



Nursing
Annual Report
2015

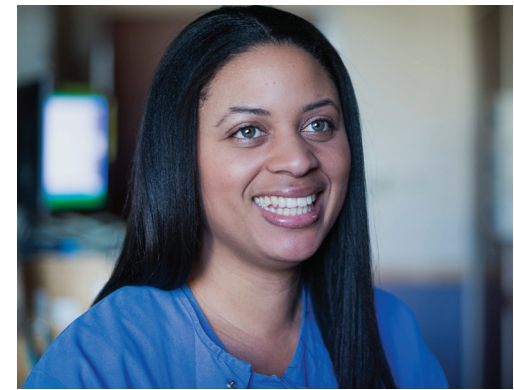


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INTRODUCTION TO THE 2015 NURSING ANNUAL REPORT



Lee Penrose
President and CEO
St. Jude Medical Center

Congratulations on earning the nation's highest honor for nursing excellence. Magnet® designation reaffirms the remarkable level of patient care you provide—and publicly acknowledges St. Jude nurses as among the very best.

One of the most difficult accreditations to achieve, Magnet recognizes your relentless pursuit of clinical excellence, your innovation and leadership in creating evidence-based care, and your success at surpassing national standards and benchmarks. And you didn't do it alone. I'm truly proud of the unique approach you took in becoming a Magnet hospital. You brought your colleagues together from across the continuum and created an interprofessional team that was unstoppable. Your passion for collaboration and your commitment to improving quality indicators across the medical center was unmistakable to the Magnet appraisers.

And every day, you demonstrate over and over again why this coveted recognition is yours.

Magnet designation joins an impressive list of other national honors earned by St. Jude Medical Center, including recently being named an Advanced Comprehensive Stroke Center by The Joint Commission and American Heart/American Stroke Association—a designation awarded to only a handful of hospitals in the state. Our growing state and national recognitions now extend from orthopedics and maternity to rehabilitation and cancer services, and behind each accomplishment you'll find a group of highly talented nurses and staff members all working together.

It is truly a privilege to see your commitment and passion nationally recognized.



Laura Ramos
MSN, RN, NE-BC
Vice President of Patient
Care Services and Chief
Nursing Officer

You made 2015 a year of extraordinary accomplishment at St. Jude Medical Center—and I am honored to present your achievements in this annual report.

Your dedication to impacting and elevating St. Jude's nursing practice allowed you to create outstanding clinical outcomes, top-decile patient satisfaction, and a vibrant work environment. This year, nurse-led patient safety and quality initiatives continued to rise, as you brought new research and expertise to the bedside, often creating hospital-wide improvements.

While the complexity and acuity of our patients grew, you rose to that challenge by becoming lifelong learners. The number of St. Jude Medical Center nurses who have earned or are pursuing a BSN, MSN or professional certification in their specialty dramatically exceeds industry averages—surpassing even the standards required for Magnet-designated hospitals.

You ensured shared decision-making and governance continued to flourish at St. Jude: Finding a room filled with nurses sharing information, ideas or expertise, whether through nursing councils or interdisciplinary committees, has become commonplace.

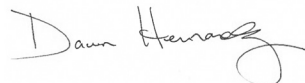
Florence Nightingale said, "For we who nurse, our nursing is something which, unless we are making progress every year, every month, every week, we are going back." The successes featured in this report are evidence of your impressive and continuous advancement of our care and service.

Thank you, your commitment to our profession is inspiring and makes me proud to be a St. Jude Medical Center nurse.

Congratulations—we did it! Standing on the shoulders of our current and former visionary nurse leaders, as well as dedicated nursing and interprofessional staff, we finally achieved this long-coveted validation—Magnet Recognition. It’s been a journey worth taking. As we implement our sustainment strategies and continue to aim for excellence, we will build upon our growth while innovating a unique and best-in-class health care continuum for our community and providers. Special thanks and congratulations to our Magnet Core Team and marvelous interprofessional Magnet Ambassadors, who maintained their passion, developed new tools, made pivotal decisions, and drove the enculturation of our “Center of Excellence” Professional Practice Model and the five components of the Magnet model. Together you impressed the appraisers during our first Magnet site visit, resulting in an astounding six Magnet exemplars. We are blessed to have been mentored by and work alongside so many brilliant, dedicated, and compassionate people, and look forward to a MAGNificent future serving together.



Tracey Larsen, MSN, RN, NE-BC
 Director of Professional Services and Magnet Program



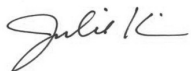
Dawn Hernandez-Price, MSN, RN, NE-BC, RNC-OB, C-EFM, PHN
 Director, Maternal Newborn Services



Joanne Bonnot, MSN, RN, NE-BC
 Director, Surgical Services



Troy Gideon, BSN, RN, MBA
 Director, Emergency Services and Programmatic Integration



Julie Kim, MSN, RN, CMSRN
 Director, 4SW, CCU



Lea Ament, MSN, RN, OCN
 Director, Oncology Services



Magnet Ambassadors received the St. Jude Applause Award for their extraordinary efforts to pave the way for Magnet recognition.



MAGNET: OUR JOURNEY TO EXCELLENCE

Research shows Magnet facilities:

Report higher patient satisfaction rates



Have staff who spend more time at patients' bedsides



Deliver better patient outcomes



Have shorter lengths of hospital stays



Have lower mortality rates



Consistently outperform non-Magnet organizations

A Special Thanks

Thank you to the 11 staff nurse Magnet escorts who carried out the enormous responsibility of making sure that the ANCC appraisers arrived at the correct location at the right time and for carrying out this honorary role with a smile.

Belal Awawda, RN, 4SW CCU

Candy Bass, RN, NICU

Ken Brown, RN, ED

Floralynn Deleon, RN, PACU

Pamela Jimenez, RN, 4NW-2 Ortho

Jason Lauterjung, RN, 4N SDU

Colleen Martinez, RN, Cath Lab

Susan Patschall, BSN, RN, Wound Care

Janet Servoss, RN, GI Lab

Michelle Silver, RN, Pre-Op

Ina Vyaniauskiene, RN, 5NW-1



The journey to Magnet designation begins with Transformational Leadership. A transformational culture is formed and evolves through trust, transparency, and strong relationships. Transformational leaders help foster an environment of professional growth so nurses can lead change from any position. Nursing leaders must transform their organization's values, beliefs and behaviors. A key component of Transformational Leadership is strategic planning. This requires vision, influence, clinical knowledge and strong expertise relating to professional nursing practice.



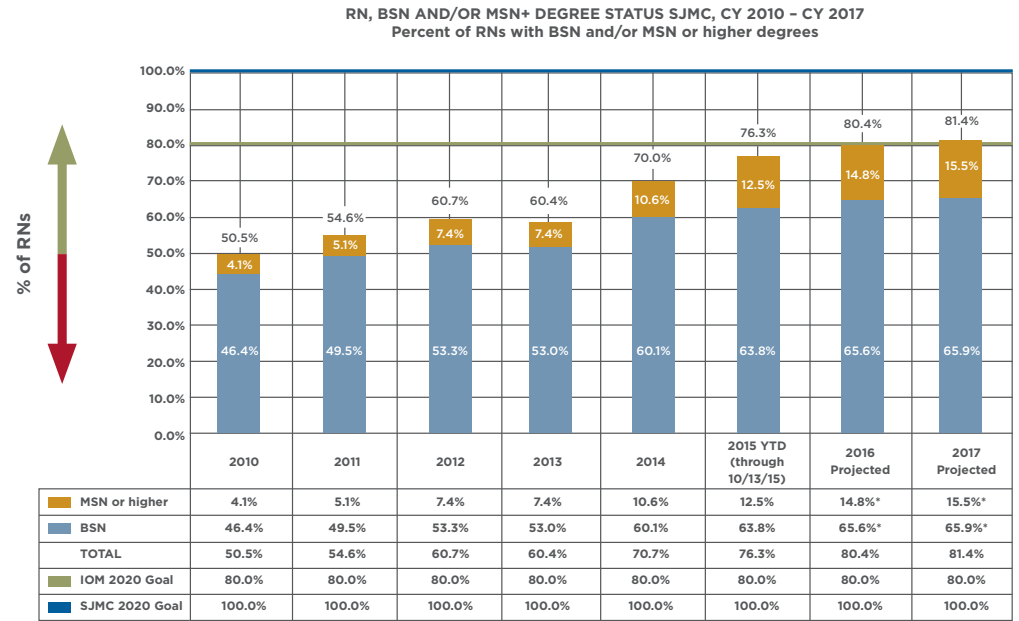
Nursing Strategic Priorities:

- Increase formation of leaders and staff
- Optimize Shared Governance Model
- Enhance employee engagement
- Engage employees in the organization's transformation and strategic direction
- Support structure for MEDITECH optimization and communication
- Align clinical quality, patient safety and patient experience efforts across all departments to significantly improve performance
- Improve service affordability
- Develop programs and services that improve integration, access and value
- Partner/collaborate with physicians to increase care team efficiency
- Connect members with programs/services appropriate for their health status
- Consistent infusion of evidence-based practices

TRANSFORMATIONAL LEADERSHIP

St. Jude Medical Center Demographics

- 320 licensed beds
- 2,280 employees
- 980 nurses
- 73 nurses were recipients of tuition reimbursement totaling \$332,821
- 15 nurses participated in the Emerging Leader Program, a total investment of \$24,954
- 12.5 percent of nurses hold a MSN degree
- 63.8 percent of nurses hold a BSN degree
- 15 Nurse Practitioners
- 10 new graduate RNs hired in 2015
- 2 nursing students entered the PeriOp 101 program
- 2 Joy Jones scholarship recipients
- 7 Sister Jane scholarship recipients



*Projected values are based on RNs currently enrolled in BSN or MSN+ programs: 2.1% and 3.0%, respectively.



