ashley Hagenbuch, MSN, RN, MEDSURG-BC**, Clinical Nurse, 5 Cathcart/Schiedt.
- 12 externs retained as per diem PCTs.
- 1 extern retained hired into a CN1 position.
- Program expanding to 19 nurse externs for Summer 2024.

✓ DREXEL CO-OPS

- 11 Drexel nursing student Co-Ops in 2023.
- 12 Lunch & Learns: Topics included Phlebotomy, Nurse Residency, Baby Friendly, Tips & Tricks for PIV insertion, Clinical Emergencies, and Peri-Op Nursing.



INNOVATIVE PEER SUPPORT PROGRAM

Improving Well-being, Clinical Practice, and Retention

Becoming a clinical nurse presents both exciting opportunities and challenges. You get to apply your years of training to make a difference in patient care, but you now have to adapt to new workflows and processes specific to a hospital setting. And for some new nurses, that means adjusting to the unique challenges that come with a night shift. While this may cause apprehension for new nurses, Pennsylvania Hospital's Department of Nursing Education is working to alleviate these worries with its Clinical Nurse 1 Support Ambassador Program.

Launched in December 2022 by **Florrie Vanek, MSN, RN, NE-BC**, director of Nursing Education, Professional Practice, and the Magnet Program, in collaboration with **Karen Ulmer, MSN, RN, RNC-OB, NPD-BC** and **Elise Turnbach, MSN, RN, CEN**, the Clinical Nurse 1 Ambassador Program was piloted to help ease the transition from the classroom to the bedside for new-to-practice nurses on night shift.

Due to an increase in CN1s on PAH's night shift, Vanek developed an initiative that would not only support the new nurses, but lessen stressors for preceptors orienting the influx of CN1s. A team of five Ambassadors, all clinical nurses from various units, rotates throughout the week to support a roster of new nurses at the hospital. "We often check in on how they're feeling because it's a huge change. I remember feeling stressed when I first started working night shift four years ago," said Clinical Ambassador **Ashley Mercado, BSN, RN, CCRN**, a Critical Care Resource Pool nurse.

While originally piloted as a support program for CN1s and new to practice nurses, the Ambassador program has expanded to support all clinical nurses on night shift. Ambassadors are available for anyone with questions regarding technical skills, such as how to insert an IV or manage a chest tube, problem-solving and decision-making in patient care, and offering other personal or professional advice for career development. Having seasoned clinical nurses serve as ambassadors strengthens the camaraderie of nurses at PAH and develops leadership skills in the Clinical Nurse Ambassadors. Ambassadors further develop their precepting skills and begin on a path to becoming nurse educators in the future, while other staff now have more balance in their daily tasks. Mercado, for example, was one of the first Ambassadors, and has since taken on the role of the Night Clinical Nurse Education Specialist, using the skills she learned as an Ambassador to support Nursing Education at night.

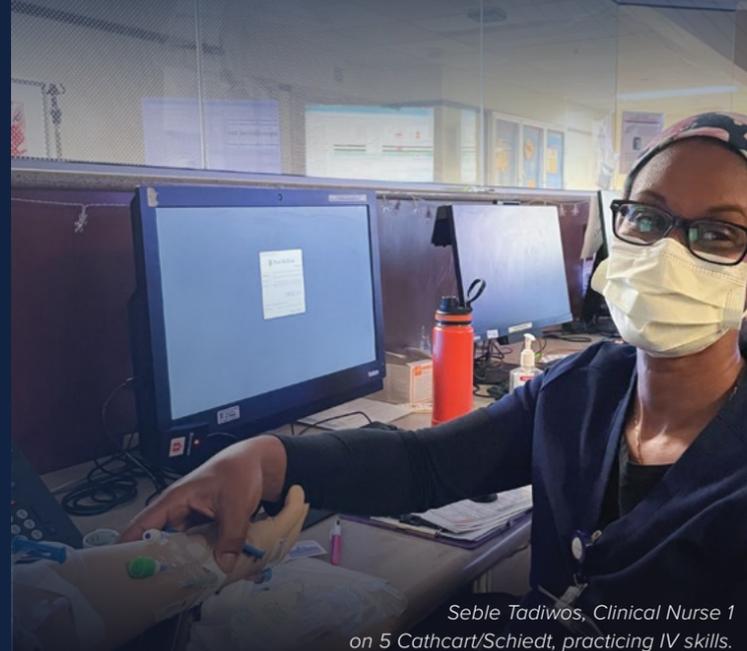
In 2023, the Ambassadors documented thousands of encounters with clinical nurses at night. There were over 1,000 individual encounters with new-to-practice nurses and preceptors. Ambassadors also responded to over 100 clinical emergencies and provided validation for several clinical competencies. Additionally, ambassadors supported the Night Clinical Nurse Education Specialist in N95 fit testing over 400 employees, a compliance requirement that was previously only offered during the day.



Grace Guinoiseau, Clinical Nurse 1 on 6 Cathcart/Schiedt, reviewing patient orders with Clinical Nurse Ambassador Brianna Lynch.

THANK YOU TO OUR PAST & CURRENT CLINICAL NURSE AMBASSADORS:

- Abheena Jacob
- Danielle Bango
- Julie Morrow
- Katie Glick
- Clare Seeburg
- Brianna Lynch
- Ngozi Anyaoku
- Jill Herbert
- Tessa Monaghan



Seble Tadiwos, Clinical Nurse 1 on 5 Cathcart/Schiedt, practicing IV skills.

SPREADING PAWS-ITIVITY WITH NORMAN THE THERAPY DOG



When clinical information librarian **Michelle Bass, PhD, MSI, AHIP**, and her colleague **Norman, VGB (Very Good Boy)** walk into a room, employees' faces light up and a crowd forms around the duo. Norman is Bass's dog, and he serves as a therapy dog in PAH's animal-assisted support program established by Volunteer Services. Since joining PAH in December 2022, he has quickly become a familiar furry face around campus.

