

NCH



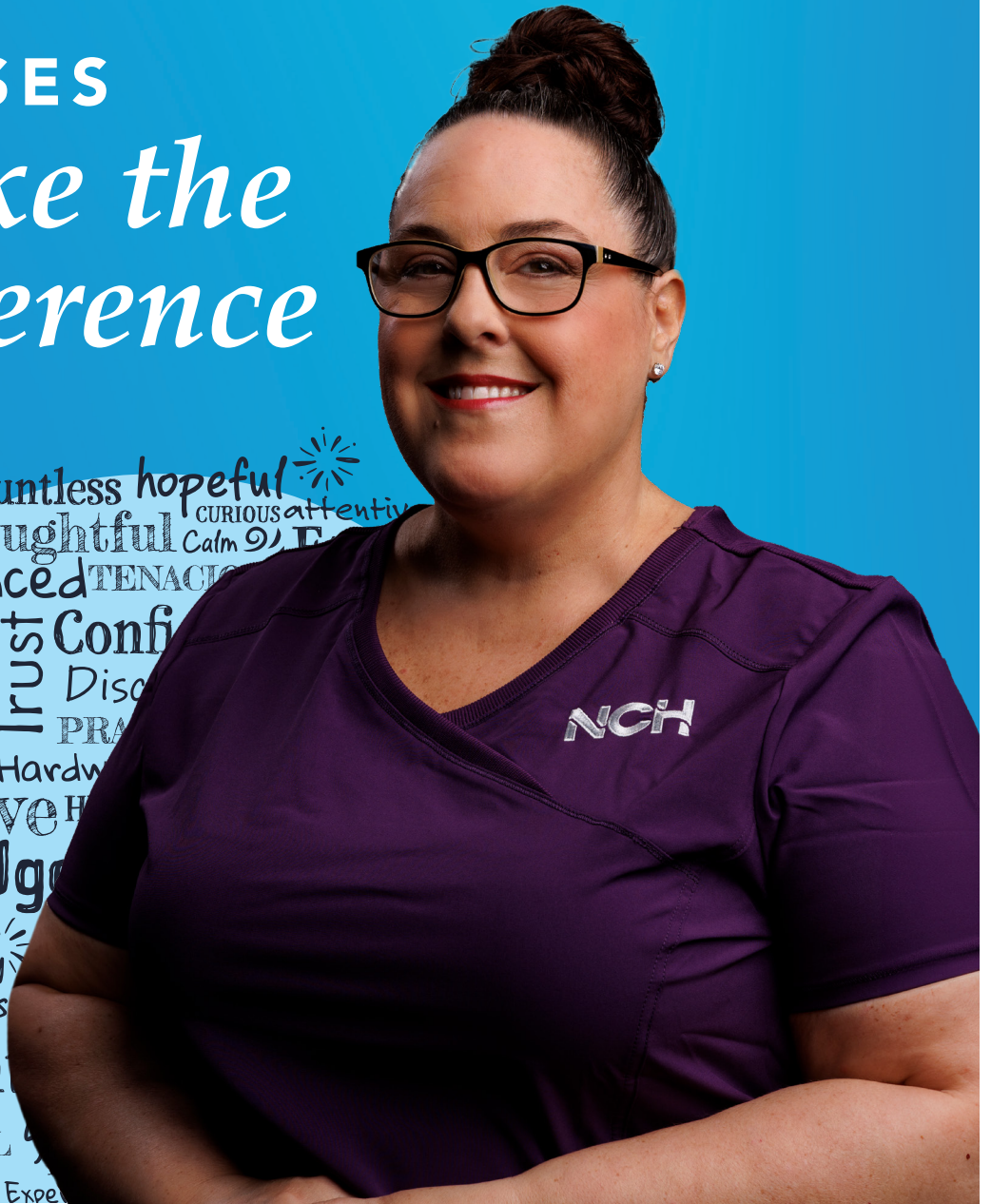
NURSES
WEEK

AMERICAN NURSES ASSOCIATION

2023

NURSING ANNUAL REPORT

NURSES
*make the
difference*

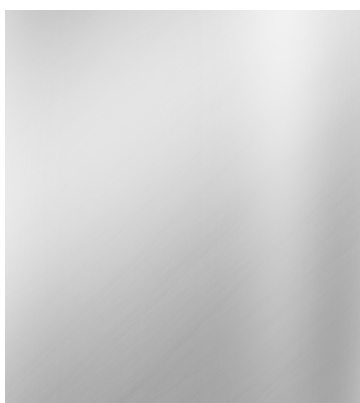


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Thoughtful CURIOUS attentive
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IDEAS
Hardworking

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NCH
NURSES MAKE THE DIFFERENCE



LET US NEVER CONSIDER OURSELVES FINISHED, NURSES.

We must be learning all of our lives.

—FLORENCE NIGHTINGALE

NURSING MISSION

Our mission is to provide compassionate, safe, quality care embracing the unique needs of patients and their families in our community.

NURSING VISION

Our vision is to be the preferred destination for nursing services while providing compassionate quality care to our patients.

NURSING

excellence



A professional practice model (PPM) provides the foundations for a quality nursing practice. At NCH, the PPM was imagined and developed by our nurses and represents the vital role nurses play in delivering evidence-based, high-quality care in a shared governance environment. The patients, families, and communities served are at the core of this schematic framework. The NCH PPM integrates Dr. Jean Watson's theory of human caring—placing nursing at the heart of healing and illustrating the values of **innovation, teamwork, and collaboration.**

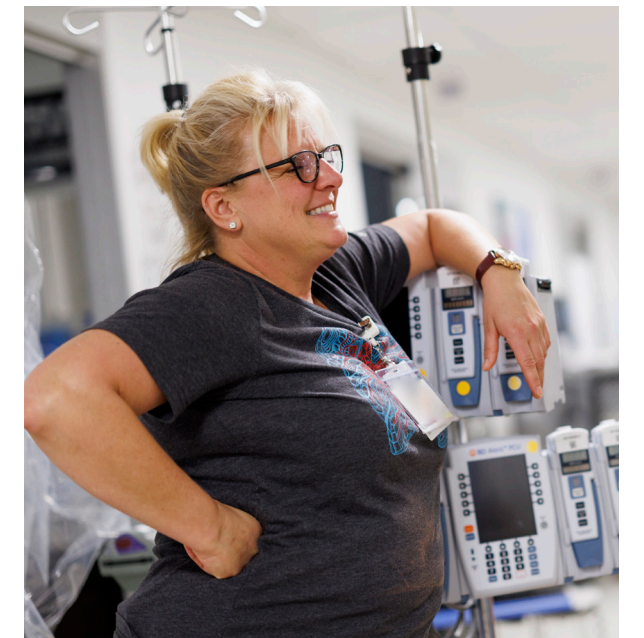
Our nursing PPM provides a blueprint for the delivery of patient care and illustrates the alignment of nursing practice to the elements essential to successful outcomes across the continuum. It illustrates the alignment and integration of nursing practice with the organization's mission, vision, and values. In support of the organizational mission, the **nurses are committed to providing evidence-based care** that promotes safe and compassionate healing—educating staff and those we serve, and exploring new practices that improve patient outcomes and influence future nursing practice.



Nurses Care Here

NCH NURSING CARE DELIVERY SYSTEM

At NCH, a nursing Care Delivery System (CDS) defines the way our values translate to care for our patients, families, colleagues, and selves. Our nursing care delivery system identifies and defines the professional nurse's accountability and autonomy for clinical decision-making and patient outcomes. **Patient and family-centered care is paramount to our professional practice model**, supports regulatory requirements, and defines how nursing care is delivered (American Nurses Association, 2021; ANCC Magnet Application Manual, 2021). Our CDS is an extension of the PPM and represents the delivery of nursing care at NCH. The CDS is signified by a Delta symbol, the Greek alphabet's fourth letter. It represents change in the nursing environment as well as how, when, and where care takes place.



Inspiring words

FROM NCH EXECUTIVE LEADERS



Welcome to the NCH's 2022-2023 Nursing Annual Report. On behalf of NCH nurses, I invite you to celebrate our extraordinary nurses who are making a difference and leading the way in achieving nursing excellence. 2023 was a remarkable year of growth and achievement. We hired 769 RNs, applied for the ANCC Pathway to Excellence designation for Nursing Excellence, recruited 13 Pathway to Excellence ambassadors, achieved the Level Three Bronze Geriatric ED Accreditation from the American College of Emergency Physicians (ACEP), received The Joint Commission Comprehensive Stroke Certification and much more! All these accomplishments are highlighted in this report. As we celebrate our accomplishments and face the opportunities ahead, I am confident in our collective ability to continue the momentum and positively impact the lives of those we serve. Thank you to all my nursing colleagues for contributing to NCH and our community in so many influential ways. Be proud of the Profession of Nursing and all your accomplishments!

With heartfelt appreciation,

Gina Teegarden, RN, BSN, BHA, MBA, CENP
Chief Nursing Executive



It has been an exciting year at Naples Comprehensive Health. Our nurses not only implemented evidence-based best practices, but also developed new best practices of our own. Our successes are a direct result of our nursing culture, which promotes shared governance and empowers our nurses to advocate and collaborate to provide the highest-quality patient-centered care. I congratulate those who have recently graduated, those who are working diligently to earn accelerated degrees and professional certifications, and those who have made personal and professional growth a priority. Your efforts make all the difference for our patients, as well as for your co-workers. To all our NCH nurses, I am truly grateful for all that you do to support and care for our patients and each other, and to drive our profession forward. You make us proud!

With respect and admiration,

Ilija Echevarria, PhD, MS, RN, CCRN-K, NEA-BC, CENP, CHES
Chief Nursing Officer, North Naples Hospital



As NCH continues its journey to provide exceptional care to our patients, I want to take a moment to express my deepest gratitude for our nurses' unwavering support and dedication to our patients. Your commitment to quality care and your tireless efforts to improve patient scores have not gone unnoticed. Each day, you demonstrate the utmost professionalism and compassion, ensuring that every patient who walks through our doors receives the highest standard of care possible. As we move forward on our journey to becoming an Advanced Community Healthcare System™, let us continue to uphold the values of excellence and compassion that define NCH nurses and sets them apart from the rest. Let us continue to strive for excellence in all that we do, knowing that our efforts have a profound impact on the lives of those we serve. On behalf of NCH, thank you for your hard work, dedication, and commitment to excellence. You are the heart and soul of NCH, and I am honored to work alongside such exceptional individuals.

With deepest gratitude,

Paul Hiltz, FACHE
President & CEO

NURSING LEADERS



Gina Teegarden, RN, BSN, BHA, MBA, CENP
Chief Nursing Executive



Ilija Echevarria, PhD, MS, RN, CCRN-K, NEA-BC, CENP, CHES
Chief Nursing Officer
North Naples Hospital



Kristin Miller, MSN, RN, CVRN-BC, GRN, CDP
Administrative Director
Inpatient Services
Baker Hospital



Nicole Bishop-Tregea, RN, MSN
Administrative
Director Inpatient
North Naples Hospital



Christopher Raphael, MSN, RN, CCRN, NEA-BC
Administrative Director of
Critical Care, Centralized
Staffing Solutions and
Patient Flow Operations



Jenni Lash, DNP, NEA-BC, APRN, CNM
Administrative Director
of Women's and
Children's Services



Caitlin George, BSN, RN, CEN
Administrative Director of
Emergency Services and
Marco Island Urgent Care



Elizabeth Flynn
VP Surgical Services



Stacey Bryan, BSN, RN
Administrative
Director PACU, PreOp,
PreAdmissions &
Endoscopy

LOOKING TO HISTORY to better the future

NURSES ARE VITAL PLAYERS IN IMPROVING PUBLIC HEALTH OUTCOMES AROUND THE WORLD.

From the battlefields of World War II to today's hospitals and healthcare organizations, nurses have always been at the frontline of patient care.

Many nurses throughout history have significantly impacted the lives of their patients and the medical field, making innovative contributions to patient care and advancing public health initiatives. From Florence Nightingale – recognized as the founder of modern nursing – to Mary Eliza Mahoney – the first African American professional nurse – there are countless stories of courageous and inspiring nurses that continue to influence nursing practice today.

