THANK YOU NCH NURSES...
YOU ROCK
NURSES CARE HERE
In this annual report, we are pleased to highlight our 2015 accomplishments and successes around the American Nurses Association (ANCC) Pathway to Excellence twelve practice standards. As you go through the report, you will see examples of how NCH demonstrates alignment with healthy work environments; a concept that underpins the Pathway to Excellence achievement.

In 2015, NCH nurses were highly engaged in a number of initiatives that served to improve practice, professionalism and care delivery. Through development of our professional practice model (PPM), we identified elements that reflect our nursing values. These elements were: professional development, collaboration, quality and safety, innovation, shared-decision making and teamwork. You will recognize in our report that these elements are interwoven in our daily work.

Professional development was fostered through the offering of continuing education opportunities and scholarships to support academic progression; collaboration was demonstrated in the projects that emphasized inter-professional participation; quality and safety were enhanced as evidenced through the gains achieved in surpassing our benchmarks for nursing-sensitive indicators; innovation was realized through implementation of the clinical resource nurse role; shared decision-making was modeled throughout the many councils that worked to improve processes; and teamwork was emphasized during display of our scholarly accomplishments.

NCH is on a journey to nursing excellence and we are poised to achieve even greater outcomes to fulfill our nursing mission of providing compassionate, safe, quality care, embracing the unique needs of patients and families in our communities.

I am highly impressed with the caliber of our nursing staff and nursing partners who have worked so hard to improve care delivery for our patients and make NCH what it is today. At NCH, nurses are more than compassionate healthcare professionals, they are nurses who are changing the landscape of healthcare one patient at a time.

With my deepest appreciation for all that you do,

Michele Thoman, MBA, BSN, RN, NEA-BC
NCH Healthcare System, Chief Nursing Officer
A message from the
PRESIDENT & CEO

In 2015, some 37,000 community members spent a night or more in an area healthcare facility, such as the Baker Hospital downtown and North Naples Hospital.

All these patients had one thin in common: They depended on the kindness and competence of nurses and their support teams to help get them through.

This past year was a notable one for our community’s nurses and caregivers. Among the many accomplishments:
- NCH opened the Northeast Emergency Department to expand the delivery of local care.
- The Shared Decision Making Councils developed, designed and implemented Nursing’s Professional Practice Model that guides nursing practice, our values and supports our culture of safety. Shared Decision Making focused on important issues such as Alarm Management and Focus on Falls and also completed 12 other projects related to the patient experience and quality of care.
- In the information technology area, Care Compass technology integrated with the multidisciplinary teams.
- NCH representation at the Institute of Healthcare Improvement Conference included 23 best practices posters presentations and one live presentation.
- In terms of professional development, 8 NCH nurse leaders advanced professionally, as we continue to emphasize growth and advancement and achieving professional certifications.

These are but a few of the highlights that marked another banner year for our nurses. Perhaps most significant, NCH nurses assisted in the delivery of 3422 babies, 405 open heart surgeries, and 98,634 emergency room visits.

Helping everyone live longer, happier, and healthier lives is the common goal of all of us at NCH. Realizing that objective would not be possible without the daily commitment and exceptionalism of our highly competent 1314 nurses and their 3000 colleagues who collectively care for our community.

Sincere thanks and congratulations,

Allen S. Weiss, MD, MBA, FACP, FACP
NCH Healthcare System, President and CEO
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27   A Quality Program and Evidence-Based Practice are Used in the Community

Annual Report Team: Millie Sattler, Ilia Echevarria, Edurne Hoppenstedt, Alicia Ciraco, Michele Thoman, Teresa Golden, Elizabeth Foster
Shared Decision Making

The New England Journal of Medicine recently reported that Shared Decision Making provides numerous benefits for patients, clinicians and the healthcare system. The benefits include increased patient knowledge, less anxiety over the care process and improved healthcare outcomes.

The Shared Decision Making model at NCH supports nurses’ involvement at all levels. The model is composed of system, service line and unit level councils that promote interdisciplinary collaboration and evidence-based decision making.

