

# 2017

## NURSING ANNUAL REPORT

• *E*levating • *N*ursing • *P*ractice



# THE PROVIDENCE COMMITMENT

## MISSION

*As People of Providence, we reveal God's love for all, especially the poor and vulnerable, through our compassionate service*

## CORE VALUES

### RESPECT

*All people have been created in the image of God. GENESIS 1:27*

- We welcome the uniqueness and honor the dignity of every person
- We communicate openly and we act with integrity
- We develop the talents and abilities of one another

### COMPASSION

*Jesus taught and healed with compassion for all. MATHEW 4:24*

- We reach out to people in need and give comfort as Jesus did
- We nurture the spiritual, physical and emotional well-being of one another and those we serve
- We embrace those who are suffering

### JUSTICE

*This is what the Lord requires of you: act with justice, love with kindness and walk humbly with your God. MICAH 6:8*

- We believe everyone has a right to the basic goods of the earth
- We strive to remove the causes of oppression
- We join with others to work for the common good and to advocate for social justice

### EXCELLENCE

*Much will be expected of those who are entrusted with much. LUKE 12:48*

- We set the highest standards for ourselves and for our ministry
- We strive to transform conditions for a better tomorrow while serving the needs of today
- We celebrate and encourage the contributions of one another

### STEWARDSHIP

*The earth is the Lord's and all that is in it. PSALM 24:1*

- We believe that everything entrusted to us is for the common good
- We strive to care wisely for our people, our resources and our earth
- We seek simplicity in our lives and in our work

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# FROM THE CHIEF NURSE



**Carol Bensen, MSN, RN**  
Chief Nursing Officer

St. Patrick Hospital's (SPH) reputation for exceptional patient care is significantly influenced by our talented, knowledgeable and dedicated nurses. Nursing is at the forefront of St. Pat's excellence.

We have 700 nurses practicing at SPH, each with their own professional goals, ideas and strengths. It is with this strength that we continue on our journey to excellence and our Ascent 2 Magnet. In 2017, we made exceptional progress in improving our outcomes and quality initiatives by investment in the professional development of our caregivers. This annual report will highlight many of these achievements, such as:

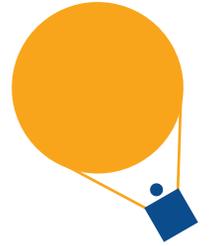
- 74% reduction in Hospital Acquired C diff
- 31 months without a CLABSI in our ICU
- Reduction in our falls with injury
- Continued growth in moving towards a highly reliable organization
- Submission of our second Magnet document
- Continued positive patient experience scores
- 5-Star CMS rating
- Joint Commission Disease specific Primary Stroke Center certification

These are just a few examples of the daily dedication by our nurses to continue to uphold our reputation of excellence and provide continued high quality care.

Each day I am reminded of the commitment to patient care and the compassion demonstrated by the nurses. Patients and families share their experiences and highlight the impact the nurses have had on their healing and their lives. I am blessed to be a part of this legacy nursing community.

Sincerely,

Carol Bensen, MSN, RN



**“Excellence is never an accident, it is the result of high intention, sincere effort, intelligent direction, skillful execution and the vision to see obstacles as opportunities.”**

— *Anonymous*

# NURSING LEADERS



**Joyce Dombrowski**  
MHA, BSN, RN, CENP, CPH  
Chief Executive Officer,  
St. Patrick Hospital  
CNO, Western Montana Region  
Providence Health & Services



**Carol Bensen**  
MSN, RN  
Chief Nursing Officer  
for Providence St. Patrick



**Janelle Huston**  
MSN, RN, CNE  
Regional Senior Nursing  
Director, PMG and  
Population Health



**Sarah Nurse**  
MHA, BSN, RN, CPHQ  
Regional Senior Director,  
Quality and Safety, Western MT



**Kathy Schaefer**  
MSN, MMA, RN, NE-BC  
Reg. Director,  
Women's Health/OB/L&D



**Carol Knieper**  
MSN, RN  
Reg. Director,  
Clinical Informatics



**Sarah Furtney-Cardy**  
BSN, RN, OCN  
Clinical Nurse Manager,  
Medical Oncology



**Tracy Hartzell**  
BSN, RNC-OB  
Clinical Nurse Manager, L&D



**Jenna Hendrickson**  
BSN, RN, CAPAN  
Clinical Nurse Manager,  
Day Surgery /PACU



**Samantha Hoogana**  
BSN, RN, CMSRN  
Dir. of Nursing, Med/Surg



**Anne Hoppie**  
MSN, RN, OCN  
Clinical Nurse Manager,  
Outpatient Chemo



**Janet Jacobson-Glassy**  
BSN, RN, CVRN  
Clinical Nurse Manager,  
International Heart Institute,  
CVL & Anti-Coag Clinic



**Krissy Lowery**  
MS, BSN, RN, CEN  
Director, Surgical Services



**Kelly O'Brien**  
MSN, RN, CPAN  
Clinical Nurse Manager, OR



**Dawn Rohrbach**  
BSN, RN, CCRN  
Clinical Nurse Manager, ICU



**Rochelle Schmauch**  
BSN, RN, CCRN-K  
Clinical Nurse Manager,  
Neuro Ortho



**Lance Somerfield**  
BSN, RN, CEN  
Clinical Nurse Manager, ED



**Vivian Sularz**  
BSN, RN, CPAN  
Clinical Nurse Manager,, Endo



**Pam Estill**  
MSN, RN, CPHQ  
Nurse Manager, Quality



**Ahnna Coate**  
BSN, RN-BC  
Assistant Nurse Manager,  
Neuro Ortho



**Erin Dougherty**  
BSN, RN, CMSRN  
Assistant Nurse Manager,  
Surgical/Pediatrics



**Lindsay Dahlseid**  
BSN, RN, CVRN  
Assistant Nurse Manager,  
International Heart Institute



**Erica Harapat**  
BSN, RN  
Clinical Nurse Manager



**Scott Lanser**  
BSN, RN, CCRN  
Clinical Nurse Manager,  
Clinical Radiology



**Nicole Marks**  
MSN, RN, CCRN  
Assistant Nurse Manager, ICU



**Angela Miller**  
BSN, RN, OCN  
Clinical Nurse Manager,  
Surgical/Pediatrics



**Cassie Moran**  
BSN, RN  
Interim Clinical Nurse Manager  
Neurobehavioral Medicine



**Andrea Kesler**  
BSN, RN, CMSRN  
Assistant Nurse Manager,  
Medical Oncology

# SHARED GOVERNANCE ELEVATES A HEALTHFUL PRACTICE ENVIRONMENT



Shared Governance participation places authority, responsibility, and accountability for patient care with the nurse as a practicing clinician and gives them empowerment and control of their nursing practice. Bedside nurses are the ideal leaders for quality initiatives and their clinical expertise is invaluable and directly impacts patient safety and patient outcomes.