"He's like our mascot for Nursing," said **Emma Cotter, MSN, RN, LSSGB**, Magnet Program manager. "We're very lucky to have him here."

Norman is a 4-year-old blue heeler, a rescue dog, but some could call him a blue healer due to his comforting presence for others. Bass and Norman have visited staff and patients on several occasions to spread positivity throughout campus, such as welcoming PAH's night shift at the employee entrance and rounding on units throughout the hospital. Typically, he will sit or lie on the floor and wait for people to pet him.

Bass is proud that Norman is able to be a source of happiness among her colleagues. She shared how valuable the animal-assisted support program is for the PAH community. "Dogs are there to smile at you and give you their time and love, and I think that's what people need," said Bass. "It's meaningful to me that people identify him as a high point in their day."

2023 PAH LIBRARY SERVICES BY THE NUMBERS



Stacey Peeples, MA
Curator/Lead Archivist

- 191+ guided tours
- 72 in-person researchers
- 2 new memorial plaques added to the Pine Lawn Gardens
- 4 new portraits added/installed
- Presentations:
 - “Invisible Labor” at the Mutter Museum’s afterhours program
 - “History of Orthopedics” at the Franklin Bond Series
- Received architectural donation from BBLM Architects
- Received medical artifact collection from the estate of Richard Nemiroff
- Over 300 reference requests answered via email/telephone



Donna Quinn, BFA
Intranet & Instructional Design Specialist

- Annual PAH Intranet Users: 555K users
- Annual PAH Intranet Page Views/Hits: 1.5M views
- Annual PAH Sharepoint Views/Hits: 580,271 view
- Intranet Update Requests: 909 requests
- Sharepoint Update Requests: 510 requests
- Provided 37 sessions of one-on-one training on Microsoft Teams and Sharepoint



Michelle B. Bass, PhD, MSI, AHIP
Clinical Information Librarian

- 89 Literature Search Requests Received from:
 - 61 Nurses
 - 13 Nurse Education
 - 8 PACU
 - 5 5 Cathcart/Schiedt
 - 5 Infusion Center
 - 5 Labor & Delivery/PETU
 - 5 Advanced Practice Providers
 - 6 Medical Residents or Fellows
 - 4 Physicians
 - 3 Allied Health Professionals
 - 10 Other Roles
- 1616 PAH Clinical Nursing LibGuide Site Visits

NURSING STORIES BY DIVISION:

ADVANCED PRACTICE PROVIDERS



In June 2023, the Cardiac Electrophysiology team at Pennsylvania Hospital was awarded the Gold level Get With The Guidelines Award for achieving compliance with evidence-based best practices in the care of patients undergoing A-Fib ablations. The Gold award recognizes 24 consecutive months or more achieving a minimum of 85% compliance in the following measures:

- ACEI/ARB or ARNI Prescribed Prior to Discharge (When LVEF ≤ 40): Percentage of patients with a diagnosis of AF or atrial flutter, with HF with an LVEF ≤ 40 , who were prescribed an ACEI, ARB or ARNI prior to discharge.
- CHA2DS2–VASc risk Score Documented Prior to Discharge: Percent of patients, age 18 and older, with nonvalvular and bioprosthetic valve Atrial Fibrillation or Atrial Flutter for whom assessment of thromboembolic risk factors using the CHA2DS2- VASc risk score criteria has been documented in the medical record.
- Beta Blocker Prescribed Prior to Discharge (when LVEF ≤ 40): Percentage of patients, age ≥ 18 y, with a diagnosis of AF or atrial flutter with an LVEF ≤ 40 who were prescribed a beta blocker prior to discharge.
- FDA approved Anticoagulation Prescribed Prior to Discharge: Percent of patients, age 18 and older, with nonvalvular, valvular and bioprosthetic valve atrial fibrillation or atrial flutter who were discharged on warfarin or another Food and Drug Administration (FDA) approved other anticoagulant drug that is FDA approved for the prevention of thromboembolism for all patients with nonvalvular, valvular and bioprosthetic valve atrial fibrillation or atrial flutter at high risk for thromboembolism, according to CHA2DS2–VASc risk stratification.
- PT/INR Planned Follow-Up Documented Prior to Discharge for Warfarin Treatment: Percentage of patients, age ≥ 18 y, with nonvalvular, valvular and bioprosthetic valve AF or atrial flutter who have been prescribed warfarin and who have a PT/INR follow-up scheduled prior to hospital discharge.
- Statin at discharge in AF patients with CAD, CVA/TIA, PVD, or Diabetes: Percent of patients with either CAD, CVA/TIA, PVD or diabetes who were prescribed a statin at hospital discharge.

The inpatient EP APP team, led by **Kierstan Clay-Weinfeld**, **Melissa Callans**, and **Monique Brooks**, was instrumental in achieving and maintaining these best practices by reviewing charts of all patients scheduled for AF ablations and making changes to medication regimens as necessary and/or documenting reasons for variances. Documentation was perfected by building a dot phrase in EPIC notes to capture the necessary information.

While maintaining these high guideline standards, they were also simultaneously working towards same day discharge for patients undergoing AF ablations. Traditionally, patients undergoing these procedures would stay overnight, often on 4 Widener ICCU. By discharging patients the day of the procedure, the team was able to improve patient satisfaction and reduce costs associated with hospitalization while maintaining high quality and safe care. While initially facing challenges related to scheduling and buy-in, they have improved same day discharge rates from **25%** (FY22) to **70%** (FY23) and are now averaging **88%** for FY24.



SHARED GOVERNANCE

At Pennsylvania Hospital, nurses have autonomy in shared decision-making that improves the care of our patients and families. Nurses lead Shared Governance councils and enable their colleagues to directly participate in decisions affecting their professional nursing practice. Shared Governance allows nurses and interprofessional teams to assume accountability for their practice, and empowers them to initiate change to improve quality of care and their professional work environment. The collaborative relationship nurses have with the entire care team creates a culture of excellence for our patients, families, and community.