Nurses’ have input about a broad range of issues impacting their practice; including clinical practice standards, quality improvement and professional development.

Medical Surgical/Rehab Service Line Council

Cardiac Service Line
2015 Council Highlights

- **Med/Surg Council:** Implemented beside shift report

- **Quality & Safety Council:** Worked on C-diff reduction, video surveillance of high-risk fall patients for safety and post-fall huddle sheet revision

- **Patient Education Council:** Finalized a department orientation checklist

- **Professional Practice Council:** Conducted a literature review and assessment of best-practice care for diverse patient populations

- **Research and Evidence-Based Practice:** Two ongoing studies, three studies in publication phase and implemented journal club

- **Cardiac Service Line:** Developed Nurse-lead driven telemetry protocol and raised awareness of frequently used cardiac medications

- **Critical Care Service Line:** Decreased the use of restraints by early assessment and intervention

- **Ambulatory Service Line:** Increased professional certifications in ambulatory areas

- **Procedural Service Line:** Increased incentive initiatives for professional certifications

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**Professional Practice Model**

In July 2015, the nursing shared-decision making council members met to develop the Professional Practice Model (PPM) at NCH. The Professional Practice is a framework that reflects NCH nurses’ values and beliefs of professional nursing practice and describe elements that guide nursing in delivering optimal outcomes for patients. The PPM at NCH is patient and family-centered and elements were described as professional development, quality and safety, innovation, teamwork, shared decision-making and collaboration.

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**Nurses Care Here**

Shared Decision Making in Action
Meet
Alicia Kokkinos
BSN, RN, CVRN
Chair of Collaborating Council

What is the specialty area where you currently work?
Cardiac Telemetry

How long have you been a nurse?
2 years and currently a Level 2 RN

What are your credentials?
I have two Bachelor’s degrees. One is a BS in Education from Ohio State. I taught Elementary Education as my first career. I decided to go back to nursing school and recently graduated with my BSN. I am certified as a Cardiovascular RN Board Certified (CVRN-BC) from the American Board of Cardiovascular Medicine.

What projects have you been involved in at NCH?
I served as Chair of Cardiac Service Line, participated in the IHI conference, worked on the VTE prophylaxis initiative, offered a lunch and learn on Alarm Management, served as Team Captain (4th floor) for the American Heart Walk for the last 2 years, served as a blue zone ambassador, and function as a preceptor for new employees.

Why did you choose NCH as your choice of employer?
I live in Naples and this community is my home. I believe this is a place where nurses really do care and I wanted to be a part of that.

Where do you see yourself in the next 3 years?
I would like to start a family and begin working on my Master’s degree as a Cardiology Nurse Practitioner.
Nurses at NCH have active involvement in the evaluation and selection of products that maximize employee and patient safety. Nurses participate in equipment fairs where they are able to provide feedback regarding various safety and patient care products. In April, nurses participated in the annual equipment and skill competency validation to ensure safe practice.

Nurses in the Quality & Safety committee focus on protecting and enhancing the safety of patients. Monthly Safety Blasts are sent to staff to improve knowledge about safety issues.
“The role of the CRN has offered nurses clinical expertise, support with family situations and provide ethical support with clinical decision making. The nurses feel supported and have an overall increased job satisfaction.”

-Kim Stead, BSN, RN, CCRN

The Clinical Resource Nurse (CRN) is a newly developed role that supports a healthy safe work environment which not only benefits the patient but benefits the nurse. Each shift, the CRN rounds hourly and performs safety checks, aides with communications, SWAT calls, codes, stroke alerts, IV stats and education. The CRN acts as mentor, an expert resource and a consistent support to the nursing staff.
Practice Change Request: Igniting a Spirit of Inquiry

Nurses participate in patient care and practice changes through a variety of venues including variance reporting and shared-decision making councils. Through shared-decision making, practice changes are implemented through initiation of a Practice Change Request (PCR). The practice change request is a process that allows nurses the ability to bring forward new evidence-based practice changes.