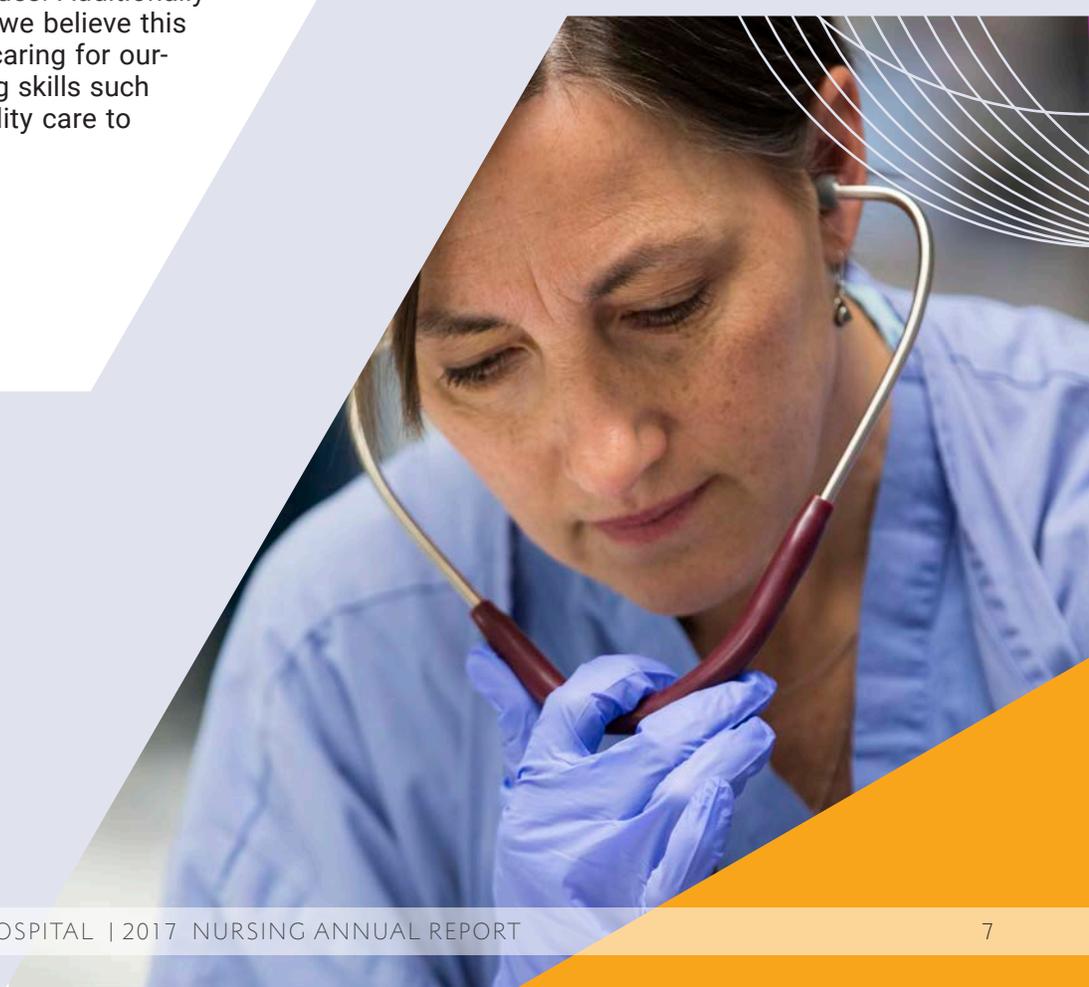




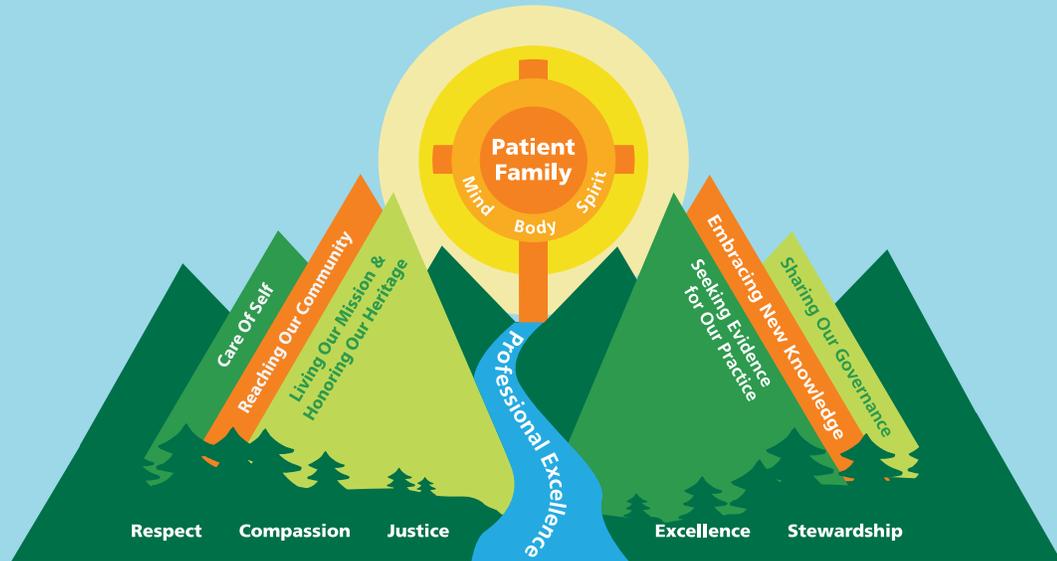
## OUR PROFESSIONAL PRACTICE MODEL

A **Professional Practice Model (PPM)**: is a visual representation that depicts how nurses practice in our organization. A PPM incorporates many aspects of nursing practice, including patient care, communication, collaboration, and professional development.

It should also illustrate the alignment of Nursing's practice with their mission and values. Additionally our PPM include "Care of Self" as we believe this tenet reflects our commitment to caring for ourselves and each other by cultivating skills such as resiliency to enhance safe, quality care to our patients.



# Professional Practice Model



## Living Our Mission & Honoring Our Heritage

**To our patients:** We promise to know you, hear you, engage you in your care, keep you informed, find time for you, learn from you, teach you and heal you.

**To our staff:** We promise to know you, hear you, engage you in patient care, keep you informed, find time for you, learn from you, teach you, support and empower you.

**As nurses, we believe:**

- We can make a difference in the lives of our patients and their families by delivering compassionate, equitable nursing care.
- Our role is to embrace the needs of the poor, vulnerable and disenfranchised in our local as well as global communities.
- Our care system is dedicated to providing the appropriate level of care throughout the continuum of our patients needs.
- We are inspired by the courage and compassion of Mother Joseph of the Sacred Heart and the other Sisters of Providence displayed when, in 1873, they began a ministry of education and healing from a simple dwelling in the Missoula Valley.
- We honor the Sisters call to respond to the needs of the poor and vulnerable with the same extraordinary vision, creativity, skill and pioneering spirit that marked their work in the late 1800s.
- We are committed to continuing the legacy of caring that is founded on compassion, faith, and empathy as was taught by the Sisters at the St. Patrick Hospital School of Nursing established in 1906.

## Reaching Our Community

**As nurses, we believe:**

- We are leaders in healthcare, and therefore we provide and support the partnerships that align our organization with regional entities to provide coordinated care honoring cultural diversity.
- Our role is to work with patients, other healthcare disciplines and members of our community to determine the most appropriate care in the most appropriate setting.
- We provide a healing environment that addresses the mind, body and spirit of our patients across the continuum through our integrated care processes.
- We provide education to the public both independently and in partnership with our community organizations to positively impact the health of our community.

## Care of Self

**As nurses, we believe:**

- We must pursue a commitment to our own well-being through making healthy choices personally and professionally to enhance safe, quality care to patients.
- We are responsible for cultivating the skills of resiliency, stress management, change management, and self-maturation.
- We are accountable to providing a supportive, caring, and professional environment to sustain ourselves and our peers.

## Seeking Evidence for Our Practice

**As nurses, we believe:**

- Utilizing evidence to support and strengthen our practice is essential to achieving the quality of care we seek to provide to our patients.
- Our profession has as its foundation the essentials of research, evaluation and translation of evidence into our clinical and operational processes.
- Integrating evidence-based practice and research innovations into our profession enables us to provide high-quality, efficient care that improves our patient outcomes.

## Embracing New Knowledge

**As nurses, we believe:**

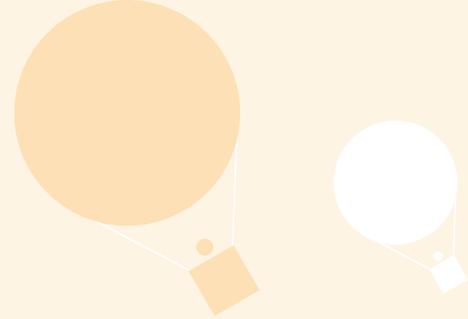
- We must continually advance our knowledge and expertise in the field of nursing as it coincides with our goals of providing excellent care and improving patient outcomes.
- In a system for rewarding nurses, through compensation and other non-monetary forms of recognition, who seek additional clinical expertise or advanced credentialing.
- We are mentors who share our enthusiasm about professional nursing within the organization and the community.
- Advanced practice nursing roles are essential in our organization as they support and enhance nursing care throughout the organization and the community.

## Sharing Our Governance

"The decision-making process that places authority, responsibility, and accountability for patient care with the practicing nurse." (AONE Leadership Series 1996).

**As nurses, we believe:**

- The role of Shared Governance in our organization allows all staff opportunities for formal, collaborative and coordinated problem solving within the practice of nursing.
- The principles of Shared Governance are attractive to nurses from all levels because of the compelling, valued activities and experiences they provide.
- Shared Governance functions as a method to communicate decisions and strategies to the nurse at the bedside.
- The model continually evolves through a review of implemented changes and by seeking input from the staff nurses as to its success in relation to their daily work.



## HIGHLIGHTS

**Clinical Practice Council (CPC)** reviews and updates policies by incorporating evidence based practices, and regulatory & specialty standards/guidelines of care. This council collaborates and problem solves upon specific issues within the practice of nursing and interdisciplinary services at SPH.

### **CPC is a very active council and this is just a short list of their 2017 accomplishments:**

- Nurse driven order for IV anesthetics (no longer need MD order) - policy/practice change driven by nursing change form
- Education/practice update for limiting the use of IV antihypertensives in the hospital - also presented this at Journal Club - driven from change form from hospitalists
- Practice update for hypoglycemic protocol - driven from nursing change form
- Update to Vocera badge policy to require someone from many departments to wear a Vocera - driven from a change form reporting difficulty getting ahold of certain departments, especially on night shift
- New policy - Patient Transport to other Departments
- Policy/practice update for high alert IV drugs infusing on dedicated sites/pumps - driven from nursing change form
- Sleep apnea protocol for telemetry changed from 48 to 24 hours - driven from change form from hospitalists
- Updated coroner policy to clearly define RN role in pronouncing death per MT statute
- Updates to blood administration policy defining infusion rates - driven from nursing change form
- Write up for 2 Standards of Professional Practice for Positive Connections - Cultural Sensitivity and Resource Utilization

**The Night Shift Council** is an interdisciplinary Shared Governance Council that reviews, analyzes and problem solves specific issues related to clinical or operational processes affecting the night shift at SPH.