UNIT COUNCILS

CHAMPIONS & COMMITTEES

- Falls
- Skin
- Informatics
- Product Analysis

CORE COUNCILS

- Nurse Practice Council
- Patient Experience Council
- Night Council
- Quality & Safety Council
- Shared Governance Advisory Council
- Shared Governance Leadership Council
- Professional Excellence Council

2023 SHARED GOVERNANCE INITIATIVES

NURSE PRACTICE COUNCIL

The Nurse Practice Council members, in partnership with the Clinical Nurse Education Specialist team, supported the multi-week Skills Fair in the fall of 2023. Council members shared their expertise and facilitated learning stations throughout the event. Skills stations included care of patients with wounds and ostomies, peripheral IV placement, indwelling and external catheter insertion and maintenance, and a variety of other patient care skills.

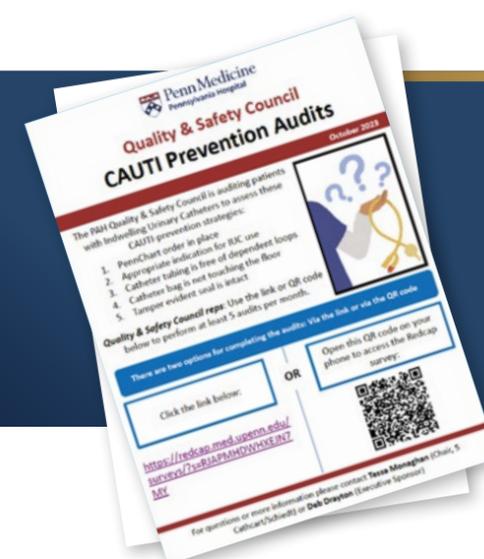
PATIENT EXPERIENCE COUNCIL

In 2023, the Patient Experience Council hosted their annual Employee Art Show. The council members also formed formal partnerships with Patient and Guest Relations, and together the teams focused on unit-specific Press Ganey patient comments and data to inform unit-based patient experience improvement initiatives.



NIGHT COUNCIL

The Night Council focuses on improving the work environment of the care team during night shift, which is essential to their wellbeing and the quality of patient care. The council created a mobile lending library, which travels throughout the hospital providing care team members with an opportunity to borrow a book. The book cart includes a diverse collection of books that cater to various interest, genres, and reading levels, and includes fiction, non-fiction, self-help, and other genres. Night Council members travel throughout the hospital with the book cart while soliciting feedback from night shift nurses about their work environment and any challenges they may be facing. The council then works to involve them in decision-making processes and collaborates with them to identify solutions that address the needs of the night shift teams.



QUALITY & SAFETY COUNCIL

The Quality & Safety Council rolled out a CAUTI Prevention Project with education for all RNs. Through the council's ongoing efforts, PAH's number of CAUTIs decreased 50% from 18 in FY22 to just 9 in FY23. The Quality and Safety Council members continue to perform indwelling urinary catheter audits to identify opportunities and provide staff with real-time peer feedback.

SHARED GOVERNANCE ADVISORY COUNCIL

The Shared Governance Advisory Council members share their collective expertise and experiences leading their unit-based councils with each other and Chief Nursing Officer **Melissa Zak**. Council members facilitate the collection of unit-based data on shared governance engagement and ongoing efforts to support clinical nurse decision making.



THE SHARED GOVERNANCE STRUCTURE PROMOTES NURSES TO BECOME ADVANCED IN THEIR APPROACH TO PROBLEM SOLVING AND ENHANCING THEIR NURSING PRACTICE THROUGH THEIR SHARED GOVERNANCE COUNCILS.

SHARED GOVERNANCE LEADERSHIP COUNCIL

The Leadership Council welcomed our Magnet4Europe Twin hospital, UKR, in October 2023. The council members shared about the history and evolution of Shared Governance at Pennsylvania Hospital and the ongoing efforts to continually elevate the voices of clinical nurses and their ability to lead in shared decision making. Shared Governance Leadership Council continues to publish and distribute the monthly Shared Governance Newsletter providing regular updates on all the core councils' initiatives.

PROFESSIONAL EXCELLENCE COUNCIL

The Professional Excellence Council developed and implemented a Peer Interview Tool to improve clinical nurse involvement in the hospital's recruitment efforts. Council members also hosted unit-based lunch and learns on resume building and collaborated with Human Resources to create a toolkit that includes tips on resume writing, interviewing, and career development.



Scan QR code to nominate a PAH nurse for the Daisy Award.



Professional Excellence Council received **363** DAISY NOMINATIONS in 2023.

NURSING AWARDS & RECOGNITION



ADVANCING NURSING THROUGH EVIDENCE-BASED PRACTICE



The Care, Lead, Innovate Awards were established to recognize team members throughout our organization whose practice reflect the tenets of our Professional Practice Model: Care, Lead, Innovate.

2023 Care, Lead, Innovate Award Winners:

- Advanced Practice Provider**
Jenean Lane PA-C
- Clinical Nurse – Behavioral Health**
Lisa McNamee MSN, RN, PMHCNS-BC
- Clinical Nurse – Critical Care**
Frank Cundari BSN, RN-BC
- Clinical Nurse – MedSurg**
Alicia Torpey BSN, RN
- Clinical Nurse – Ambulatory**
Jennifer Polo BSN, RN, OCN
- Clinical Nurse – Operating Room**
Monica De La Vega BSN, RN, CPFN
- Clinical Nurse – Perianesthesia/Procedural**
Adrienne Agnew MPH, BSN, RN, CCRN
- Clinical Nurse – Women's Health**
Danielle Henry BSN, RN
- Clinical Practice Support**
Karen Ulmer MSN, RN, RNC-OB, NPD-BC
- Nursing Ancillary Team Member**
Luz DelValle TS-C
- Interprofessional Team**
Emergency Department
Clinical Effectiveness Team
- Interprofessional Team Member**
Luz DelValle TS-C
- Physician**
Dana Liu, MD

2023 PENN MEDICINE NURSING CLINICAL EXCELLENCE AWARDS

The Penn Medicine Nursing Clinical Excellence Awards recognize outstanding clinical nurses throughout the health system. Each entity presents four awards to clinical nurses who contribute to and impact nursing practice and one award to an exceptional nurse leader.