SJMC welcomed 10 new grads in the 2015 cohort. Pictured (back row L-R): Kristie Romero, BSN, RN; Jessica Leach, BSN, RN; Helen Kwak, BSN, RN; Laurene Bandolin, BSN, RN; Laura Ramos, MSN, RN, NE-BC; Danielle Beck, BSN, RN; Grace Pena, BSN, RN; (Front row L-R): Louis Lemus, BSN, RN; Kacie Johnson, BSN, RN; Keiko Matthews, BSN, RN; (Not pictured): Yader Hernandez, BSN, RN.



Our Mission, Vision and Values

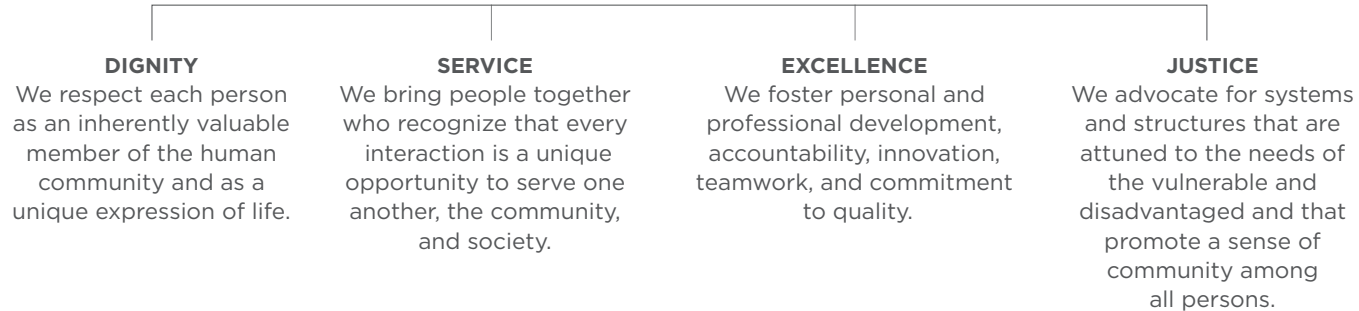
MISSION
WHY WE EXIST

To extend the healing ministry of Jesus in the tradition of the Sisters of St. Joseph of Orange by continually improving the health and quality of life of people in the communities we serve.

VISION
WHAT ARE WE STRIVING TO BECOME

We bring people together to provide compassionate care, promote health improvement and create healthy communities.

VALUES
WHAT WE BELIEVE IN



MISSION OUTCOMES
WHAT WE HOPE TO ACHIEVE

Sacred Encounters, Perfect Care, Healthy Communities

TRANSFORMATIONAL LEADERSHIP

ST. JUDE EARNS NATIONAL RECOGNITION AS AN ADVANCED COMPREHENSIVE STROKE CENTER

St. Jude Medical Center (SJMC) received certification from The Joint Commission (TJC) as an Advanced Comprehensive Stroke Center, a level of recognition reserved for an elite group of hospitals capable of treating the most complex stroke cases. SJMC is one of only 10 hospitals in the state to have earned this advanced designation. Fewer than 100 hospitals—less than one percent of the nation’s hospitals—offer this level of care.

TJC allows hospitals to apply for two advanced certifications in stroke care: “primary” or “comprehensive.” Comprehensive Stroke Centers offer the highest level of care, including a dedicated neurointensive unit, complex neurosurgical interventions, and advanced brain and blood-vessel imaging, as well as staff with the unique education and competencies to care for complex stroke patients.

“This designation reflects the extraordinary dedication and talent of our neurologists, neurosurgeons, interventional neuroradiologists, neurointensivists, physiatrists, specially trained nurses, and clinical and support staff—who offer expert care around-the-clock, for stroke from any cause, whether a blocked artery, ruptured aneurysm, or brain hemorrhage,” explains Laura Ramos, MSN, RN, NE-BC, VP, Patient Care Services and CNO.

St. Jude Medical Center’s Stroke Program includes the most advanced neurosurgical capabilities in the state, as well as a cutting-edge neurointervention lab. It also provides the combined expertise of nearly a dozen specialties, including Southern California’s largest group of board-certified neurocritical care experts and CARF accredited stroke recovery programs.



The hospital’s highly rated stroke program is part of the newly created St. Jude Medical Center Neurosciences Institute, which brings together widely respected services in spine, sleep disorders, brain injuries, pain medicine, brain and spinal tumors, neurorehabilitation and movement disorders.

A Special Thanks

A special thank you goes out to Karen Bartolone, BSN, RN; Tami Crosser, MSN, RN, CCRN; Paulette Fletcher, MSN, RN; Troy Gideon, BSN, RN, MBA; Diane Gleeson, MSN, ANP-BC, SCRNP, CNRN; Frances Horan, MSN, RN; Julie Kim, MSN, RN, CMSRN; Selin Mirzaeian, BSN, RN; Laura Ramos, MSN, RN, NE-BC; Claudia Severson, BSN, RN; and Dale Wong, BSN, RN, CRN, for your transformational leadership and successful strategic partnerships with ancillary clinicians for achieving Comprehensive Stroke Center designation.

2015 SJMC MILESTONES

SJMC Cardiac Surgery Ranks Among Nation's Best

Congratulations to CCU, SDU, 3N, Cath Lab and Surgical Services for consistently delivering exceptional specialty care. St. Jude Medical Center's cardiac surgery program received the top national ranking—three stars—from the Society of Thoracic Surgeons. The comprehensive rating system compares the quality of Coronary Artery Bypass Grafting (CABG) outcomes among hospitals across the country. This award is important to patients and their families because it recognizes the dedication to comprehensive, patient-centered heart care, physician and patient education, and excellent outcomes.

St. Jude Ranks at the Bottom of C-Section List (And That is a Good Thing)

In 2015, the Leapfrog Group, a nonprofit hospital safety watchdog group, released a report saying that only 39.1 percent of hospitals nationwide met the goal of a C-section rate of 23.9 percent or less. St. Jude far surpassed this goal and ended up at the bottom of the list with 13.5 percent. Cesarean births require major surgery, resulting in a longer recovery for mothers, as well as longer hospital stays and higher health care costs. The 23.9 percent goal comes from Healthy People 2020, a national initiative designed to make significant improvements to public health by the year 2020.

Congratulations to the Maternal/Newborn Services team.

Creating Healthy Communities

The American Nursing Credentialing Center lauded St. Jude for its strategic achievements in creating Healthy Communities and named these programs a Magnet exemplar of excellence. Barry Ross, RN, VP of Healthy Communities, works closely with staff, members of the community and volunteers to provide significant programs and initiatives to improve the health of the community, such as the Community Care Navigator Program to meet day-to-day needs of homeless patients. In addition, Barry implemented a partnership with the Orange County Department of Education to ensure physical education happens in elementary schools through Fit Kid Centers. Barry serves as chairman of the Alliance for a Healthy Orange County promoting the Move More, Eat Healthy initiative, a program focused on improving nutrition, enhancing physical activity and supporting healthy lifestyle policies in low-income neighborhoods.

Achieving Clinical Excellence

The Clinical Excellence department and Shared Governance Councils have been instrumental in leading St. Jude's achievement of exceptional performance, meeting national quality benchmarks related to sepsis mortality O/E ratio, readmission rates and patient experience. This accomplishment is a result of promoting interprofessional collaborative relationships among all front line staff, which has led to shared decision-making and improved impact on patient outcomes. In addition, these teams contributed to leading technology upgrades in 2015, such as the MEDITECH upgrade, a regional endeavor to standardize medical records across all ministries, as well as the future patient-centric texting and communication platform which will not only save time for clinicians, but will have a dramatic impact on improving patient outcomes.