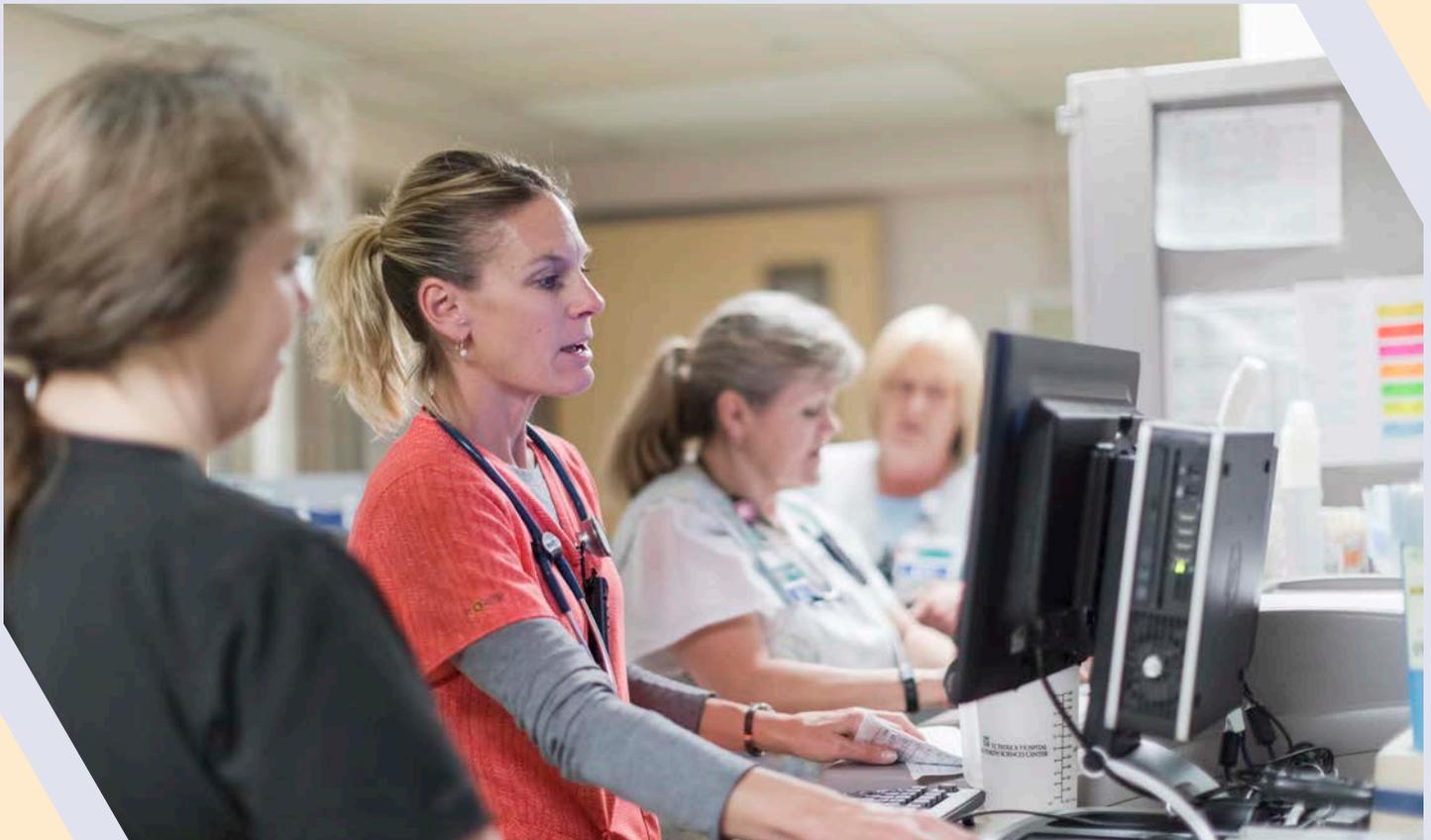
### **Here are some of their 2017 accomplishments:**

- Presented three articles at Nursing Journal Club on injury in the aged, acute trauma and multiple injuries in the elderly population, and the role of trauma team activation in poor outcomes of elderly patients.
- Changed the practice in Radiology & CT so that all techs wear a Vocera communication badge while on duty at all times.
- Changed practice on the floors to include the availability of pen lights for staff. The pen lights are stored in the core.
- Participated in Positive Connections newsletter by creating an education/communication article with the topic of Communication.
- Made some additions to our Grab n Go at night to include additional food suggestions from RNs on 4South and 4North.

# SAFETY COUNCIL

Performed semiannual environmental safety survey & acted on action plans

- Monitored employee injuries to identify high risk departments & education provided
- Implemented neutral zones where support techs can be assured they will not be exposed to a sharp during a procedure. Safety Mats were ordered and used. Decrease in incidents observed.
- The alarm safety committee work done in the WMSA was recognized as a leader among all Providence ministries during our Core Mock Survey in 2017.
- Implemented “just in time” safety strategies to decrease slips/falls due to ice/snow
- Strategically placed salt/scoops in high risk areas throughout the WMSA properties in the winter of 2017/2018 that employee/visitors were encouraged to use
- “Walk like a penguin” campaign to encourage everyone to walk more cautiously
- Aggressively sanding the parking lots and clearing snow berms
- Monitored and improved ED and Security caregivers use of proper PPE



# QUALITY COUNCIL

## PATIENT SATISFACTION

Green is a beautiful color...

These units maintained Press Ganey scores above the national benchmark in all four areas of our patient satisfaction measures of Nurse friendliness/courtesy, Promptness in response to call, Instructions for care at home, and Pain Control:

- 4North
- 4South
- Family Maternity Center
- International Heart Institute

## NATIONAL RECOGNITION

SPH earned a 5-Star overall rating of care for clinical quality through CMS Hospital Compare in 2017. The 5-Star rating represents top performance in the seven categories: mortality, safety of care, readmission, patient experience, effectiveness of care, timeliness of care, and efficient use of medical imaging. Less than 7.5% of hospitals nationwide currently earn a 5-Star rating, and SPH is one of only two such hospitals in Montana.

The 5-Star ratings represent commitment by our providers and all caregivers to ensuring the best possible care for our patients. Learn more about these ratings at the CMS Hospital Compare website.

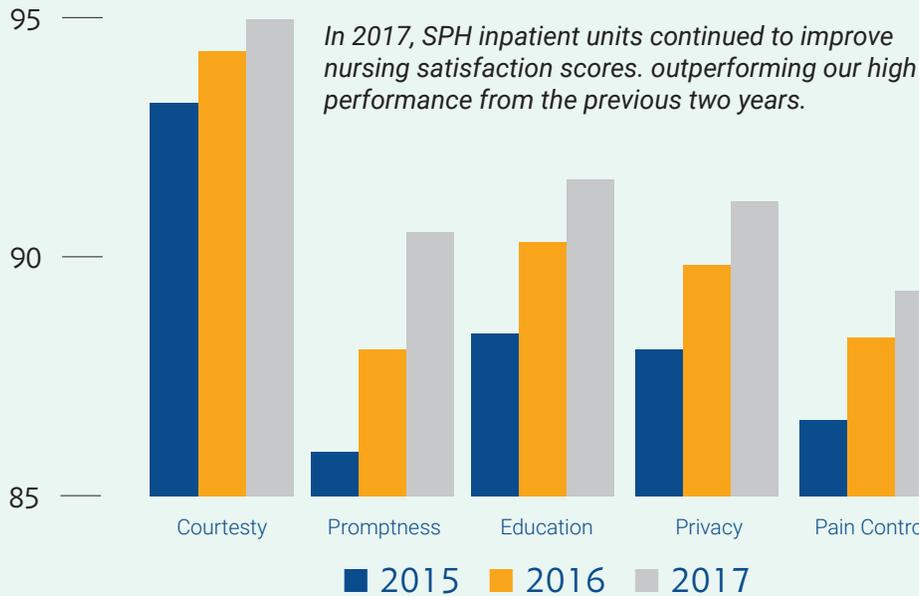
SPH received an "A" for patient safety in spring and fall of 2017 from Leapfrog's Hospital Safety Grade for its commitment to reducing errors, infections and accidents that can harm patients. SPH was one of only 823 hospitals nationwide, and one of only three Montana hospitals, to earn an "A" grade in 2017.

Grades are assigned using 30 measures of publicly available hospital safety data. According to Leah Binder, president and CEO of The Leapfrog Group, "Hospitals that earn top marks nationally in the Leapfrog Hospital Safety Grade have achieved the highest safety standards in the country."