These awards honor and recognize professional nurses and their practice. These individuals are being recognized by Penn Medicine Nursing leadership teams and their nursing peers for the outstanding efforts to promote excellence in patient care. This recognition is consistent with Penn Medicine's mission of excellence in practice, education, and research through providing extraordinary care. The 2023 recipients of these prestigious awards are:



Gina Knight, BSN, RN, CEN

LILLIAN BRUNNER AWARD *for EXEMPLARY PRACTICE*

Gina excels as a strong leader, particularly in her role as a preceptor for new nurse residents. One notable instance was her outstanding mentorship during the onboarding of a new to practice nurse. Gina displayed a deep understanding of the new graduate's learning needs and developed a personalized real-time learning plan, providing empathetic guidance and constructive feedback. Thanks to Gina's expert guidance and compassionate approach, the new nurse successfully transitioned to an independent role as an ED clinical nurse, embodying excellence and exemplary practice. Gina's exceptional abilities extend beyond preceptorship, as she also adeptly manages two critical leadership positions in the ED: charge RN and triage RN. These roles demand extensive experience and knowledge to ensure prompt care for critically ill patients and optimize efficiency.



Sunilka Thompson, MSN, RN, CPXP, NE-BC

VICTORIA L. RICH AWARD *for TRANSFORMATIONAL LEADERSHIP*

Sunilka has been a stalwart support for the Perianesthesia Team during her tenure as Nurse Manager and now as Clinical Director. She successfully navigated the team through the challenging COVID-19 era, which brought significant workflow changes affecting multiple stakeholders. Suni collaborated closely with the CNES to provide education and effectively communicated the rationale behind these changes while managing the surgical teams' expectations. Throughout this journey, Suni's unwavering commitment shone. She attentively listened to her team, addressing their concerns, all the while ensuring patient safety and experience remained paramount. Her exceptional communication skills and compassionate delivery of challenging messages bore fruit with the creation of the Surgical Nurse Liaison program, where Suni serves as the Executive Sponsor. This initiative aids in bridging communication gaps that family members may encounter during their loved one's surgery. Suni's authenticity and transparency are hallmarks of her leadership. Her willingness to admit when she doesn't have all the answers, followed by diligent follow-up, exemplifies her humility and dedication to her team.



Ashley Mercado, BSN, RN, CCRN

THE DIANNE LANHAM AWARD *for LEADERSHIP*

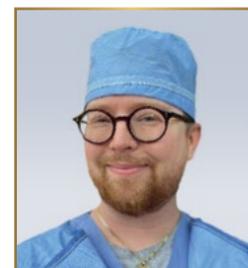
Ashley, a Clinical Nurse in the Critical Care Float Pool, displays exemplary leadership at Pennsylvania Hospital. Serving as Chair of the Shared Governance Night Council, she drives impactful initiatives and projects. Ashley's accomplishments include: updating the Call-a-Pro website, piloting the Eco-cuff product, enhancing the restful night bundle, implementing an overnight transporter role, establishing the Difficult IV Access (DIVA) team for difficult peripheral intravenous access, and improving the supply catalog with visuals and accurate ordering information. Her commitment to excellence extends beyond her role as a nurse, as she actively contributes to shared governance and Magnet leadership. Ashley's dedication to enhancing patient care, streamlining processes, and fostering collaboration make her a deserving candidate for recognition. Her clinical nurse leadership contributed to Ashley's career development as she has since move into the role of Night Clinical Nurse Education Specialist.



Allison Carmody, MSN, RN, RNC-NIC

THE HELEN McCLELLAND AWARD *for RESEARCH & INNOVATION*

Allison's remarkable contributions in implementing and supporting technology-based processes on the unit have been invaluable. Serving as a member of the Intensive Care Nursery's Unit Council, she actively addresses areas of improvement and collaborates on evidence-based solutions. In her role as the point person for chart audits, Ally played a pivotal role in establishing the unit's documentation standards, which were successfully implemented. She has been instrumental in introducing and providing educational support for various innovative initiatives, including the Alpha Card Identification system, Angel Eye Cameras for families, a supply tracking system for unit techs and clerks, and creating informative documents for patients enrolled in the Palliative Care Program. Leveraging her nursing expertise and knowledge from her MSN program, Ally effectively educates staff on the utilization and functionality of these cutting-edge programs. Her dedication and contributions have significantly enhanced patient care and unit operations.



Andrew Carroll, BSN, RN, CNOR

ROSALYN J. WATTS AWARD *for COMMUNITY/PATIENT/FAMILY RELATIONSHIPS*

Andrew is a highly valued member of the operating room team, making a significant impact on both the community and the nursing staff. Since 2015, he has consistently grown and flourished as an experienced nurse. Andrew's contributions extend beyond patient care, as he organized a holiday food drive on his unit and successfully secured a \$5,000 Penn CARES Grant for the South Philadelphia Community Fridges. Despite his accomplishments, Andrew remains humble and fosters a culture of acceptance and inclusivity. He actively supports Pride Month by participating in panel discussions during nursing grand rounds and facilitates the use of preferred names in the surgical setting. Andrew's supportive nature encourages colleagues to ask questions and promotes self-inquiry, especially in understanding the LGBTQ+ community.



DISTINGUISHED NURSE CLINICIAN ACADEMY

The Penn Medicine Distinguished Nurse Clinician Academy (DNCA) recognizes clinical nurses in all settings who exemplify practice excellence. This recognition is for clinical nurses who have demonstrated mastery in clinical practice and represent the gold standard in collegiality within the interprofessional team while keeping the patient and family at the center of care. The Penn Medicine Distinguished Nurse Clinician Academy recognizes achievement in nurses who consistently work to improve the culture of service, engagement, and patient/family advocacy in their practice across Penn Medicine.