In honor of their hard work and dedication, here are three nurses who dedicated their lives to ensure that others receive quality healthcare.



Adah Belle Thoms co-founded the National Association of Colored Graduate Nurses and was the Director of Lincoln School for Nurses in New York. She fought for the right of African American nurses to serve in the American Red Cross during World War I. She was inducted into the American Nurses Association Hall of Fame in 1976.



Anna Caroline Maxwell earned the title of “the American Florence Nightingale” for her efforts to advance professional nursing in the United States. Maxwell was one of the most prolific nursing pioneers. She was hired in 1880 to run a nurse’s training school at Montreal General Hospital. In 1881, she became the Superintendent of Training School for Nurses at Massachusetts General Hospital. Throughout her career, she led major nursing schools at Presbyterian Hospital and Columbia University. She was also critical in forming the United States Army Nurses Corp in 1901.



Barbara Lumpkin earned her place in history as a lobbyist for the Florida Nurses Association. She was instrumental in creating the Florida Nurses Political Action Committee. For over 20 years, she strove to improve working conditions and solve advanced practice issues. In 2016, the Barbara Lumpkin Prescribing Act passed in honor her efforts.

2023 Nursing **now** global campaign

Nursing Now focuses on five core areas: ensuring nurses and midwives have a more prominent voice in health policymaking; encouraging greater investment in the nursing workforce; recruiting more nurses into leadership positions; conducting research that helps determine where nurses can have the greatest impact; and sharing of best nursing practices. Nurses can support Nursing Now by signing its support pledge, sharing the campaign on social media, hosting events, sharing their experiences with other nurses, and organizing to advocate for the nursing profession.

NCH NURSING CARE DELIVERY SYSTEM

Professional Nursing practice is defined as “a system that supports registered nurse control over the delivery of nursing care and the environment in which care is delivered”. Professional nursing practice is characterized by a decentralization of nurses’ clinical decision-making, enhanced autonomy, and collaborative interprofessional relationships. The professional practice model is anchored by our nursing vision, mission, and values—tying directly to the overall purpose of the organization. The professional practice model is the basis for our peer feedback system and clinical advancement program. It also connects to our strategic initiatives.



skilled
Courageous
Confident
PRACTICAL
Reflective

QUALITY & patient safety

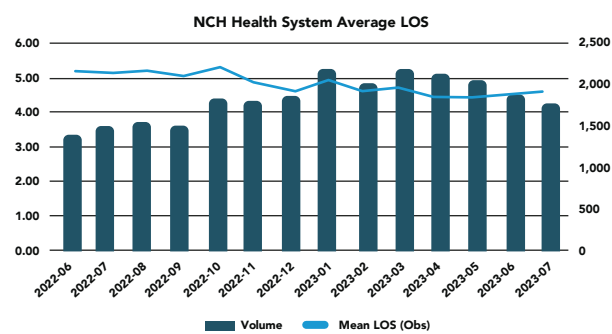
The NCH Quality and Patient Safety department plays a critical role in ensuring that we provide the highest level of care to our patients, their families, and the community. By monitoring and evaluating the performance of staff, developing and implementing policies and procedures that promote quality care and patient safety, and ensuring compliance with applicable laws, regulations, and accreditation standards, the Quality and Patient Safety department helps ensure that the hospital can achieve its goals and provide the best possible care to its patients.

In 2023, there were many quality and patient safety-related initiatives at NCH. Below are just a few of the initiatives that required a group effort because sometimes it takes a village!

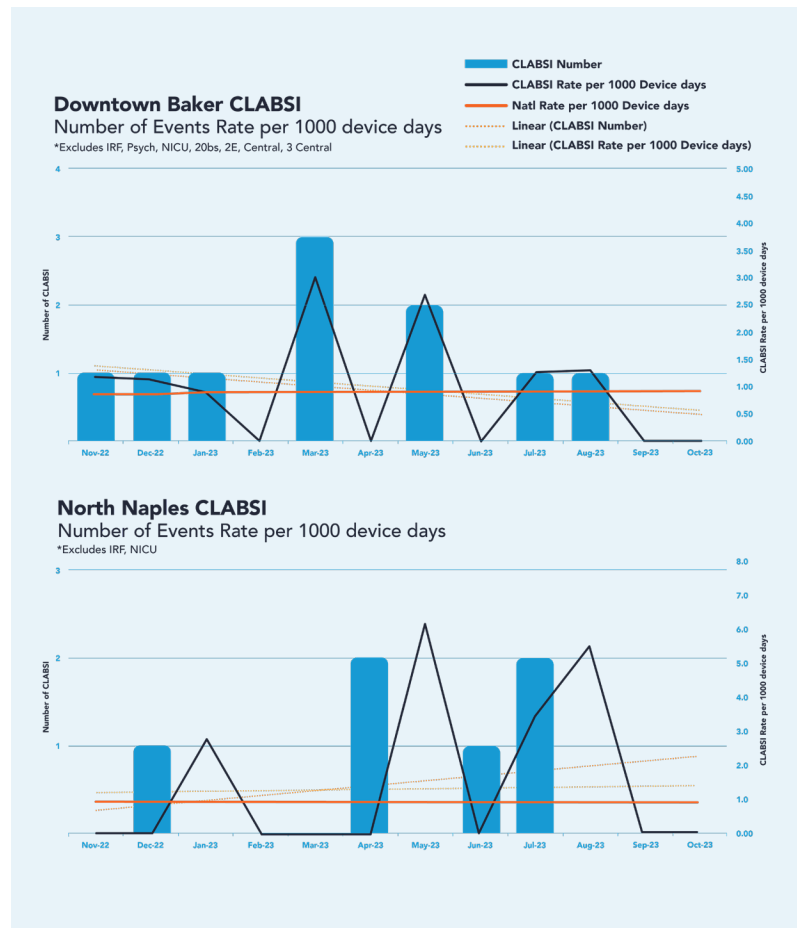
Length of Stay

The average length of stay (ALOS) in hospitals is often used as an indicator of efficiency. Monitoring length of stay (LOS) can help medical decision-makers identify areas of potential improvement and improve resource management, which results in better quality of care for patients. In 2023, NCH experienced an overall decrease in average ALOS!

Overall System Length-of-Stay Impact



Mean LOS for the system has decreased despite the increase in volume.



Lean Six Sigma Yellow Belt Training

The Lean Six Sigma Yellow Belt program is a gateway to the field of process improvement for many people. In 2023, seven nursing leaders earned their certifications.

Safety Reporting System

We rebranded our Safety Reporting System to Safety Events Empowering Knowledge or SEEK.

Daily Safety Huddles

In 2023, daily safety huddles became the norm at NCH. The safety huddles are led by executives for operations teams to discuss safety concerns and cultivate situational awareness.

Zero Harm

NCH is on a journey to Zero Harm. The Quality and Safety department collaborates with an interprofessional group of members to look at every aspect of care and how we can improve that care, improve that process to make sure we do not have that fall, that infection. The Zero Harm Initiative aligns with The Joint Commission's Enterprise directive of Leading the Way to Zero. Above are just a few of many 2023 wins from the Zero Harm committee.

NCH in the news



JUDITH AND MARVIN HERB FAMILY SIMULATION CENTER MOVES TO ITS PERMANENT HOME

In March 2023, the Judith and Marvin Herb Family Simulation Center at NCH moved into its new permanent home at the NCH Baker Hospital. The state-of-the-art facility has been years in the making and provides healthcare and emergency service professionals with a safe and realistic environment to practice and perfect their skills.

MARCO ISLAND URGENT CARE CENTER EXPANSION

NCH received two generous donations from Marco Island families to build a new urgent care facility on its campus along San Marco Road. Totaling \$9 million, the first pledges included a \$5 million match grant was made by Barbara and Steve Slaggie, as well as \$4 million made by Pat & Scot Kaufman. The new urgent care center will span 24,000 square feet, with the second floor of 12,000 square feet left as a shell for future use.



CARDIAC CATHETERIZATION AND ELECTROPHYSIOLOGY LABS OPENS AT NORTH NAPLES HOSPITAL

North Naples Hospital opened its new cardiac catheterization and electrophysiology (EP) labs, providing residents on the north side of town with advanced cardiac care services closer to home.

HOSPITAL FOR SPECIAL SURGERY COLLABORATION

HSS at NCH brings high-quality orthopedic care, including best practices, top surgeons and physicians, and imaging services, closer to home for Southwest Florida residents. The two organizations are collaborating to design and build the most advanced medical facility for HSS at NCH, at North Naples Hospital.



SAME MISSION, NEW LOOK – NCH REBRAND

The new NCH brand is a testament to our transformation in becoming an Advanced Community Healthcare System™. We've grown from one local downtown hospital to two campuses and evolved into a comprehensive health system. We remain committed to our mission and vision and uphold our strength and legacy as an independent, locally governed nonprofit. We are no longer NCH Healthcare System or Naples Community Hospital. **We are NCH, which now stands for Naples Comprehensive Health.**

2023 NCH

recognition and awards



THE JOINT COMMISSION

NCH Wingard Stroke Institute earned The Joint Commission's Gold Seal of Approval® for Comprehensive Stroke Center Accreditation by demonstrating continuous compliance with its performance standards. This designation also makes NCH the one and only certified Joint Commission Comprehensive Stroke Center in Southwest Florida. NCH Wingard Stroke Institute also received certification as the only thrombectomy-capable stroke center in Southwest Florida from the Joint Commission in coordination with the American Heart Association and American Stroke Association. This designation also makes NCH the one and only certified Joint Commission Thrombectomy-Capable Stroke Center in Southwest Florida.



CMS

NCH maintained a four out of five-star rating from the Centers for Medicare & Medicaid Services (CMS) for the fifth year in a row.

STROKE RECOGNITION

NCH American Heart Association's GoldPlus Get With The Guidelines® won a stroke quality achievement for its commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines, ultimately leading to more lives saved and reduced disability.

Healthgrades America's 100 Best Hospitals for Gastrointestinal Surgery™ for Three Years in a Row (2021-2023)

American College of Cardiology Awarded Accreditation to NCH for Achieving the Highest Quality Performance Standards in Transcatheter Valve Therapies

Accreditation as a Geriatric Emergency Department by the American College of Emergency Physicians – the only one in Southwest Florida

"A" grade for the Newborn Screening Program from the Florida Department of Health

A Three-Star Rating from The Society of Thoracic Surgeons (STS) for its Patient Care and Outcomes in Isolated Coronary Artery Bypass Grafting (CABG) Procedures for the 12th year in a row



Healthgrades America's 100 Best Hospitals for Stroke Care™ for Five Years in a Row (2019-2023)



Healthgrades America's 100 Best Hospitals for Pulmonary Care™ for Four Years in a Row (2020-2023)



Healthgrades America's 100 Best Hospitals for Cardiac Care for Eight Years in a Row (2016-2023)



Healthgrades America's 100 Best Hospitals for Gastrointestinal Care™ for Four Years in a Row (2020-2023)



Healthgrades America's 100 Best Hospitals for Spine Surgery™ in 2023

FY2023 nursing & healthcare trends



Dramatic changes have swept through the healthcare system since 2020 when the World Health Organization (WHO) announced the world was facing a pandemic. The pandemic highlighted many of the gaps in healthcare that affected certain populations. It also revealed the shortcomings of a decision-making chain that relied solely on public health experts.

The current nursing shortage, which began in 2012, has been made worse by the pandemic and the looming number of nurses reaching retirement age. In the face of these challenges, it's important to prepare for upcoming changes in healthcare.