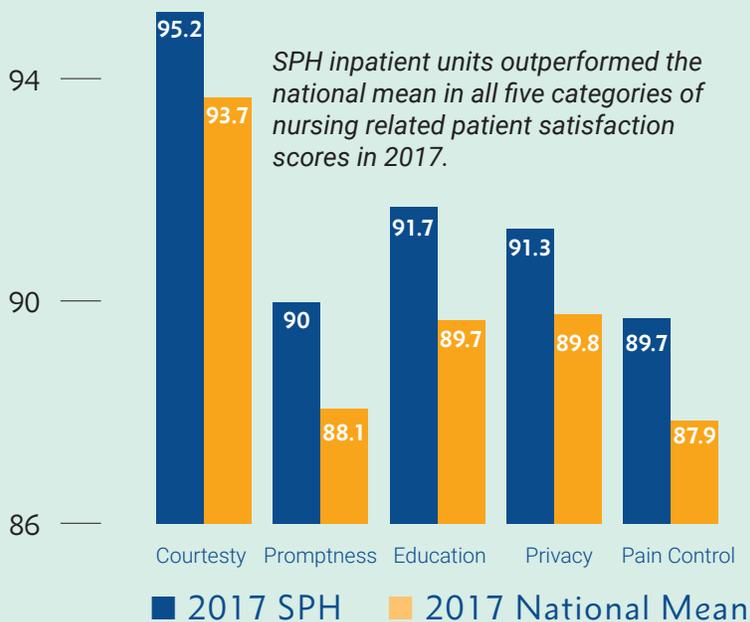
LEAPFROG  
**HOSPITAL**  
**SAFETY GRADE**

## NURSE SENSITIVE QUALITY INDICATORS

### 2017 Improvement in Patient Satisfaction

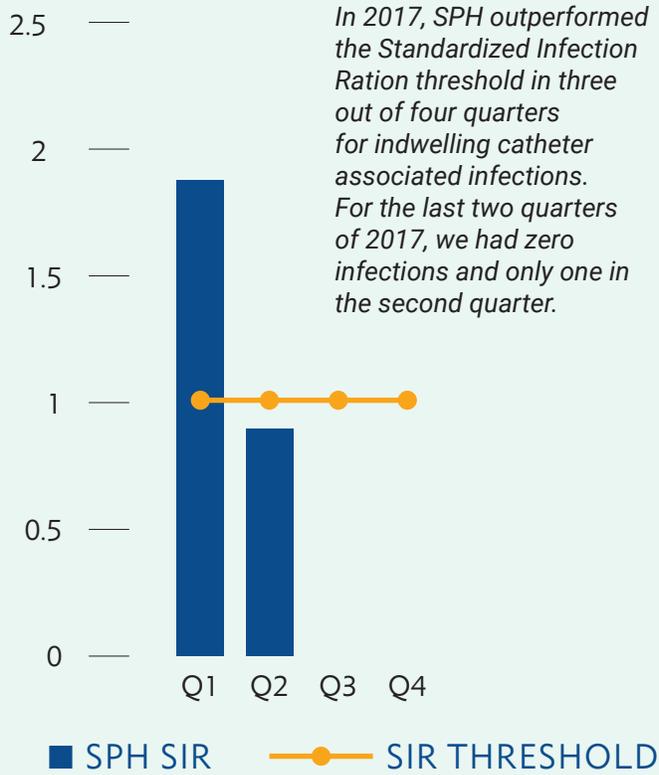


### 2017 Patient Satisfaction with Nursing Care

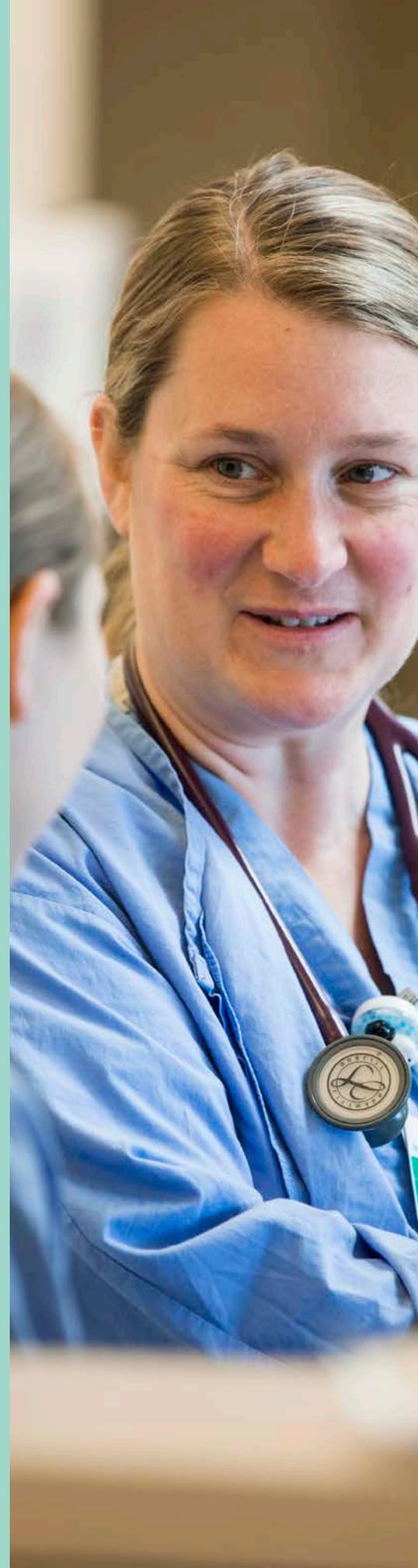
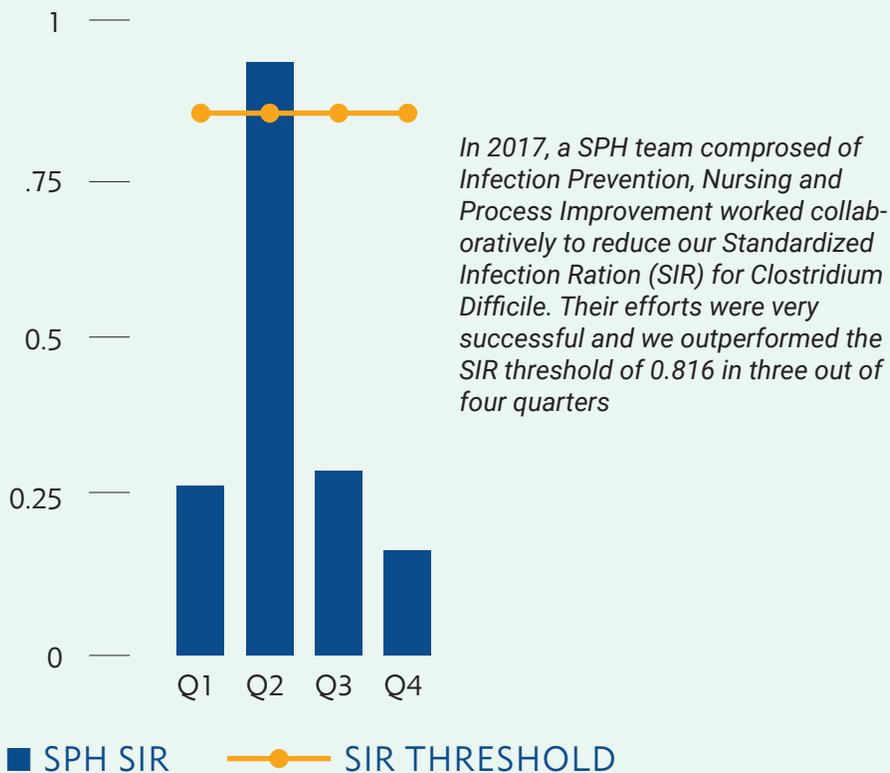


**CLABSI (Central Line Associated Blood Stream Infections)**- In 2017, SPH only had one CLABSI for an entire year, giving us a Standardized Infection Ratio of 0.26. In 2016, the SIR was 0.45 and we continued to show improvement in 2017.

## 2017 Catheter Associated Urinary Tract Infections (CAUTI)



## 2017 Clostridium Difficile Infections



# PROFESSIONAL DEVELOPMENT COUNCIL

The Professional Development Council supports professional development and continuing education opportunities for SPH nurses to ensure we maintain advanced skills and enhanced competencies in order to provide safe and high quality patient care.

## Here are some of their 2017 accomplishments:

- Contributed to submission of Magnet Document by assisting in the procurement of information for and/or writing of: EP1, EP2EO, EP13EO, EP14, EP17, SE2EO, SE3EO, SE4EO, SE5, SE7, and SE8
- Updated Professional Practice Model (PPM) to include "Care of Self," educated to change at NERS
- Established expectations for RN credentials on new hire badges, coordinated expectations to Badging
- Updated to Nursing Peer Review Form and 5-Year Professional Development Plan
- Updated annual Professional Development Letter
- Proposed Preceptor Award to be awarded in Nursing Professional Development Week (September) 2018

## CLINICAL ACADEMY

St. Pat's began implementing Providence St. Joseph Health's Clinical Academy programs for Nursing Residents and Fellows in 2017. The program's goal is to support Residents (new nurses with less than one year of experience) and Fellows (nurses who are changing their specialty) in their transition to practice at Providence.