Pennsylvania Hospital Distinguished Nurse Clinicians:

- Christina Constans BSN, RN
- Stefanie Cochran BSN, RN
- Sharon Kelly BSN, RN-BC
- Patricia Maguire MSN, RN, CMSRN, CNL
- Amy McGovern BSN, RN-BC, CCRN, CSC
- Denise Sees BSN, RN, CMSRN
- Frank Visco MSN, RN-BC
- Annelies Wood MSN, RNC, WHNP-BC



THANK YOU to the Professional Excellence Council for their efforts in increasing nurse recognition, and congratulations to all of our 2023 DAISY Award recipients:



The DAISY (an acronym for Diseases Attacking the Immune System) Foundation was established in 2000 by the family of J. Patrick Barnes who died of complications of the autoimmune disease idiopathic thrombocytopenia purpura (ITP) at the age of 33. During Pat's 8-week hospitalization, his family was awestruck by the care and compassion his nurses provided not only to Pat, but to everyone in his family. As a result, one of the goals they set in creating a foundation in Pat's memory was to recognize extraordinary nurses everywhere who make an enormous difference in the lives of people by the superhuman work that they do every day. The DAISY Award is an international program that rewards and celebrates the extraordinary clinical skills and compassionate care provided by nurses every day.

Pennsylvania Hospital is proud to be a DAISY Award Hospital Partner, recognizing our nurses monthly with this special honor.



JANUARY 2023
Tracey Wu Tram, BSN, RN, CNOR
Operating Room



FEBRUARY 2023
Jennifer Polo, BSN, RN, OCN
Cancer Center



MARCH 2023
Odette Dunlop, BSN, RN
Emergency Department



APRIL 2023
Natalie Douglas-Battick, MSN, CRNP,
FNP BC
Labor and Delivery



MAY 2023
Samantha Szura, BSN, RN
Mother Baby Unit



JUNE 2023
Sophia Henninger, BSN, RN
Emergency Department



JULY 2023
Courtney VanSchie MSN, RN, CCRN
Critical Care



AUGUST 2023
Juliann Downs, BSN, RN and
Rachel Natale, MSN, RN-BC,
Labor and Delivery



SEPTEMBER 2023
Carmela Vazquez, BSN, RN
7 Schiedt



OCTOBER 2023
Serara Green-Chavarria, BSN, RN
Critical Care



NOVEMBER 2023
Kaela Ward, BSN, RN
Intensive Care Nursery



DECEMBER 2023
Kaleigh McKenna BSN, RN
Critical Care



Every year during Nurses Week, the Professional Excellence Council presents two annual Daisy Awards: the Team Daisy Award and the Nurse Leader Daisy Award.

Congratulations to the ICN for receiving the 2023 Team Daisy Award and to Angela Ross, MSN, RN, Nurse Manager, 5 Cathcart/Schiedt for receiving the 2023 Nurse Leader Daisy Award!



In addition to the monthly Daisy Awards, the Professional Excellence Council wanted to recognize units across the hospital that not only improved in the number of nominations from 2022 to 2023, but that also had consistent nominations each month for calendar year 2023. Hence, the creation of the End of Year Daisy Awards! These four units were presented with 2023 End of Year Daisy Awards for these accomplishments:

- **6 CC/Schiedt** went from 24 nominations to 45 nominations from 2022 to 2023, which was an 87.5% increase. April 2023 was their highest number of nominations, totaling 7 that month.
- **Critical Care** went from 15 to 27 nomination from 2022 to 2023, which was an 80% increase. Dec 2023 was their highest number of nominations, totaling 9 that month. The Critical Care team also had 2 Daisy award winners in 2023: Courtney and Serara.
- **Labor & Delivery** went from 34 to 47 nomination from 2022 to 2023, which was a 38% increase. Aug and Sept 2023 were their highest number of nominations, totaling 8 in each of those months. The L&D team also had 3 Daisy awards in 2023: Natalie, Juliann, and Rachel.
- **Perianesthesia** went from 37 to 62 nomination from 2022 to 2023, which was a 68% increase. Sept 2023 was their highest number of nominations, totaling 8 that month.

THANK YOU to these teams for exemplifying compassion, kindness, sincerity, and for truly making a difference in the lives of our patients, their families, our community, and each other.

ADVANCING NURSING EXCELLENCE

CAREER ADVANCEMENT

Nursing professional development is a priority at Pennsylvania Hospital. The Career Advancement and Recognition of Excellence (CARE) program is an evidence-based advancement program focused on patient safety and quality of care leading to improved patient outcomes. It also advances the profession of nursing at Penn Medicine while supporting a Magnet® Culture of Excellence. This program is designed to elevate and promote current nursing practice by improving clinical outcomes, quality of care, and nurse satisfaction. The program enhances nurse accountability and autonomy, with an emphasis on increasing degrees of scope and responsibility at successive levels.