ADDRESSING FALL RISKS with a PCR

Jennifer Menendez initiated a practice change request (PCR) to address patient falls. After completing a literature review, Jennifer suggested altering the Falls Risk assessment in order to capture a greater patient population. The PCR was reviewed at the Quality and Safety shared-decision making council which subsequently led to policy development and a protocol change to the risk assessment tool.

ALARM MANAGEMENT TO ADDRESS ALARM FATIGUE

The telemetry leadership and staff worked to reduce alarm fatigue through implementation of the American Association of Critical Care Nurses (AACN) recommendations for reducing alarm fatigue.

Angela Devaney and Cassandre Gousse at the IHI Conference

Jennifer presented her work at the IHI Conference

Practice Changes in ACTION
WELCOME New Team Members

The Clinical Education team offers an innovative approach to orienting nurses to the new practice environment to ensure their successful assimilation. Nurses attend a full-week of an interdisciplinary orientation where they participate in learning experiences alongside their peers - clinical technicians, patient sitter technicians, cardiac technicians. This method promotes collaboration and mutual respect among peers.

2015 Orientation Attendees: 682

![Image of nurses in a learning environment](image-url)

Adam Francis, Clinical Nurse Educator using low fidelity simulation to teach IV and phlebotomy skills

2015 Orientation

- Registered Nurses: 450
- Clinical Technicians: 135
- Patient Sitter Technicians: 65
- Unit Secretaries: 32

Legend:
- Registered Nurses
- Clinical Technicians
- Patient Sitter Technicians
- Unit Secretaries

Diagram showing the distribution of attendees by role.
Getting Ready for the Work Environment

Nurse Residency Program

In alignment with the Institute of Medicine Future of Nursing Report, the Residency Program supports the assimilation of new to practice nurses into the workforce. In 2015, 113 nurses participated in our Residency Program. Eight nurses were hired directly into specialty areas.

“Our program is designed to develop a new graduate nurse’s clinical and critical thinking skills, delegation and communication skills, assessment and management of patients and provide learning activities while increasing their confidence.”

-Lisa Fletcher, Program Director

NCH also offers the following programs to help nurses transition into the work environment:

<table>
<thead>
<tr>
<th>Fellowship Programs</th>
</tr>
</thead>
<tbody>
<tr>
<td>An individualized transition program that provides additional support, clinical resources, and support to experienced RNs in the following areas:</td>
</tr>
<tr>
<td>• Emergency</td>
</tr>
<tr>
<td>• Labor &amp; Delivery</td>
</tr>
<tr>
<td>• Critical Care</td>
</tr>
<tr>
<td>In 2015, 8 nurses were accepted into fellowship programs.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Preceptor Program</th>
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</thead>
<tbody>
<tr>
<td>The preceptor development program prepares experienced nurses to serve as preceptors for all orienting staff.</td>
</tr>
<tr>
<td>Currently NCH has 91 nurses serving as preceptors. In 2015, 46 nurses attended preceptor development courses.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Power Chart</th>
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<tbody>
<tr>
<td>Nurses are prepared to work in the Electronic Medical Record through Power Chart training. Power Chart serves to streamline workflow processes for healthcare clinicians onto a desktop platform with a variety of clinical and administrative functions that further support our culture of safety and increased communication methods.</td>
</tr>
</tbody>
</table>
Influential Executive Leadership

Michele Thoman, BSN, MBA, RN, NEA-BC has served as the Chief Nursing Officer of NCH Health System since 2009 and as the Chief Operating Officer of the NCH Healthcare System North Naples hospital campus since 2011. Michele has been described as a transformational leader who has fostered a culture of healthy work environment, enhanced collaboration, and employee engagement.

