NCH Nursing:
The Heart of the Community
2018 Nursing Annual Report
Dear Nurses,

I am proud to share with you another impressive annual nursing report that highlights and demonstrates progress and success in nursing at NCH. This past year, we made great strides in a number of areas related to nursing engagement and professional development.

Our 2018 nursing engagement results revealed marked improvement in all categories over the prior year, except one, the RN-MD interactions domain. I am pleased to announce that this year we have been invited by our physician colleagues to participate with them on wellness and resiliency initiatives that can only improve our relationships that will add value to our patients’ care. While there is still work to be done in this area, the results validate that we are moving in the right direction and that the majority of nurses generally perceive their work environment to be healthy and satisfactory.

This level of nursing engagement was evident when front line staff nurses met over several workshops to revise both the professional ladder program as well as the shared governance structure. Thank you to those nurses who participated in this exciting endeavor. Additionally, in 2018, close to 600 (40%) of our nurses held a BSN, and 320 (22%) have achieved specialty certification. These numbers are also up from the prior year and demonstrate continued interest in nurses seeking professional development.

Many of these statistics are highlighted in this report. NCH nurses are competent, compassionate, innovative, and influential. I am proud of each of you and feel fortunate to lead along-side of you.

Thank you, NCH nursing team, for all that you do each day to help our patients’ live longer, happier, healthier lives.

Jon Kling, BSN, MBA, RN
System Chief Nursing Officer
Welcome to NCH Healthcare System’s 2018 Nursing Annual Report. Thank you for taking the time to learn more about the NCH Healthcare System and its professional nursing team. In this report, you will find a summary of the advances, events, and statistics from the year. It is our pleasure to share this important information with you.

In 2018, the number of NCH inpatients, outpatients, surgeries, emergency visits and babies born grew. Although growth is important, what matters most to us is how we cared for each of the individuals who trusted NCH to be their healthcare provider.

NCH is focused on providing excellence to every patient every day. NCH nursing professionals bring their leadership, education, skills and innovative thinking to the organization and are instrumental in ensuring that quality care for our patients and our community is a reality.

U.S. News & World Report, one of the most highly respected ratings organizations in the world, announced that the NCH Healthcare System is a “Best Regional Hospital” in 2018. NCH is rated “high performing” in seven specialties and is ranked #11 in the state. This would not be possible without NCH nurses taking the lead in caring for and about their patients, the community, and their profession.

Here are a few statistics from 2018 which we value because they represent individuals who chose NCH as their healthcare provider.

Admissions – 28,993
Observation - 11,586
Emergency visits – 117,890
Births – 3,437
Open Heart Surgeries – 441
Outpatient visits – 788,717
Surgical procedures – 12,966

Growth and quality recognition don’t happen by chance. They are achieved when highly skilled, dedicated professionals work together for the good of the patient and the community. I want to thank our nurses for their collaboration, compassion, and consistency which contribute greatly to the health of our patients and the community.

Phil Dutcher

Interim President & CEO
NCH Healthcare System
TABLE OF CONTENTS

2. Letter from the Chief Nursing Officer, Jonathan Kling
3. Letter from the Interim CEO, Phillip Dutcher
5. Fostering a Culture of Excellence
6. Nurse Engagement
7. Transforming Leadership—Visibility, Accessibility, & Communication
8. Transformational Leadership—Driving Change
9. Transforming Culture
10. Get to Know the Team—Nurse Leaders
12. Spotlight on Leadership
13. Recruiting Top Talent
14. Focus on Professional Growth and Development
16. Redesigning Professional Practice Programs to Enhance Value
17. Nursing Across the Continuum
19. Recognizing Our Outstanding Team
24. Collaborative Relationships
26. Improving Quality Through New Knowledge and Process Improvement
29. Work Life Balance
31. Team
33. Friends of Nursing

Special thanks to the Annual Report Committee for their contributions to this year’s report:

Dave Beers, RN
Christina Carranza, RN
Michelle Gulley, LPN
Deborah Sousa-Van Veen, RN
Which Nurse Leader is a huge Elvis fan? Flip to page 11 for the answer.
NCH began benchmarking nurse engagement against a national database by conducting a survey annually in 2014. The Press Ganey National Database of Nursing Quality Indicators® (NDNQI®) RN Survey conducts research on nurse satisfaction, leadership, retention, communication, and various domains present in our work environment. In 2018, over 560 RNs participated in this survey which was open for a 3-week period. Data was collected by NDNQI and results were sent back to NCH in December. We were pleased to see an increase in perception and satisfaction in every category since last year, and the highest satisfaction since 2014. There was one area that was lower than last year, “RN-MD communication” at the Baker Hospital Campus. Interprofessional teams are working together to develop multi-disciplinary rounds on the medical-surgical units which impact aspects of care, coordination, and communication and collegiality among team members.

The Nursing Excellence Council redesigned the 3rd annual Nursing Peer Review for 2018. The process aligned with the ANA Peer Review Practice Principles, Code of Ethics, and Nursing Scope and Standards of Practice and the NCH Professional Practice Model. Approximately 1,000 RNs, at all levels, participated in the face to face exercise using the innovative mySharePoint platform.
Visibility, Accessibility

In 2018, nursing leadership invited all staff each month, to enjoy breakfast between both campuses, as a way to connect with staff, and provide an opportunity for accessibility. After input from the staff, nursing leadership modified the breakfasts to be held weekly and to rotate to each nursing department. A total of 18 events were held in 2018.

Communication

Using various methods to communicate has been a focus in 2018. Jon began an editorial named The Current which circulates monthly highlighting current events within the nursing department. Several front-line nursing team members were featured in various videos as they shared their stories. The Current and the videos can still be accessed on the Nursing Intranet page under Newsroom & Newsroom Videos.