Congratulations to the following nurses who advanced in 2023:

Clinical Level 3

- Amanda Kyle
- Jaquelyn Janda
- Shawn Mooney
- Anastasia Scuille
- Keila Bernardy
- Mackenzie Henning
- Tessa Monaghan
- Abheena Jacob
- Alyssa Hoover
- Ashley Hagenbuch
- Courtney Vanschie
- Emma Chimera
- Lauren Tartaglione
- Monica De La Vega
- Ngozi Anyaoku
- Rachele Fortini
- Richard Highley
- Richard Wright
- Alyssa Giambri
- Justina Bruno
- Meghan Cavanaugh

Clinical Level 4

- Andrew Carroll
- Eleni Lucarini
- Darneesha Smith
- Patricia Moriarty
- Allison Carmody
- Julia Harrison
- Lynette Rothstein

SELECT 2023 PUBLICATIONS

CANCER CENTER

Kagan, S. H., & Lynch, M. P. (2023). Revisiting Clinical-Academic Partnerships for Better Cancer Care and Research. *Cancer Nurs*, 46(2), 167-168.
 ▶ <https://doi.org/10.1097/ncc.0000000000001189>

NURSING RESEARCH AND LIBRARY SERVICES

Bass, M. B. (2023). Transitioning from Academic Librarianship to Hospital Librarianship at the Nation's Oldest Medical Library. *Journal of Hospital Librarianship*, 1-5.
 ▶ <https://doi.org/10.1080/15323269.2023.2253134>

Clark, R. R. S., Burwell, N., Louis, M. J., & Phillips, J. A. (2023). Research and Professional Literature to Inform Practice, November/December 2023. *Journal of Midwifery & Women's Health*, 68(6), 787-791.
 ▶ <https://doi.org/10.1111/jmwh.13593>

PERIANESTHESIA

Kelly-Hellyer, E., Siqueza, A. L., Pestrutto, M., & Clark-Cutaia, M. N. (2023). The Analgesic Properties of a Music Intervention in the Postanesthesia Care Unit. *Journal of Perianesthesia Nursing*, 38(5), 763-767.
 ▶ <https://doi.org/10.1016/j.jopan.2022.12.007>

Patterson, T., & Ronning, K. (2023). Don't Be the LAST to Escape. *Journal of PeriAnesthesia Nursing*, 38(4), e6.
 ▶ <https://doi.org/10.1016/j.jopan.2023.06.055>

Ronning, K., Juliano, M., Fagnoli, K., Lizardo, M., Pacius, S., & Siqueza, A. L. (2023). Empowerment of the Bedside Nurse: Point Person Orientation in the Perianesthesia Unit. *Journal of PeriAnesthesia Nursing*, 38(4), e5.
 ▶ <https://doi.org/10.1016/j.jopan.2023.06.052>

Walker, T. L. S., Ronning, K., & Vance, M. E. (2023). Malignant Hyperthermia Escape Room. *Journal of PeriAnesthesia Nursing*, 38(4), e6.
 ▶ <https://doi.org/10.1016/j.jopan.2023.06.054>

WOMEN'S HEALTH

Anca, R., Hallman, K., Wheeler, M., Quigley, E., Ewing, S., & Simone, K. (2023). A Collaborative Approach to Reducing Surgical Site Infections for Cesarean Patients. *Journal of Obstetric, Gynecologic & Neonatal Nursing*, 52(4), s51.
 ▶ <https://doi.org/10.1016/j.jogn.2023.05.074>

Anca, R., Wheeler, M., DiDonato, A., & Kalariya, R. (2023). Phenylephrine Administration Postneuraxial Anesthesia. *Journal of Obstetric, Gynecologic & Neonatal Nursing*, 52(4), s5.
 ▶ <https://doi.org/10.1016/j.jogn.2023.05.008>

Azuma, K., Quigley, E., McKinney, M., Hussey, A., Hillner, A., & Cunniff, A. (2023). Improving Hepatitis B Vaccine Compliance in an Intensive Care Nursery. *Journal of Obstetric, Gynecologic & Neonatal Nursing*, 52(4), s61.
 ▶ <https://doi.org/10.1016/j.jogn.2023.05.091>

Hamm, R. F., Levine, L. D., Quigley, E., & Beidas, R. S. (2023). An evaluation of implementation climate in inpatient maternity care: a cross-sectional survey study. *J Matern Fetal Neonatal Med*, 36(1), 2185119.
 ▶ <https://doi.org/10.1080/14767058.2023.2185119>

Quigley, E., Hussey, A., McKinney, M., Wheeler, M., Cisneros, C., & Massey, P. (2023). Leveraging Patient Comments to Improve the Patient Experience. *Journal of Obstetric, Gynecologic & Neonatal Nursing*, 52(4), s35-s36.
 ▶ <https://doi.org/10.1016/j.jogn.2023.05.050>

SELECT 2023 PRESENTATIONS

AORN GLOBAL SURGICAL CONFERENCE AND EXPO

April 1–4, 2023 | San Antonio, TX

► **POSTER:** From Goat Rodeo to Standard Process: A Shared Governance Approach to Optimization of a Count Sheet.

Margaret Vance, MSN, RN, CNOR, NPD-BC
Monica De La Vega, BSN, RN
Elizabeth Boscola, CST

► **POSTER:** The Dog Ate My Homework: Transitioning from a Paper to Electronic Daily Evaluation Form

Margaret Vance, MSN, RN, CNOR, NPD-BC
Podium: The Balancing Act: Fostering Work-Life Balance in New Perioperative Nurse Leaders.
Margaret Vance, MSN, RN, CNOR, NPD-BC

► **PODIUM:** Nursing and Infection Prevention Competency-Based Education Collaboration
Margaret Vance, MSN, RN, CNOR, NPD-BC
Susan Walker, DrNP, RN, NPD-BC, CNOR, CSSM, CNAMB
Mary Houton, BSN, RN, CMSRN, CRN

NICHE CONFERENCE

April 4–10, 2023 | New Orleans, LA

► **POSTER:** The Mobility Technician: Promoting Movement and Functional Capacity During Inpatient Admission

Angela Ross
Patricia Maguire

► **POSTER:** 'Deflate the Rate' – Significantly Decreasing ED Falls in Elders with a New Transport Role

Lauren Ellis
Lindsey Coates
Phil Landis

ASPN NATIONAL CONFERENCE

April 28–May 1, 2023 | Denver, CO

► **POSTER:** Malignant Hyperthermia Room

Kaitlin Ronning
Margaret Vance

► **POSTER:** Local Anesthetic System Toxicity Escape Room

Kaitlin Ronning
Tennille Patterson

► **POSTER:** Empowerment of the Bedside Nurse: Point Person Orientation in the Perianesthesia Unit

