

## A System of Nursing Excellence



Regional Medical Center



Bridgeton Health Center



Elmer Hospital

### 2010 Nursing Annual Report

SJH Nursing philosophy supports the framework of the Shared Governance Councils to ensure that frontline nursing staff have a strong voice in hospital affairs and assume authority, responsibility and accountability.



# Keys to Success

## Dear Colleagues,

As nursing executives of South Jersey Healthcare, we welcome you to explore our annual report and learn about the accomplishments of our nursing staff. As a health system, we are firmly committed to clinical and service excellence; our nursing team plays a key role in both areas.

Our nursing team comprises highly respected caregivers, researchers, teachers, quality experts, care managers and mentors. Each one proudly advances the legacy of nursing excellence that dates back generations in our community's hospitals. Our Magnet designation was a total team effort, within and beyond our nursing team. As an organization, we are very proud of this achievement. Throughout the year, our nurses have also been honored and recognized for expertise in areas such as critical care, bariatric care and heart failure care. They're guided by evidence-based research, which has been proven to result in the best clinical outcomes for our patients.

This report was created to provide a central source for information about the science and art of nursing as practiced at South Jersey Healthcare. We hope you find it to be a valuable resource and one that enriches your appreciation of the fine work performed by our nurses each day.



**Left:**  
Janet E. Davies MSN, RN, APN, CCNS  
Vice President Patient Care Services  
South Jersey Healthcare-Elmer Hospital

**Center:**  
Elizabeth Sheridan, FACHE, MA, RN, NEA-BC  
Chief Operating Officer, RMC  
Corporate Chief Nursing Executive  
South Jersey Healthcare

**Right:**  
Anne McCartney, RN, MSN, CNM, NEA-BC  
Vice President Patient Care Services  
South Jersey Healthcare Regional  
Medical Center

## Our "Keys to Success"



SJH's Keys to Success are enculturated throughout the organization. SJH Nursing uses these Keys to Success in conjunction with the Magnet framework to support nursing excellence and delivery of optimal patient care. The Keys to Success are grouped into five categories:

- People
- Service
- Quality
- Financial Investment
- Growth

These pillars are then utilized to develop nursing leadership's goals for care centers and brought to individual staff members through annual employee review and annual self-evaluation and peer review.

SJH believes that the future of organizational success depends on the effective engagement of our employees in activities that are in alignment with our Mission, Vision, and Values as well as the Keys to Success.

# Structural Empowerment

## Financial Investment in Nursing Excellence

### New Clinical Ladder: Pride Program

The Professional Recognition in Developing Excellence (PRIDE) is a program that gives the staff nurses at South Jersey Hospital Systems (SJHS) the opportunity to grow professionally. The PRIDE program was put into practice as an avenue to recognize and reward SJHS' nurses for maintaining professional development. The program cultivates a robust environment of clinical nurse experts that aims to promote positive patient outcomes. PRIDE awards staff nurses that exhibit continual dedication to their professional growth, job performance and fellow peers. With staff input, SJH identified that the substantial fees often associated with initial certification presented a potential barrier for nurses seeking new national certification. In response, SJH's PRIDE program now includes prepayment for initial certification.



## Financial Investment



SJH Nurses are fiscally responsible and admirable stewards of healthcare dollars. They work to decrease waste and increase efficiency to provide excellent, cost-effective patient care.

## Financial Stewardship

According to the Agency for Healthcare Research and Quality (2001), Adverse Drug Events contribute to more than 770,000 patient deaths annually and can result in an annual cost of more than \$5 million per hospital (depending on the size of the organization). With patient safety as a primary focus for SJH, the organization routinely seeks out opportunities to improve patient safety in a fiscally responsible manner. The recent implementation of the computerized bar-coded Medication Administration Check (MAK) process highlights the value SJH has placed on both Quality and Stewardship. As part of the MAK implementation process, SJH nurses participated in trials of various Computer on Wheel's carts and barcode scanners. During and after the rollout, SJH direct care nurses acted as internal experts and "Super Users" who provided elbow-to-elbow support for their colleagues. As a result, SJH has seen a substantial decrease in medication errors (see chart).



# Transformational Leadership

## Cardiac ICU Earns Second Beacon Award

The American Association of Critical-Care Nurses has once again recognized the Cardiac Intensive Care Unit at the SJH Regional Medical Center with its Beacon Award for Critical Care Excellence. Only 315 intensive care units out of approximately 6,000 nationwide have ever earned the Beacon award. A mere 61 have been awarded Beacon designation more than once. "Winning the Beacon Award a second time sends a clear message that our commitment to critical care excellence is unwavering," said Betty Sheridan, Corporate Chief Nursing Executive for SJH and COO of the Regional Medical Center. "Our Cardiac ICU was the first unit in southern New Jersey to ever win a Beacon back in 2006."