Nursing Forum and Year in Review

During Nurses Week, Jon Kling, RN and the nursing leadership team held two Nursing Forums which highlighted progress within the nursing department. In addition, State Senator Kathleen Passidomo gave a talk emphasizing the importance of getting involved with decision making which influences healthcare.

Which North Naples RN is a Black Belt Martial Artist? Turn top page 30 for the answer.
TRANSFORMATIONAL LEADERSHIP—DRIVING CHANGE

NCH nurses are leaders at all levels, impacting change at the local, state, and national level!

Jennifer Arca, RN 5 South Orthopedics, engaged in a discussion with leaders at the Fall Nursing Forum in the Telford Auditorium.

Carolyn Smith, RN 4 South Oncology Nurse Manager participated in the American Cancer Society Great American Smoke Out at the Baker Hospital campus. Carolyn educated visitors on smoking session strategies and provided literature as well.

Betsy Novakovich, RN, Service Line Administrator for Emergency Services, presented with her team Charles Woodman, RN and Judy Woodman, RN, both Northeast ED nurses. Their quality improvement project “The Effects of Direct Bedding on Patient Satisfaction and Left Without Being Seen” was presented at the Emergency Nurses Association Conference in Pittsburg, PA in September 2018.

Marcia Swasey, RN, Nurse Manager of 5 North and Kelsey Vachon, RN, traveled to Las Vegas, NV in 2018 to present their work with structure problem solving and utilizing lean methods to address supplies on the nursing unit.

Carolyn Smith, RN 4 South Oncology Nurse Manager participated in the American Cancer Society Great American Smoke Out at the Baker Hospital campus. Carolyn educated visitors on smoking session strategies and provided literature as well.

Betsy Novakovich, RN, Service Line Administrator for Emergency Services, presented with her team Charles Woodman, RN and Judy Woodman, RN, both Northeast ED nurses. Their quality improvement project “The Effects of Direct Bedding on Patient Satisfaction and Left Without Being Seen” was presented at the Emergency Nurses Association Conference in Pittsburg, PA in September 2018.

Marcia Swasey, RN, Nurse Manager of 5 North and Kelsey Vachon, RN, traveled to Las Vegas, NV in 2018 to present their work with structure problem solving and utilizing lean methods to address supplies on the nursing unit.
Cathy Ravelo, MSN, RN, CNML
Nurse Manager Pediatrics, PICU, NICU
“I support a positive work culture by recognizing that my “work family” needs daily support and encouragement just like my “home family”. Being visible to them and acknowledging great care to our patients provided by the team, recognizing that they are supporting each other during great shifts (and not so great shifts), and taking the steps to celebrate their “home family” milestones (new babies, weddings, vacations etc.)”

Steve Cooke, BSN, RN, RCIS
Director Invasive Cardiology Procedures
“I try to always make note of and recognize the team players who make a difference in the work environment, particularly in patient care. We sometimes name a process or piece of equipment we have obtained after the team member who recognized its value in caring for our patients.”

Georgine Kruedelbach, MSN, RN, CIC
Director Infection Prevention & Process Improvement
“By trying to learn about all NCH staff’s endeavors and projects. This might mean saying hello and really listening if they want to converse. Providing thoughtful comments to their concerns and looking at the positive outcomes and steps forward to make care better for patients and smarter for staff.”

Erica Sczepkowski, MSN, MBA, HCM, RN, CNML
ACNO Operations
“Having all employees/leaders working together to create a culture where everyone cares about their work, their team, our customers and our organization. Demonstrated by happy, enthusiastic employees wanting to give positive professional constructive feedback and participating to help make things better or fix issues. Employee Needs/Wants = Teamwork, recognition, professional communication, support, growth, education and the tools to do their job well. Engagement would lead to an increase in retention, patient safety and satisfaction.”

Nicole E. Giorgianni, MSN, RN
Nurse Manager Endoscopy/Pre-Op OR/PAT/PACU
“As a nurse leader of the surgical services department at downtown NCH, engagement demonstrates to me that my staff are attentive and most importantly “happy” in their current job; these individuals are dedicated to being present at their specified time and workstation and are rarely absent. These individuals are also resilient to change and willing to take on new learning opportunities to be an even higher performer in their work-related environment. For all departments to be engaged as a team, working harmoniously as one, creating the smoothest and safe transitions for their patients to department-to-department, is an objective I would love to compose.”
GET TO KNOW THE TEAM...NURSE LEADERS

Lauren Vernieri, BSN, RN, CVRN-BC
Nurse Manager 3 North
“I am a 200 hour registered yoga teacher and incorporate the teaching of yoga into my every day life!”

VanCheska Koch, BSN, RN -BC
Nurse Manager 5NNH
“Before I was a Nursing Major, I had planned my whole life to go to a School for Design and Arts for Fashion Designing.”

Teresa Deviese, BSN, RN
Nurse Manager 4 North
“I competed in and won a sharp shooting contest (Rifle) and a chili cook-off.”

Jennifer Stanley, MSN, M. Ed, ARNP, FNP-BC
Director Brookdale, 5NNH, 6NNH, 4 South, OPIS
“I was a 1996 Olympic Torchbearer.”

Erica Szepkowski, MSN/MBA/HCM, RN, CNML
ACNO—Operations, Med—Surg, WCP, Behavioral Health
“I marched in the London’s New Year’s Day Parade and a Spring Music Festival parade in Germany with my high school marching band as part of the color guard/flag line.”

Jenny Louwsma, BSN, RN
Nurse Manager 6 North & Gulf View Suites
“I have a garden at my house where I grow fruits and vegetables for my family, and I also have chickens as well.”

Michele Apker, MHA, BSN, RN
Nurse Manager Labor & Delivery, Mom/Baby
“I have 4 boys with one being a set of twins.”