NURSING TRENDS: 2023 AND BEYOND

- Continued rise in nursing careers
- Prioritizing the nursing shortage
- Renewed focus on nursing mental health and well-being
- Continued expansion of virtual nursing care
- Hospital nursing will evolve
- Increase nursing specialties (informatics and other areas) and career path options
- The norm for nurses will be more education
- Greater demand for bilingual nurses
- Increased use of virtual simulation
- Greater demand for holistic care

American Nurses Association. (n.d.). Nurse Staffing Crisis. Retrieved from The Nurse Staffing Crisis | American Nurses Association | ANA (nursingworld.org)

American Nurses Foundation and American Nurses Association. (2023). Pulse on the Nation's Nurses Survey Series. Retrieved from COVID-19 Survey Series | American Nurses Foundation | ANA (nursingworld.org)

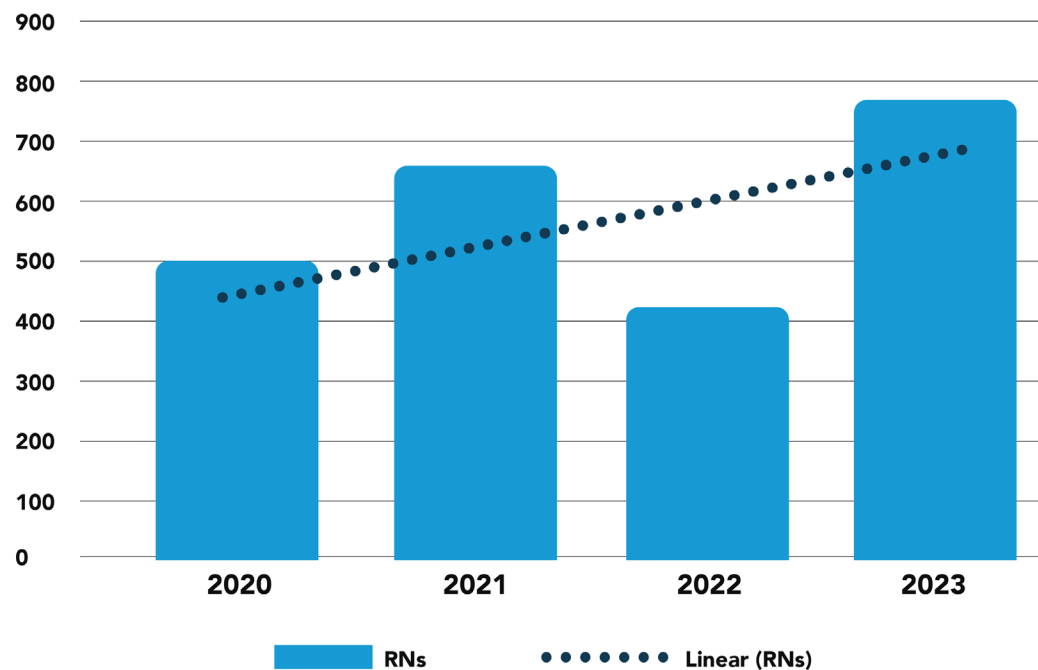
Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, Registered Nurses, at https://www.bls.gov/oooh/healthcare/registered-nurses.htm (visited November 28, 2023).

NURSING DEPARTMENT *recruitment*

In 2023, NCH successfully recruited 1219 new team members, most of whom were part of the nursing department. Nursing department recruitment efforts increased over 60% between FY 2022 and FY 2023.

157 Clinical Techs	30 ED Techs
110 PSRs	34 Monitor Techs
769 RNs	22 Patient Safety Techs
91 Unit Secretaries	6 LPNs

Recruitment of Registered Nurses



TOTAL NURSING DEPARTMENT STAFF

In FY 2023, a total of 2641 (almost 50% of the entire organization's staff) NCH nursing department staff worked diligently to provide **safe, effective, efficient, evidence-based quality care**. The nursing department team consists of full-time, part-time, floats, per diem, and TSP seasonal staff.

1812 RNs (includes APRNs and RNs across the continuum)	34 LPNs	448 Technicians (ED, OR, Monitor, Patient Safety, and Clinical)
139 Medical Assistants	37 PCAs	2556 Other staff
	141 Unit Secretaries	

TRAVELERS/SUPPLEMENTAL STAFFING

Decreasing the use of travelers allowed NCH to reinvest into nursing and establish incentive programs for our core bedside employees.

Further, NCH leaders found **alternative and sustainable staffing solutions to address nursing shortages** and the influx of patients during the "snowbird season." We were also able to provide increases to most positions, create a new incentive program, ITSP, and develop the new-to-practice RN stipend in 2023.

The Department of Nursing will continue to work collaboratively to offer solutions that will decrease the effects of the nursing shortage on our community.



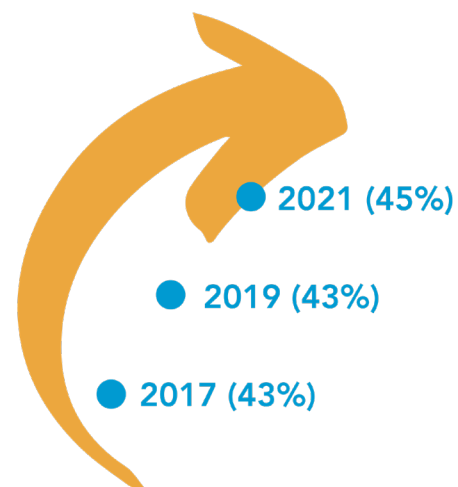
FLORIDA STATE OF THE *nursing workforce*

PROUD
 Courageous
 Confident
 PRACTICAL
 Reflective

- During the 2020-2021 license renewal cycle, Florida was home to 441,361 active nursing licenses (69,511 LPN; 326,669 RN; and 45,181 APRN).
- The median ages of nurses were 48, 46, and 45 years for LPNs, RNs, and APRNs respectively. The mean age of LPNs was 47.7 and the mean age of both RNs and APRNs was 46.6.
- Florida has a higher percentage of male nurses (13%) compared to the national percentage (11%).
- Florida's nursing workforce is more diverse compared to the U.S. nursing workforce.

RACE/ETHNICITY	FL NURSES	U.S. NURSES
White	57.9%	77.6%
Black	17.3%	8.3%
Native	0.2%	0.6%
Asian	5.6%	7.2%
Other	2.1%	3.4%
Hispanic	15.5%	7.7%
Not Provided	1.3%	-

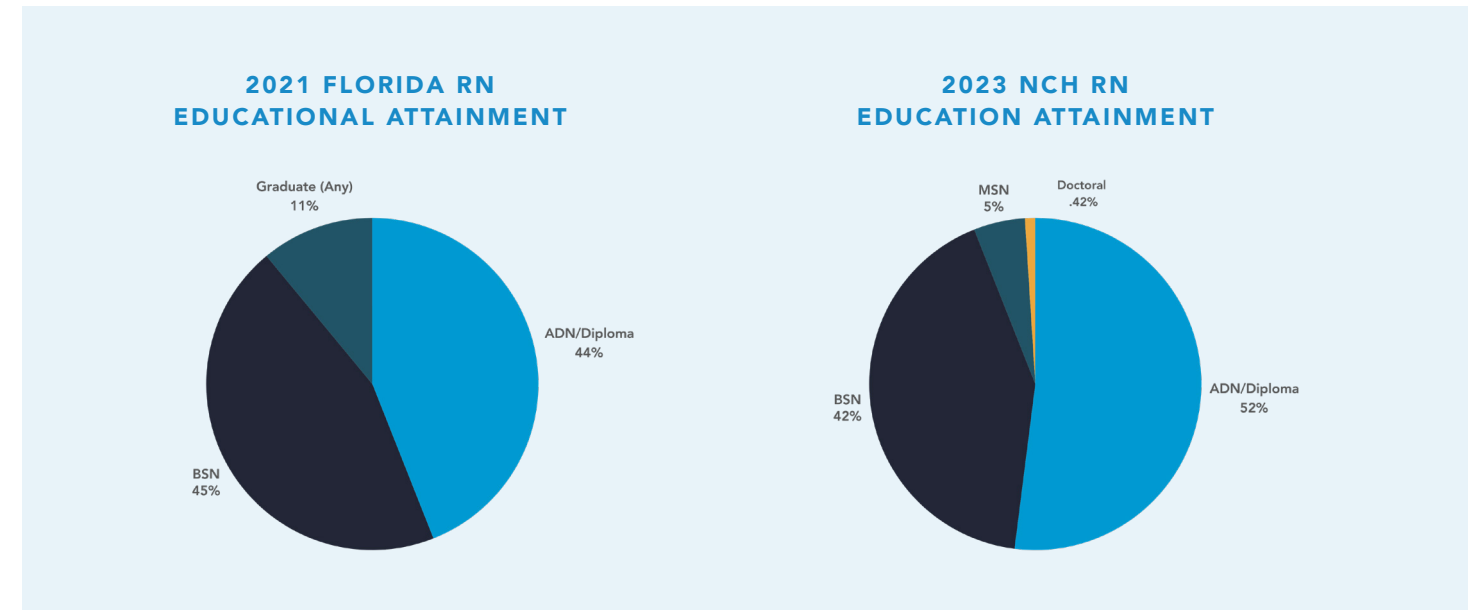
In 2010, the Institute of Medicine (IOM), now known as the National Academy of Medicine, released *The Future of Nursing: Leading Change, Advancing Health*, a landmark report which called for increasing the number of baccalaureate-prepared nurses in the workforce to 80% by 2020. Florida continues to fall short of the IOM's 80% goal, however, **there has been an increasing percentage of RNs in the workforce** with a BSN or higher degree since 2017.



National Academies of Sciences, Engineering, and Medicine. 2021. *The Future of Nursing 2020-2030: Charting a Path to Achieve Health Equity*. Washington, DC: The National Academies Press. <https://doi.org/10.17226/25982>.

NURSING DEGREES

NCH offers many opportunities for nurses to advance their education including tuition reimbursement, scholarships, and contractual agreements with grant schools for negotiated tuition costs.



Compared to the state of Florida RN demographics, NCH exceeds the state BSN rate by 8% but is below the state graduate degree rate by almost 6%.

CFLI TRANSITIONS

In 2023, due to the hiring of newly graduate nurses, the CFLI clinical educators were transitioned from the human resources organizational development department to the nursing department. Strategically, they reported to the division-specific administrative directors and were relocated to offices on their assigned unit(s). The change provided enhanced clinical educator visibility and support to all staff members on their assigned units.

In addition, a **new position titled Resuscitation Training Center Instructor was created** to support a new model of cardiopulmonary resuscitation training. The transition from the American Heart Association's live training model to the American Red Cross's blended learning model.

CENTER FOR LEARNING & INNOVATION

The Center for Learning & Innovation (CFLI) is designed to meet the NCH workforce learning needs throughout the employee life cycle (attraction, selection, onboarding, orientation, role competence, professional growth, leader development, and succession) in order to achieve organizational goals and strategic imperatives.

The dynamic CFLI team is comprised of a director, a manager of strategic learning and organization, an instructional designer, an LMS administrator, and multiple education coordinators who provide administrative, HealthStream, learning, and development support to the team and NCH staff.