The Academy has created a full curriculum of classes for Residents and Fellows. All Residents participate in Core Fundamentals, which is a series of eight professional development classes taught over the course of the year. Topics include Quality, Safety, Communication, and Informatics, to name a few. The course includes an EBP project and concludes with a presentation of all Residents' EBP projects completed over the year and a graduation ceremony.

Fellows and Residents also participate in a specialty curriculum specific to their area of practice. St. Pat's offers specialty curricula in Med/Surg/Tele, Critical Care, Emergency, Perinatal, and Perioperative nursing. Classes specific to Oncology, Neuro/Ortho, and Neurobehavioral will start in 2018. Curricula are thoughtfully designed to engage learners, and include presentations, case studies, simulation activities, online learning, and lots of class discussion. Instructors include St. Pat's Educators, as well as subject matter experts from throughout the hospital, including experienced bedside nurses.

Because Preceptors are an integral part of a Resident's or Fellow's transition to practice, the Clinical Academy has also developed a Preceptor Curriculum that includes online and classroom learning. About half of St. Pat's current preceptors completed the new program in 2017, and many new and experienced preceptors are enrolled for 2018.

## 2017 CLINICAL ACADEMY PARTICIPATION

SPH Nurses who completed	
a Preceptor class	88
Nurses enrolled in	
Core Fundamentals	33
# Graduated	6
Nurses enrolled in Med Surg Specialty TIP39	
# Graduated	24
Nurses enrolled in	
Critical Care Specialty TIP	1
# Graduated	0
Nurses enrolled in	
Perioperative Specialty TIP	4
# Graduated	3
Nurses enrolled in	
ED Specialty TIP	2
# Graduated	2

\*Number graduated may be less than number enrolled due to length of cohort (cohort not completed by end of 2017) or attrition.

## NURSING TURNOVER

SPH monitors 1st year nurse caregiver turnover. We strive to ensure that we're giving our new nurses the support they need to have a successful first year.

### RNS & LPNS

- 7 caregivers turned over in their first year
- 55 average # of first year caregivers during this time period
- = 13% first year turnover rate
- Job code 45000 had all of the 7 first year turnovers
- Depts with turnover: ICU (x2), FMC, Surgical Peds, 4N, Endo, Mental Health

### CNAS

- 6 caregivers turned over in their first year
- 40.7 average # of first year caregivers during this time period
- = 15% first year turnover rate
- Job code 84005
- Depts with turnover: Neuro Ortho (x2), MedOnc (x2), ICU, 4N

SPH far exceeds the national rate for 1st year turnover.

## CAREGIVERS ASCEND HIGHER

We applaud the caregivers that elevated their practice by pursuing the next level of education.

SPH supports higher education by offering tuition assistance and reduced tuition at the University of Providence in Great Falls.

- Stephanie Hewitt, **BSN, RN, CMSRN**
- Scott Lanser, **MSN, RN, CCRN**
- Katie Horner, **BSN, RN, CVRN**
- Jessica James, **BSN, RN, PCCN**
- Alla Lemeza, **BSN, RN, CMSRN**
- Beth Eldridge, **BSN, RN, CMSRN**
- Wendy Rector, **BSN, RN**
- Clare Dodd, **BSN, RN, CPAN**
- Katie Finneman, **BSN, RN, CPAN**
- Katie Trottier, **MSN, RN**
- Heidi Hill Picchiatti, **BSN, RN**
- Peggy Scharberg-Chaffin, **BSN, RN, CNOR**
- Bronwyn Eck, **BSN, RN, CNOR**
- Tina Malloy, **BSN, RN, CMSRN**
- Danelle Whalen, **BSN, RN**
- Dawn Hammermeister, **BSN, RN, CEN**

## NEW GRADUATE NURSES

Hired in 2017 . . . . .	28
1-year retention rate. . . . .	82%

## STUDENT NURSES

Students . . . . .	129
Students with 1:1 Preceptors . . . . .	48
Summer Interns . . . . .	4

SPH was awarded Approved Provider Unit status with Distinction through October 1, 2020. SPH has been an Approved Continuing Nursing Education (CNE) Provider Unit since 1995. Provider units can develop, provide and award contact hours for CNE.

## CONTINUING NURSING EDUCATION IN 2017

Contact Hours Awarded . . . . .	522.97
Number of Nurse Participants . . . . .	1605
Number of Non-nurse Participants . . . . .	1062

## SAMPLE CLASSES & TOPICS OFFERED

### # OF RN ATTENDEES

Trauma Topics . . . . .	100
EMS Run Review . . . . .	100
Floor Trauma Nursing Class. . . . .	100
Human Trafficking . . . . .	100
Trauma Education with Harborview . . . . .	100
American Heart Association (ACLS, PALS, STABLE) . . . . .	18
Anticoagulation Series. . . . .	64
Basic Rhythm Interpretation . . . . .	30
Critical Access Hospital Summit . . . . .	15
Diabetes Education Series . . . . .	18
First Step . . . . .	19
IHI Education Series. . . . .	65
Mental Health/Psychiatric . . . . .	39
Mobility Training . . . . .	6
Neuro/Ortho Education . . . . .	38
New Grad . . . . .	234
Non-Violent Crisis Intervention . . . . .	63
Nursing Journal Club . . . . .	68
Nursing Professionalism . . . . .	146
OB. . . . .	66
OR. . . . .	78
Pain Education. . . . .	38
Pediatrics. . . . .	88
Preceptor . . . . .	91
Safety, Workplace Violence Prevention . . . . .	102
Self Care/Resiliency. . . . .	38
Spring Fever . . . . .	135
Variables Training . . . . .	46

## TUITION REIMBURSEMENT

\$158,409.58

## TUITION REIMBURSEMENT - NURSING ONLY

\$90,031.70 (57%)

## SPH SUBSIDY OF UNIVERSITY OF PROVIDENCE

### (UP) RN TO BSN PROGRAM

\$164,070.00

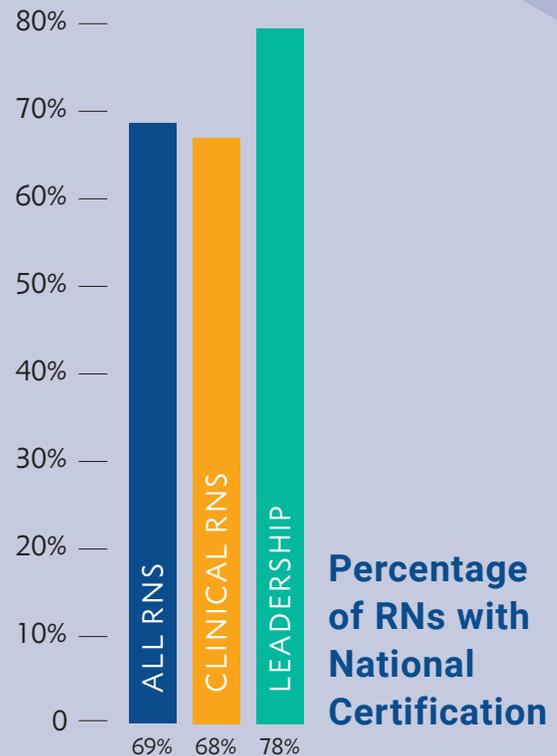
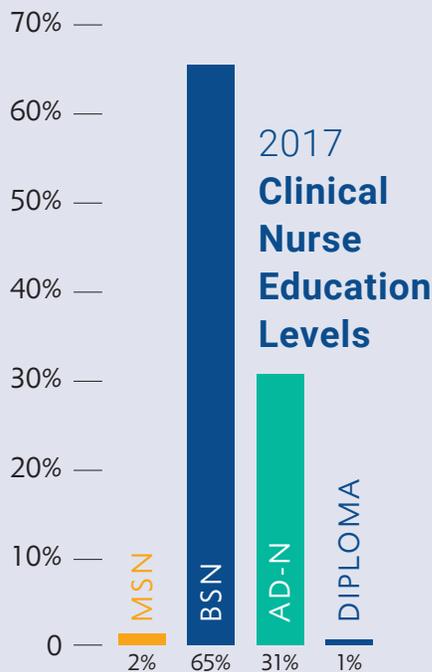
## EDUCATION & CERTIFICATIONS

SPH recognizes that certification and the advancement of education are fundamental components of our goal to create a culture that inspires nurse's best work.

We support this goal by providing:

- A higher wage to certified nurses
- Up to 20 CEUs for every nurse every year
- Two CE programs annually
- Tuition assistance
- Professional development funds through our Foundation
- A personal thank you note to each certified nurse from the CNO
- RN-BSN completion program at the University of Providence

**54% of our clinical RNs are certified.**



# RESEARCH COUNCIL

## “Inquire, Improve, Inform”

In 2017, the SPH Nursing Research Council combined with the EBP Workgroup to become the Nursing Research & EBP Council.