TRANSFORMATIONAL LEADERSHIP

Da Vinci Robotics Program

Surgical Services leadership supported growth of the robotic general surgery program with capital and staffing changes. Thank you to Lynda Gagnon, MSN, RN, CRNFA, and the surgical clinicians for rapidly learning new technology and for keeping up with the ever-changing advancements in robotics.

Preventing Wrong Site Surgery Project

The Outpatient Testing Center nursing team developed and implemented a pre-operative patient safety measure to prevent wrong site surgery. The project, titled “Verification and Reconciliation of Essential Patient Information Prior to Patient Arrival at Hospital”, improved the pre-screening intervention to occur at least five days before surgery to early identify any triggers needing timely intervention.

Additional Milestones

- The 5 NWT Med-Surg and 2 North Rehab nursing teams exceeded the national benchmarks on the RN satisfaction scores in all four of the following categories:
 - Adequacy of Resources and Staffing
 - Professional Development
 - Autonomy
 - Leadership Access and Responsiveness
- The Cardiac Rehabilitation team successfully launched the intensive Ornish program for reversing heart disease, improving the lives of our cardiac patients by raising an awareness of the powerful effects of diet and lifestyle choices.



2015 Nurse Leaders: Transitions and Successions

- Dawn Hernandez-Price, MSN, RN, NE-BC, C-EFM, PHN, joined our St. Jude family as the new Maternal Newborn Services Director
- Tracey Larsen, MSN, RN, NE-BC, transitioned from Director of Medical Surgical Services to Director of Professional Services and the Magnet Program
- Julie Kim, MSN, RN, CMSRN, transitioned from Director of Cardio/Neuro/ED to Director of Nursing Services
- Troy Gideon, BSN, RN, MBA, was promoted from Emergency Department manager to Director of Program Integration and Emergency Services
- Lea Ament, MSN, RN, OCN, transitioned over the inpatient Oncology Department in addition to her role as Executive Director of the Cancer Center
- Sandy Martinez, BSN, RN, was promoted to Emergency Department manager
- Mary Lou Anthony, MSN, PHN, RNC-OB, transitioned to Educator Maternal Newborn Services
- Cindy Saunders, MSN, RN, RNC-NIC, was promoted to Supervisor of Perinatal Programs and Community Education

Structural Empowerment is the component that addresses how structures and processes in the workplace support and encourage a strong professional practice, as well as innovative efforts to improve outcomes and address organizational priorities. This Magnet component addresses the need to foster relationships and partnerships across the health care continuum and to promote a positive image of nursing.

NURSING CLINICAL ADVANCEMENT PROGRAM

SJMC believes the clinical nurse plays an integral role in patient outcomes and understands clinical nursing expertise is fundamental to quality of care. The St. Jude nurse is committed to a culture of caring, collaboration and clinical practice with a focus on patient and family-centered care. The Clinical Advancement program is one platform for nurses to contribute to the achievement of quality patient outcomes and the mission outcomes: Perfect Care, Sacred Encounters and Healthy Communities.



This program supports the advancement of clinical nurses through four levels of nursing development based on criteria related to clinical experience, stage of professional practice, knowledge, skills, interpersonal relationships, commitment to patient satisfaction and leadership qualities. Patricia Benner’s nursing theory “Novice to Expert” serves as the framework for this vital program. The program invites and supports nurses to directly impact patient outcomes, raise the standard of patient care practice, support professional development, and provide recognition and rewards associated with his/her level of clinical expertise.

2015 CLINICAL NURSE III RECIPIENTS

SURGICAL SERVICES

- Mary Ann Begich
- Jourdan Dunaway
- Joy Lanfranchi
- McRomeo Libid
- Stella Mondragon
- Janet Servoss
- Jennifer Venator

- Crystal Shade
- Sindy To
- Kelly Yesia

MATERNAL NEWBORN SERVICES

- Candy Bass
- Cindy Hardeman
- Gale Price

MED/SURG SERVICES

- Sandra Becerra
- Tara Buckingham
- Claudia Flores
- Irene Garcia
- April Lowe

ONCOLOGY

- Stephanie Larson

PROFESSIONAL SERVICES

- Grace Poon
- May Vinitnantharat

2015 CLINICAL NURSE IV RECIPIENTS

CARDIO/NEURO/ED

- Suma Suresh

MATERNAL NEWBORN SERVICES

- Mary Eckels

STRUCTURAL EMPOWERMENT

THE DAISY AWARD**What is DAISY?**

The St. Jude Medical Center mission, vision and values serve as the guiding principles for how care is delivered, and provide the foundation that supports the mission outcomes of Healthy Communities, Perfect Care and Sacred Encounters. A key role of the clinical nurse in promoting and addressing the SJMC strategic priorities is to foster an environment of excellent nursing practice and provide a patient and family experience of compassion and quality care. To acknowledge and recognize SJMC professional nurses for their contributions in supporting strategic priorities, the DAISY Award Program has been adopted to celebrate exceptional nurses for their commitment to serving as a model in the delivery of consistent, excellent patient and family care.

**2015 DAISY AWARD RECIPIENTS****Lawrence Chang, BSN, RN, Oncology (4NW1)**

Lawrence goes above and beyond expectations to thoroughly research his patients' conditions and collaborate closely with the oncologist to ensure excellent care. Whether on the floor with his colleagues, at the bedside with his patients, or a leader on the Care Delivery Council, his passion for nursing is evident in both big and small endeavors.

So passionate, in fact, he was the first nurse to pass his chemotherapy exam in 35 minutes, well under the average time. Lawrence is friendly, compassionate and an eternal optimist, which allows patients and their families to feel hope in somewhat difficult times. In his free time, Lawrence enjoys spending time with his two children, and helping with support groups and church activities.

**David Wingo, RN, Acute Rehab (2N)**

David is a valued member of the 2N rehabilitation department who is known for his professionalism, knowledge and empathy towards his patients. "David is a great teacher. He not only shares a story or gives facts, but also inspires his patients to have hope.

They believe they can achieve success because he does," Dale Wong, BSN, RN, CCRN, Manager, Acute Rehab, said.

David suffered an accident that led to him having limited mobility and in need of rehabilitation himself. This humbling experience allowed David to see the rehab process through the lens of his patients' eyes and has helped him provide service that truly goes above and beyond. One patient, a partial quadriplegic, wrote, "He knows when I'm having a hard time. When I'm at my lowest, he'll just hold my hand and tell me to hang in there. Focus on what you can do, not on what you can't."



Gianna Laiola, MSN, RN, OCN, Cancer Center

“Gianna is always willing to hear what we have to say, never discounting our words or feelings. She has educated us through support groups and we share with her what we learn from outside resources, Gianna makes this journey not so scary. For that, we love her.”

Comments such as these come as no surprise to those who know Gianna Laiola, MSN, RN, OCN. She is not only well-respected by physicians and colleagues alike, but also adored by her patients and their families. Gianna began her journey at St. Jude as a nursing student who was then hired into the residency program in 2004 where she worked in Oncology. Currently, she now serves as one of St. Jude’s Nurse Navigators and was recently promoted to the role of lead navigator.

JOY JONES SCHOLARSHIP

Established in 2008, the Joy Jones Nursing Scholarship fund supports the advanced education, specialization and continuing excellence of St. Jude Medical Center nurses. A long-time resident of Fullerton and former nurse herself, Joy Jones has served as a volunteer at the Cancer Resource Library since 1997. The scholarship fund was made possible by a gift from Joy’s husband, Ted, a past chair of the St. Jude Medical Center Board of Trustees, and commemorates Joy’s love and passion for the nursing profession.

Congratulations to the 2015 Joy Jones scholarship recipients:

Rosa Castillo, BSN, RN

Josie Cruz, BSN, RN



Pictured (L-R): Josie Cruz, BSN, RN, Joy Jones and Rosa Castillo, BSN, RN

STRUCTURAL EMPOWERMENT

COMMUNITY OUTREACH

St. Jude inspires nurses to participate in community health outreach. Improving the health of the community is not only part of St. Jude's mission, but an opportunity for staff to pay it forward. Below are some examples:

Access OC

In March 2015, over 80 St. Jude nurses, physicians and staff partnered with Access OC to volunteer their time and expertise to nearly 30 underserved and underinsured patients, providing free surgeries and colonoscopies to patients who could not afford them otherwise.



A Special Thanks

A special thank you goes out to staff, physicians and leaders for your partnership and ongoing support of this community outreach program.