AHA CERTIFICATIONS

- BLS initial/recertification - 713
- ACLS initial/recertification - 133
- PALS initial/recertification - 20

ARC CERTIFICATIONS

- BLS initial/recertification - 160
- ACLS initial/recertification - 53
- PALS initial/recertification - 56
- Instructor Course - 26

HEALTHSTREAM COURSES

2023 Total number of courses

Number of courses available in our course catalog: 5,772

2023 Course completions by discipline

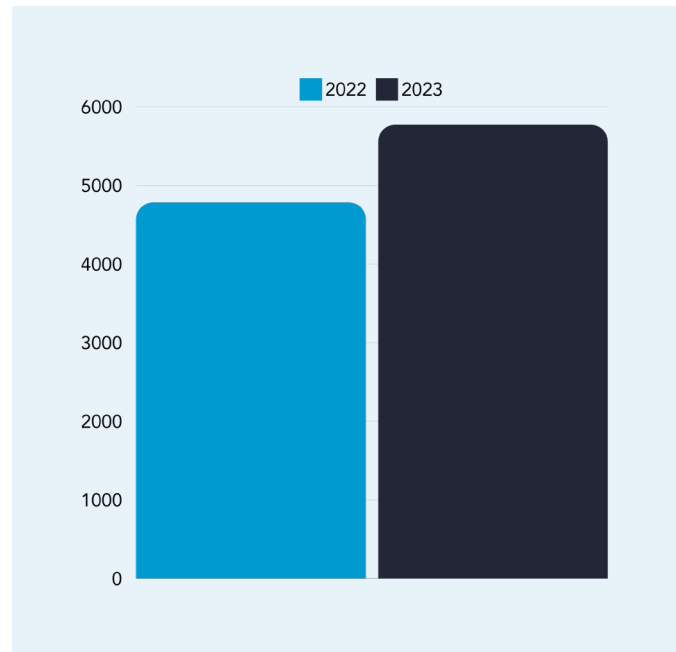
Number of nurses in HealthStream with course completions (LPN, Nurse Managers, RNs, including travelers) from 10/1/2022 through 9/30/2023: 1,577

Number of courses completions by these 1,577 nurses from 10/1/2022 through 9/30/2023: 100,098

2022 Course completions by discipline

Number of nurses in HealthStream with course completions (LPN, Nurse Managers, RNs, including travelers) from 10/1/2021 through 9/30/2022: 1,445

Number of course completions by these 1,445 nurses from 10/1/2021 through 9/30/2022: 61,087



On average, NCH nurses completed 21 more HealthStream courses per person in FY 2023 than they did in 2022!

NURSE residents

TOTAL NURSING DEPARTMENT STAFF

In the Institute of Medicine's "The Future of Nursing: Leading Change, Advancing Health" report, **nursing residency programs are specifically recommended** because they improve new nurses' abilities and increase confidence. In FY 2023, NCH transitioned their "homegrown" NRP to the Vizient/AACN NRP. This program includes an evidence-based curriculum and final project, as well as interactive exercises.

The Vizient/AACN Nurse Residency Program™ (NRP), developed by Vizient® and the American Association of Colleges of Nursing, supports new graduate nurses as they successfully transition to competent professionals by helping them learn how to:

use effective decision-making skills

provide clinical nursing leadership when administering care

incorporate research-based evidence into practice

strengthen their professional commitment to nursing

formulate an individual development plan



166
NEW
GRADUATES
IN THE
RESIDENCY
PROGRAM
IN FY 2023

146
TOTAL
RESIDENTS
IN FY 2023



Fellowships

Per ANCC definitions, RN residencies are meant for nurses with less than 12 months of work experience; RN fellowships are meant for experienced nurses transitioning to a new specialty or setting. However, although the ANCC separates residencies and fellowships dependent on the registered nurse's previous work experience, some programs that are labeled as nursing fellowships may be open to recently-graduated nurses as well as experienced nurses looking to transition.

At NCH, registered nurse fellowship programs are designed to provide **evidence-based education, support, resources, and mentorship** to newly-licensed and experienced nurses transitioning across many specialties. Our fellowship programs for critical care are based on the

American Association of Critical Care Nurses Essentials of Critical Care Orientation (ECCO) module program. The emergency department fellowship integrates the Emergency Nurses Association Emergency Nurse Orientation evidence-based modules to support new and experienced nurses in providing competent care. Lastly, the fellowship program for operative services is based on the Association of periOperative Registered Nurses premier standardized education program for RNs entering the perioperative specialty.

In FY 2023, **a total of 54 registered nurses enrolled in the NCH fellowship programs** and transitioned into specialty areas across the organization. Fewer fellows hired resulted from less open positions in most specialty areas.

IDEAS
Hardwork
skilled
Courageous
Confident
PRACTICAL
Reflective

SCHOLARSHIPS *awarded*



Philanthropic charitable gifts have provided many professional development and educational opportunities for NCH staff.

In 2023, NCH transitioned the scholarship program to the Educational Gift Awards program. The Educational Gift Award program's funding is provided to NCH in the form of donor giving, including endowments.

Further, **NCH continues to support the growth of its employees** by offering the following benefits. Tuition assistance to the employee is applied as follows:

UNDERGRADUATE ASSISTANCE

Regular Full-Time

Passing Grade of 'C' or better:
100% reimbursement up to an annual maximum of \$5,250.00

Regular Part-Time

Passing Grade of 'C' or better:
100% reimbursement up to an annual maximum of \$2,625.00

GRADUATE ASSISTANCE

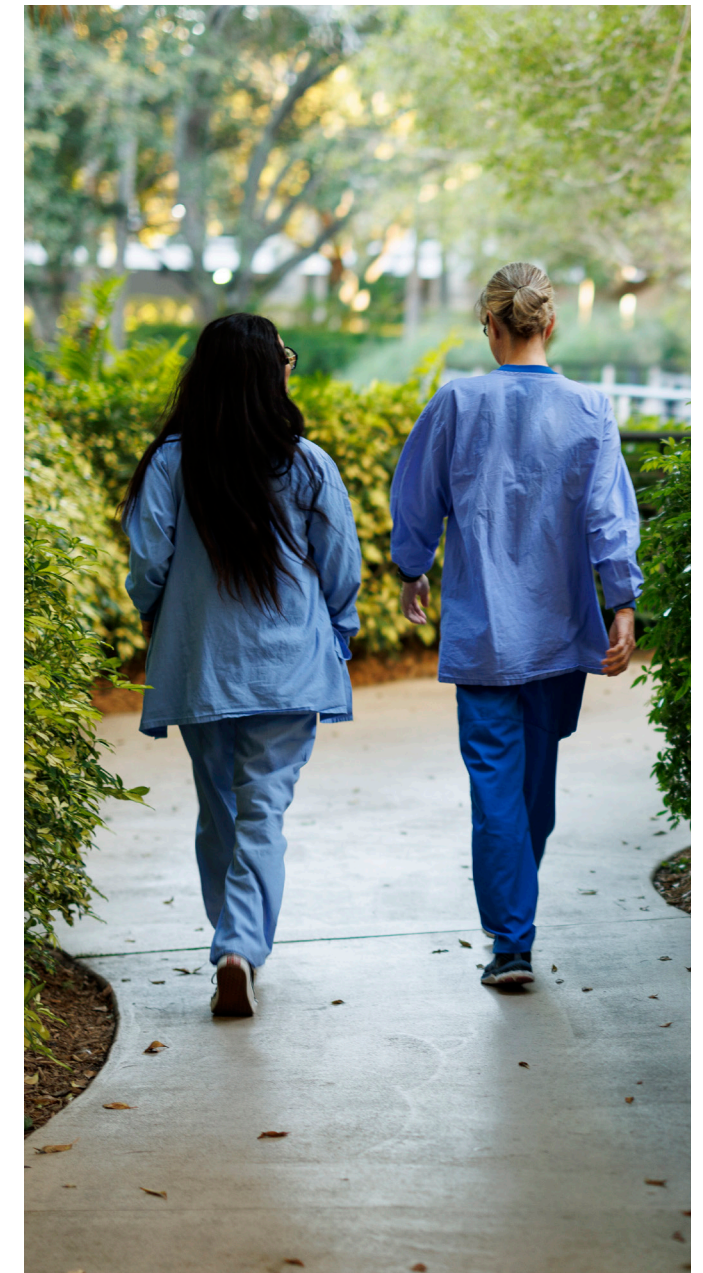
Regular Full-Time

Passing Grade of 'B' or better:
100% reimbursement up to an annual maximum of \$5,250.00

Regular Part-Time

Passing Grade of 'B' or better:
100% reimbursement up to an annual maximum of \$2,625.00

In FY 2023, over \$250,000 scholarships were awarded to NCH employees.



<p>2 Cardiac Cath</p>	<p>24 ED</p>
<p>2 OR</p>	<p>2 Mother Baby Unit</p>
<p>24 CC</p>	

STUDENTS AND TRAINEES at NCH

In FY 2023, the Clinical Educator collaborated with many colleges and universities seeking placements for their students in over 20 healthcare specialties; many of which are nursing-related. NCH was successful in supporting the clinical rotations of over 1300 students, some of which were our very own employees advancing their careers!

ORGANIZATIONAL *development*

In September of this year, training for new NCH leaders launched in a redesigned format. The Core Leadership Training and Education program is a training program for new leaders at NCH. The program aims to provide **foundational leadership and management training and support the development of successful leaders**. In 2023, approximately 49 leaders successfully completed the program. The courses are designed using the NCH Leadership Effectiveness Conceptual Model, covering key areas:



- Quality and Patient Safety
- Dynamic Leadership
- Relational Management
- Business Skills
- Knowledge of the Healthcare Environment

NCH partnered with the Florida SouthWestern Department of Nursing Communities of Interest Advisory Board and developed an education collaborative with Florida Gulf Coast University.

The advisory board and education collaborative are focusing on clinical placement, simulation, faculty development, and RN education opportunities. The organizations are committed to mitigating challenges associated with the nursing shortage.

Also, in 2023 NCH had 103 affiliation agreements with 77 active agreements placing students. These agreements are for disciplines onboarded through the Center for Learning and Innovations (CFLI). Additional agreements exist with the GME office for advanced practice students and resident physicians.

This current program leverages technology and adult learning theory to provide a comprehensive and engaging learning experience, delivered through a combination of computer-based training, videos, and augmented support. Leaders will complete three modules, one each month, via HealthStream for a total of 13 hours of training. The goal of the program is to help leaders realize our mission at NCH and provide excellent healthcare to patients and their families.

In 2024, we plan to expand the program, building out courses in all domains while incorporating simulation education to enhance the learning experience and improve learner outcomes. We will focus on a 365-day differentiated learning track (and leaders journey map) customized for front-line leaders, mid-level leaders, and senior-level leaders.



HEALTH EQUITY AND BELONGING *training*

We are excited to announce new training opportunities emphasizing diversity, equity, inclusion, belonging, and culture competence in HealthStream. You will find learning paths for patient-facing and non-patient-facing staff, and leaders as well as different learning levels to meet you wherever you are in the journey. Contact hours are provided for select courses.

- KEY POINTS:
- HealthStream Health Equity & Belonging catalog available on HealthStream.
 - Designed and launched a Health Equity Belonging catalog with course details and proposed learning tracks; all staff, clinical, leader, and senior.
 - Currently promoting one course each month during Tuesday Team Talks.
 - Updated the Diversity, Equity, Inclusion, & Belonging homepage to include course catalog and provide a repository for events and engagements related to DEIB.

JUDITH AND MARVIN HERB FAMILY *Simulation Center*

The mission of the NCH simulation center is to enhance the organization's mission to improve health care by preparing competent team members across the healthcare continuum in a supportive, state-of-the-art, realistic environment that promotes excellence through multidisciplinary and innovative simulations. In FY 2023, the simulation center had over 19,000 learner hours and held over 800 classes. That resulted in a 100% increase in total learner hours compared to 2022! RNs made up the majority of learner hours coming in at first place with 9,332 learner hours in 2023.

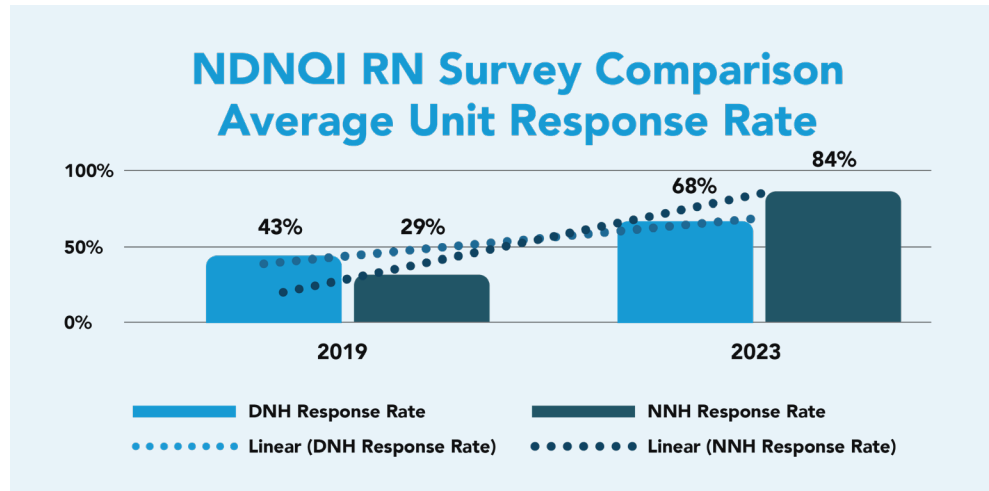
NURSING ACTIVITIES IN THE SIMULATION CENTER:

- Fire, code, and malignant hypothermia in the OR
- Code blue (mandatory for all nurse residents)
- Nurse escape room on safety issues
- Labor and delivery scenarios
- Nursing fellowship simulations
- Mock codes
- ARC training initiatives
- And many more!