## Clinical Outcomes Managers Council

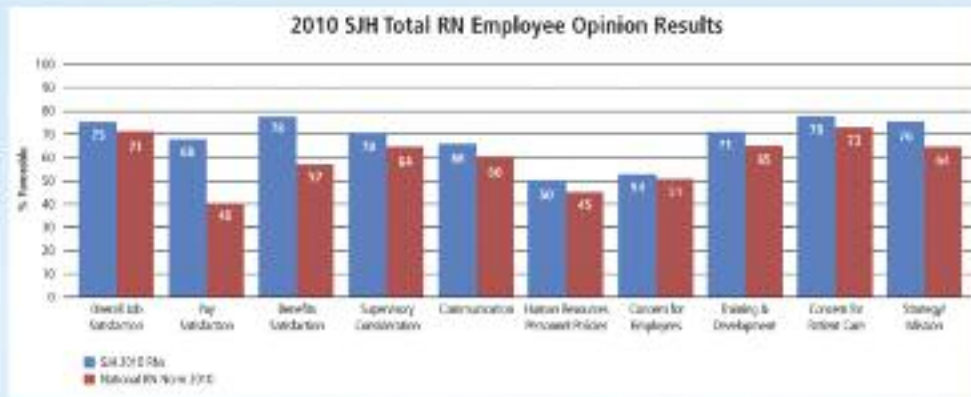
This unique council is responsible for the Nursing Core Measures and Nursing Quality Indicators compliance and report outs. This team consists of the Clinical Outcomes Managers and the Performance Improvement Outcomes Managers. All levels of nursing, from the advance practice nurse to the registered nurse, are represented on this team; they are the driving force of many quality projects throughout the hospital system.

## New Shared Governance Councils

### Geriatric Resource Nurse Council

The Geriatric Nursing Council works in collaboration with the NICHE program and facilitates improved clinical competence by encouraging an increase in the number of nurses who are nationally certified in Gerontology.

## Employee Opinion Survey



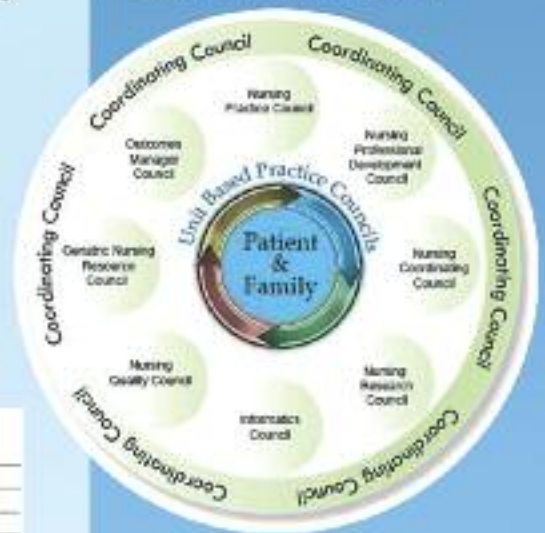
In the 2010 SJH Total RN Employee Opinion Survey (EOS) were 10 out of 10, 100% of EOS dimension scores are better than benchmark. As a system, SJH is proud that the positive opinions of the RN work environment outperform the national database mean on every dimension for both 2009 and 2010. SJH strives to be a leader in attracting the most qualified and dedicated staff. A work environment that produces clinical excellence is evident by these results and our patient outcomes.

## People

SJH Nursing demonstrates concern for their employees and their professional growth. SJH Nurses are proud of the care they give and the work they do. SJH Nursing supports a culture of safety and professional excellence.



## South Jersey Healthcare Shared Governance Model



# Exemplary Professional Practice

## NICHE Interdisciplinary Rounds at RMC

The population serviced by SJH includes a substantial proportion of elderly patients as well as numerous long care facilities. In an effort to meet the unique needs of this special population, SJH has incorporated a nationally recognized system of interdisciplinary rounds which focus on the specialized care needs of the geriatric population. These NICHE (Nurses Improving Healthcare for Healthsystem Elders) rounds increase interdisciplinary communication, identify possible adverse effects of multiple medication use, preserve the patient's individual level of independence and establish better care by identifying issues prevalent in patients 65 and older and providing them with information that can assist them when they are discharged.



At 1 East, a 24-bed unit at South Jersey Regional Medical Center, Interdisciplinary NICHE Rounds are held twice a week with a team composed of: pharmacy, physical therapy, occupational therapy, dietary, social worker, case management, care coordinators, respiratory therapy, physicians, nurse practitioner and nursing. The team follows the patient holistically focusing on: sleep pattern, nutrition, orientation, fall risk, skin integrity, continence, medication issues, pain, identifying needs the patient has during hospitalization and at discharge.