Research Council members successfully completed data collection and analysis for the study: Four Years Later, RN Perceptions of a Comprehensive EHR. This included surveying SPH nurses and interviewing 10 RNs about their experience of the EHR 4 years after go-live. The team presented the results at the Providence St. Joseph Nursing Research Symposium in November, 2017. In addition, SPH researcher Beth Schenk, PhD, MHI, RN-BC began working with scientists from Australia to test the reliability of the survey tool.

The 2017 study for the council is the MEANS (Meaningful Engagement and Awareness of Nursing Scores) to ENDS (Effective Nursing Dashboard Study). Council members first surveyed nurses to measure their awareness of and engagement with the current nursing dashboard. Then council members took the current nursing quality dashboard to nursing units to get feedback about its functionality. The project will be completed in 2018 when the team designs several prototypes for new formats and presentation of the data, gathers feedback and surveys again.

The Providence Nursing Research Council developed a framework for Clinical Scholarship, which includes research, EBP, Quality Improvement, and Innovation. Each local ministry participated in a survey before and after to measure changes in awareness of the framework and levels of confidence in performing EBP.

The council began planning the first EBP Bootcamp, which will go live in spring of 2018.

Dissemination of findings in 2017:

## PUBLICATIONS

- » Schenk, E., Schleyer, R., Jones, C. R., Fincham, S., Daratha, K. B., & Monsen, K. A. (2017). Time motion analysis of nursing work in ICU, telemetry and medical-surgical units. *Journal of nursing management*, 25(8), 640-646.

## PODIUM PRESENTATIONS AT CONFERENCES

- » Schenk, E. A Validated Tool for Assessing Environmental Awareness of Nurses. Presentation at American Public Health Association Annual Meeting, Atlanta Georgia, November 2017.
- » Schenk, E. The REAP Framework: Research, Education, Advocacy and Practice. Panel Discussion at American Public Health Association Annual Meeting, Atlanta Georgia, November 2017.
- » Schenk, E. Clinical Scholarship Framework Presentation at PSJH 2nd Annual Nursing Research & Clinical Scholarship Conference, September 2017. Portland, OR.
- » Schenk, E. Innovation as a Mechanism of Clinical Inquiry. Panel Discussion at PSJH 2nd Annual Nursing Research & Clinical Scholarship Conference, September 2017. Portland, OR.

## POSTER PRESENTATIONS AT CONFERENCES

- » Schenk, E. Climate Smart Missoula, a Public, Private, Healthcare Partnership. Poster at American Public Health Association Annual Meeting, Atlanta Georgia, November 2017
- » Powers, T., MSN, RN; Marks, N., MSN, RN, CCRN. Best Practice for Isolation of Colonized Patients. Poster presentation at the Western Institute of Nursing Research Conference, April 19-22, Denver, CO
- » Turk, M., BSN, RN. Decreasing Patient Misuse of INR Home Monitoring Strips. Poster presentation at the Western Institute of Nursing Research Conference, April 19-22, Denver, CO

## PROVIDENCE NURSING RESEARCH SYMPOSIUM

- » Schenk, B, PhD, MHI, RN-BC; Goss, L.; Hoffman, K,



# AWARDS & RECOGNITION

We have several ways in which we recognize and celebrate our staff. Here are the awards specific to Nursing:

- Quality Award was awarded seven times in 2017 to individuals or departments who are identified as high performers in nursing quality.
- Innovation Award is a quarterly award and is bestowed upon a person, group, or department that has an especially effective idea that changes structures, processes or outcomes in our care delivery.
- DAISY Foundation Award is a quarterly award that goes to a clinical nurse honoree who personifies our remarkable patient experience. Nominations come from patients, fellow caregivers, families and visitors.
- Spirit of Nursing Award is our annual award to the Nurse that embodies our vision to answer the call of every person we serve: Know me, care for me, easy my way. Nominations come from fellow caregivers.
- Healthcare Assistant (HCA) Care giver Award is another annual award that goes to a HCA/CNA/tech. caregiver that embodies our vision to answer the call of every person we serve: Know me, care for me, easy my way. Nominations come from fellow caregivers.



## Quality Award

- FEB Safety Management Dept**  
Response to calls for service during emergency codes & facilitating staff training
- MAR 4South**  
Reduction in Falls with Injury
- JUN Environmental Services**  
100% compliance in cleaning Cdiff rooms (using the UV light and manager sign-off on cleaned rooms)
- AUG Intensive Care Unit**  
24 consecutive months without a CLBSI
- SEPT Cancer Center**  
High Patient Satisfaction in education, privacy & pain scores
- NOV Family Maternity Center**  
High exclusive breastfeeding scores
- DEC 4South**  
Reporting near misses – preventing harm from reaching the patient

## Innovation Award

- Q1 Evidence Based Council**  
MRSA screen/documentation changes based on robust literature search
- Q2 Infection Prevention**  
Infection Prevention for Bristol stool chart, development of C.diff nursing assessment flow chart and education of stool types that would qualify for C.diff testing
- Q3 Broadway Pharmacy**  
“Meds to Beds” program: increase patient satisfaction, decrease readmission by ensuring patients receive meds at discharge
- Q4 4North**  
Huddle Board: institution of safety whiteboard to identify patient safety concerns from shift to shift. All inpatient units have since implemented huddle boards of their own.



CANCER CENTER NURSES



4 SOUTH TEAM

## DAISY Foundation Awards

- Q1 ICU**  
Lauren Swanson, BSN, RN, PCCN
- Q2 4North**  
Christina Michael, BSN, RN, CMSRN

- Q3 5South**  
Darin Wines, MN, RN, CMSRN
- Q4 ICU**  
Sarah Kane, BSN, RN



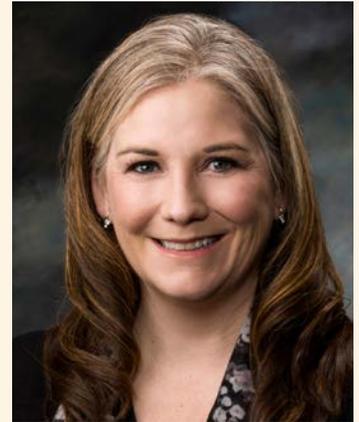
**LAUREN SWANSON**  
BSN, RN, PCCN



**CHRISTINA MICHAEL**  
BSN, RN, CMSRN



**DARIN WINES**  
MN, RN, CMSRN



**SARAH KANE**  
BSN, RN



SARA KELLER  
BSN, RN, CMSRN

## Spirit of Nursing Award

**Our 2017 Spirit of Nursing recipient is Sara Keller, BSN, RN, CMSRN.** Here are some comments that garnered her the award: *“Sara exhibits all of these core values in her daily work as an RN at St. Pat’s but the two that stand out are Compassion and Excellence. Sara recently helped teach three classes to the Cancer Center infusion RNs to help them with the transition of taking care of the 5South Infusion patients.”*

With the move of 5S Infusion services to the Cancer Infusion Center, Sara served as a superuser to the Cancer Center. She calmly stood at the elbow of each RN while they delivered blood for the 1st time and as they performed many other new skills and tasks. She helped ease the way for the patients by reassuring them that they would be cared for in a similar manner.

Sara always finds a way to make her patients feel comfortable and most importantly, at ease. She has a genuine way of building therapeutic relationships with others and easily finds a way to connect with each individual.

As the Infusion RN, Sara would often get calls from patients or their family members, desperately looking for infusion sites for their loved ones. Despite being very busy and multi tasking, Sara always listened to their needs and would go above and beyond to help those on the line... people she had never met. Instead of just saying “sorry we can’t help you because your MD isn’t privileged here” or “No we don’t give that drug”, Sara would make calls to MD offices, our Rx buyer, drug reps and the inpatient hospitalists. Her goal was always to ease the way for the patient and that she did and continues to do daily.”

## Healthcare Assistant (HCA) Care Giver Award

**Rebecca Hayes-Perry, ICU HCA was awarded the 2017 HCA Care Giver Award.** These are some comments that led to this award:

*“Rebekah exemplifies excellence in each encounter she is a part of. Her attention to detail is superb. She is able to anticipate the needs of her patients and of the nurses to keep things running smoothly.*

*She treats everyone around her (friends, co-workers, patients and families) as a neighbor. As a dedicated nursing student she shows knowledge and is always excited to learn more and gain understanding. She never passes opportunities to help and gain new experience.”*



REBECCA HAYES-PERRY  
ICU HCA

# C. DIFF: RAISING AWARENESS TO IMPROVE PATIENT CARE AND REDUCE RATES

Clostridium difficile infections have been the most frequent health care associated infection for patients in hospitals across the country including here at SPH. The hallmark symptom of C. difficile infection is diarrhea. The Bristol Stool Chart was developed to provide care givers an objective way to document and communicate stool consistency. Epic optimization occurred in June of 2016 adding Bristol stool chart for reference.