NATIONAL DATABASE nursing quality indicators

In 2023, NCH launched the RN Satisfaction Survey through NDNQI. Tracking nurse satisfaction data and understanding the Direct Care Nurse (DCN) perspective are integral components of improving healthcare delivery at NCH. The strong participation of nurses is critical for result accuracy. To the right is a graph comparing 2019 and 2023 survey participation rates.



ANCC Pathway to Excellence

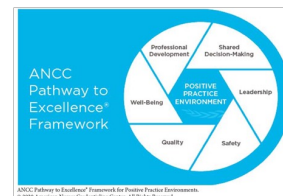
Thank you to the Buckeye Foundation for your generous support of our ANCC Pathway to Excellence (PTE) journey.

In FY 2023, the mission of PTE revolved around educating staff about the processes and structures in place that support a positive practice environment for NCH nurses. Pathway ambassadors were recruited to help with the education, solicit examples and narratives from nurses, and to review 450-page document. We'd like to extend a special thank you to the following pathway ambassadors and their leaders who embraced their roles, were engaged in earning this prestigious designation, and passed on learnings to their peers.

Dawn Biery, RN	4 South/ Oncology
Viva Dieudonne, RN	4 South/ Oncology
Julie Lee, RN	Float Pool
Alicia Menning, RN	Critical Care/ DNH
Ray Rinkes, RN	CVICU
Kathryne Warren, RN	IR
Betty Welliver, RN	ED/ NNH



There were several educational kickoff events, raffles, prizes, and aha moments! Our PTE theme was the NCH Princess Cruise Pathway to Excellence Journey across six Caribbean islands. Each port was based on a pathway standard. We are excited to submit the document, take the survey, and become the 1st ANCC PTE designated organization in SWFL. Antigua (Shared Decision-Making), Bahamas (Leadership), Cuba (Safety), Haiti (Quality), Jamaica (Well-being) and Puerto Rico (Professional Development).



SHARED *governance*

In 2022, NCH underwent a shared governance council's redesign. The design team was made up of council chairs, co-chairs, members, and nurse leaders. This group developed a model consisting of councils and committees designed to meet organizational and unit-level needs.

COUNCIL DESCRIPTIONS AND 2023 INITIATIVES

Unit Practice Councils

The Unit-Practice councils identify opportunities for improvement in their respective units/departments that enhance excellence in patient care. The Unit-Practice council structure is the essential process for multidisciplinary decision-making in operational and professional practice issues at the unit level.

2023 Initiative

1. Enhance staff engagement through shared governance participation in unit practice councils.
2. Provide multiple three-hour kickoff events to unit practice council chairs and co-chairs.
3. Empower and support UPC chairs, co-chairs, and facilitators in unit-specific projects.

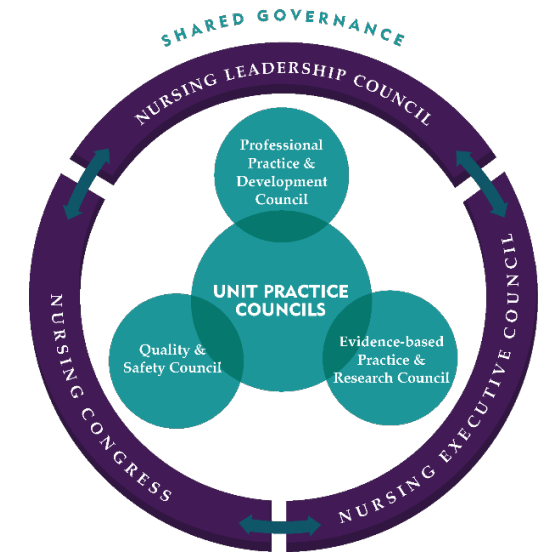
Research and Evidence-Based Practice Council

The Research and EBP council facilitates the adoption of EBP and research among nursing and interdisciplinary team members across NCH to improve patient care and related outcomes, as well as organizational-related outcomes.

2023 Initiative

1. Review and update peer-review education documents.
2. Discuss and develop a process for the NDNQI RN Satisfaction survey that includes outreach, education, and staff empowerment.
3. Evaluate workplace violence prevention literature on surveys and make recommendations to public safety department.
4. Discuss staff needs for intravenous skills, evaluated external existing programs and brainstorm needed education and skills.
5. Develop, launch, and evaluate a survey on staff perceptions of their IV skills and needs.
6. Review current validated surveys to assess confidence and skills.
7. Encourage members to earn the Human Research Training Program certificate.
8. Discuss and review (ongoing) areas pertaining to this council in the pathway document.

NCH



skilled
Hardwork
Courage
Confid
PRACT
Reflect

COUNCIL DESCRIPTIONS AND 2023 INITIATIVES (CONT.)

Quality and Safety Council

The purpose of the Quality & Safety council is to make decisions related to the advancement of quality and safety practices while seeking continuous improvement.

- HAIs
- Falls
- CAUTI
- CLABSI
- C. Diff
- HAPI
- DVT/PE



2023 Successes:

1. Provided staff with education on zero-harm quality initiatives.
2. Worked with the Department of Public Safety to review workplace violence prevention programs, update policies, and enhance communication about workplace safety initiatives.
3. Provided education on ANA and CDC workplace violence prevention.
4. Reviewed current syringes and had multiple vendors demonstrating proper use of a new retractable syringe for enhanced staff and patient safety.
5. Provided staff with the opportunity to earn a certificate in quality from the IHI through a complimentary open-school subscription.
6. Reviewed evidence-based toolkits for bedside shift report standardization, made minor changes, and coordinated to pilot the Patient Experience toolkit on two units.
7. Discussed strategies to increase staff engagement in councils.
8. Addressed several quality and safety elements of performance related to pathways.

Professional Development and Practice Council

The Professional Practice & Development Council (PPD) is guided by the American Nurses Association (ANA) Standards of Nursing Care, Social Policy Statement and Code of Ethics to monitor and maintain nursing standards in accordance with regulatory requirements and specialty standards or guidelines into the development and implementation of care delivery systems. The PPD will drive efforts which influence care services,

interprofessional collaboration and patient-centered care, while participating in nursing-retention activities. It is a collaborative forum whereby nurses and staff advocate for changes that impact clinical practice and patient care.

- Clinical Ladder Committee
- CITOC Committee
- Daisy Award Committee
- EXCEL Committee

2023 Successes:

1. Piloted and transitioned the organization to a new intravenous catheter with a backflow valve.
2. Researched, wrote, and launched a CBT on the Johns Hopkins evidence-based practice model.
3. Coordinated a two-day Johns Hopkins EBP workshop where 60+ unit champions attended.

2023 Successes (cont.):

4. Integrated monthly CITOC updates to the council and Nursing Congress.
5. Developed a process for device-related trials that affect nursing practice to be presented at the councils.
6. Provided feedback on the delirium assessment and screening proposal by reviewing available tools and current education.
7. Initiated a process to improve patient safety and address organizational needs, including an inventory of devices, education, and injury-tracking tools within the employee medical center.
8. Worked with the zero-harm committees to review/update policies and procedures, competency documentation, and protocols.

EXCEL Clinical Ladder

- Updated the 2023 handbook to include a Licensed Practical Nurse track to be launched in 2024!
- Collaborated with the respiratory department and surgical services technicians on the annual clinical ladder luncheon.

NURSING CONGRESS

The Nursing Congress will facilitate the integration of the central councils to support nurse organizations and strategic planning. The Nursing Congress provides a forum for communication, collaboration, and conflict resolution within Shared Governance structure. Nursing Congress leaders will support nursing strategy and operations.

Shared Governance Workshop: What It Takes to Succeed: Leadership's Role in Shared Governance



Thank you to the dedicated committee members:

Judi Dektas, RN (Chair), CRN

Denise Godfrey, RN (Co-Chair), Post-Angioplasty

Ilia Echevarria, CNO, North Naples Hospital

Maria Natal, RN, Director Professional Practice

Karen White, RN, PAT

James O'Neil, LPN, 4 South

Michelle Gulley, LPN, Employee Medical Center

Sofia Downs, RN, 4 South

Taylor Batties, RN, Pediatric ED

Melissa Kieffer, RN, 4 South



DAISY AWARD: Recognizing Outstanding Nurses

The DAISY Award® was developed by the family of J. Patrick Barnes, who passed away in 2000 from idiopathic thrombocytopenic purpura complications. His family was greatly impressed by the skill, care, and compassion nurses showed Barnes before he died and created the national award to recognize and thank extraordinary nurses across the United States. NCH patients, visitors, nurses, physicians, and other staff can nominate outstanding nurses for The DAISY Award.

This past year, NCH received over 1,000 DAISY Award nominations from patients, families, and colleagues. The following honorees received the DAISY Award:

Adam Corbosiero, RN/CCU	November 2022
Shannon Zupnick, RN/4 North	December 2022
Anthony Silva, RN/Creekside Orthopedics	January 2023
Karen Andiorio, RN/Mom & Baby	February 2023
Damaris Lopez-Rodriguez, RN/Float	March 2023
Princess Samson, RN/2NNH	May 2023
Dalton Coffman, RN/ICU	June 2023
Natalie Ligas, RN/Robotics Navigator	July 2023
Karen Williams-Gause, RN/Mom & Baby	August 2023
Tyler Harris, RN/Angioplasty	September 2023



The Daisy Nurse Leader Award recognizes that nurse leaders who model caring behaviors inspire others on their team. These leaders provide a setting where compassion is valued, and staff, in turn, treat patients and their families with deep humanity.

NNH, Lauren Lenti, RN,
Emergency Department Director
NCH North Hospital



The Daisy Team Award for Extraordinary Nurses and Team recognizes that while an idea to achieve better patient and family outcomes may start with one individual, it often takes an entire team to successfully implement it.

Baker CCU Team
NCH Baker Hospital



CARING Award Recognizing Extraordinary Techs

The **CARING Award** recognizes extraordinary technicians and technologists who make a difference in patients' lives through the superhuman work they do every day. CARING is an acronym that stands for Celebrating And Recognizing Individuals Giving their best. The CARING Award rewards and celebrates extraordinary clinical skills and compassionate care. NCH staff, patients, and visitors recognized the amazing work of eight technologists and one transporter.



Lindy Muravchik, 4S	November 2022
Danie Pressoir, 5N	December 2022
Elide Derville, 3N	January 2023
Joan Fulton, 5N	February 2023
Kimberly Jean Baptiste, 2nd Floor NNH	March 2022
Lena Terry, 3N	May 2023
Sunny Metcalf, 3NN	June 2023
Devin Sushil, PRN	July 2023
Faith Riley, 4N	August 2023
David Machado, 6NN	September 2023



2023 NURSING EXCELLENCE

nominees

Excellence in our daily work is reflective of the NCH Nursing Professional Practice Model (PPM). The model reflects our beliefs and values regarding the patient- and family-centered care we provide each day. The elements that guide our practice include **collaboration, quality and safety, innovation, shared governance, teamwork, and professional development**. These elements serve as the foundation for the excellence awards.