Adopt-a-Family

A tight-knit, compassionate team of 4N SDU nurses supported a family in need through the Adopt-a-Family program, generously donating over a \$1,000 to help make their Christmas wishes come true.



Relay for Life

Throughout the year, the Oncology program facilitated three American Cancer Society Relay for Life events in La Mirada, Fullerton, and Placentia. Lea Ament, MSN, RN, OCN, Oncology Services Director, served on La Mirada's committee along with Sue Lepich, BSN, RN, Oncology Nurse Navigator, who led the La Mirada team.

Magic of Support

The Oncology Care Delivery Council hosted a very successful Magic of Support program in December 2015 during which over 70 patients and their loved ones participated in the holiday celebration enjoying music, pictures with Santa, games and raffles.

Oncology Retreat

The Oncology Nurse Navigators, social workers, and dietitian hosted a retreat for patients and their loved ones who have advanced cancers in May 2015. The theme was Building a Vision of Your Future, and the day consisted of presentations about coping skills, having difficult conversations, respite care, and discussing goals for their future.



Love Fullerton

St. Jude employees from various departments showed their support for Fullerton by participating in the annual community-wide volunteer "Love Fullerton" event May 9. They gave up a Saturday to spend time cleaning windows and playground equipment, raking leaves, and washing sidewalks, among other projects, at Acacia Elementary School in Fullerton.



Pictured above: Melinda Crandall; Sandra Becerra, BSN, RN; Julie Kim, MSN, RN, CMSRN; Rosa Castillo, BSN, RN; Michelle Renfro, BSN, RN; Selin Mirzaeian, BSN, RN; Jessica Frampton, BSN, RN; Kitti Doherty, RN.

Second Harvest Food Bank

Nurse leaders and staff volunteered at Second Harvest Food Bank in Orange County, an organization dedicated to alleviating hunger and developing programs to increase awareness of the hunger problem in the community.

STRUCTURAL EMPOWERMENT

SPECIALTY CERTIFICATIONS

Professional nursing certification validates knowledge, critical thinking and experience within a specialty area that translates into improved patient care outcomes, and demonstrates a commitment to lifelong learning and continued professional development.

In 2015, there were 230 specialty-certified nurses across the ministry. Congratulations to 4SW CCU on having the most specialty certifications in one department: 21 nurses with one specialty certification and 11 nurses with two or more specialty certifications. On behalf of St. Jude Nursing Leadership, we would like to recognize and applaud your commitment to deepening your level of knowledge as evidenced by your certification and demonstration of your expertise, professionalism and leadership.

2015 SPECIALTY CERTIFICATION RECIPIENTS

NAME	TITLE	DEPARTMENT
Ana Adames	RN, Clin II	2 North
Tammy Adamson	RN, Clin II	Wound Care Center
Caesar Advincula	RN, Clin II	Emergency Dept
Shirley Alquiza	RN, Clin II	3SW Labor & Delivery
Gayle Anderson	RN, Clin II	3N Cardiac Telemetry
Lisa Antenucci	RN, Clin II	Orthopedics 4NW-2
Mary Lou Anthony	RN, Nurse Educator	3SW Labor & Delivery
Jeanette Auzenne-Gonzalez	RN, Clin II	General Surgery
Anne Ayers	RN, Clin II	General Surgery
Michelle Bacolod	RN, Clin II	4N CCU/SDU
Chemayne Bains-Evans	RN, Clin II	General Surgery
Cecilia Balais	RN, Clin II	4SW CCU
Ali Baniomar	RN, Clin II	4SW CCU
Raquel Baquir	RN, Clin II	2 North Rehab
Karen Barnes	RN, Clin II	4SW CCU
Marilou Bartolata	RN, Clin II	Med Oncology 4NW-1
Karen Bartolone	RN, Nurse Manager	4SW CCU and 4N CCU/SDU
Candy Bass	RN, Clin III	NICU
Jennifer Bauer Smith	RN, Clin II	Orthopedics 4NW-2
Sandra Becerra	RN, Clin III	Gen Med 5NW-2
Mary Ann Begich	RN, Clin III	PACU

2015 SPECIALTY CERTIFICATION RECIPIENTS

NAME	TITLE	DEPARTMENT
Kirti Bhagat	RN, Clinical Coordinator	2 North Rehab
Kuldeep Bhullar	RN, Clin II	4SW CCU
Maria Lea Bondoc	RN, Clin II	Orthopedics 4NW-2
Jennifer Bordewich	RN, Clinical Coordinator	Gen Med 5NW-2
Maria Borillo	RN, Clin II	Hemodialysis
Kate Boulder	RN, Clin II	OPSC
Kathleen Boyadjian	RN, Clinical Coordinator	OPSC
Emily Breneman	RN, Clin II	Emergency Dept
Rosanna Brengman	RN, Clinical Coordinator	General Surgery
Kenneth Brown	RN, Clin II	Emergency Dept
Kathleen Bryant	RN, Clin III	Emergency Dept
Emily Bueno	RN, Clin II	Cardiac Cath Lab
Marilyn Cabel	RN, Clin II	4SW CCU
Marysol Cacciata	RN, Research Coordinator	Education
Patricia Campbell	RN, Staff Dev. Program Coordinator	Education
Kathos Campos	RN, Clin II	OPSC
Ruth Carlstedt	RN, Clinical Coordinator	Emergency Dept
Rosa Castillo Aguilar	RN, Clinical Coordinator	Surgical Neuro 5NW-1
Nicole Cha	RN, Clin II	Emergency Dept
Jean Chan	RN, Clin II	4SW CCU
Grace Chang	RN, Clin III	Hemodialysis
Donna Chaves	RN, Clin II	5SW Mother Baby
Nancy Christiansen	RN, Clinical Nurse Specialist (CNS)	Cardio/Neuro/ED
Jessica Cline	RN, Clin II	General Surgery
Zenaida Co	RN, Clin II	4SW CCU
Cynthia Cole	RN, Clinical Coordinator	3SW Labor & Delivery
Imelda Comia	RN, Clin II	2 North Rehab
Lenora Cooke	RN, Clinical Coordinator	General Surgery
Gildomino Corpin	RN, Clin II	4N CCU/SDU
Jane Corpin	RN, Clin II	Orthopedics 4NW-2
Helen Corpuz	RN, Clin II	PACU

STRUCTURAL EMPOWERMENT

2015 SPECIALTY CERTIFICATION RECIPIENTS

NAME	TITLE	DEPARTMENT
Mary Angelie Corpuz	RN, Clin II	4SW CCU
Shirlene Cosico Moore	RN, Clinical Coordinator	Med Oncology 4NW-1
Kathleen Costa	RN, Clin II	Med Oncology 4NW-1
Tamera Crosser	RN, Nurse Manager	3N and Cardiac Rehab
Linda Crosson	RN, Clinical Coordinator	General Surgery
Josefina Cruz	RN, Clin II	4SW CCU
Alice Daugherty	RN, Nurse Navigator	Oncology Services
Maria Therese De Guzman	RN, Clinical Coordinator	3N Cardiac Telemetry
Lillie De Jesus	RN, Clin II	PACU
Raquel de Leon	RN, Clin II	PACU
Linda De Long	RN, Clin II	2 North
Deirdre Degenaar	RN, Clin II	3SW Labor & Delivery
Jourdan Dunaway	RN, Clin III	General Surgery
Deborah Dymond	RN, Nurse Manager	PACU and Pre-Op
Mary Eckels	RN, Clin IV	3SW NICU
Mary Edakutathil George	RN, Clinical Coordinator	4SW CCU
Marci Emilio	RN, Clin II	4SW CCU
Joan Ensley-Heller	RN, Clin II	Imaging
Jennifer Esparza	RN, Nurse Practitioner	Palliative Care
Michelle Evert	RN, Clin II	Endoscopy
Angelika Fein	RN, Clinical Coordinator	Emergency Dept
Patricia Figueroa	RN, Surgery Info Auditor	General Surgery
Paulette Fletcher	RN, Regulatory Compliance Manager	Clinical Excellence
Maria Lourdes Flores	RN, Clin II	Gen Med 5NW-2
Shirley Fraser	RN, Clin II	4SW CCU
Jeri Frey	RN, Clin II	General Surgery
Lynda Gagnon	RN, Clinical Coordinator	General Surgery
Lolli Girard	RN, Clinical Coordinator	3SW Labor & Delivery
Sandra Givens	RN, Clin II	OPSC
Diane Gleeson	RN, Nurse Practitioner	Stroke Program Coordinator
Melanie Golda	RN, Clinical Coordinator	Emergency Dept