Cheryl Cournoyer, MS, RN-BC
Director of Learning and Innovation
“My ideal vacation is to spend time at the lake in New Hampshire with my family.”
GET TO KNOW THE TEAM...NURSE LEADERS

Becky Holly, MSN, RN, CEN, CCRN
Assistant Director Emergency Department Baker Hospital
“Go Eagles!”

Jose Martinez, BSN, RN
Assistant Director Emergency Department North Naples Hospital
“I was born in Puerto Rico, I know two languages, and I’m flight nurse training commander with the US Air force.”

Margie Arnold, BSN, RN, CWOCN
Nurse Manager Wound Care, Ostomy, & Continence
“I was born in Poland and moved to SW Florida from Chicago in 2018.”

Caitlin George, BSN, RN, CEN
Nurse Manager Emergency Department Northeast
“I was born at NCH.”

Katie Matthews, BSN, RN
Nurse Manager 5 South
“I started my nursing career in 2005 on the Ortho unit and am still there as we speak!”

Becky Gammon, MSN, RNC-OB
Director Women’s & Children’s Pavilion
“I am an only child.”

Angela DeVaney, BSN, RN, CVRN-BC
Nurse Manager 4NNH & 2E
“I love living life in the moment...”

Gina Teegarden
HUGE Elvis Presley fan!
Chris Raphael MSN, RN, CCRN-K, NE-BC  
*NCH Nurse since 2006*

Chris currently serves as the Systems Director of Critical Care, IR Nursing, VAN team, Hemodialysis, Central Monitoring. Chris is known for his outgoing personality, ability to project his voice, and his servant leadership. Chris describes his professional nursing journey at NCH as “never saying no to an opportunity.” He began his career in healthcare as a CNA, then LPN, before joining NCH in his early 20s on a medical-surgical unit (which was located in the present day Brookdale Acute Rehab department). Chris believes one of the most important pieces of being a professional nurse is the ability to build and nurture relationships; with teammates, patients and families, and the community. Another mantra Chris lives by is the notion that “Failure is not fatal,” and he truly believes that if you don’t challenge yourself and try something new, you’ll never be able to reach your fullest potential.

Betsy Novakovich, MSN, RN  
*NCH Nurse since 1999*

Betsy has been the face of the Emergency Department at NCH since 2012. Currently, she serves as the Service Line Administrator for Emergency Services. Betsy is well known in the organization, community, and country for her work in Emergency Nursing. After jumping feet first into healthcare as a volunteer EMT in 1978, Betsy became a paramedic in 1985, then embraced her love of nursing in the 1980s and became a Registered Nurse. Nursing is not a job or even a profession for Betsy; it truly is who she is at the core. She has been an active member of the Emergency Nurses Association since the 1980s and believes being involved in committees, councils, and professional organizations is such an important piece of being a professional in healthcare. Being involved has allowed Betsy to stay connected, remain current with issues, foster friendships, and share knowledge about best practices. Betsy has had the opportunity to share the good work done within or Emergency Services across the country. She is proud, joyful, and humbled when she meets hospital leaders who are so impressed with the work being done here.

**Who’s who?**  
Match the baby with the Nurse Leader:

A)

Erica Szczepkowski  
Jon Kling  
Aimee Karnes  
Ilia Echevarria

B)

C)

D)

Turn to Page 16 for the answer!
The Nurse Residency Program has continued to evolve and supports the successful transition to practice. **In 2018, 102 nurses participated in our residency program. 10 of these nurses were hired directly into specialty areas.** The Fellowship program has continued to expand as well. **18 nurses successfully completed fellowship programs in specialty areas.**

The orientation process for new nurses was modified to include a 28 day follow up class. We recognize there is a learning curve as new members join our team, and this follow up class has been well received and attended to facilitate the onboarding process. In 2018, 22 follow up classes were held for 254 RNs.

<table>
<thead>
<tr>
<th>Specialty</th>
<th>New Graduate</th>
<th>Fellowship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Behavioral Health</td>
<td>1</td>
<td>-</td>
</tr>
<tr>
<td>Critical Care</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Emergency Dept.</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Endo</td>
<td>-</td>
<td>3</td>
</tr>
<tr>
<td>Labor &amp; Delivery</td>
<td>-</td>
<td>2</td>
</tr>
<tr>
<td>Mother Baby</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Operating Room</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Pediatrics</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

2018 Orientation Attendees: **562**

How many DAISY nominations and also how many CARING nominations were received in 2018? Turn to page 20 for the answer.
NCH Nursing strongly advocates on-going education. In 2018, there were 2,347 courses provided. 5,702 students participated in additional learning.

Leadership development: 26 nurses successfully completed the Charge Nurse Academy.

Dr. Allen Weiss speaks to our wonderful donors and scholarship recipients at the Nursing Scholarship luncheon in April.

In April 2018, a two-day on-site CVRN exam preparation course was held for approximately 40 nurses. The course prepared nurses to take the Cardiavascular Nursing board certification.

NCH lab processed how many lab specimens in 2018. (inpatient):
A. 170,924
B. 20,004
C. 98,123

Turn to page 24 to find out!

Fast Facts:
- 40% of nurses have BSN (583)
- 59 Nurses have pursued their MSN
- 22% have achieved specialty certification (320)
- 89 nurses participated in the ASPIRE Clinical Ladder Program
- 26 Charge nurses attended the Charge Nurse Academy
- $59,500 in scholarships awarded to employees pursuing academic advancement
- 23 Nursing Quality Improvement Posters in presented in the 2018 Research, Evidence-based Practice, & Quality Improvement Conference. 3 out of the 6 presenters were from nursing.