ACCESSIBLE, TRANSPARENT, VISIBLE

Nursing Orientation:
Attends orientation bi-weekly to welcome new hires

Open Comment:
Initiated a process for staff to provide feedback about new practice ideas

Leadership Listens:
An online forum developed to allow employees to ask questions around the clock

Committees:
Participation with Front Line Staff:
Attends collaborative council and DAISY committee monthly alongside staff

Leadership Rounding:
Rounds in all patient care areas quarterly to connect with staff

Quarterly Luncheons:
Conducts quarterly luncheons with staff from all levels in a more intimate and social setting

Nursing Forums:
Provides quarterly sessions for all staff at all levels to inform staff regarding nursing initiatives, successes, & priorities

Nurses’ Note:
Quarterly newsletter to communicate ongoing initiatives

State of the Department:
Offers an update on the nursing state during annual nurses’ week

Leadership Development:
Focuses on her own leadership development through ongoing participation in conferences, leadership seminars and programs
NCH promotes the concept of *lifelong learning*, recognizing the impact on improving nursing practice and enhanced quality of care. Staff development programs are in place for the provision of enhanced knowledge, skills, and advancement.

### 2015 Programs

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Number of Courses Offered</td>
<td>1,095</td>
</tr>
<tr>
<td>Number of Student Participants</td>
<td>11,545</td>
</tr>
<tr>
<td>Number of Courses Completion</td>
<td>192,160</td>
</tr>
</tbody>
</table>

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### Annual Education Needs Assessments

Each year, the Clinical Excellence and Education team distribute an education needs assessment survey to evaluate professional development needs of the nursing staff. The information from the needs assessment is used to develop programs and in-services in the upcoming year. In 2014, 223 employees participated in the survey. For the question, “I would like to learn more about caring for patients with,” the top three ranked areas were:

- **Cardiac disease** 37.58%
- **Diabetes** 26.17%
- **Infections** 24.83%

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*Front left to right:*
- Susan Watkins, Education Course Coordinator
- Carol Johnson, Support Staff Educator
- Arnold Chu, Learning Management System Coordinator
Scholarship Opportunities

Nurses are supported in advancing their education and professional growth through scholarships provided by generous community donors.

**NCH nurses thank our generous donors!**

<table>
<thead>
<tr>
<th>RICE NURSING SCHOLARSHIP</th>
<th>ALLYN NURSING SCHOLARSHIP</th>
<th>BREEDEN NURSING SCHOLARSHIP</th>
<th>FRIDAY NURSING SCHOLARSHIP</th>
<th>LILLIAN &amp; MARJORIE (ROBERT) SCHOLARSHIP</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Newly hired RN to BSN degree attainment</strong></td>
<td><strong>RN to BSN degree attainment</strong></td>
<td><strong>RN to BSN degree attainment</strong></td>
<td><strong>RN to MSN degree attainment</strong></td>
<td><strong>RN to BSN degree attainment</strong></td>
</tr>
<tr>
<td>Carleigh Hass</td>
<td>Ashley Sigman</td>
<td>Staci Burton</td>
<td>Christopher Raphael</td>
<td>Pamela Alexander</td>
</tr>
<tr>
<td>Margaret Murray</td>
<td>Dawn Hutchinson</td>
<td>Cassandra Michaelis</td>
<td>Lisa Nguyen</td>
<td></td>
</tr>
<tr>
<td>Andrew Cooke</td>
<td>Lory Taraborelli</td>
<td>Taylor Prohaska</td>
<td>Cheryl Izzo</td>
<td></td>
</tr>
<tr>
<td>Jay Patterson</td>
<td>Nicole Kimball</td>
<td>Terrance Barfield</td>
<td>Kelsey Vachon</td>
<td></td>
</tr>
<tr>
<td>Tara Chadwick</td>
<td>Jill Zollar</td>
<td>Michelle Hoffman</td>
<td>Cerasela Casapu</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Kim Stead</td>
<td>Jennifer Florin</td>
<td>Christine Beaver</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Susan Elduayen</td>
<td>Christine Beaver</td>
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</tbody>
</table>

**Academic Affiliations**

- Ave Maria University
- Florida Southwestern State College
- Florida Gulf Coast University
- Nova Southeastern University
- Lorenzo Walker Technical College
- Rasmussen College
- University of South Alabama
- Kaplan University
- University of Central Florida

**NCH partners with local leaders in education to promote the training of student nurses in order to support the future nursing workforce**
SUCCESS PAYS!
NCH and American Nurses Credentialing Center (ANCC) have partnered to offer nurses at NCH the opportunity to register and take the certification exam at no out-of-pocket expense!