Care Technician Excellence Awards - Ambulatory

Stephanie Branch, MA
Theresa Bubb, PSR
Yailin Cano, MA
Sabrina Clifton, MA
Andrea Ehrhardt, RPSGT
Patricia Exy, MA
Jill Glessner, CRT, CNMT
Tresann Hall, PSR
Angela Komarowski, MA
Farah Lacroix, MA
Nicole Lewkowicz, MA
Luis Lopez, CRT, ARRT
Jessica Lowes, MA
Kathy Lustritz, RPSGT, RT
Martha Martinez, EKG Tech
Taylor Pearson, MA
William Perez, RPT
Jennifer Reeder, CRT, ARRT, CNMT
Midalys Rodriguez, CRT, ARRT
Stephanie Saintyl, MA
Leticia Saucedo Lopez, MA
Riley Scholz, MA
Angela Young, MA

Care Technician Excellence Awards - Inpatient

Junette Alexandre, CT
Dieucika Almonord, Monitor Tech
Nadia Aparicio, CT

Yoselin Aparicio Dominguez, OR Tech
Kyle Atkins, ED Tech
Carrie Barquet, RDMS
Monique Bathol, CT
Catherine Bien Aime, PCA
Merline Bornelus Louis, CT
Pedro Bruzon, RDMS
Lavilla Buchanan, CT
Finemy Cange, CT
Yaneli Castaneda-Maqueda, CT
Richemond Celiferme, CT
Myrlande Champagne, PST
Sydney Christenson, CT
Ordene Christie, CT
Vanie Cineus, CT
Manita Colin, CT
Latoya Cooper Williams, CT
Lisa Davis, RDCS
Jennifer Desgrottes, CT
Myrlande Desire, CT
Jose Di Rienzo, RN
Angelene Dorcelian, CT
Sebastien Douyon, CT
Jean Edouard, ED Tech
Yarelis Escuela, CT
Chloe Eskridge, CT
Nancy Fede, CT
Jane Francis, CT
Edith Francois, CT
Debra Gaudry, CT
Cindy Georges, CT

Erica Glasgow, OR Tech
Pamela Goetten, OR Tech
Jessica Gomez, CT
Mai Grindle, CT
Carmelle Guillou, CT
Debra Hamby-Negron, OR Tech
Henry Hernandez Napoles, OR Tech
Dawn Hoolihan, CT
McKayla Hoopes, ED Tech
Miscelene Isme, CT
Ismaelie Jumelle Antilus, CT
Margaret Kaczanowski, CT
Mark Korzen, SPT
Tina Lara, CT
Jessica Longmire, OR Tech
Rutza Louima, CT
David Machado, CT
Justin Makowski, ED Tech
Parvin Mammadova, CT
Dolores Martinez, CT
Sabine Matthew, CT
Kathleen McLean, NST
Yongxiang Metcalf, CT
Magalis Jose Morales, CT
Jereminah Mugoya, CRT, CNMT
Lindalva Muravchik, CT
Jean-Marie Nazaire, CT
Amelia Nigro, CT
Autumn Oetzel, OR Tech

Lambros Orfanitopoulos, ED Tech
Nelida Ospina, CT
James Ostrander, ED Tech
Lilian Paz, CT
Alisa Platas, CT
Joseph Rappa, CT
Faith Riley, CT
Marisol Rosa, CT
Noel Sbarra, CT
Courtney Schreier, CT
Dorota Slonowska, CT
Alcides Sotelo, Unit Aide Lead OR
Joshua Sprague, ED Tech
Marie Thomas, CT
Juana Toledo, CT
Imelda Tomas, CT
Julian Toslluku, CT
Samoya Williams, CT
Gigi Zauner, CT

The Compassion Awards

Lisa Abel, RN
Manuel Alonso, PSR
Michelle Bennette, RN
Dawn Biery, RN
Desiree Biesterfeld, PSR
V Jo Bordonaro, RN
Caleb Caldwell
Maria Cox, RN
Alicia Croteau, PA
Viva Dieudonne, RN

Elizabeth Duarte, PA
Andrea Ehrhardt, RPSGT
Marielys Figueroa Sierra, MD
Peter Fisfis
Vanessa Fletcher
Julie Lee, RN
Michelle Mcdougall, RPSGT
Julie Shields, RN
Julie Simoldoni, RN
Kaela White, RN
Michelle Zunno, RN

The Mentor Awards

Marie Alexis, RN
Sharimil Clercin
Sheryl Conway, RN
Carolyne De Souza Pimenta, RN
Judith Dektas, RN
Mary Catherine Eads, ARRT, RDMS
Paul Farmer, RN
Chandra Gall, CCP
Alexandria Goetten, RN
Kimberly Jaklitch, RN
Angela Komarowski, MA
Jessica Marra, RN
Selma Musha, RN
David Nguyen, ARRT, CNMT
Michael Pasqua, MA
Jessica Payne
Walter Riker, PSR
Jasand Ross
Shanna Ross
Gregory Rubin, DO
Jeffery Sander, RN
Kaitlyn Sparacio, RN

Jo'el Steger, RN
Jane Thomas
Deborah Tobey, RN
Michelle Tutt, PSR
Stephanie Vergo, RN
Randy Weaver
Neil Williams
Michelle Zunno, RN

Excellence in Advanced Practice Nursing Awards

Jennifer Ramos, APRN
Victoria Wadsworth, APRN

Excellence in Nursing Leadership Awards

Cynthia Abraham, RN
Director Critical Care
Marie Alcide, RN
Women's Health NP
Malgorzata Arnold, RN
WOC Nursing Director
Teresa Barber, RN
Administrative Coordinator, DT
Nicole Bishop Tregoe, RN
Administrative Director
Inpatient Med/ Surg
Meredith Burt, RN
Clinical Educator
Linda Cifani, PRN
Clinical Director
Operations, Rooney Heart Institute at NCH
Laura Cure, RN
Administrative Coordinator NN
Ilia Echevarria, RN
Chief Nursing Officer, NNH

Lance Fenton, RN
Director, Learning and Education CFLI
Kellie Fleming, RN
Director Nursing, 6S DT
Lisa Fletcher, RN
Director NCH Medical Center
Ashley Gabor, RN
Director of Nursing, Orthopedics
Caitlin George, RN
Interim Administrative Director, ED
Alexandria Goetten, RN
Clinical Resource Nurse, NN
Phallon Gradishar, RN
Administrative Coordinator DT
Suzanne Graziano, RN
Director of Nursing, Oncology and OPIS
Rebecca Holly, RN
Director Nursing, 3W NN
Alexis Kapayiannidis, RN
Director, Nursing 4N DT
Maria Kessler, RN
Director, Nursing CVICU and NVICU
Eric Macino, RN
Director Patient Flow & Nursing Registry
Katherine Macklem, RN
Director, Nursing Dialysis & ICU NN
Tia Meikle, RN
Clinical Resource Nurse, NN
Kristin Miller, RN
Administrative Director, Inpatient Services DT
Maria Natal, RN
Director, Professional Practice
Christopher Raphael, RN
System Administrative Dir. Critical Care & Bed Flow

Lianet Rodriguez Govin, RN
Asst. Director 4N DT
Kristine Sedra, RN
Director, Nursing, Bonita FSED
Gina Teegarden, RN
Chief Nurse Executive
Natalie Thrushman, RN
Director, Nursing 6N & GVS DT
Gurneet Tung, RN
Sr. Administrator Clinical Operations, NPG

Excellence in Professional Development Awards

Janice Donahue, RN
Sarah Malik, RN
Marie Mellema, RN
Maria Natal, RN
Lianet Rodriguez Govin, RN

Excellence in Ambulatory Nursing Care Awards

Catrina Burcky, RN
Patricia Cashdollar, RN
Veronica Dixon, LPN
Mary Flagel, RN
Nicholas Geraci, LPN
Jessica Harrison, MA
Tesia Hasekamp, RN
Cynthia Karolczuk, RN
Geraldine Kelly, LPN
Felicia Leban, LPN
Kelly Mesman, RN
Judith Murphy, RN
Bonnie Powell, LPN
Anthony Silva, RN
Lora Sullivan, RN
Lindsay Thurston, RN
Carmen Walker, MA

Ashley Williamson, RN
Briana Willis, LPN
Pamela Zack, RN

[Excellence in Cardiovascular
Nursing Care Awards](#)

Joni Cassell, RN
Chelsea Cervantes, RN
Ali Clickner, RN
Sharon Coll, RN
Laura Cox, RN

Katherine Crisp, RN
Christina Currie, RN
Vivienne Cutrupi, RN
Franziska Desir, RN
Sherrie D'Esposito, RN
Maria Diaz, RN
Marianne Dominguez Viera, RN

Amanda Estrada, RN
Karen Fleisch, RN
Natacha Fradet, RN
Modeline Francillon, RN

Maria Garcia, RN
Julia Gillenwaters, RN
Geraldine Kelly, LPN

Suzanne Kirkland, RN
Matthieu Lurch, RN

Victoria Macino, RN
Shenai Malo, RN

Jocelyn Martinez, RN
Jessica Mellon, RN

Kelly Mesman, RN
Laura Moak, PSR

Randy Motilal, RN
Tamara Murphy, RN

Michelle Murtaugh, RN
Deborah Netti, RN

Andrew Payne, RN
Kayla Pierre, RN

Elaine Pollock-Sanchez, RN

Cesar Rivera, RN

Mary Sherwood, RN

Nadine Simpson, RN

Marcine Smit, RN

Kaitlyn Sparacio, RN

Danielle Ullman-Lowe, RN

Stephanie Vergo, RN

Ashley Williamson, RN

Maria Leonara Zamora, LPN

[Excellence in Critical Care Nursing
Care Awards](#)

Klea Bici, RN

Jacqueline Branch, RN

Mary Cooper, RN

Christina Currie, RN

Victoria Davila, RN

Cassandre Gousse, RN

Mary Hardin, RN

Tina Land, RN

Deborah Laperche, RN

Tia Meikle, RN

Alicia Mennig, RN

Amber Mihalik, RN

Christine O'Brien-Costantino, RN

Jose Ordonez Vargas, RN

Kristen Porreca, RN

Linda Reardon, RN

Jeffery Sander, RN

Sharon Senne, RN

Jo'el Steger, RN

Kendra Walters, RN

Michelle Zunno, RN

[Excellence in Emergency
Nursing Care Awards](#)

Lisa Abel, RN

Yissel Arias Travarez, RN

Brianna Belyea, RN



Jamie Benigno, RN

Kara Bianchini, RN

Taylor Bryant, RN

Julia Cannon, RN

Marc Claveron, RN

Hallie Di Rienzo, RN

Gavin Erdmann, RN

Frances Fernandez, RN

Leanne Gascoigne, RN

Holly Gasper, RN

Stacie Germain, RN

Jolita Girdeniene, RN

Belkys Gonzalez, ED Tech

Lari Mcalonis, RN

Jennifer McElroy, RN

Bernardo Nieves

Ortega, RN

Kelsey Norton, RN

Denise Parker, RN

Grace Petillo, RN

Roberto Porras, RN

Noah Quiles, RN

Philianna Rodriguez, RN

Andrea Schultz, RN

Alexia Steger, RN

Zhaklin Tebeck, RN

Haylea Trotter, RN

Liberty Uy-Franklin, RN

Kaela White, RN

[Excellence in Medical
Surgical
Nursing Care Awards](#)