STRUCTURAL EMPOWERMENT

2015 SPECIALTY CERTIFICATION RECIPIENTS

NAME	TITLE	DEPARTMENT
Sally Goodman	RN, Clinical Coordinator	General Surgery
Bernadette Gorospe	RN, Admin Resource Nurse	Clinical Svs Admin
Josianne Goueth	RN, Clin II	Med Oncology 4NW-1
Susan Grady	RN, Clin II	2 North
Susan Greer	RN, Perinatal Educator	Women's Health Educ
Sherry Grindell	RN, Clin II	General Surgery
Lisa Guenther	RN, Clinical Coordinator	Surg Neuro 5NW-1
Cindy Hardeman	RN, Clin III	NICU
Maureen Haston	RN, Nurse Practitioner	Oncology Services
Jingbo He	RN, Clin II	4SW CCU
Elaine Hecker	RN, Clin II	OPSC
Dawn Hernandez-Price	RN, Nursing Director	Maternal/Newborn Services
Rosemary Herrera	RN, Clinical Coordinator	3N Cardiac Telemetry
Lisa Higginbotham	RN, Clin II	3SW Labor & Delivery
Vicky Ho	RN, Clin II	5SW Mother Baby
Deborah Hoffman	RN, Clinical Coordinator	5SW Mother Baby
Ju Hyun Hong	RN, Clin II	4SW CCU
Geraldine Hultner	RN, Clin II	3SW Labor & Delivery
Cindy Hwang	RN, Clin II	Endoscopy
Elizabeth Hwang	RN, Clin II	Preop
Lacey Janssen	RN, Clin II	3SW Labor & Delivery
Christien Jeyasingh	RN, Clin III	4SW CCU
July Joseph	RN, Clin II	Gen Med 5NW-2
Patricia Jurado	RN, Clinical Coordinator	2 North Rehab
Margaret Jusay	RN, Clin II	OPSC
Sari Juwono	RN, Clin II	4N CCU/SDU
Rayhena Karim	RN, Clin II	2 North Rehab
Rajwinder Kaur	RN, Clinical Coordinator	Orthopedics 4NW-2
Laurie Kay	RN, Clinical Coordinator	5SW Mother Baby
Cindy Kelbert	RN, Clinical Coordinator	4SW CCU
Larissa Kendall	RN, Clin II	Orthopedics 4NW-2

STRUCTURAL EMPOWERMENT

2015 SPECIALTY CERTIFICATION RECIPIENTS

NAME	TITLE	DEPARTMENT
Julie Kim	RN, Director Nursing	4SW CCU
Margaret Kim	RN, Clinical Coordinator	Gen Med 5NW-2
Gianna Laiola	RN, Supv Clinical Programs	Oncology Services
Maria Lalunio	RN, Clin Coord	General Surgery
Maria Luisa Lalunio	RN, Clinical Coordinator	General Surgery
Wayne Lam	RN, Clin II	Surgical Neuro 5NW-1
Joy Lanfranchi	RN, Clin III	General Surgery
Zlatka Lantz	RN, Clin II	OPSC
Kristine Lao	RN, Clin II	PACU
Tracey Larsen	RN, Director Nursing	Professional Services and Magnet
Anita Lawrence	RN, Nursing Manager	OPSC
Jennifer Lawson	RN, Clin II	Emergency Dept
Chris Leara	RN, Clin II	General Surgery
Jung Im Lee	RN, Clin II	Cardiac & Stroke
Sung Lee	RN, Clin II	Endoscopy
Connie Lee-English	RN, Clin II	OPSC
Jane LeRoux	RN, Clin II	3SW Labor & Delivery
Caroline Lesser	RN, Clin II	Endoscopy
Shannon Lindop	RN, Oncology Nurse Navigator	Oncology Services
Edeanne Link	RN, Clin II	General Surgery
Dorothy Lippman Salovesh	RN, Nurse Practitioner	Palliative Care
Jackqueline Lo	RN, Clin II	Orthopedics 4NW-2
Gloria Lopez	RN, Clin II	2 North Rehab
Marlene Lopez	RN, Clin II	2 North
Elizabeth Love	RN, Clin II	5SW Mother Baby
Joahna Lu	RN, Clin II	2 North
Lori Madrigal	RN, Clin II	Emergency Dept
Cristina Magalong	RN, Clinical Coordinator	Orthopedics 4NW-2
Tim Marshall	RN, Clin II	Emergency Dept
Sandy Martinez	RN, Nurse Manager	Emergency Dept
Christine Master	RN, Clin II	OPSC

2015 SPECIALTY CERTIFICATION RECIPIENTS

NAME	TITLE	DEPARTMENT
Danielle McConnell	RN, Clin II	General Surgery
Amanda McCoy	RN, Clin II	General Surgery
Coleen McNally-Astorga	RN, Clinical Coordinator	3SW NICU
Marie McRath	RN, Clinical Coordinator	5SW Mother Baby
Susan Meister	RN, Clin II	5SW Mother Baby
Becky Mifflin	RN, Clin II	PICC/VAD
Rebecca Miller	RN, Clinical Coordinator	OPSC
Yodeline Milliken	RN, Clinical Coordinator	2 North Rehab
Selin Mirzaeian	RN, Nurse Manager	Gen Med 5NW-2
Sil Mishreki	RN, Clin II	General Surgery
Stella Mondragon	RN, Clin III	General Surgery
Susan Morales	RN, Clin III	4N CCU/SDU
Mark Moranville	RN, Clin II	Emergency Dept
Diane Morgan	RN, Clinical Coordinator	OPSC
Richard Muller	RN, Clin II	Emergency Dept
Sandra Murray	RN, Clin II	3SW Labor & Delivery
Carol Murtaza	RN, Clin III	4N CCU/SDU
Kimberly Niklas	RN, Clin II	General Surgery
Tamara Nunley	RN, Clinical Coordinator	Med Oncology 4NW-1
Sylvia Ochoa	RN, Clinical Coordinator	Emergency Dept
Rosemary Olivier	RN, Clinical Coordinator	4SW CCU
Yvonne Omer	RN, Clin II	Med Oncology 4NW-1
Melanie Palacios	RN, Clin II	PACU
Carol Panepinto	RN, Clin II	OPSC
Michelle Penaflo	RN, Clin II	5SW Mother Baby
Deanne Perez	RN, Clinical Coordinator	GenMed 5NW-2
Betty Petty	RN, Nurse Manager	General Surgery
Carol Pinheiro	RN, Clinical Coordinator	3SW Labor & Delivery
Wendy Plahy	RN, Clin II	Cardiac Cath Lab
Grace Poon	RN, Clin III	Hemodialysis
Gale Price	RN, Clin III	NICU

STRUCTURAL EMPOWERMENT

2015 SPECIALTY CERTIFICATION RECIPIENTS

NAME	TITLE	DEPARTMENT
Kathleen Ramage	RN, Clin II	3SW Labor & Delivery
Laura Ramos	CNO, VP of Patient Care Services	Administration
Trevor Ray	RN, Clin II	4N CCU/SDU
Mark Recio	RN, Clin II	Surgical Neuro 5NW-1
Sheila Regudo	RN, Clin II	2 North Rehab
Melissa Reilly	RN, Clin II	4SW CCU
Jennifer Reynolds	RN, Clin II	Wound Care Center
Patsy Rodriguez	RN, Clin II	OPSC
Rachel Rodriguez	RN, Clin II	Surgical Neuro 5NW-1
Heidi Romero	RN, Clin II	4SW CCU
Shirley Romero	RN, Clin III	4SW CCU
Lerrena Rosales	RN, Clin II	Med Oncology 4NW-1
Susan Runyan	RN, Clinical Coordinator	Orthopedics 4NW-2
Shamaine Santos	RN, Clin II	4SW CCU
Cindy Saunders	RN, Nurse Supervisor	Perinatal Program and Community Education
Linda Schultz	RN, Clin II	Inpt Wound Care
Pimara Serrano	RN, Clin III	4SW CCU
Crystal Shade	RN, Clin III	4SW CCU
Hildegarde Shaw	RN, Clin II	PACU
Phyllis Sheldon	RN, Clinical Coordinator	4N CCU/SDU
Michele Silver	RN, Clin II	Preop
Claudia Skinner	RN, Director	Clinical Excellence
Annalissa Solano	RN, Clin II	2 North
Denise Souders	RN, Clin II	Emergency Dept
Laura Squires	RN, Clin II	3N Cardiac Telemetry
Alexander Stewart	RN, Clin II	4SW CCU
Suma Suresh	RN, Clin IV	4SW CCU
Mohammad Tarkhan	RN, Clin II	4SW CCU
Bessie J. Taylor	RN, Clin II	4SW CCU
Tsigereda Tesfaye	RN, Clin II	Med Oncology 4NW-1
Jean Theel	RN, Clinical Coordinator	Endoscopy