Kaitlin Ronning
Megan Juliano
Kristin Fagnoli
Maria Lizardo
Stephanie Pacius
Anna Lee Siqueza

► **POSTER:** A Quality Improvement Initiative to Improve the Pediatric Surgical Pathway at an Academic Medical Center

Anna Lee Siqueza
Erin Nardella

AACN NTI 2023

May 22–24, 2023 | Philadelphia, PA

► **POSTER:** Nurse Led CAUTI Practice Updates

Katherine Glick, BSN, RN, PCCN
George Kittrell, BSN, RN
Helen Luecke, BSN, RN, PCCN
Aleena Peter, BSN, RN
Misholai Crawford, PCT
Gregory Upshaw, PCT, Ida Macri, BSN, RN, CIC
Amanda Melchiorre, MS, BSN, RN, NPD-BC, PCCN
Chandra Simpson, MSN, RN, CCRN, PCCN, CMC



AWHONN CONVENTION

June 17–21, 2023 | New Orleans, LA

► **POSTER:** Elevating Nurse Practice: Phenylephrine Administration Post Neuraxial Anesthesia

Raluca Anca, MSN, RNC-OB
Melissa Wheeler, MSN, RN
Angelarosa DiDonato, DNP, MSN, CRNA
Rupal Kalariya, MD

► **POSTER:** Reducing Surgical Site Infections for C-section Patients: A Collaborative Approach

Raluca Anca, MSN, RNC-OB
Kristen Hallman, MSN, RNC-OB
Melissa Wheeler, MSN, RN
Elizabeth Quigley, MSN, RN, NEA-BC
Kerri Simone, MPH
Stephanie Ewing, MD

► **POSTER:** From Advocacy to Implementation – Operationalizing Centralized Milk Preparation

Elizabeth Quigley, MSN, RN, NEA-BC
Alicia Hussey, MSN, RN, NEA-BC
Kirsten Azuma, MSN, RN, CBC
Kristina Spaide, RD

► **POSTER:** Bringing Data to Life: Leveraging Patient Comments to Improve the Patient Experience

Elizabeth Quigley, MSN, RN, NEA-BC
Alicia Hussey, MSN, RN, NEA-BC
Melissa McKinney, MSN, CRNP
Melissa Wheeler, MSN, CPXP
Cassandra Cisneros, MHA, CPXP
Patricia Massey, MSN-Ed., RNC-MNN, CBC

► **POSTER:** Improving Hepatitis B Vaccine Compliance in an Intensive Care Nursery

Melissa McKinney, MSN, CRNP
Alicia Hussey, MSN, RN, NEA-BC
Kirsten Azuma, MSN, RN, CBC
Allison Hillner, BSN, RN
Addie Cunniff, MSN, RN

► **POSTER:** Don't Delay: Utilization of a Dedicated OR team to Reduce C-Section Delays

Raluca Anca, MSN, RNC-OB
Melissa Wheeler, MSN, RN
Elizabeth Quigley, MSN
Melissa McKinney, MSN, NP
Doreen Follett, RN
Jamie Hicks, RN
Briana O'Hanlon, RN

ANCC MAGNET CONFERENCE

October 12–14, 2023 | Chicago, IL

► **PODIUM:** Emergency Nurse Well-Being: Recommendations for Improvement

Elise Turnbach MSN, RN, CEN
Lindsey Coates MSN, RN, CEN





NEW PROGRAM! ADVANCING NURSING PRACTICE

Evidence Based Practice for Healthcare Professionals

Clinical Information Librarian, Michelle Bass, and Pennsylvania Hospital Nurse Scientist, **Rebecca Clark**, with the support of Chief Nursing Officer, **Melissa Zak** and Director of Nursing Education, **Florrie Vanek**, are please to announce the first cohort of *Evidence Based Practice for Healthcare Professionals* at Pennsylvania Hospital.

At PAH, we want healthcare to be supported by the best available evidence. Finding and appraising this evidence, let alone applying it, is not an easy process. This immersive program provides participants with skills for doing evidence-based practice and the actual experience of applying those skills to a current problem/issue at Pennsylvania Hospital.

The intent of this program is for participants to:

- ✓ Begin to develop subject matter confidence in the application of the evidence-based practice model to answering clinical problems.
- ✓ Serve as a resource to colleagues in your clinical settings and hospital and unit wide councils on the application of evidence-based practice.
- ✓ Complete an evidence-based practice project based on a question pertinent to ongoing issues at Pennsylvania Hospital.
- ✓ Disseminate this project to local and/or national stakeholders (e.g., discipline-specific conference presentation, PAH interprofessional grand rounds, Penn Medicine Nursing Research and Evidence Based practice conference, etc.)

Congratulations to our first cohort, selected in October 2023:

- **Cynthia Briola**
Radiation Oncology
- **Amanda Cossaboon**
OR
- **Christina Felton**
Nursing Administrative Coordinator
- **Catherine Foy**
6CC/Schiedt
- **Michele Guthier**
ICN
- **Stephanie Hollister**
4/6 Spruce
- **Ariel Kamen**
ED
- **Vildan Lench**
ICN
- **Jacquelyn Madden**
5CC/Schiedt
- **Donna Miles**
Advanced Practice Providers
- **Gina Palumbo**
Perianesthesia
- **Angela Piech**
Critical Care