## Exemplary Professional Practice

### Nurse Certification Team Guides Six to Success

Carol Copsey, R.N., M.S.N., Clinical Outcomes Manager for the Cardiac Care Center, created a certification team for the Regional Medical Center's Cardiac Care Center. Ms. Copsey made a deal with her teammates: If they would sit for the exam, she would, too. Through their dedication and team efforts, these nurses now join the numerous nurses at SJH who possess national certification. Under Ms. Copsey's guidance, five nurses studied together for the national medical/surgical certification exam. The team worked hard and studied several hours to achieve their goal.

## Exemplary Practices Results in Exemplary Outcomes

In 2010, SJH continued to focus on initiatives to improve patient outcomes. The recent Institute of Medicine (IOM) Future of Nursing report directs that nurses practice to the fullest extent of their education and training. Realizing the expertise of their nurses, SJH saw an opportunity to empower their nurses to act on patients' behalves and thus reduce opportunities for healthcare-associated infections. Clinical Outcomes Manager, Nancy Harrell, RN, MSN, APN-BC, CIC, CBN, worked collaboratively with nursing leadership and the medical staff to develop a nurse-driven protocol for early removal of unnecessary indwelling urinary catheters. The protocol directs nurses caring for patients who do not satisfy an element of the H-O-R-N criteria (Hemodynamic instability, Obstructive uropathy, urinary Retention or Neurologic impairment) to independently remove the catheter, thus reducing their risk for a Catheter Associated Urinary Tract Infection (CAUTI).

## Service

SJH Nursing encourages community involvement and engagement. The community we serve and the patients we care for are our focus and the reason we exist as an organization. Continuously improving the care we provide is our mission.



## Exemplifying Exceptional Care

Elmer Hospital has joined an elite group of less than 200 hospitals nationwide to earn the International Board of Lactation Consultant Examiners Care Award. Only four New Jersey hospitals have earned the award, which acknowledges achievements that "support, protect and promote breast-feeding."

*"This award reflects our organization's robust and successful breast-feeding initiatives."*

Vivien Bates, R.N., I.B.C.L.C.  
Education Specialist (Prenatal)  
and Certified Lactation Consultant

# New Knowledge, Innovations, and Improvements

## Canine Assisted Wellness Program

Since the development and subsequent publication of the Canine Assisted Ambulation (CAA) intervention, SJH's therapy dog program has continued to evolve. Building on the evidence and new knowledge generated from the CAA research study, a comprehensive Canine Assisted Wellness (CAW) program has been developed and recently implemented. The CAW program serves as an exemplar of nurse's potential to use existing evidence as the basis for their practice and as a foundation for future nursing research studies.

(CAW) is a comprehensive therapy dog program for patients, their families and staff designed to promote wellness on a physical, cultural, and spiritual level.

A consult can be requested for:

### Canine Assisted Ambulation

- Walking with a specially trained therapy dog
- Available to any patient with an order to ambulate

### Canine Assisted Conversation

- Utilizing the presence of a therapy dog as an "ice breaker" for conversations with patients, families or staff
- Available to any patient, family, department or unit

### Canine Care and Compassion

- Traditional Therapy Dog visits for comfort, stimulation, engagement, pain management, debriefing, companionship, etc.
- Available to any patient, family member, department, unit, or employee



## Growth

Through research, evidence-based practices, and innovation, SJH Nursing strives to grow nursing services and offer care options to patients and the community.



## Nursing Resource Center

Direct care nurses recognized the need to have 24-hour access to current references and resources in order to provide optimal care for their patients. The Nursing Reference Center (or, NRC – an EBSCOhost® Product) was identified to meet these needs. The NRC provides direct care nurses crucial access to the latest evidence based literature and patient education materials. This comprehensive database offers thousands of full-text articles and documents accessible at the bedside from mobile computer workstations and also from computers at each nursing station. SJH Nurses also receive wallet cards which contain the link and log-in information allowing them to access the NRC offsite or from home. The NRC's ability to provide relevant, evidence based clinical resources directly at the point of care supports the nursing department's philosophy that when EBP is delivered in the context of a supportive organizational culture, the highest quality of care and best patient outcomes can be achieved.

# Empirical Outcomes

## SJH Nurses Disseminate Innovation and Quality



Director of Nursing Quality/Magnet Program Director, Bruce Alan Boxer, PhD, MBA, MSN, RN, CPHQ, recently co-authored a quality improvement text titled *Creative Solutions to Enhance Nursing Quality*. In the book, published by Jones and Bartlett, SJH nurses contributed their own innovative creative solutions for delivering patient care to meet patients' needs and improve nursing quality. The book demonstrates SJH nurses' creativity, innovation, and dedication to excellence in patient care, and their desire to assist other nurses in achieving superior patient outcomes.