Out of 1447 RNs, 59 have completed their MSN!
<table>
<thead>
<tr>
<th>Scholarship</th>
<th>Recipients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill and Penny Allyn Nursing Scholarship August 2018</td>
<td>Ruthena Desvaristes US/2E (BSN), Susanne Elduyan Nurse Manager Endo, PACU, Preop, PAT (MSN)</td>
</tr>
<tr>
<td>Daniel and Josephine Breeden Nursing Scholarship August 2018</td>
<td>Nathalie Faugue Transport (BSN)</td>
</tr>
<tr>
<td>Lillian and Marjorie Anders Memorial Nursing Scholarship August 2018</td>
<td>Kenesha Bailey CT 5North (BSN)</td>
</tr>
<tr>
<td>Robert &amp; Joyce Rice Nursing Scholarship August 2018</td>
<td>Jason Ensor RN 5North (BSN)</td>
</tr>
<tr>
<td>Thelma Hodges Nursing Scholarship August 2018</td>
<td>Merline Josenat CT Nursing Student (ADN)</td>
</tr>
<tr>
<td>Fritz and Kathryn Friday Nursing Scholarship August 2018</td>
<td>Harise Alliance RN 5North (MSN)</td>
</tr>
<tr>
<td>NCH Nursing Education Supporters August 2018</td>
<td>Ana Cain RN/2E (BSN)</td>
</tr>
</tbody>
</table>

We thank our donors for supporting our team members in their pursuit for advanced knowledge!
Former Shared Decision Making Collaborating Council members partnering with several team members during the Fall of 2018, participated in several workshops to redesign the new model beginning in 2019. The newly redesigned Shared Governance Council structure provides an innovative approach to empower staff at all levels to contribute collaboratively to ownership of nursing practice, standards, and quality of care and to effectively respond to change. Shared Governance is founded on the cornerstone principles of accountability, equity, ownership, professional obligation, collateral relationships, and effective decision-making. Additional changes include councils at the unit level, “Unit Practice Councils,” and streamlined “Central Councils,” with a central governing body, “Nursing Congress.”

Ilia Echevarria, RN, ACNO for Professional Practice works with nurses in the redesign workshop in October 2018.

Newly redesigned Clinical Ladder Program to enhance professional development of our nurses. The EXCEL Program stands for Exemplary Care through Experience, Education, and Empowerment of our nurses as Leaders. The ASPIRE Clinical Ladder committee redesigned the program in the Fall of 2018. EXCEL begins 2019. Additionally, the redesigned program ties in elements from Magnet® in addition to nursing theorist Patricia Benner, RN.
Janis T. King, DNP, ARNP-C
NCH Endocrinology

“It means a great deal to be a nurse practitioner at NCH. I feel that I have been allowed to grow as a provider to provide the best care I can to my patients through resources and educational opportunities for both myself and for our patients. Using my personal interest in endocrinology helps me openly communicate and set achievable goals together with my patients. Many patients appreciate when I share my own personal experiences and I think it helps them feel less judged about their chronic illness and hopefully empowered to do better.”

Micaela Hogan, BSN, RN, CWCN
NCH Wound Care Center

“As a teenager, I chose to be very involved with my own grandparents hospital care and I learned to respect and trust their nurses so much so that I chose it as my own career path. I was submerged in wound care for my grandmother at age 16 and fell in love with the healing process. I chose to enhance my knowledge through additional schooling and professional certification: Wound, Ostomy & Continence nursing because I wanted to make a difference.

Working in an outpatient wound healing center, I have the ability to communicate with my patients on a more personal level; to get to know them, to gain their trust, to advocate for them. Because we see our patients on a frequent basis, we form relationships with them and help them strategize and participate in their care. We share their joy when they finally get to ring the “healed bell” on their final exit out of our clinic. I am forever grateful to work in my position and I am impressed by how much of an impact we can make in our patients and families every day lives. We are truly making a difference.

Gia Zuercher, BSN, RN
NCH Center for Breast Health

“I have a passion for science and a desire to help people. NCH has given me the tools and opportunity to fulfill these goals. When a patient and family come into the office with a breast health issue, it is usually a stressful time with potential life altering diagnoses. Offering my knowledge to the patient regarding their particular diagnosis and especially providing emotional support is a way to make a lasting impact.”
Jolene Clifford RN, OCN, CBCN  
*NCH Center for Breast Health  
Oncology Navigator Coordinator*

“I’ve been an Oncology Navigator working exclusively with breast patients for twelve years. I think my background in Oncology Nursing and experience as a Navigator allows me to put our newly diagnosed breast cancer patient at ease. I’m able to provide our patients with the educational information, emotional support and resources they need at a very vulnerable time in their lives.

Stephanie Lara, LPN  
*NCH Center for Breast Health*

I was giving the wonderful opportunity to work alongside Dr. Patterson from the very moment she started at NCH. Working with her I learned to learn to set up each procedure. I’m truly honored that NCH chose me to be a part of the Center for Breast Health team and has given me the opportunity to grow into the nurse I am today. Thank you NCH! As a Breast Oncology Nurse, I can support my patients as they experience a difficult diagnosis. Some patients need a tissue, need a hug, need step by step instructions to help understand what comes next. Some just need a listening ear. The comfort of not being alone. Just knowing my presence and expertise is making a difference makes every day worth it.

Michelle Gulley, LPN  
*NCH Graduate Medical Education Clinic*

I am proud to call myself an NCH nurse and to be a part of a great team of nurses, doctors and other healthcare team members that truly have one goal in mind and that is patient care. At the GME clinic, we have the unique opportunity to treat a variety of patients with diverse medical conditions from all different backgrounds. We have the distinctive advantage of working closely with the patients, their team of medical professionals and other community resources to help coordinate the best possible plan of care for them. Together we are not only working to provide immediate care to those with medical concerns/issues but we are also providing education and preventative healthcare to help our patients live longer and healthier lives.”