STRUCTURAL EMPOWERMENT

2015 SPECIALTY CERTIFICATION RECIPIENTS

NAME	TITLE	DEPARTMENT
Michelle Tibbs	RN, Clin II	3SW Labor & Delivery
Marilyn Timbs	RN, Clinical Coordinator	4SW CCU
Mary Ann Tiongco	RN, Clin II	General Surgery
Deborah Trent	RN, Clin II	Med Oncology 4NW-1
Alissa Ulanday	RN, Nurse Practitioner	Palliative Care
Jonathan Umadhay	RN, Clin II	Emergency Dept
Briseida Velazquez	RN, Clinical Coordinator	Gen Med 5NW-2
Jennifer Venator	RN, Clin III	General Surgery
Teresa Villena	RN, Clin II	OPSC
Loraine Villnueva	RN, Clin II	2 North
May Vinitnantharat	RN, Clin III	Hemodialysis
Ina Vysniauskiene	RN, Clin II	Gen Med 5NW-2
Loretta Wetzel	RN, Clin II	OPSC
Michelle Wheaton	RN, Clinical Coordinator	3SW Labor & Delivery
Lisa Williamson	RN, Clin II	3SW Labor & Delivery
Chi Wong	RN, Clin II	General Surgery
Dale Wong	RN, Nurse Manager	2 North Rehab
Saisunee Wongtareo	RN, Clin II	4SW CCU
Suyen Wu	RN, Clin II	3SW Labor & Delivery
Janet Yi	RN, Nurse Practitioner	4N CCU/SDU
Joanne Yi	RN, Clin II	Med Oncology 4NW-1
Terry Zeilinger	RN, Clinical Coordinator	NICU
Ying Zhang	RN, Clin II	4SW CCU

Names listed are those on file with Human Resources and/or Education for calendar year 2015.

EXEMPLARY PROFESSIONAL PRACTICE

The goal of this Magnet component is more than the establishment of a strong professional practice. Rather, it is the focus of what professional practice can achieve. The Professional Practice Model (PPM) defines and promotes nurse autonomy and accountability for nursing practices. Nurses are committed to demonstrating exemplary professional practice with patients, families, communities and the interdisciplinary team.

A Special Thanks

Thank you for presenting our PPM to the ANCC appraisers. You knocked it out of the park and received a standing ovation from the ANCC appraisers.

Zeny Co, MSN, RN
Mary Eckels, MSN, RN
Radhika Hattiangadi, OT
Susan Patschall, BSN, RN
Crystal Shade, BSN, RN

In 2011, the word “nursing” was removed from the PPM to reflect the foundational interprofessional culture at SJMC. The circles represent the layers of the PPM.

Imagine yourself standing in the center of the cross, which represents our heritage.

Who: We serve our patients, family, community and the care team.

Why: We are rooted in four core values: Dignity, Excellence, Service and Justice.

What: We aim for excellence through collaboration, communication and life-long learning to ensure the best outcomes while nurturing a healthy healing culture.

How: We have evidence-based organizational structures in place that support our practices: Shared Governance, Patient and Family-Centered Care Delivery System, Clinical Development and Leadership Development.

PROFESSIONAL PRACTICE MODEL

SJMC PROFESSIONAL PRACTICE MODEL CENTER OF EXCELLENCE

Accountability, Communication & Teamwork

Shared Governance Examples:

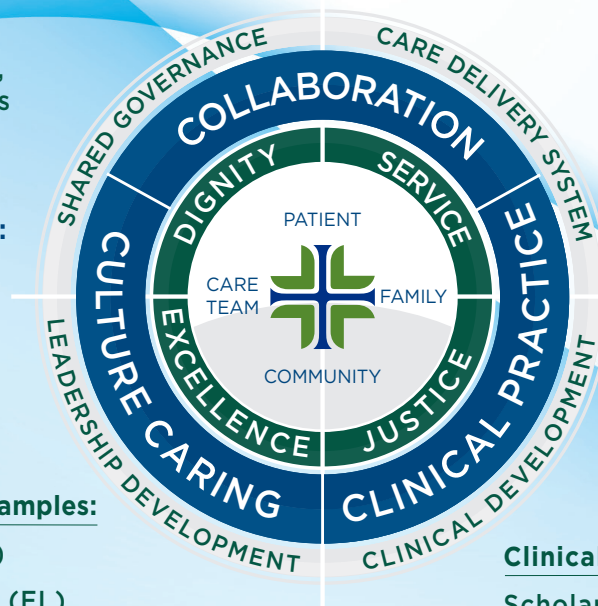
- Care Delivery Collaborative Council
- Care Delivery Councils
- Informatics, Nurse Practice, Quality & Research Councils
- Employee Focus Groups

Culture of Caring Supports:

- Ethics Committee
- Schwartz Rounds
- Spiritual Care Department
- Pet Therapy

Leadership Development Examples:

- Facilitative Leadership (FL)
- Emerging Leaders Program (EL)
- Leadership Excellence Institute (LEI)
- Mission & Mentoring (M&M)
- Succession Planning



Care Delivery Examples:

- Patient & Family Centered Experience (PFCE)
- Patient Satisfaction
- Interpreter Services
- “This is My Hospital”

Clinical Practice Examples:

- Sim Lab
- Medical Library Resources
- Research Program

Clinical Development Programs:

- Scholarships & Tuition Reimbursement
- Clinical Advancement Program
- Preceptor / Mentor Programs

EXEMPLARY PROFESSIONAL PRACTICE

2015 SHARED GOVERNANCE COUNCIL ACCOMPLISHMENTS

COUNCILS	CY 2015 ACCOMPLISHMENTS
CDCC	<ul style="list-style-type: none"> • Involved Patient Family Advisory members in Shared Governance (SG) Day • Elected new CDCC Chair • Revised bylaws • Designed and implemented standard work templates, standardized meeting agendas and SG report-out tools • Integrated Clinical Excellence into SG Day, creating a broader awareness of clinical data and value-based purchasing • Developed a glossary of SG terminology • Implemented Box files storage site for SG documents • Provided input and decision-making on the patient belongings box • Drafted the Infection Prevention brochure • Initiated new agenda item: Sharing of Best CDC Practices • Created an SBAR and visual management on P-Tube use
Nurse Practice Council	<ul style="list-style-type: none"> • Initiated member participation in the new Peer Review Committee • Developed CAUTI Bundle on Foley and peri-care • Re-introduced “My Story” video into new hire orientation • Developed/implemented “My Story” intervention in MEDITECH • Revised restraint policy based on NPC feedback • Planned Nurses Week activities • Revised NGT Placement/Management protocol utilizing EBP • Initiated Wound Vac program structure

2015 SHARED GOVERNANCE COUNCIL ACCOMPLISHMENTS

COUNCILS	CY 2015 ACCOMPLISHMENTS
Clinical Advancement Council	<ul style="list-style-type: none"> • Developed Clinical Advancement Council Box files depository site • Revised Clinical Advancement Program Guide (CNIII/IV) • Initiated Professional Portfolio Development Workshop • Revised goal development process to include literature review, EBP, and linkage to Magnet • Developed and implemented service line goal-setting sessions • Created a comprehensive Goal Grid • Collaborated with Clinical Excellence for Clin III/IV project data collection • Promoted 32 CNIIIs and 2 CNIVs
Informatics	<ul style="list-style-type: none"> • Served as MEDITECH super users for the MEDITECH upgrade project • Initiated the Hand Hygiene (HH) project resulting in increased HH compliance and reduced HAIs • Facilitated decision-making on Synchrony Smart Phone project providing front-line staff input on workflows and assisted with time studies • Introduced the discharge process into Simulation Lab, with focus on home Med Rec • Supported Infection Prevention with input on Foley Cath Documentation to improve nursing workflow • Collaborated on the SJH MEDITECH Care Plan Re-Design Collaborative
Research	<ul style="list-style-type: none"> • Provided evidence-based recommendations for central line dressing changes hospital wide • Hosted the SJMC 2nd Annual Research Fair featuring various evidence-based projects, poster presentations, showcasing and promoting clinical trials, educational activities and The Potato Chip Experiment survey to promote understanding of the research process • Developed the Research Council website in Staffhub • Reviewed and approved seven nursing and interprofessional research studies • Provided staff support and direction with research studies

EXEMPLARY PROFESSIONAL PRACTICE

2015 SHARED GOVERNANCE COUNCIL ACCOMPLISHMENTS

COUNCILS	CY 2015 ACCOMPLISHMENTS
Education	<ul style="list-style-type: none"> • Updated charter separating Research and Education councils • Designed new Education Corner and Education Calendar on Healthstream • Collaborated on the SSI PI project and guided decision-making on SSI regarding Aseptic vs. Sterile • Collaborated on communication plan for Annual Compliance and Corporate Compliance modules • Analyzed house-wide education completion reports and submitted recommendation for improvement • Analyzed annual Needs Assessment and decided topics to include in current and future education plans • Implemented new meeting expectations, i.e., minutes to be emailed within one week after meeting
Quality	<ul style="list-style-type: none"> • Incorporated CDC projects into each department PI project listing with outcomes • CDC chairs began reporting out on their department projects
Nurse Peer Review	<ul style="list-style-type: none"> • Incorporated the Just Culture framework into the peer review process • Invited the staff involved in the case review to discuss possible system PI corrections • Reported the Peer Review activities up to PSPI and Governing Body of the board



2015 SYMPOSIUMS

Symposiums serve as a comprehensive, relevant, and dedicated forum for clinicians to learn and be inspired by thought-provoking presentations on today's relevant health care topics. We're proud that our St. Jude speakers and topics are second-to-none.