Shirley Adan, RN

Rose Alexandre, RN

Zoraya Alvarez

Hernandez, RN

Ursula Andrus, RN

Dorothea Angelis, RN

Sandrina Arqimandriti, RN

Karley Arts-Kottke, RN

Shanice Barrett, RN

Jean Brown, RN

Rachel Buono, RN

Humberto Cantera
Gonzalez, RN

Ernesto Carralero, RN

Kerrybeth Celestin, RN

Licio Cinea, RN

Elena Clancy, RN

Nancy Claros, RN

Natalie Clifford, RN

Jeffery Cogswell, RN

Lauren Coto, RN

James Crombie, RN

Lisset Curbelo Vietia, RN

Ginia Delve Rodriguez, RN

Emily Diaz, RN

Evelyn Diaz, RN

Marianne Dominguez Viera,
RN

Yolette Donassien, RN

Mirlie Durandisse, RN

Kitty Fernandez, RN

Mackenzie Figg, RN

Jennifer Florin, RN

Joshua Flowers, RN

Narline Fontilme-
Charles, RN

Genevieve Gamueda, RN

Stephanie Gardiner, RN

Marisol Garrido
Figueroa, RN

Dorotie Georges, RN

Francia Georges-Volvic, RN

Suzanne Gueritey, RN

Patricia Haines, RN

Tabitha Harris, RN

Tyler Harris, RN

Daniel Hernandez, RN

Nicole Joseph, RN

Anjeza Kruja, RN

Sandy Laurore, RN

Stacy Legagneur, RN

Julia Leiste, RN

Karla Llanas, RN

Jessica Lopez, RN

Aranza Lopez Melgarejo, RN

Damaris Lopez Rodriguez, RN

Maria Maldonado, RN

Jessica Marra, RN

Brytani Mayberry, RN

Denise Mejia Isaac, RN

Rose Mellien, RN

Jenelyse Mendola, RN

Zach Molloy, RN

Maritza Munoz Venegas, RN

Cayla Naylor, RN

Waldine Noel, RN

Vannessa Noreus, RN

Sandra O'Donnell, RN

Julia Olivastro, RN

Tracy Oshinsky, RN

Lisette Pasamonte, RN

Handry Perez, RN

Idalia Pina, RN

Alysse Preski, RN

Kasey Rakowski, RN

Janett Ramirez Ramirez, RN

Nyla Reyna, RN

Claire Rich, RN

Abdiel Rodriguez Ramos, RN

Cristina Roman, RN

Ana Sanchez, RN

Pamela Sells, RN

Zulmen Sezawich, RN

Olivia Smith, RN

Patricia Sountalavong, RN

Irena Terezi, RN

Melissa Toledo, RN

Taylor Tregae, RN

Russell Turner, RN

Maria Vilma Merza, RN

Jennifer Weaver, RN

Paige Whitworth, RN

Samantha Wolcott, RN

Robert Yoshida, RN

Rhyan Zipagang, RN

Shannon Zupnick, RN

[Excellence in Neonatal
Nursing Care Awards](#)

Anita Crosby, RN

Maria Rojas Thureaux, RN

Jannette Sepulveda, RN

Ana Valle, RN

Anna Weddell, RN

[Excellence in Obstetrical
Nursing Care Awards](#)

Sybil Ashby, RN

Betty Benson, RN

Brooke Dubock, RN

Kaylee Easley, RN

Kelly Geiger, RN

Jane Hall, RN

Rafaela Hall, RN

Laurel Naff, RN

Jazmarie Ortiz-Rodriguez, RN

Ruby Rivera, RN

Denise Rivera-Figueroa, RN

Rocio Villegas, RN

Karen Williams-Gause, RN

[Excellence in Oncology
Nursing Care Awards](#)

Dawn Biery, RN

Jennifer Capadona, RN

Nancy Casey, RN

Dominga Constantino, RN

Carolyn De Souza

Pimenta, RN

Viva Dieudonne, RN

Sofia Downs, RN

Karlee Jahner, RN

Melissa Kieffer, RN

Roxanne LaFoe, RN

Luann Laux, RN
 Julie Lee, RN
 Mary Mackay, RN
 Taylor Mckeller, RN
 Joseph Mueller, RN
 James O'Neil, LPN
 Carolyn Paget, RN
 Julie Simoldoni, RN
 Christine Trexler, RN

Excellence in Pediatric Nursing Care Awards

Kara Austin, RN
 Karen Bennett, RN
 Cathy Thomas, RN

Excellence in Perioperative Nursing Care Awards

Tammy Acord, RN
 Jennifer Arca, RN
 Mladen Bulatovic, RN
 Alecia Dalton, RN
 Yves Desruisseaux, RN
 Ronie Evans, RN
 Robert Garris, RN
 Dawn Hutchison-Finucan, RN
 Veronica James, RN
 Ivan King, RN
 Kathryn Mabusth, RN

Excellence in Perioperative Nursing Care Awards Cont.

Yvette Medina, RN
 Albana Osja, RN
 Michelle Panciroli, RN
 Kathleen Rickord, RN
 Shannon Rosen, RN
 Karen White, RN
 Joshua Workman, RN

Excellence in Radiologic & Imaging Nursing Care Awards

Sherly Alcide, RN
 Stephen Bell, RN
 Mark Edmonson, RN
 Shawn Hubinsky, RN
 Yolande Leblanc Waller, RN
 Kevin McNamara, RN
 Kathyne Warren, RN

Excellence in Allied Health-Nursing Partnership Awards

Catalina Acosta Mosquera, RPh
 Ann Ayrault, MSW
 Constance Bacon, RT
 Orin Barriffe, RT
 Christine Brinkert
 Diane Carroll, PT
 Alina Dereus, RT
 Darrell Detzel, RT
 Carla Dixon, CRT, ARRT
 Elizabeth Duarte, PA
 Sheri Green, PA
 Jill Guzman, RT
 Justin Immerman, RPh
 Tara Louka, PA
 Eileen McMahon, PT
 Michael Mejia, CRT, ARRT
 Stephanie Mompremier
 Patrick Mulcahy, OT
 Joaquin Oquendo, RT
 Erin O'Rourke, MSW
 Truc Rosensteel, RPh
 Annie Sanabria, ATC
 Kile Skrobacki, PA

Excellence in Physician-Nursing Partnership Awards

Amr Abdelmohsen, DO
 Andrew Bernstein, DO



Eric Bertha, PA
 Howard Cohen, MD
 Anita Crosby, RN
 Emily Essert, DO
 Robert Grossman, MD
 Vanessa Hoytfox, MD
 Ryan Humphries, MD
 Stephen D'Orazio, MD
 Carl Ruthman, MD
 Anthony Silva, RN
 Joseph Violaris, MD
 Justin Warner, MD

Secretary Excellence Awards – Ambulatory

Romina Aviles, PSR
 Shayna Baker, PSR
 Iris Bermudez, PSR
 Pamela Boettger, PSR
 Stephanie Bowden, PSR
 Lynette Bowen
 Olivia Boyd, PSR
 Cheryl Casbourne, PSR
 Carmen Chao
 Patricia Chase, PSR
 Mireya Cruz-Cruz, PSR
 Thelma Cuna, PSR
 Michelle Ferry
 Tracy Fischer, PSR
 Lurline Francis, PSR
 Michelle Grigg, PSR
 Charlotte Hersom
 Noemi Jaimes, PSR
 Ana Londono, PSR
 Patrick Martin
 Diane Mccllead, PSR
 Shinasty Mixon, PSR

Margarita Padilla, PSR
 Brandon Perez
 Paul Reyes, PSR
 Walter Riker, PSR
 Kristal Ruiz, US
 Natalie Scarano, PSR
 Shenna Schloendorn, PSR
 Beth Shreffler, PSR
 Cheryl Stiehl, PSR
 Arlene Tisdale Martin, PSR
 Kaylene Torres, PSR
 Ruth Vincent, PSR

Secretary Excellence Awards – Inpatient

Lauren Benjamin
 Elizabeth Boileau, US
 Lori Carnevale, US
 Guichard Casimir, US
 Renell Charlery, US
 Naara Clotaire, US
 Jeff Colin, US
 Michelle Ferry
 Janet Gubala, US
 Sabrina Hernandez Garrido, US
 Dimas Herrera
 Camille Hoilett, US
 Agnes Jean, US
 Derica Johnson, US
 Karla Ledesma, US
 Deborah Leger, US
 April Linn, US
 Tina Liquori-Cody, US
 Brenda Mahlalela, US
 Bionca Martinez, US
 Rachel Matura, US
 Iva McCullough, US

Geraldine Pierre, US
 Juanita Rivera
 Ruth Senatus, US
 Troy Thome-McGraw, US
 Mark Edmonson, RN

The Thelma Hodges Mentor Awards

Melissa Kieffer, RN
 Roxanne LaFoe, RN
 Tia Meikle, RN
 Anthony Silva, RN
 Caridad Velez, RN
 Ashley Williamson, RN



2023 NURSING EXCELLENCE winners

NCH recognizes and celebrates our nursing team annually with nursing excellence awards during Nurses Week. In 2023, we honored 23 employees in the following six categories: **nursing care excellence, care technician excellence, unit secretary excellence, leadership excellence, partnership excellence, and compassion and mentorship excellence.**

Manita Colin, CT
Care Technician Excellence Award
Inpatient

Ana Sanchez, RN
Excellence in Medical Surgical
Nursing Care

Alexis Kapayiannidis, RN
Excellence in Nursing Leadership

Stephanie Denis
Care Technician Excellence Award
Ambulatory

Anita Crosby, RN
Excellence in Neonatal
Nursing Care

Risa Wildeman, RN
Excellence in
Professional Development

Lori Carnevale
Secretary Excellence Award
Inpatient

Sybil Ashby, RN
Excellence in Obstetrical
Nursing Care

Joaquin Oquendo, RRT
Excellence in Allied Health-
Nursing Partnership

Tracy Fischer
Secretary Excellence Award
Ambulatory

Carolyne De Souza Pimenta, RN
Excellence in Oncology
Nursing Care

Stephen D'Orazio, MD
Excellence in Physician-
Nursing Partnership

Anthony Silva, RN
Excellence in Ambulatory
Nursing Care

Kara Austin, RN
Excellence in
Pediatric Nursing

Dawn Biery, RN
The Compassion Award

Chelsea Sirenord, RN
Excellence in Cardiovascular
Nursing Care

Veronica James, RN
Excellence in Perioperative
Nursing Care

Stephanie Vergo, RN
The Mentor Award

Tia Meikle, RN
Excellence in Critical Care
Nursing Care

Sherly Alcide, RN
Excellence in Radiology &
Imaging Care

Vivienne Cutrupi, RN
The Thelma Hodges Mentor Award

Roberto Porras, RN
Excellence in Emergency
Nursing Care

Victoria Wadsworth, NP
Excellence in Advanced
Practice Nursing

2023 NURSES week

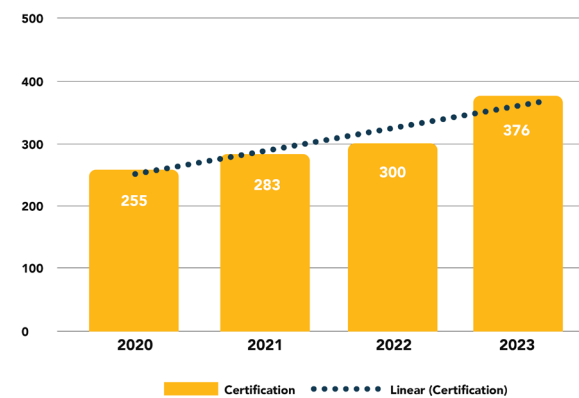


Certifications

Specialized-focus national board certifications give nurses the opportunity to advance their careers and prove their ability to provide the best patient care. Certified nurses are dedicated to their lifelong learning and professional development. NCH acknowledges the importance of certified nurses in delivering patient care, emphasizing the value of their specialized knowledge. In recognizing their nursing contributions, we also affirm their critical role in shaping the future of healthcare. Certified nurses are champions of excellence, embodying a commitment to quality care and lifelong learning.



National Certifications



Employee Medical Center

NCH is committed to providing employees, their families, and the community convenient, efficient, high-quality healthcare. The NCH Employee Medical Center is a key component of our healthcare system and community. In addition to providing cost-effective, accessible preventive and supportive healthcare services to employees, dependents, families, and the public, they are also involved with onboarding, workers' compensation evaluations, and maintaining compliance with multiple state and federal regulations.

- Onboarded almost 170 new hires and contract employees each month
- 3,452 total flu vaccines administered (Employees including contractors, students, and volunteers)
- 3,179 Wellness for You appointments
- 2,000 APP and mental health provider visits

"I came in the office feeling so poorly, just sick. Ashley explained how a viral syndrome works and symptoms last. Michelle did a Covid test and strep screen. They both are awesome."