Tammy Powers and Winifred Kessler created a fun way to educate nursing on the use of the Bristol Stool Chart. They mimicked the specimen types 1 thru 7 using chocolate candy and specimen cups. Nurses and HCAs arranged the 7 types in order and reported the two types that would qualify for testing. This was a fun interactive way to demonstrate competency using the Bristol stool chart. The Bristol Stool Chart game and poster was used at the Nursing Fair in October 2016 and was brought to each inpatient unit for HCA education in February 2017. The microbiology lab uses the Bristol stool chart as well and will reject any specimen that is not type 6 or 7.

Tammy and Winifred also developed the C. difficile Nursing Assessment Flow Chart to help nursing assess patients with diarrhea and symptoms of C. difficile infections. This flow chart directs the nurse when to contact providers to discuss if a C. diff test should be ordered. The flow chart was further developed with the help of the C. diff Work Group. The goal of this flow chart is to ensure that patients truly having C. diff symptoms are tested appropriately and patients that are not having symptoms are not tested. In addition, gowns were added to all inpatient rooms so every caregiver can gown and glove when assisting incontinent patients. Gowning and gloving when handling body fluids is part of standard precaution. This helps minimize C. difficile transmission from colonized and infected patients and protects care givers.

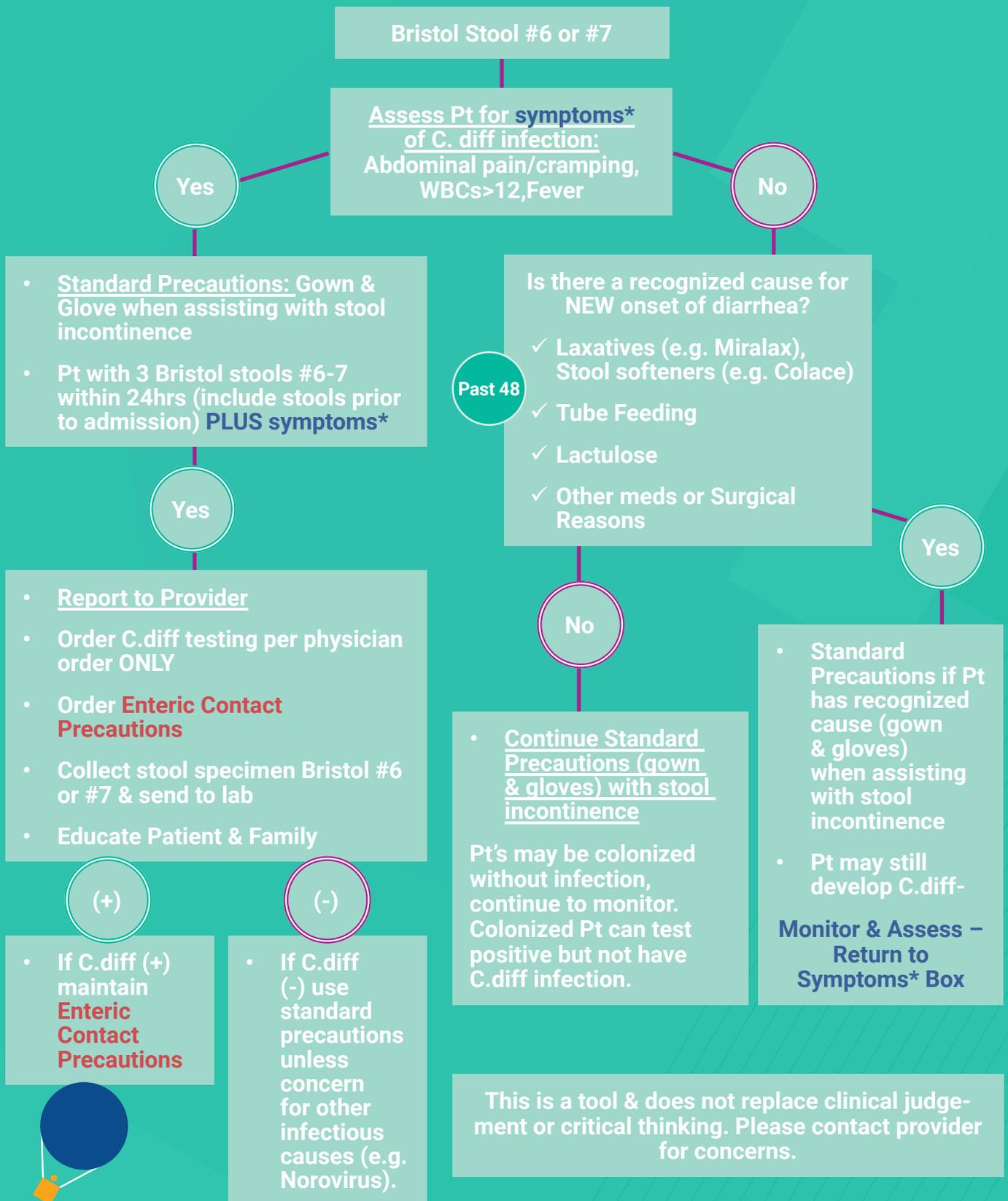
The C. diff Work Group's multi-disciplinary team also worked to improve compliance with the 3xs Daily Bleach Cleaning Checklist used by Nursing and EVS. Compliance with the UV-C light post discharge was also improved ensuring that all C. diff positive patient rooms are safe for a new admission.

The use of the Bristol Stool chart education, Nursing Assessment flow chart and improved compliance with cleaning have helped care givers reduce our C. difficile standardized infection ratio to the lowest level in the past five quarters.

**SPH LabID SIR**



# C. DIFFICILE NURSING ASSESSMENT FLOW CHART



For questions call Infection Prevention x75666

# HIGHPOINTS OF 2017

## NURSING JOURNAL CLUB

Nursing Journal Club provides nurses the opportunity to share the latest nursing research and knowledge with co-workers/peers. Members of all shared governance and unit based councils are assigned a month to present.

### 2017 TOPICS

#### **CONTACT PRECAUTIONS FOR MRSA: IS IT STILL THE RIGHT PRACTICE?**

Nicole Marks, MSN, RN, CCRN,  
Tammy Powers, MSN, RN, CIC, FAPIC

#### **ALARM FATIGUE**

Kelsey Dalby, RN  
Jess Gosselin, BSN, RN  
Christina Michael, BSN, RN, CMSRN

#### **TRANSPARENCY OF QUALITY DATA FOR FRONTLINE STAFF**

Pam Estill, MSN, RN, CPHQ

#### **TRAUMA IN THE ELDERLY POPULATION**

Mel Leighty, BSN, RN, CEN

#### **DIABETES CARE**

Carla Cox, PhD, RD, CDE

#### **MEANINGFUL RECOGNITION**

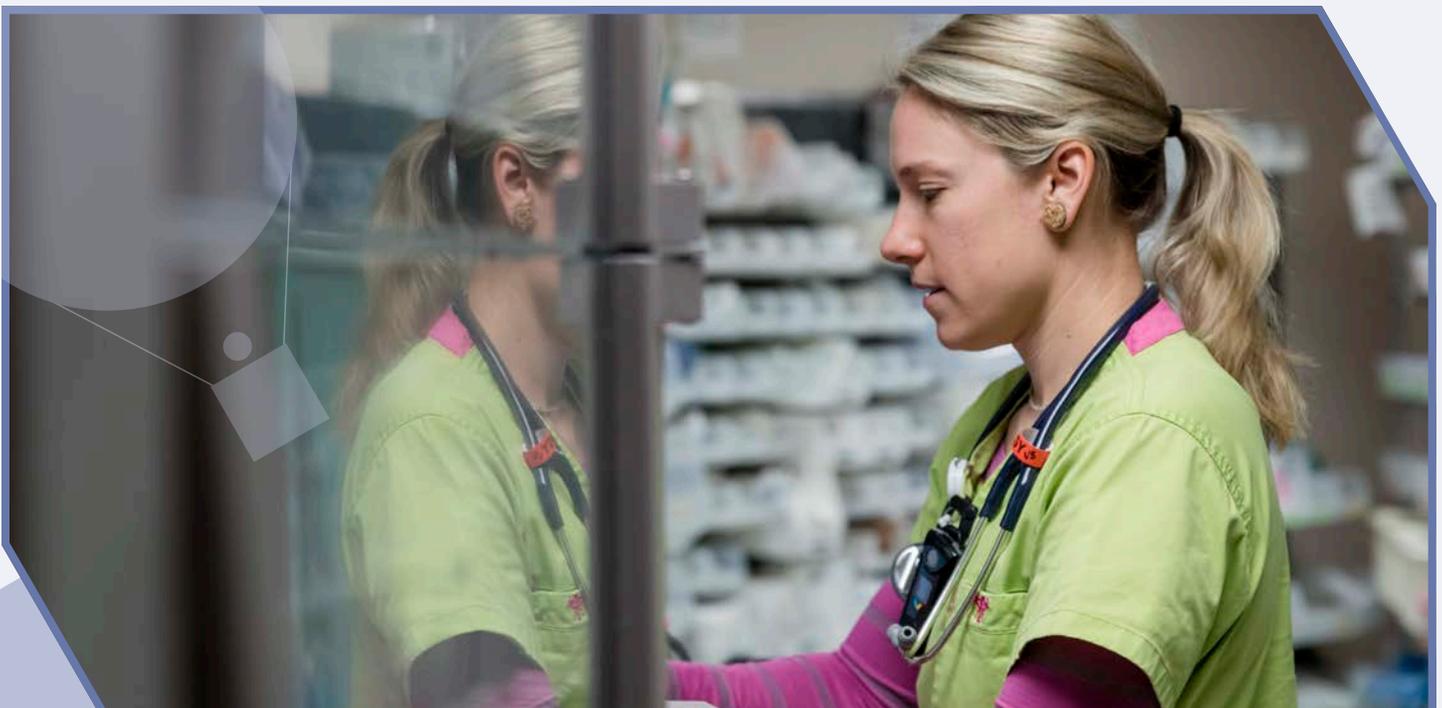
Carol Bensen, MSN, RN  
Krissy Lowery, MS, BSN, RN, CEN