Mary Lou Mercer, RN RN-BC  
*NCH School Health Nurse*

As a Board Certified Pediatric RN, with 40 years of experience in multiple pediatric medical settings, I have always wanted to be a school nurse. It is truly an honor to be a member of the NCH School Nurse Team for the last nine years. Building schools stabilizes communities. Building a coordinated healthcare team of school nurses in our schools, keeps healthy students in the school classrooms. The NCH School Nurse is in a very unique position of providing care for students in a hospital backed program in the Collier County school setting. Schools are the known epicenter of communicable illness. The school nurse prevails with best practice to prevent the contagiousness in the school setting, instilling healthy living in the students themselves, who are then enabled to practice this health awareness in the home.

NURSING ACROSS THE CONTINUUM

NCH School Nurses provide care in 50 schools in Collier County

CCPS
Suzanne Gueritey, RN, 6 North Clinical Nurse
2018 SWFL AHA Nurse with the Biggest Heart Honoree

“She was cheering during a school track and field event that her children were competing in. During the event, one of the student athletes suddenly experienced a cardiac arrest. Suzanne quickly assessed the life threatening situation and provided resuscitative measures to this student to save his life. Her quick thinking and cardiac knowledge skills made the difference. She’s a HERO!”

Upon receiving this distinguished award, Suzanne, humbly shared her gratitude for her Cardiac Educator, Adam Francis for his guidance and expertise over the years in supporting her BLS and ACLS training.

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

THE CARING
AWARD
For Extraordinary Technicians and Technologists

January : RICHMOND CELIFERME – 4S
February : DEBRA GALDRY – 4NH
March : MARGARET KACZANOWSKI – 4NNH
April : JEANNETTE RIFIN – 5N
May : APRIL HOCKER – 2E
June : ELIDE DERVILLE – 4N
July : NIXON BERTRAND – 2E
August : SATHERLINE SYVRAIN – 2E
September : GERARDO TRUEBA – 4NNH
October : JESSICA MONTEIRO – 2E
November : NANCY FEDE – 4S
December : BARB BURSEY – 4N

We thank the DAISY Committee for their work each month recognizing extraordinary team members; DAISY and CARING honorees and nominees.
Michelle Bennett, RN and Nancy Fede, CT November DAISY and CARING honorees both 4 South team members.

Deb Gaudry, CT on 4NNH surrounded by her team after the February 2018 honoree.

Elide Derville, CT, 4 North is celebrated in June 2018 as our CARING honoree.

John Rogers, RN Nurse Manager Surgical Services, is celebrated in July 2018 as our Nurse Leader DAISY honoree.

**DAISY Nominations (Monthly):** 810—12 honorees  
**DAISY Leader (Bi-Annually):** 25 nominations—2 Honorees  
**DAISY Team (Annually):** 11 nominations—1 Team (23 members)  
**CARING (Monthly):** 246—12 honorees
Jon Kling, RN speaks to the nurses and colleagues at one of the Certified Nurses Luncheons in March 2018. In 2018, we recognized 320 nurses for obtaining specialty certification. NCH supports and recognizes nurses who seek board certification. ANCC Success Pays® is a program which will pay for your ANCC specialty certification exam. (Contact the Center for Learning for more information!)

Jenny Louwsma, RN serves breakfast alongside her nurse leader colleagues to celebrate our nursing department team during Nurses Week.

Elizabeth Diaz, RN, Melissa Kieffer, RN, Tracy Keith, RN, Deb Sousa Van-Veen, RN, and Daryl Dinnocenzo, RN gather for one of the ASPIRE Nurse Luncheons. In 2018, we recognized 89 professional nurses for successfully completing their ASPIRE Clinical Ladder portfolios.

We thank the Clinical Ladder Committee for their work coordinating the program and supporting their nurse colleagues with professional development and recognition.
RECOGNIZING EXCELLENCE

We thank the Nurses Week Committee for their work coordinating all of the Nurses Week celebrations, events, and awards.
RECOGNIZING EXCELLENCE

NURSING EXCELLENCE AWARDS

Karen Colunge, RN
Thelma Hodges Mentor of the Year—Baker

Christine Rosemer, RN
Thelma Hodges Mentor of the Year—North Naples

Marianne Lopardo, US
Secretary Support of the Year—Baker

Amy Miller, US
Secretary Support of the Year—North Naples

Paula Cecil, US
Secretary Support of the Year—Ambulatory

Yousey Perez-Fernandez
Support Tech of the Year—Baker

Erica Morely, CT
Support Tech of the Year—North Naples

Sabrina Clifton, MA
Support Tech of the Year—Ambulatory
Kathy Lenard is the amazing Administrative Assistant for Nursing Operations and Professional Practice. Kathy has been in healthcare for 18 years and moved to SW Florida in 2018. Kathy supports a variety of nursing functions including Nursing Congress, Nursing Leadership Council, DAISY & CARING, Nurses Week and so much more!

Lee Almeida, Sodexo Operations Manager, is instrumental in the operations of food services at the Baker Hospital Campus and coordinates dozens of catering events throughout the year. There are approximately 135 food service team members between both hospital campuses.

Carolina Diaz Leventhal serves as Director of Staffing, Bedboard and Nursing Operations. The staffing office is the central hub of clinical staffing for the hospital.

Eric Macino, RN serves as the Manager of Bed Flow and Nurse Registry. Eric and his team are responsible for facilitating patient flow through the system. He also supports the nurses in The Nurse Registry.

Environmental Services is essential to maintaining the health of our community through high-quality cleaning techniques and treatments. There are approximately 140 environmental service team members between both hospital campuses.
NCH is a Project SEARCH Hospital! Nursing Clinical Educator Lisa Fletcher, RN serves as the liaison with Collier County Public Schools to bring Project SEARCH to NCH. Partnering with Nicole Cholka, CCPS Teacher and Ruth Karaczn, CCPs Job Coach.