MAGNIFYING MAGNET

NURSING RESEARCH AT PENNSYLVANIA HOSPITAL

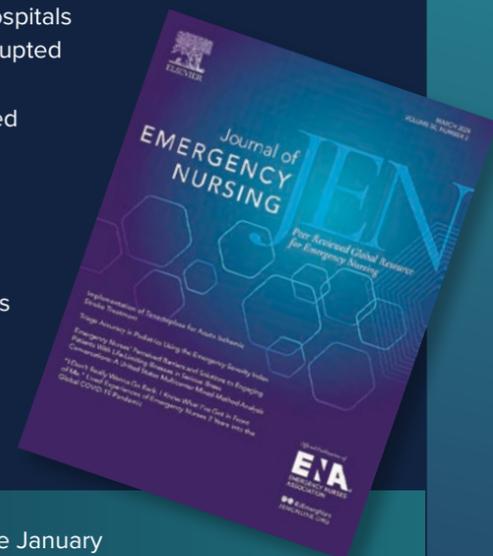
IMPROVING ED NURSES' WORK ENVIRONMENTS & WELL-BEING

Elise Turnbach, MSN, RN, CEN, Clinical Nurse, Infusion and Lindsey Coates, MSN, RN, CEN, Clinical Nurse, Emergency Department were mentored by Rebecca Clark, PhD, MSN, RN, CNM, WHNP-BC, Nurse Scientist, to conduct a nursing research study. Turnbach and Coates focused on emergency nurse wellbeing outcomes, work environment, and modifiable work environment factors. This nursing research is a secondary analysis of data collected in the multi-site collaborative Clinician Well-being Study (CWS), conducted using a common research protocol at 60 Magnet hospitals.

The title of Turnbach and Coates' nursing research is "Emergency Nurses' Well-Being in Magnet Hospitals and Recommendations for Improvements in Work Environments: A Multicenter Cross-Sectional Observational Study." Emergency nurses held a unique position at the front line of the COVID-19 pandemic, facing multiple challenges which impacted their job satisfaction, burnout, intent to leave, and clinical wellbeing. This study captured nurse outcomes during the pandemic as well as emergency nurses' recommendations to reduce burnout and improve clinician wellbeing.

Turnbach and Coates found that Magnet hospital emergency nurses reported better outcomes compared to Non-Magnet emergency nurses, including fewer nurses reporting job dissatisfaction (28% in Magnet vs 39% in Non-Magnet emergency nurses) and burnout (51% in Magnet vs 54% in Non-Magnet). Job dissatisfaction, burnout, and intent to leave were all reported more frequently in emergency nurses than other inpatient nurses at Magnet hospitals. The top solutions to improve nurse wellbeing recommended by emergency nurses in Magnet hospitals were to improve nurse staffing levels and to support uninterrupted breaks. Over 50% of emergency nurses also wanted better communication, increased schedule control, more clinician-led innovation, and less emphasis on external quality metrics.

Turnbach and Coates' nursing research demonstrates that, though the prevalence of burnout is high among emergency nurses, Magnet designation positively impacts emergency nurse outcomes. Using the Magnet Model, emergency nurses can identify factors to improve their well-being, and through structural empowerment work with leadership to implement actionable items.



This nursing research was published in the January 2024 issue of the *Journal of Emergency Nursing*. Scan this QR code to read the article, "Emergency Nurses' Well-Being in Magnet Hospitals and Recommendations for Improvements in Work Environments: A Multicenter Cross-Sectional Observational Study."

Student Nurses' Awards Banquet,
June 2, 1966.



AWARDS & HONORS

Pennsylvania Hospital is proud to have earned these awards and honors, which recognize the quality of care we give our patients and families, and the supportive work environment we provide for our nurses and other healthcare professionals.



MAGNET RECOGNIZED

Pennsylvania Hospital has achieved Magnet® recognition – the highest institutional honor awarded for nursing excellence – from the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program®. Less than ten percent of health care organizations in the United States have achieved Magnet designation.



BEACON AWARD FOR EXCELLENCE

The Intensive Care Nursery has received the prestigious **Gold-level Beacon Award for Excellence** from the American Association of Critical Care Nurses. The Critical Care Units and 7 Schiedt have both achieved the **Silver-level Beacon Award for Excellence**. These awards recognize units that embrace and support evidence-based practice to improve patient outcomes, and exemplify excellence in professional practice and patient care.



COMMISSION ON COLLEGIATE NURSING EDUCATION

Pennsylvania Hospital's Nurse Residency Program is nationally accredited by the Commission on Collegiate Nursing Education (CCNE), which assures that the Program meets the highest quality standards.



LANERN AWARD

Pennsylvania Hospital's Emergency Department (ED) earned Lantern Award recognition from the Emergency Nurses Association for a third time. The Lantern Award recognizes EDs that exemplify exceptional practice and innovative performance in the core areas of leadership, practice, education, advocacy and research. The award is a visible symbol of the ED's commitment to quality, presence of a healthy work environment, and accomplishment in incorporating evidence-based practice and innovation into emergency care..



GERIATRIC EMERGENCY DEPARTMENT ACCREDITATION

The Pennsylvania Hospital Emergency Department has been accredited by the American College of Emergency Physicians as a Bronze Level Geriatric Emergency Department based on its staffing, equipment and supplies, physical environment, and its use of evidence in developing departmental policies, guidelines, and procedures.



BABY-FRIENDLY HOSPITAL

Pennsylvania Hospital has received designation as a Baby-Friendly® Hospital, which encourages and recognizes hospitals that offer a n optimal level of care for breastfeeding parents and their babies. Baby-Friendly® recognizes birth facilities that offer parents the information, confidence, and skills needed to successfully initiate and continue breastfeeding their babies.



JOINT COMMISSION PERINATAL CARE CERTIFICATION

Pennsylvania Hospital has received Joint Commission Perinatal Care Certification, recognizing commitment to integrated, coordinated, patient-centered care that supports and maintains the health of mothers and newborns.

THANK YOU

Your hard work and determination have not gone unnoticed. Whether it is through the Magnet Recognition program, our quality performance indicators, or the countless accolades we receive from our patients and families, it is clear that the care provided at Pennsylvania Hospital is among the best in the nation.

Thank you for your dedication to our patients, their families, and to our organization. Your contributions make a real difference in people's lives and we are honored to have you as part of our team.

THANK YOU FOR ALL THAT YOU DO EVERY DAY.



Penn Medicine

PENNSYLVANIA HOSPITAL

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