#### **IV ANTIHYPERTENSIVES**

Jessica James, BSN, RN, PCCN  
Taylor Wittrock, BSN, RN, CCRN

#### **PATIENT MEDICATION COMPLIANCE**

Melissa Turk, BSN, RN, CVRN



# PET THERAPY

## PAWS

In 2017 a group of caregivers from Nursing Administration, Infection Prevention, Security, Environmental Services and Volunteer Services worked to create a pet therapy program for SPH

PAWS is an acronym for Pet Assisted Wellness Services, our volunteer program name is borrowed from Providence Alaska. The program is in alignment with the healing mission of Providence Health & Services; which is to share the unique benefits of the human-animal bond with patients, visitors and caregivers. Animals can create a sense of calm in difficult circumstances, such as a hospital. Patients, visitors, family members and caregivers seem to welcome the distraction. There is research that indicates blood pressure decreases and an individual's sense of well-being increases when touching, talking to and petting a dog during a brief visit.

Currently we have one Volunteer handler, Marcene Coburn with her dogs, Charlie and Polly. Charlie and Polly have become very popular with patients and caregivers at St. Pat's. They quickly learned on their weekly visits that there are treats for them at the Learning Center front desk.

PAWS has recently expanded to two weekly visits from Marcene and one of her therapy dogs. They can be found between 10:00am and noon on Tuesdays in the 5th floor waiting room and on Thursdays in the ICU waiting room.

During PAWS sessions patient family members, caregivers and patients with assistance visit with the handler and dog. Charlie and Polly influence the frame of mind of if all who stop to visit with them, a few leave tearful and others cheerful.

Dogs and their handlers are required to be current with their certification through Pet Partners. Their training covers requirements for becoming a therapy animal handler, with an emphasis on proactive handling skills and safe, ethical visiting practices. Handlers are required to complete the process of becoming a Volunteer at Providence St. Patrick Hospital. Therapy animals are not considered Service animals.

"Since the dawn of civilization, humans and animals have shared a powerful bond. Through the ages, this bond has been a source of solace and relief for those who suffer from physical or emotional pain."

— AMERICAN HUMANE ASSOCIATION, 2014.



# COMMUNITY PARTICIPATION

## OUT OF THE DARKNESS

The 2nd Annual Missoula Out of the Darkness Walk was held on September 9th 2017. There was an amazing turnout, with 298 Walkers the day of the walk. \$32,022 was raised for the American Foundation for Suicide Prevention (AFSP) and the AFSP Montana Chapter in 2017.

Per their website, “AFSP is the leading national not-for-profit organization exclusively dedicated to understanding and preventing suicide through research, education and advocacy, and to reaching out to people with mental disorders and those impacted by suicide.”

SPH hosted the first survivor day event on November 18, 2017. As part of the ongoing work of ASFP this is a key event funded by the walk. The day was targeted for those who have survived a suicide attempt as well as those who lost loved ones to suicide.

Wendy Harmsworth, BSN, RN, PMHN, Nancy Yates, MS RN, RN-BC and Cassie Moran, BSN, RN volunteered to assist in the Survivor Day. Social workers were also made available for anyone that may have needed to talk following the event.

## OUT OF THE BLUE

Most new parents experience moments or phases of overwhelm and isolation as they adapt to the new expectations and lifestyles that accompany parenthood. But one in seven women will suffer from a far more serious Postpartum Mood or Anxiety Disorder, and one in ten men/partners will. Postpartum Mood Disorders include depression, anxiety, obsessive compulsive disorder, postpartum bi-polar, or in rare cases postpartum psychosis.

The American Academy of Pediatrics notes “Every year, more than 400,000 infants are born to mothers who are depressed, which makes perinatal depression the most under diagnosed obstetric condition in America. Postpartum depression leads to increased costs of medical care, inappropriate medical care, child abuse and neglect, discontinuation of breastfeeding, and family dysfunction and adversely effects early brain development.”

The collaborative efforts of Providence St. Patrick Hospital’s Family Maternity Center and Psychiatric Services are committed to bringing this very serious perinatal condition into the light, and letting families throughout our community know: you are not alone, there is help, and there IS hope. Through our “Out of the Blue” Program, we are proud to be playing a part in bringing Perinatal Mood Disorders to the forefront of community focus.

Through our “Out of the Blue Program” we offer prenatal and postpartum counseling to moms, partners, or family

members. Katherine Schwartz, a psychotherapist with Providence can offer individual, couples, family, and/or group therapy to moms or partners struggling in the perinatal period. In addition, we offer a free, weekly peer-based Postpartum Support Group, facilitated by childbirth educators with training through Postpartum Support International.

For many years, it was believed that Postpartum Depression or Anxiety begins without warning in the postpartum period. However, recent studies have shown that in more than 60% of women with a Postpartum Mood Disorder, the first onset of symptoms presented before the baby was born. This new understanding has inspired our team to develop practices for early screening and identification of Perinatal Mood Disorders, and to help get families support before the baby is born, a time when symptoms worsen in severity.

If you, or someone you know, is expecting a baby and feeling depressed or anxious, we encourage you to reach out for support now. If you, or someone you know, has had a baby in the past year and are feeling overwhelmed, isolated, withdrawn, anxious, or depressed, please know that you are not alone and there is help. Postpartum Mood Disorders are treatable, and with help you will feel better.

**For more information, please contact our “Out of the Blue” program at 406-329-5340.**

# LOOKING AHEAD

## WHAT IS OUR FOCUS IN NURSING FOR 2018?

The Caring Reliably Quality and Safety Framework, in addition to our strategic plan, helps to guide our work in 2018. A few areas of focus include:

- Care of our caregivers, ongoing professional development
- Reduction on sepsis mortality
- Continuation of the journey towards a highly reliable organization and reduction in patient harm
- Reduction in readmissions
- Care experience for our patients and their families
- A new mission statement and new values
- Collaboration with our community partners to improve the health of our community

These initiatives help to define our individual contribution to new and improved ways of care delivery and link our work to the strategic plan. Each one of us plays a part in the forward movement and sustainability of SPH.



# ABOUT US

**Providence St. Patrick Hospital** is the oldest, operating ministry founded by the Sisters of Providence that is currently in existence today. Begun in 1873 in response to a need to care for the poor of Missoula County it began in an abandoned building on the banks of the Clark Fork River with the ingenuity and determination of three Sisters of Providence. Today, the hospital (still located on the same site) continues to reach out to meet the needs of the community, with a special intention of serving the poor and vulnerable. St. Patrick Hospital is a 253 licensed bed ministry serving western Montana and beyond. We are a Magnet-designated ministry, a Level II Trauma Center, a Top 50 Cardiovascular Hospital and an Accredited Stroke Center.

St. Patrick Hospital provides superior care, expressed through our Mission of revealing God's love to all. Our services include cardiology and cardiothoracic surgery, trauma and emergency services, neurobehavioral medicine, neurology and neurosurgery, oncology, orthopedics, general surgery, weight loss and bariatric surgery. The hospital also offers wellness programs such as diabetes, wound care, and comprehensive laboratory and diagnostic imaging services.

**Our Core Values** of Respect, Compassion, Justice, Excellence, and Stewardship **guide the work of our caregivers.**

**Our nurses live the practice model and care delivery model that they designed.**



St. Patrick Hospital has been an ANCC Magnet® Recognized Hospital since 2013.

Scan to visit us online!



[Montana.Providence.Org/hospitals/st-patrick/for-health-care-professionals/nurses/](https://Montana.Providence.Org/hospitals/st-patrick/for-health-care-professionals/nurses/)