<table>
<thead>
<tr>
<th>Professional Certification Courses Offered in 2015</th>
<th># of Nurses Attended</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANCC Medical/Surgical</td>
<td>26</td>
</tr>
<tr>
<td>Perioperative Nursing (CNOR)</td>
<td>14</td>
</tr>
<tr>
<td>Stroke Certification (SCRN)</td>
<td>52</td>
</tr>
<tr>
<td>Orthopaedic Nursing (ONC)</td>
<td>26</td>
</tr>
<tr>
<td>Critical Care Nursing (CCRN)</td>
<td>25</td>
</tr>
<tr>
<td>Emergency Room Nursing (CEN)</td>
<td>16</td>
</tr>
<tr>
<td>Cardiovascular Nursing (CVRN)</td>
<td>42</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>201</strong></td>
</tr>
</tbody>
</table>
Professional Certifications

# of RNs with Specialty Certification: NCH North and Downtown Hospitals

<table>
<thead>
<tr>
<th>Year</th>
<th>RNs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>113</td>
</tr>
<tr>
<td>2013</td>
<td>184</td>
</tr>
<tr>
<td>2014</td>
<td>199</td>
</tr>
<tr>
<td>2015</td>
<td>262</td>
</tr>
</tbody>
</table>

Earned Nursing Degrees

# of BSN RNs: NCH North and Downtown Hospitals

<table>
<thead>
<tr>
<th>Year</th>
<th>RNs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012</td>
<td>263</td>
</tr>
<tr>
<td>2013</td>
<td>315</td>
</tr>
<tr>
<td>2014</td>
<td>319</td>
</tr>
<tr>
<td>2015</td>
<td>462</td>
</tr>
</tbody>
</table>
ASPIRE

The ASPIRE program serves as the professional advancement model at NCH and continues to foster clinical competence and professional progression. The program:

- Provides opportunities for continued development of nursing clinical excellence while remaining at the bedside.

- Promotes professional growth through increased knowledge, skills, and research thereby increasing nurse and patient satisfaction.

- Serves to recruit and retain nurses committed to delivering high quality patient care.

- Recognizes and rewards the achievements of clinical competence and professionalism through a monetary bonus structure.

<table>
<thead>
<tr>
<th>NCH Advancing Nurses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level</strong></td>
</tr>
<tr>
<td>Professional Nurse I</td>
</tr>
<tr>
<td>Professional Nurse II</td>
</tr>
<tr>
<td>Professional Nurse III</td>
</tr>
<tr>
<td>Professional Nurse IV</td>
</tr>
<tr>
<td>Professional Nurse V</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
</tr>
</tbody>
</table>

“Nursing excellence is demonstrated by the outstanding professional work by NCH nurses and their commitment to quality care.”

-Elizabeth Foster, 6 South
Remaining Competitive in a Competitive Market

NCH’s executive leadership takes many factors into consideration to assure employee compensation packages meet the market wage landscape. These factors include consideration of 1) compensation package guiding principles, 2) current state compensation philosophy, 3) equitability, 4) tactics to preserve a competitive edge, and 5) compensation market data.

INCENTIVES PROVIDED
(MONETARY AND NON-MONETARY)

- Tuition reimbursement for advanced degrees
- Incentive bonuses for time worked
- Professional certification payment for initial and renewal examination - 85 paid in 2015
- Relocation assistance
- Sign-on bonuses
- Wage differentiation based on education, expertise and experience
- ASPIRE Clinical Ladder bonus - 117 nurses received bonuses
- Nursing recognition
- National certification recognition
- Seasonal nurse concierge
- 2015 brought 2 market compensation adjustments for our RNs in May and October

Alicia Ciraco, Seasonal Nurse Concierge, assists in making relocation to NCH a smooth process for our seasonal nurses.
Congratulations NCH Award Recipients!