- Annual Stroke Symposium was well attended by many of St. Jude's finest.
- First Palliative Care Symposium: Our palliative care nurse practitioners co-hosted the sold-out Palliative Care Symposium in October attended by 50 of our St. Jude Medical Center staff and guests.
- 2nd Annual Diabetes Symposium was held in November 2015 and attended by 78 staff. Led by Patti Campbell, MSN, RN, RN-BC and Selin Mirzaeian, BSN, RN, along with Nutrition Services, the event featured exceptional presentations by our St. Jude physicians.

BEST PRACTICE INITIATIVES

The Magnet Journey to Excellence is not about a prize, it is about pride—in who we are and what we accomplish together every day. A culture of excellence requires a manager who supports nurses in making autonomous decisions, empowering them to work collaboratively with other disciplines and facilitating staff in working together as a team to improve unit clinical care and unit operations. The hard work of excellence requires outcomes be measured, benchmarks be identified, high goals set and targets achieved.

- 4SW CCU nursing piloted the Curo cap to reduce catheter associated bloodstream infections (CLABSI), the single-most-common cause of hospital-acquired infection in critically ill patients. Daily audits and rounding of clinical coordinators and CLABSI Reduction Team members made for a very successful implementation with nearly 100 percent compliance in a very short time. Curo caps have now been spread to all central lines housewide.
- The RRN team delivers proactive clinical assessments 24 hours a day to reduce Code Blues outside of the critical care areas, consistently achieving their benchmark four quarters in a row.
- Rad Onc nurses performed a comparative study of skin care products for radiation-induced skin reactions aimed at improving the patient experience.
- 2N nursing team actively participates in the Multidisciplinary Skin Care team, researching best practices around hospital-acquired pressure ulcer (HAPU) prevention. For 2015, 2N had zero HAPUs. The 2N team piloted new skin care products, which were later spread housewide, and they initiated the best practice of conducting "4 Eyes" skin assessment at every shift change on all patients with a deep tissue injury (DTI).

EXEMPLARY PROFESSIONAL PRACTICE

- 2N staff developed a goal to increase their patients' readiness for discharge to home or the community. Success was achieved through initiation of family caregiver education on the day of admission, creation of a family caregiver checklist to guide families with education, implementation of a yellow discharge folder, early therapy education to increase discharge readiness, and collaboration with outpatient resources such as the Centers for Rehabilitation and Wellness.
- The Inpatient Wound, Ostomy, Continence (WOC) nurses continued to lead and support HAPU reduction activities including leading the Skin Resource Nurse monthly meetings. These meetings allowed front-line staff to evaluate and decide on new products and practices as well as educate new RNs on skin integrity prevention and wound care techniques. These same nurses also participated in the SJH WOCN collaborative to discuss and decide on improvements needed to reduce HAPUs, improve documentation, and evaluate new products, facilitating quarterly Prevalence and Incidence surveys and revising the Skin Care policy.



- The Cath Lab was awarded a Five Star award from PRC for achieving the top 10 percent of Cath Labs in the PRC database. Staff worked hard to individualize care and incorporate our warm welcome in every interaction. Focus on the patient experience is always at the forefront of their efforts.
- 4NW-2 Ortho nurses participated in the Spine and Total Joint Collaborative collectively revising order sets and discharge instructions based on latest evidence.



- 5NW-1 implemented the use of chair alarms to reduce their falls rate to zero in the last three quarters of 2015.
- 5NW-1 nurses partnered with Diane Gleeson, MSN, ANP-BC, SCRNP, CNRN, to design the Neuro 101 evidence-based course in which 100 percent of the staff participated. This course will roll out housewide.
- 5NW-2 nurses designed and piloted the Patient Discharge Envelope. The project was presented to Shared Governance where it received approval to spread housewide.

EXEMPLARY PROFESSIONAL PRACTICE

- 5NW-2 successfully piloted the C. diff bundle as a best practice. The team of nurses took the bundle to the C. diff committee for approval and disseminated it housewide.
- 3N nurses made improvements to the patient education materials and implemented discharge case management rounds, successfully reducing CHF/MI readmissions.
- Breastfeeding support measures were implemented in Maternal Newborn. Monthly lactation education and a color-coded breast milk labeling project were launched.
- Congratulations to the Labor and Delivery team, including Lisa Williamson, RN, Shirley Alquiza, RN, Michelle Ruebsamen, RN and Donald Henderson, MD, for demonstrating compassionate care in the midst of a difficult situation. We applaud you for the “Kindness in Action” Applause award.
- The Neuro Resource RNs guided the professional practice of their colleagues, providing strong leadership at the bedside in our journey towards Comprehensive Stroke Certification.
- ED nurses, Crystal Nguyen, RN, and Brian Roman, RN, optimized ED throughput by restructuring the MEDITECH triage documentation and decreased the amount of documentation for triage patients and ESI levels 4 and 5 patients. ED patient flow continues to improve with Zoe Cruz, RN, and Brooke Posen, RN, leading the ED Discharge Committee. In addition, Kathy Bryant, RN, has focused her Clinical Nurse III project on ED patient flow improvement.
- PACU nurses supported patient care during peak census caring for post-recovery patients. In addition, the team of nurses collaborated with the ePreop anesthesia team to work on patient outcomes data collection that will be utilized for evidence of best practices and to improve care.



Strong leadership, empowered professionals and exemplary practice are essential building blocks for Magnet organizations, but they are not the final goals. Magnet organizations have an ethical responsibility to contribute to patient care, the organization and the profession using the key components of New Knowledge, Innovation and Improvements. Magnet organizations conscientiously integrate evidence-based practice and research into clinical and operational processes.

GI Lab Delivers State-of-the-Art Care

GI Lab nurses embraced new diagnostic technology, such as the Spyglass, a mini endoscope that allows for direct visualization of the biliary tree and EUS (endoscopic ultrasound scopes) that combine both direct endoscopic visualization and ultrasound to see deeper tissue for diagnosis and treatment, making it possible to provide state-of-the-art care in our GI Lab.

ED Headset

The ED headset pilot was successful and deployed to all nursing units to improve communication and promote a quiet environment.

Quiet Environment

Nurses on 4N SDU, 3N, 4NW-1, and 5NW-1 continue to work towards promoting quiet in the patient care area to ensure a healing environment. Quietyme noise decibel level meters were installed in each patient room, at the nurse's station and in the hallways. Noise level data was collected, and the Noise Reduction team analyzed this data, identifying areas of opportunity.

PreOp nurses started using Samsung headsets to improve communication and promote a quiet environment in the PreOp areas.

Workflow Redesign Project

Nurses on 4N SDU participated in a workflow redesign project with Material Management. Weighted bins or "scales" which automate the supply replenishment process were installed, thereby allowing the room to constantly be monitored for inventory levels. Instead of a technician counting items (there are close to 300 individual products in this room) the system weighs each daily and orders items up to the established par level. This assures consistent ordering and provides very accurate supply levels to avoid outages, improving the nurse's workflow, efficiency and hospital's cost containment.

Rounding With Technology

Clinical coordinator rounds included the launch of iPads and the Google platform on 5NW-1. The process continues to evolve on a daily basis through the teamwork of the nurses on the unit to improve efficiency and communication.

Paperless Forms in Employee Well-Being

The Employee Well-Being nursing team launched paperless forms on iPads for our seasonal flu clinics. The new system allowed nurses to spend less time in one fixed location and spend more time on the floors, reducing the amount of time employees needed to be away from work to receive services. Improved tracking with the new technology allowed the team of nurses to complete 10,781 service visits in 2015—a 30 percent increase primarily related to increased availability and efficiency in the second half of the year.