Project SEARCH is a supported internship program designed to prepare young adults with special abilities to enter the workforce. Six of the students have worked in various departments throughout the hospital, gaining hands-on experience and we are proud to say, two have completed their internship, have applied to NCH, and now are currently NCH team members working in Central Distribution and with Sodexo.

The team in the NCH lab consists of 180 colleagues across the four NCH campuses. We appreciate our lab colleagues!

The NCH Lab processed 170,924 lab specimens last year in patient and more than 50,000 lab in the various NCH Physician Group locations.
In the 2nd Annual Research, Evidence-Based Practice, and Quality Improvement Conference, 39 teams presented their quality improvement projects on the first day of the conference. Check out the winners below! Attendees on the second day of the full day session enjoyed a variety of presenters including six internal speakers and one external keynote speaker, John Nance. His talk, “Why Hospitals Should Fly High: the Ultimate Flight Plan to Patient Safety and Quality Care“ defined characteristics of highly reliable organizations as being rich in sound leadership, respect and trust, and effective communication.

There are nursing sensitive indicators that we continue to follow at the unit level, which essentially are aspect of care impacted by nursing care. The following units had zero events of patient harm in the respective nursing-sensitive indicators for the 2018 calendar year, and have been awarded the 2018 Chasing Zero Quality Awards from the HIIN Quality Council:

<table>
<thead>
<tr>
<th>ZERO CLABSI 2018</th>
<th>5N</th>
<th>GVS</th>
</tr>
</thead>
<tbody>
<tr>
<td>3N</td>
<td>Angio</td>
<td></td>
</tr>
<tr>
<td>6S</td>
<td>Brookdale</td>
<td></td>
</tr>
<tr>
<td>5S</td>
<td>1E</td>
<td></td>
</tr>
<tr>
<td>5NN</td>
<td>3W</td>
<td></td>
</tr>
<tr>
<td>6NN</td>
<td>2E</td>
<td></td>
</tr>
<tr>
<td>ICU</td>
<td>SICU</td>
<td></td>
</tr>
<tr>
<td>CVRU</td>
<td>NNICU</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ZERO PATIENT FALLS WITH INJURY</th>
<th>Angio/Cath Lab</th>
<th>Mother Baby</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICU Baker</td>
<td>ICU NN</td>
<td></td>
</tr>
<tr>
<td>SICU</td>
<td>OR/PACU Baker</td>
<td></td>
</tr>
<tr>
<td>Peds</td>
<td>OR/PACU NN</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ZERO CAUTI 2018</th>
<th>5N</th>
<th>GVS</th>
</tr>
</thead>
<tbody>
<tr>
<td>3N</td>
<td>4NN</td>
<td></td>
</tr>
<tr>
<td>Angio</td>
<td>1E</td>
<td></td>
</tr>
<tr>
<td>5NN</td>
<td>3W</td>
<td></td>
</tr>
<tr>
<td>2E</td>
<td>ICU</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ZERO HAPs 2018</th>
<th>2E</th>
<th>Angio</th>
</tr>
</thead>
<tbody>
<tr>
<td>4SE</td>
<td>NICU</td>
<td></td>
</tr>
<tr>
<td>Peds</td>
<td>Mom Baby</td>
<td></td>
</tr>
<tr>
<td>L&amp;D</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2018 Quality Improvement Awards

**People’s Choice:** MDRs in Critical Care to Decrease Risk to Patients—Critical Care

**1st Place:** Optimizing the Credentialing Process—Medical Staff Services

**2nd Place:** MDRs in Critical Care to Decrease Risk to Patients—Critical Care

**3rd Place:** Maximizing Throughput in Structural Heart—Invasive Cardiology Services

**4th Place:** Fall Prevention Deserves Our Attention—5th Floor

**5th Place:** Geographic Physician Assignment Pilot Program—Medical Residency

**6th Place:** Eliminating CAUTI Events on Brookdale—Brookdale Rehabilitation

**7th Place:** Achieving Excellence while Chasing Perfection: Preventing HAPIs in Med-Surg Environment—5N, 5S, 6S

**8th Place:** Reduction in Ventilator Associated Events—Critical Care, Pharmacy, Respiratory

**9th Place:** Population Health: Improving Influenza Vaccine—NCH Physician Group

**10th Place:** Appropriate Telemetry Monitoring: A Clinical Practice Change—Carranza, C., Smith, K., Badge, L.
Why Hospitals Should Fly: The Ultimate Flight Plan to Patient Safety & Quality Care  
John Nance

Sustaining Joint Commission Disease Specific Certification for Hip and Knee Replacement Program  
Suzanne Graziano, MSN, RN, ONC, NE-BC, CNAT, & Jennifer Miller, MSN, RN, CMSRN, ONC

Improving Patient Throughput for Acute Decompensated Heart Failure Patients  
Daniel Morales, MD

Reduction in Ventilator Associated Events  
Ann Marie Morriseau, DNP, ACNP-BC, Christopher Raphael, MSN, RN, CCRN-K, NE-BC, & Scott Wiley, MBA, RRT, CHEP

Deep Propofol Sedation Alone or Combine with Topical Application of Viscous Lidocaine for Elective Upper GI Endoscopy: A Randomized Controlled Trial  
David Ullman, MD

Cross Sectional Study on Prevalence & Injury Patterns of Pediatric Injuries in Collier County: First Step in Reducing Disparities and Improving Pediatric Health  
Hope Goodwin, MSN, RN, Paula DiGrigoli, BS, & Carmen Ramos, MD, MSc, MPHc, CEN

Examining Relationships between Workplace Bullying/Lateral Violence and the Incidence of Medication Errors  
Lisa Fletcher, MSN, RN-BC

Three of the six speakers and presentations were from our nursing department.
LIST OF QUALITY IMPROVEMENT POSTERS & PRESENTATIONS AT 2nd ANNUAL RESEARCH CONFERENCE