2015 Nursing Awards

**NURSE OF THE YEAR**
- Carolina Giberto, RN  
  5N DNH
- Imelda Terwilliger, RN  
  PACU NNH

**RISING STAR**
- Valentina Arias, RN  
  6N/GVS DNH
- Zach Runyon, RN  
  6NNH

**CLINICAL TECH OF THE YEAR**
- Marcella Perdomo, CT  
  Brookdale
- Melanie Dies, CT  
  5N DNH

**THELMA HODGES MENTOR OF THE YEAR**
- Esther Pinter, RN  
  5S DNH
- Ashley Sigman, RN  
  Brookdale

**SUPPORT SUPER STARS**
- Marita Natvig  
  4 NNH
- Janet Gubala  
  6S DNH
<table>
<thead>
<tr>
<th>Month</th>
<th>Honoree</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>Gizella Villapando RN, ICU</td>
</tr>
<tr>
<td>February</td>
<td>Dareth Fowler RN, 3 North</td>
</tr>
<tr>
<td>March</td>
<td>Megan Sammons RN, SICU</td>
</tr>
<tr>
<td>April</td>
<td>Lisa Britten RN, 5 North</td>
</tr>
<tr>
<td>May</td>
<td>Elise Catchings RN, 3 North</td>
</tr>
<tr>
<td>June</td>
<td>Judith Agos RN, NNH 6th Fl.</td>
</tr>
<tr>
<td>July</td>
<td>Dyan Fleishman RN, L&amp;D</td>
</tr>
<tr>
<td>August</td>
<td>Iryna Filippava RN,</td>
</tr>
<tr>
<td>September</td>
<td>Berna Heiland RN, 5North</td>
</tr>
<tr>
<td>October</td>
<td>Amy Yates RN, 4 North</td>
</tr>
<tr>
<td>November</td>
<td>Kathy Burg RN, NICU</td>
</tr>
<tr>
<td>December</td>
<td>Kathy Byrd RN, DNH ED</td>
</tr>
</tbody>
</table>
Promoting Balance, Wellness, and Job Enrichment

A balanced lifestyle for nurses has been linked to greater nursing satisfaction and less burnout. A healthy work/life balance at NCH is encouraged and promoted through a variety of ways including flexible scheduling, wellness programs, fit and health promotion, child-care services and organizational policies to support personal health for staff and patients.

**Wellness Center**

NCH promotes physical health, emotional health and social relationships with the use of Briggs Wellness Center at a discounted rate. Group and individual classes are offered throughout the year to further our commitment of health, wellness and the Blue Zone Movement.

**Clorvia Scheduling**

A software system that offers nurses the opportunity to enter work schedules to align with their personal lives in order to provide a work/life balance structure.

**Child Care**

Bear’s Den Child Care Center is a friendly employee program providing reliable childcare for the working family incorporated with love, nurturing and gentle guidance while introducing educational learning experiences that stimulate the child’s mind, body and spirit to develop in a most healthy manner.
Collaborative Relationships

Collaborative relationships are the foundation of NCH. Interdisciplinary collaboration serves to advance practice in the organization and foster a culture of team-oriented approaches to problem solving and respect for each other’s work.