NURSING FY 2023

End-of-Year Highlights



Nicole Bishop-Tregea

NCH NORTH HOSPITAL INPATIENT UNITS

- Successfully opened two Cath labs and 3W for post-cath patients with all staff trained to prep and recover patients.
- Quality improvement in all inpatient units.
- Patient engagement scores have continued to climb:
 - o Would recommend domain from 63.7 Oct 22 to 66.2 present highest all year.
 - o Nurses listen domain Oct 22 66.7 to 73.8 present.
 - o Call button domain Oct 22 49.1 to 60.7 highest all year.
- Successfully implemented new MDRs in all areas.
- Started Aquablation program for patients at North with 2E inpatient transition to obs and urology unit.
- Converted three west telemetry to NBC central telemetry.
- Achieved JC primary stroke accreditation.
- Every unit has a shared governance committee in place.



		2022	2023
2 EAST	HAPI	2	0
	CAUTI	0	0
	CLABSI	0	0
3 WEST	Falls	26	23
	HAPI	3	0
4 EAST	CAUTI	1	0
	Falls	52	39
	HAPI	8	1
5 NN	Cauti	3	2
	Falls	27	22
	HAPI	7	0
6 NN	Cauti	3	1
	Cauti	3	1

2022-2023 UNIT QUALITY ACCOLADES

WOMEN'S AND CHILDREN'S

Improved Service Line financial performance



Jenni Lash

QUALITY/SAFETY

- Achieved unattended birth rate to below consecutively national benchmarks. (Current rate = 0)
- Improved overall newborn **length-of-stay consecutively below benchmark.**
- Initiated MDR-rounding in L&D with OBHG physicians.
- Offered workshop with malpractice attorney for physicians and staff.
- Offered communication/language workshops with best-selling author, professional consultant, certified personal/executive coach, and seminar leader and speaker.
- Partnered with the Florida Perinatal Quality Collaborative (FPQC) Postpartum Access & Continuity of Care (PACC) initiative to prevent maternal mortality.
- Partnered with the Florida Perinatal Quality Collaborative (FPQC) Mother-Focused Care (MFC) initiative to address and provide community resources to patients who have social determinants of health.
- Partnered with the Florida Perinatal Quality Collaborative (FPQC) PAIRED initiative to increase family-centered care and skin-to-skin contact with our NICU babies.
- Improved performance level to **triple A (AAA) status** with the Florida Department of Health State Newborn Screening program.
- Partnered with Healthy Start Coalition to connect with our patients during their hospital stays and offer resources.
- Implemented Edinburgh post-natal depression screen for early detection of mental health needs.
- Completed five physician-led simulation educational sessions.
- Implemented a **Neonatal Resuscitation Instructor program.** (We now have multiple instructors throughout the hospital.)
- Enhanced photography services for patients.

CRITICAL CARE/CENTRAL STAFFING/PATIENT-FLOW OPERATIONS



Chris Raphael

- **ZERO**-percent RN rate vacancy in Critical Care department.
- 92% success rate of nurses completing fellowship program FY 23:
 - o 22 RNs completed
 - o 85% retention of critical care fellows that have successfully completed fellowship since start of calendar year 2022
- EPIC risk-adjusted Mortality rate in critical care **less than goal of one.**
- Five Critical-Care-department nurses obtained national nursing certification this year.
- Urinary catheter and central line days **at or below goal** utilization rate in critical care.
- Ventilator days continue to trend down in critical care.
- Reinvigorated **multidisciplinary rounds** in Critical Care department and started to integrate families in rounds.
- Instituted twenty-four-hour/open visitation for patients in critical care.
- Bed control
 - o Improved first-time correct bed assignment to **95%.**
 - o **Decreased** bed-request to bed-assignment time by **30%** at Baker Hospital (93 to 65) minutes and **38%** at North Hospital (83 to 52) minutes.

skilled
Courageous
Confident
PRACTICAL
Reflective

EMERGENCY DEPARTMENT

- Achieved Level Three Geriatric ED Accreditation from American College of Emergency Physicians (ACEP).
- Addition of four patient flow coordinator positions to improve the patient experience.
- **PRC 5-Star Award** for overall quality of care for the Bonita ED and the Northeast ED, ranking us in the **top 10% in the nation.**
- Successful implementation of DeRoyal DME vaults for our orthopedic equipment on all campuses.
- Addition of specialty pediatric ED sensory rooms and bathroom to improve patient safety.
- Mock STEMI alert county drill accomplished with community partners and ED staff to improve overall quality of care for our cardiac patients.
- Improvement in EMS offload times.
- NNH Triage room plan design change in-progress.



Caitlin George

BAKER HOSPITAL INPATIENT UNITS



Kristin Miller

- **Quality Metrics** HAI have improved significantly from FY 22. While falls remain a focus, four out of the eight units (5N, 4N, 3N, 4S) have fewer falls than FY22 with two units (6N & 5S) only having one more than FY 22.
- Achieved preliminary Comprehensive Stroke Certification (CSC).
- Implemented LPN Acute Care Nurse program.
- MDR redesign and implementation.
- CCTA/OBS resource nurse to improve OBS LOS.

PROFESSIONAL PRACTICE UPDATES



Maria Natal

We applied to the American Nurses Credentialing Center (ANCC) Journey to Pathway to Excellence program.

- Application- June 1, 2022
- **Thirteen pathway ambassadors** were recruited, and our first meeting was held on January 18, 2023.
- Pathway kickoff events held. Leadership and staff education are ongoing.
- **On-target** with document submission prior to November 1, 2023.

Shared Governance

At NCH, the shared governance model is an organizational structure in which clinical nurses have a voice in determining nursing practice, standards, and quality of care. The councils have accomplished many positive changes over the last year.

- There are **10 functioning UPCs** at NNH, and nine at DNH.
- The Quality & Safety Council reviewed, provided feedback on the CAUTI protocol, and implemented CHG baths, and Tegaderm CHG central line dressings.
- The Research and Evidence-Based Practice Council partnered with the Workplace Violence Prevention Committee, and developed a Johns Hopkins EBP

HealthStream Module and an NDNQI RN **satisfaction survey results analysis**, and are developing the Comprehensive Multimodal IV Skills Program.

- The Professional Practice and Development Council led the transition to the Introcan Safety 2 IV Catheter, developed a nursing-specific device trial process, and partnered with the Quality and Patient Safety department to initiate a hospital-wide delirium assessment and the Nu-DESC screening tool. They are also provided with updates from CITOC and the EXCEL committees.

Orientation

In the Naples-Marco Island metro area, located in Florida, the population climbed from 377,079 in July 2020 to 385,980 in July 2021. The 2.4% increase ranks as the 21st highest among all U.S. metro areas. The diversity in Collier County has increased and **we are hiring culturally diverse employees!** Having a variety of cultures and backgrounds allows for different perspectives and new ideas.

Diversity also brings cultural enrichment, greater creativity, better lifestyle, stronger community ties, greater civic engagement, and economic growth.

Buckeye Foundation Grant

The professional practice department secured \$102,500 early in the year from the Buckeye Foundation. The funds have been used for Johns Hopkins two-day skills workshops, shared governance staff education and workshops, to send 15 staff members to the ANCC Magnet/Pathway to Excellence Conference, and to fund an Annual NCH Nursing Research, EBP, and quality conference with a keynote speaker in 2024.





Chief Nurses

- Four nursing network assemblies (Townhalls) held.
- Held five Nurse Director Fill Your Cup Professional Development sessions.
- Established RN-CNO advisory board with front-line staff.
- Sponsored nurse director leadership program (Develop the Leader Within) through American Organization of Nursing Leaders with 23 leaders in attendance.
- Decentralization of nurse education model (educators more available to staff).
- Nursing excellence assessment with Tipton Health Communications workshops on healthy work environments.

Nursing Engagement Committee Events

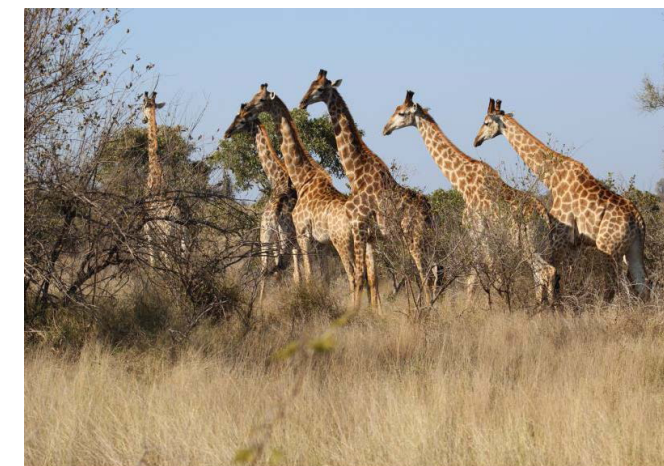
- Football kick-off party
- Dip contest
- Wear your football jersey
- Canned food drive
- "What you are thankful for" photo contest
- Hot chocolate and cookies in cafeteria
- Ugly sweater day
- Unit decorating contest
- Mini Christmas tree contest
- Christmas caroling
- NYE sparkling cider
- National Pie Day – baking contest
- Summer photo contest

Well-being

Well-being has been defined as the combination of feeling good and functioning well; the experience of positive emotions such as happiness and contentment as well as the development of one's potential, having some control over one's life, having a sense of purpose, and experiencing positive relationships.

Well-being has been linked to success at professional, personal, and interpersonal levels with individuals high in well-being exhibiting greater productivity in the workplace, more effective learning, increased creativity, more prosocial behaviors, and positive relationships.

"HOW I SPENT MY SUMMER" PHOTO CONTEST



Rebecca Delgado



Cerasela Casapu



Mayada Stoupas

FRIEND OF NURSING: ENVIRONMENTAL SERVICES DEPARTMENT (EVS)

At NCH, our Environmental Services (EVS) department ensures the employee and patient environments stay clean and sterile. In this department, staff are responsible for inspecting rooms and hospitality areas, keeping up the appearance of the facilities, and making sure all cleanliness practices are up to state and federal codes. **Environmental services is a mission-critical function of any healthcare organization**, contributing in key ways to patients' health, well-being, and overall care experiences. We are grateful, recognize, and value EVS professionals' contributions to health care organizations' capacity to provide fulfillment for employees and safe spaces for patient care.



WORDS FROM MARIA NATAL, PHD, RN, AMB-BC, CPHQ, DIRECTOR PROFESSIONAL PRACTICE



I Am Proud to be a Nurse and to Advance Professional Practice at NCH

In 1988, I was in the last graduating class of The Hospital for Special Surgery School of Practical Nursing. That was

one of my proudest days and the beginning of my nursing career. The picture on the left reflects the pride of my mother, with me at the ceremony, a first-generation graduate! This was the beginning of a journey which took me up the ladder to join the less than 1% of Latina women who earn a PhD.

The American Nurses Association (ANA) describes nursing as the "glue that holds the patient's healthcare journey together, a science and an art" (ANA, n.d., para. 1). Collectively, nursing science informs the evidence base necessary for the practice arm of the profession and is vital to improve healthcare and patient outcomes. Evolving over time, the art of nursing has been defined as the nurse's ability to

be compassionate, caring, and communicative. We are all of those!

Nurses use the science of knowing and art of nursing in their daily practice across a breadth of situations. For example, nurses learn the best approach to provide comfort for patients and families, especially for those who struggle to cope with a diagnosis and experience frustration and anger. Nurses advocate for patients and families using compassionate and empathetic communication to help them understand and navigate the healthcare environment and health outcomes. Nurses bring calm to an often-chaotic experience by being present with patients. I am fortunate that my role as the Director Professional Practice allows me to develop relationships across departments, disciplines and with frontline staff. I admire that you are also proud of your profession and committed to learning, keep up that dedication and take pride in your profession!

P.S. For those of you who didn't believe me, I told you I wore a cap!

American Nurses Association (ANA). (n.d.). What is nursing? Workforce. Retrieved from: <https://www.nursingworld.org/practice-policy/workforce/what-is-nursing/>

NCH



**NURSES
WEEK**

AMERICAN NURSES ASSOCIATION

NCHMD.ORG