A Culture of Direct Bedding: Does Direct Bedding Sustain Patient Satisfaction? Pediatric Emergency Department
Achieving Excellence while Chasing Perfection: Preventing HAPs in Med-Surg Environment 5 North Medical-Surgical, 5 South Medical-Surgical, and 6 South Neurosciences
Appropriate Telemetry Monitoring—Clinical Practice Change Christina Carranza, MSN, RN-BC, CNML, Kevin Smith, MSN, CVRN-BC, CNML, Linda Badge, BSN, RN
Assessing Knowledge of Non-Oncology Nurses on Treatment of Febrile Neutropenia- 4 South Oncology
Bend the Trend—Occupational Health
Do You See What I See?: Utilization of Appendix Ultrasound to Improve Pediatric Management—Radiology
Earlier Discharges and Length of Stay—Case Management
Effect of an Interprofessional Ventilator Liberation Protocol on Quality Outcomes—AnnMarie Morrisseau, DNP, MSN, ACNP-BC
Eliminating CAUTI Events on Brookdale Rehabilitation Unit—Brookdale
Evidence-Based Practice Guiding Reduction of PICC Line Deep Vein Thrombosis Vascular Access Nurses
Evaluate the Safety and Effectiveness of Anti-Xa Heparin Monitoring Protocol—Pharmacy
Fall Prevention Deserves Our Attention—5th Floor NNH Medical-Surgical
Geographical Physician Assignment Pilot Program—Medical Residency, Department of Internal Medicine, Lean, NPG, Nursing
Implementing Bladder Training Techniques Prior to Indwelling Catheter Removal
Gizella Villapando, ARNP, MSN-FNP-C, BSN, CMS-RN, CCRN
Improving Care and Decreasing the LOS of ED Patients Presenting with Chest Pain—Baker, North Naples, and North East Emergency Department
Improving Education for Patients of NAS Newborns—Neonatal ICU
Improving Flow in a Seasonal Urgent Care Center—Marco Island Urgent Care Center
Improving Process for Reusable Medical Instruments and Devices Disinfection and Sterilization Infection Prevention
Improving Patient Flow through Bed Turnaround Time Improvements—Environmental Services
Improving Telemetry Monitoring in a PICU and Pediatrics—PICU & Pediatrics
Interventional Radiology On-Time Start Improvement Initiative—Interventional Radiology
Interdisciplinary Study to Decrease Patient Time in Isolation for Suspected C. Difficile Infection (CDI)—Medical Residency & Infection Prevention
Maximizing Throughput in Structural Heart—Invasive Cardiology Services
Medical Record Request Automation—Health Information Management
Multidisciplinary Rounds in Critical Care to Decrease Risks to Patient—Critical Care
Optimizing the Credentialing Process—Medical Staff Services
Optimizing Patient Outcomes For Hypertension in Pregnancy Through Updated Nursing Practice—Mother/Baby and Labor & Delivery
Patient Blood Management—Laboratory
Patient Transport: Transit Less than One Minute—Transportation
Population Health: Improving Influenza Vaccine—CH Physician Group
Preventing Falls—One Step at a Time—2 East & 4th Floor Cardiac
Reducing Falls in Outpatient Rehab—Rehabilitation
Reduction in Ventilator Associated Events—Critical Care, Pharmacy, Physical Therapy, Respiratory
Return to Sender...Improving Our Returned Mail Volume—Admitting
Quiet at Night—Shhh! Silent Hospitals Help Healing—6th Floor NNH Medical-Surgical
Zero Surgical Site Infections in Post-op CABG/Valve Patients—CVRU and 6 North Cardiothoracic
Standard Work on a Behavioral Health Unit to Improve Patient’s Perception of Care—Southeast Behavioral Health Unit
Striving for Zero: Reducing Catheter Associated Urinary Tract Infections (CAUTIs)—Suzanne Graziano, MSN, RN, ONC, NE_BC, CNAT
Wound Care: Patient Offloading Compliance and Education Study—Wound Care – Outpatient
War on Wounds—3 North and 4 North Cardiac

Michele Apker, RN, Brooke Dubock, RN Labor & Delivery
Paula Nelson, RN
AnnaMarie Burroughs, RN Pediatrics

Christina Carranza, RN, Magnet Program Coordinator
Christina Carranza, RN Magnet Program Coordinator

“My name is Niki/aka/Nana Niki. Outside of being a caregiver...Well....I dabble in writing, and photography, but mostly Children’s Books! My inspiration for fun characters for my books comes from people I work with, and my co-workers and patient’s love to hear about what I’m working on. I also have the nick-name Gandhi"on the floor because I try to always be the peace-keeper or moral booster to everyone. ” Pierre La’ Fortune ...in search of PEACE.

Niki Dunham Mihm, RN 6 North

“My name is Niki aka Nana Niki. Outside of being a caregiver...Well....I dabble in writing, and photography, but mostly Children’s Books! My inspiration for fun characters for my books comes from people I work with, and my co-workers and patient’s love to hear about what I’m working on. I also have the nick-name Gandhi” on the floor because I try to always be the peace-keeper or moral booster to everyone.” Pierre La’ Fortune ...in search of PEACE.

Jen Cardenas, RN Bonita Emergency Department

“I balance my hectic job as a nurse in our busy ER with days off hiking alone in the Everglades swamp. I like to go miles away from town and stroll through the beautiful, quiet environment out there. I have seen deer, bobcats, panther, the rare Everglades Mink, bears, rare birds, gators, snakes, rare orchids... I love them all and am happiest when I am hip deep in the swamp during rainy season. On a few occasions, I have been asked by folks to take them out there and walk with them, as they want to see what I see, but are scared to go or just unsure where to go. Without exception, when people are guided through the swamp, they get a new appreciation of the beauty and peacefulness of the place.”
Jane Taylor, RN Labor & delivery

“I’ve been a L&D nurse since 2006. In August of 2015, my weight peaked at 231 lbs. I knew I needed to change. I began working out, modified a healthy diet, and today am so proud to spend my time as a ZUMBA instructor part time during my days, helping to both promote and inspire others of what is truly possible if you set your mind to making positive changes in your life, and that it can actually be FUN!!! I’m blessed to give back this part of me within the community!”