Care Compass - is one example of interdisciplinary collaboration in action. Care Compass is a software program that is part of the electronic medical record (EMR) and offers workflow solutions as described below:

<table>
<thead>
<tr>
<th>Information Technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software application built into patient electronic medical record (EMR), increasing workflow solutions enhancing the multi-disciplinary clinician’s navigation to pertinent patient information.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nursing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dashboard provided for bedside clinicians highlighting sources of patient activities. Ability to view pertinent patient care details such as allergies, code status and diagnosis.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Pharmacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allows the inter-disciplinary clinicians to view their patient list. Ability for the multi-disciplinary clinicians to view new order and new results notifications.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Respiratory</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allows the ability to view activity timeline for patients on the to do list for individual patients. The multi-disciplinary team is able to see overdue or scheduled orders.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Physical Therapy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allows the ability for the multi-disciplinary clinicians to view new order and high risk indicators. Increased communication among multi-disciplinary teams.</td>
</tr>
</tbody>
</table>

Sherleta Johnson from EVS and Jennifer Arca, RN ensuring the environment is safe for newly arriving patients.
A Culture of Collaboration & Safety

- NCH nurses are able to ensure the delivery of patient care through interdisciplinary collaborative relationships built on the premise of “teamwork” and strategies toward desired outcomes.

- Nurses organize, filter and provide information to all members of the healthcare care team to ensure patient safety and optimal outcomes.

- Physicians and professional nurses engage and collaborate in dialogue to identify solutions and participate in decision making that may be needed to improve safety outcomes.

- In collaboration with multi-disciplinary team members, nurses play an essential role with sharing information and encouraging input from others.
Nursing Leadership Development

Nurse Manager Academy
Leadership development is provided to nurse managers at NCH through workshops that offer seminars based on concepts and competencies adopted by the American Association of Critical Care Nurses (AACN) and the American Organization of Nurse Executives (AONE). In 2015, NCH hosted workshops designed to provide the essentials of Nurse Manager orientation.

Florida Organization of Nurse Executives (FONE) Members 2015
Leaders engaged in Professional Development

<table>
<thead>
<tr>
<th>Maureen Baldia</th>
<th>Elizabeth Novakovich</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bernadine Hinton</td>
<td>Erin Raney</td>
</tr>
<tr>
<td>Susan Kimper</td>
<td>Christopher Raphael</td>
</tr>
<tr>
<td>Jonathan Kling</td>
<td>Catherine Ravelo</td>
</tr>
<tr>
<td>Dora Krauss</td>
<td>Jennifer Ringle</td>
</tr>
<tr>
<td>Georgine Kruegelbach</td>
<td>Marcia Swasey</td>
</tr>
<tr>
<td>Kristin Miller</td>
<td>Gina Teegarden</td>
</tr>
<tr>
<td>Theresa Morrison</td>
<td>Michele Thoman</td>
</tr>
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<td>Barbara Wegener</td>
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Kevin Smith started his career at NCH in the role of automotive mechanic in 1992. He suffered a personal health issue. After spending time with nurses and learning how much they enjoyed their careers, Kevin realized that he wanted to help others in another capacity. He returned to Edison College to pursue his nursing degree.

His first nursing role was a staff nurse on a cardiac unit at North Collier. As the years progressed and the organization expanded, Kevin returned to school for his BSN and assumed the Nurse Manager role, overseeing the two cardiac units at NNH. Kevin has made a positive impact on the cardiac patient population and front-line cardiac nursing staff throughout NCH.

He has taken an active role in improving the care of this patient population. Kevin has presented his work, dedicated to Alarm Management and the Safety of the Cardiac Telemetry Patient nationally.

In May 2015, Kevin was promoted to Director of Cardiac Services where he is responsible for 350 caregivers, 220 cardiac telemetry beds spanning 7 units and 2 campuses. Kevin is recognized by his team as a humble, supportive transformational leader who always puts the patient first.
Improving Outcomes for Our Patients

Nurse-Sensitive Indicators

Catheter-Associated Bloodstream Infections

Central Line-Associated Bloodstream Infections

Outperforming the target
Improving Outcomes for Our Patients

Nurse-Sensitive Indicators

Falls with Injury

[Chart showing percentage of units meeting falls with injury standards from 4Q13 to 3Q15, with a note: "7 of 8 qtrs meeting Magnet Std = Meets Magnet Stds."]