NEW KNOWLEDGE AND INNOVATION

Electronic Smart Track Patient Locator Board

PreOp nurses and staff welcomed new technology designed to hardwire patient safety through a tracking system that verifies all PreOp patient assessment steps have been completed prior to the patient being transferred to the operating room, improving on-time surgical starts.

Improving Cataract Surgery With Interoperative Technology

The Plaza Surgery Center nursing team expanded services to include the ORA, intraoperative guidance equipment that allows accurate measurement of curvature of the eye, allowing cataract replacement for patients who have astigmatism.

2015 NURSING RESEARCH AND EBP

COMPLETED RESEARCH STUDIES

- The Effectiveness of Educational Intervention in the Management of Behavioral Patients in the Emergency Department - Marysol Cacciata, MSN, RN, CCRN-K
- Emotional Intelligence in Caretakers and Cancer Patients - Tamara Nunley, MSN, RN, OCN

RESEARCH STUDIES IN PROGRESS

- New Oral Anticoagulants and Warfarin-associated Intracerebral Hemorrhage Protocol Reduces Timing of Door to Correction Interventions - Rosemary Olivier, BSN, RN, CCRN, SCRNI
- Optimizing How Nurses Record and Monitor Cerebral Perfusion Pressure - Jacque Taylor, RN, CNRN, SCRNI
- Infection Prevention and the Neuro Patient - Claudia Skinner, DNP, RN, CCRN, NE-BC
- Early Maternal-Infant Bonding, Thermoregulation, and Maternal Satisfaction with the C-section Experience - Michelle Tibbs, BSN, RN
- Impact of Advanced Nursing Education on Professional Practice - Patti Campbell, MSN, RN, RN-BC

NEW KNOWLEDGE AND INNOVATION

EVIDENCE-BASED PRACTICE PROJECTS

- Implementation of the Central Line Associated Blood Stream Infection (CLABSI) Bundle to Reduce CLABSI in the ICU – Suma Suresh, MSN, RN, CCRN
- Medication Side Effects – Sandra Becerra, BSN, RN
- Cancer Patient Central Line Associated Bloodstream Infection (CLABSI): A Quality Study – 4NW-1 Oncology Nursing Team
- Implementation of the Waterless Breast Milk Warmer – Cindy Hardeman, BSN, RN
- Discharge Medication Review – Susan Morales, MSN, RN

PUBLICATION

- Anthony, Marylou and Wickman, Mary (2015). *Precepting Challenges: The Unsafe Student*.

POSTER PRESENTATION AT NATIONAL CONFERENCES

- Implementation of Evidence-Based Practice Using the Larrabee Model to Reduce CAUTIs—Demonstrating Sustainment – Claudia Skinner, DNP, RN, CCRN, CNML, NE-BC; Marie Herrera, BSN, RN; Tamera Crosser, MSN, RN, CCRN – APIC 2015 Annual Conference, Nashville, TN
- Stroke Awareness: A Community Approach – Shirley Romero, MSN, RN, CCRN – 43rd Biennial Convention Sigma Theta Tau Nursing Honor Society, Las Vegas, NV

A Special Thanks

A big thank you goes out to the five nurses who presented their Research and EBP projects to the ANCC appraisers on November 3, 2015:

Lynda Gagnon, MSN, RN, CRNFA

Joy Lanfranchi, BSN, RN, CNOR

Suma Suresh, MSN, RN, CCRN

Jacque Taylor, RN, CNRN, SCRNP

Michelle Tibbs, BSN, RN

NEW INNOVATIVE NURSE ROLES IN 2015 ENHANCING THE PATIENT EXPERIENCE

Rapid Assessment Nurse in the ED

A registered nurse was dedicated to the ED lobby with the primary responsibility of performing a rapid assessment called an “ABC Triage” of all patients who come through the ED lobby. This assessment allows for an acuity level designation of the patient, which has an action algorithm assigned to the five different levels. This initiates care more efficiently and appropriately, improving our patient outcomes from the moment they walk through the door.

In maintaining continued RN oversight while patients wait in the lobby, the patient’s safety and overall experience should improve. This role was developed as a result of increasing census, lobby saturation, and an increase in ALOS. The RN staff recognized an opportunity to enhance patient oversight in the lobby as well as enhance recognition of serious medical conditions. Literature was reviewed from the Emergency Nurses’ Association (ENA) and other entities where this model was identified as a best practice and implemented.



Survivorship Nurse Navigator

The Survivorship Nurse Navigator has completed a total of 76 Survivorship Care Plans and Treatment Summaries for early-stage breast cancer patients who have finished their treatment. In 2016, the role will support other cancer diagnosis. This role increased referrals to support services such as Nutrition/Dietitian, Support Groups, STAR/Rehab, Social Work, and the Shared Journey Program.

GI Nurse Navigator

This nurse navigator assisted in establishing a Hepatobiliary/Pancreatic Clinic with new surgeons from USC. St. Jude is now able to keep these complex surgical patients within the St. Jude system instead of having them referred out to another facility.

Ortho Nurse Navigator

This new navigator role supports both staff and patients across the continuum, following patients through their surgical journey, from the pre-operative joint class to inpatient support to nurses and surgeons with order sets and discharge instructions, and to the postoperative classes. In the community, the navigator continues to support patients by making connections with discharged patients at SNFs and through coordination of the new Total Joint Alumni group.

ST. JUDE'S VISION FOR MAGNET SUSTAINABILITY

The achievement of Magnet recognition results in raising the bar across the organization. Strategies to support innovation leadership, value-based decision making, agility, sustainability of excellence, technology advancements, and lifelong learning are required structures in Magnet organizations. The model below highlights some of the activities we will continue to focus on to ensure our Magnet redesignation in October 2019 and every four years thereafter:

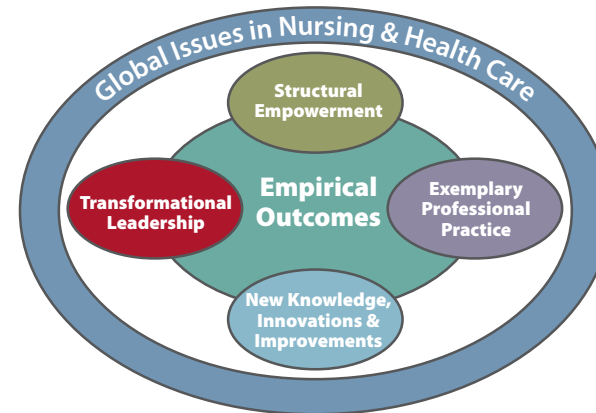
TRANSFORMATIONAL LEADERSHIP

- Drive nursing's strategic plan for ongoing ministry and system goals
- Leadership training and development
- Succession planning
- Identify and plan to meet the educational needs of the all RNs
- Effective and flexible staffing and throughput
- Increase visibility through formal and informal rounding processes
- Provide tools for nurses to analyze data and guide decisions related to budget formulations

STRUCTURAL EMPOWERMENT

- Coordinate DAISY Nurse Recognition Program
- Coordinate scholarships
- Facilitate involvement in Shared Decision-Making Councils
- Facilitate involvement in evaluation, allocation and decision-making for technology and information systems to support nursing practice
- Encourage professional organization membership
- Provide resources to resolve issues related to ethics, privacy, security and confidentiality
- Evaluate Professional Practice Model and Nursing Theory
- Provide support for advance degrees, national certifications and continuing education
- Assist with participation in local, state, and national conferences
- Track outcomes related to professional practice





EXEMPLARY PROFESSIONAL PRACTICE

- Support and encourage nurses at all levels to enhance the patient/family experience
- Analyze RN and Patient Satisfaction data to facilitate action plans that exceed national benchmarks
- Identify and implement patient and family-centered care delivery system that aligns with our mission, vision and values
- Collaborate with interdisciplinary team to select and evaluate patient education materials
- Analyze and report nurse sensitive indicator (NSI) data
- Ensure proactive risk assessment and error management
- Participate in workplace safety improvements
- Continue focus on enhancing quality of nursing care
- Verify interdisciplinary collaboration is on continuous quality and process improvement initiatives
- Ensure dissemination of current department-level quality and satisfaction data to direct care nurses

NEW KNOWLEDGE, INNOVATION, AND RESEARCH

- Develop and implement evidence-based practice (EBP) and nursing research fellowship
- Support nurses at all levels in EBP, abstract and publication writing and research design/implementation
- Allocate resources to support the development, expansion and advancement of nursing research
- Demonstrate innovations in nursing practice
- Disseminate knowledge to internal and external audiences





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