Sue Graziano, RN Director 6 South Neurosciences, 5 South Orthopedics, 5 North general Surgery, 1 East Express/OBS

Sue is a former competitive tennis player but after a complex wrist fracture 2 decades ago and seven surgeries later, she was unable to continue to play in that sport. After regaining strength in her wrist, Sue picked up Pickleball and has been playing for 4 years. In the past 2 years, Sue has been playing in the national arena and is currently rated 4.5 and nationally ranked in the 55-60 year age group. She has medaled in Mixed Doubles, Womens Doubles, and Singles. In the US Open, she took the Gold and Silver and won Silver in a sanctioned regional tournament. Sue looks forward to playing this coming April here in Naples which is the official US Open Pickelball Championship location. 2,000 players from 47 states and 20 countries are expected to compete. When asked why she plays Pickleball, Sue states, “It’s a FUN competitive sport! It’s a wonderful stress reliever personally for me.” She goes on to highlight the health benefits of the fast-paced sport which requires endurance, stamina and strategy. “I really enjoy the social aspect of this sport. The Pickleball tribe is amazing and it’s wonderful to meet people and have friends in multiple states from participating in tournament play.”

Jessica Golda, RN Pediatric Emergency Department

“I am a fourth degree black belt martial artist. I did Martial Arts for 20 years. My husband is a full-time practitioner. From martial arts I learned about breaking through limitations. I exceeded my expectations and the expectations of others through hard work. Through martial arts I endured failures which made me appreciate my accomplishments more. Being a martial artist is about embodying the lifestyle not just the lessons. I learned how to be a good neighbor, friend, mentor and overall good person. I have applied the skills of discipline, perseverance, self-control and spirit to life’s challenges. These are concepts that were introduced to me through martial arts as a small child. I wouldn’t be where I am today without martial arts.”
TEAM

“A small team committed to a cause bigger than themselves can achieve absolutely anything!” Simon Sinek

Julie Lee, RN, The Nurse Registry & Jason Ensor, RN, 5 North Nursing Excellence Champions

Andrea Jagodzinski, RN, Deanna Strausbaugh, Anna Marie Reynolds, RN, Lori Boyles, RN, Maria Cox, RN, Monique Reyes, US, Vannie Cineus, CT, Damaris Lopez, US, Sharon Johnsons, UR, Daryl Dinnocenzo, RN, Outpatient Infusion Service

Geraldine Pierre, US & Ernie Wiebe, RN

Ivan King, RN and Betty Delp, LPN Brookdale Rehabilitation Center

“Alone we can do so little; together we can do so much.” Helen Keller
TEAM

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.” Margaret Mead

“Did you know?”

NCH Nurses care for patients across:

- 2 in-patient hospitals,
- 5 emergency departments (2 of which are free-standing and one is pediatric specific),
- 1 immediate care (Vanderbilt Beach Rd.),
- 1 urgent care (Marco Island), 3 wound healing centers,
- 50 public schools, and
- 40 ambulatory departments

WHAT A TEAM!

“To go fast, go alone. To go far, go together.” African Proverb

The Baker Emergency Department team shares breakfast with executive leadership and community members.

Seasonal Nurses Celebration: Seasonal nurses are important members of the NCH team. Many leave their permanent residences to join us during our busiest season. Several of our nurses have been coming back for year and are truly devoted to serving the patients of our community. We offer well wishes annual to our seasonal nurses to demonstrate our appreciation for their hard work and commitment.

“Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it’s the only thing that ever has.” Margaret Mead

32
Meet Joyce and Robert Rice! Joyce and Robert are friends of nursing who have generously contributed to supporting the development of the nurses in our department for many years. A trained nurse herself, Joyce knew she was going to be a nurse from a very young age. When she was 5 years old, Joyce found great joy in helping care for her grandmother who lived with her family and knew she enjoyed helping people. Joyce completed nursing school at St. Luke’s in Cleveland, Ohio. Her clinical specialty was in neurology with a focus on patients with progressive neurologic diseases such as Multiple Sclerosis, ALS, and Parkinson’s Disease. “We took care of the whole family, who were often depressed and trying to cope with these big changes in their lives.” Joyce developed an interest in working with people through periods of stress, pain, and anxiety. She specialized in biofeedback to help people learn more about themselves and be able to cope and control aspects of their physical and psychological health. “I would care for the patients that no one else could do anything for.” Joyce went on to teach biofeedback to physicians, students, and also executive leaders.

Reflecting on the evolution of nursing, Joyce is encouraged to hear of the collaborative relationships between nursing and physicians. “That was something that was never asked of me,” Joyce recalls, “What are your thoughts and feelings about...” Although Joyce worked as a full-time nurse with three kids, she shared her amazement of those who work full-time, have children, and still choose to go back to school and advance their education.

Nursing is a passion that is near to the Rice family’s heart. They chose to give to NCH nurses after a personal experience. “Everything the NCH nurses did when I was a patient fit in with my feeling of how nurses should care. We trust the nurses.” Joyce explained. Robert shared his philosophy on giving, “Everything that is given to us in this life is on loan and it is our job to give back. We are into people and giving to help them grow. People are what makes a community.”

We are honored to know Joyce and Robert Rice and are grateful for their continued support in the growth and development of our nurses at NCH.

For additional information, please visit our website at www.NCHMD.org