Hospital-Acquired Pressure Ulcers

[Chart showing percentage of units with HAPU Stage II+ from 4Q13 to 3Q15, with a note: "8 of 8 qtrs meeting Magnet Std = Meets Magnet Std."]

Outperforming the target
PODIUM PRESENTATIONS

Kruedelback, G., Lee, D, Golden, T., & Robinson, D., Attacking C. Difficile Infections: Align the Team, Institute for Healthcare Improvement (IHI), 27th Annual National Forum, Orlando, FL (December)

Novakovich, E., & Hageman, M., Redesigning an Innovative Approach to Nursing Shared Decision Making, Florida Organization of Nurse Executives (FONE), Orlando, FL (November)

Hageman, M., Changing the Process to Help Address the Nursing Shortage: Nurse Intern, Nurse Resident, Nurse Fellows, Association of Nursing Professional Development (ANPD), Las Vegas, NV (July)

J Marie Hageman, MSN, RN, CVRN-BC
Association of Nursing Professional Development (ANPD) Conference, Las Vegas, NV


Crown, T., Wegener, B., Miller, M., & Rogers, J., *Team Approach to Reducing Surgical Site Infections-Phase II*, 2nd Annual Quality Fair NCH, Naples, FL (August)


Fleishman, D., *Attempting Initial Latch and Skin to Skin with Newly Delivered Moms During the First Hour of Life*, 2nd Annual Quality Fair, NCH, Naples, FL (August)

Fonseca, J., Menendez, J., Givertoni, C., Kellogg, J., Wu, S., & Swasey, M., *From Blue Zone to Safe Zone: Continuing the Focus on Falls*, Institute for Healthcare Improvement (IHI), 27th Annual National Forum, Orlando, FL (December)


Hageman, M., *Revolutionizing Nursing Shared Decision Making*, Institute for Healthcare Improvement (IHI), 27th Annual National Forum, Orlando, FL (December)

Holderfield, C., Mellema, A., Ringle, J., Sammons, M., Sander, J., & Kessler, M., *Round & Round We Go...Critical Care Multidisciplinary Rounds*, Institute for Healthcare Improvement (IHI), 27th Annual National Forum, Orlando, FL (December)

Jamieson, R., & Cooke, S., *Saving Minutes: Saving Hearts*, 2nd Annual Quality Fair, NCH, Naples, FL (August)

Kellogg, J., & Laz, V., *Preventing Falls in Outpatient Rehab Units*, Institute for Healthcare Improvement (IHI), 27th Annual National Forum, Orlando, FL (December)


Krueadelbach, G., Darrah, L., Bainter, M., & Slack, P., *Sticking to the Flu...,* Institute for Healthcare Improvement (IHI), 27th Annual National Forum, Orlando, FL (December)


Matthews, K., Caspasu, C., Valdivieco, D., & Raney, E., *Utilizing Sacrum Dressing and Heel Lift Boots to Patient with a Fracture from the Waist Down*, 2nd Annual Quality Fair, NCH, Naples, FL (August)


Mease, K., & Krueadelbach, G., *Improving Staff and Patient Safety by Applying Principles of Standard and Transmission Based*, 2nd Annual Quality Fair, NCH, Naples, FL (August)

Sousa-Van Veen, D., & Greiner, S., *Changing Variables that Impact Outpatient Visits*, 2nd Annual Quality Fair, NCH, Naples, FL (August)

Valdivieso, D., & Graziano, S., *Saving Sacrum’s: Reducing Pressure Ulcers*, Institute for Healthcare Improvement (IHI), 27th Annual National Forum, Orlando, FL (December)


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

Your gift today, no matter the size, will:
- Support nursing recognition programs
- Fund innovative research initiatives
- Further professional development
- Equip staff with the latest technology

In appreciation for your generous gift, your name will appear on our website as an NCH Friend of Nursing. Your help will ensure that NCH nurses get the recognition, education and support they deserve. Let’s give back to those who give so much!

For additional content, please visit our website at www.NCHMD.org/NursingFund

SUPPORT THE NURSES IN OUR COMMUNITY