### SJH Contributors

*The Idea Line* – Bruce Alan Boxer, PhD, RN, MBA, MSN, CPHQ (Director, Nursing Quality and Magnet Program Director)

*The Staff Retreat* – Patricia Sanchez, RN, BSN (Nurse Manager, Medical Acute)

*The Product and Intervention Fair* – Joanna Galletta, BA (Administrative Assistant, Nursing Quality & Magnet Program) and Patricia Sanchez, RN, BSN (Nurse Manager, Medical Acute)

*The Unit-Based Report Card* – Bruce Alan Boxer, PhD, RN, MBA, MSN, CPHQ (Director, Nursing Quality and Magnet Program Director)

*Evidence-Based Practice Consultants* – Bruce Alan Boxer, PhD, RN, MBA, MSN, CPHQ (Director, Nursing Quality and Magnet Program Director)

*QUFLE: Evaluating Poster Presentation with a "Part Quiz, Part Raffle" (QUFLE)* – Bruce Alan Boxer, PhD, RN, MBA, MSN, CPHQ (Director, Nursing Quality and Magnet Program Director)

*What Does Evidence-Based Practice Have to Do with Me?* – Sami Abate, RN, BS, CCRN (Assistant Nurse Manager, Cardiac ICU & Cardiac Step Down)

*Don't Let Research Scare You* – Roseanne DeFrancisco, RN, MSN (Clinical Outcomes Manager, Elmer Hospital)

*A Care Center Newsletter* – Terri Spoltore, RN, MSN, CCRN (Clinical Director, Medical Care Center)

*GAS: Group for Abstract Submission* – Bruce Alan Boxer, PhD, RN, MBA, MSN, CPHQ (Director, Nursing Quality and Magnet Program Director)

*The Staff Peer Review* – Emily Turnure, RN, MSN, NEA-BC (Administrative Director, Education/Accreditation Coordinator) and Bruce Alan Boxer, PhD, RN, MBA, MSN, CPHQ (Director, Nursing Quality and Magnet Program Director)

## Quality

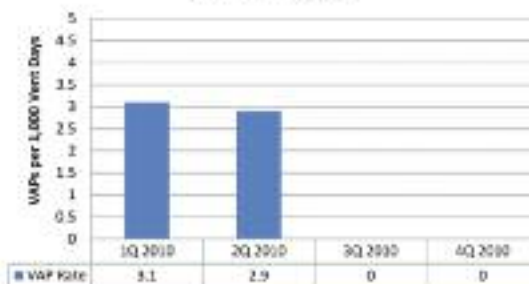


The SJH Nursing mantra is "to do the right thing at the right time in the right way." Patient safety is the first priority. SJH Nursing strives to continuously provide the most up-to-date evidence-based nursing care to achieve some amazing patient outcomes.

## Evidence-Based Practice Supports Improved Outcomes

One essential function of the SJH Outcomes Managers Council is to identify new products or initiatives which can benefit patient care or improve patient outcomes. A 2010 example of this vital function is seen in the most recent addition to the Ventilator Acquired Pneumonia (VAP) bundle. Under the recommendation of the SJH Outcomes Managers Council and with support of the organization's Value Analysis Council, SJH has begun utilizing Mallinckrodt TaperGuard Oral Endotracheal (ET) Tubes. These innovative ET tubes feature a specially designed PVC cuff with a unique tapered shape. In addition to the anatomically contoured shape of the cuff, these tubes include an additional suction lumen which allows for the continuous drainage of oral secretions. The special shape of the cuff, combined with low-level suction, functions to keep intubated patients' airways clear of secretions, thus lowering a critically ill patient's risk of developing pneumonia while receiving mechanical ventilation. SJH has been without an incidence of VAP for the last two quarters.

SJH VAP Rate



# Acknowledgements & Accomplishments

## SJH Nurses of the Year Honored



## 2010 SJH Nurses of the Year

Jennifer Fabrizio, B.S.N., R.N.  
Eileen Sanders, B.S.N., R.N.  
Kathy Summers, R.N.  
Robin Fey, R.N.  
Michael Foster, R.N.  
Tracy Green, R.N., B.S.N., B.C.  
Mary Forte, R.N., B.C., C.V.N.  
Brian Smith, R.N., P.C.C.N.  
Lisa Davidson, B.S.N., R.N., B.C.  
Pamela Brunner, R.N.  
Herb Nelson, R.N.  
Kevin Winder, R.N.  
Kathleen Terry, R.N., B.S.N.  
Kelli Jones, R.N.  
Wendy Vickers, R.N.  
Kelly Kressley, R.N.  
Debbie Munoz, R.N.  
Kelly Sandone, B.S.N., R.N.  
Betina Afanador-Perez, R.N., C.

Shelley Shipman, B.S.N., R.N., C.  
Lynn Hand, R.N.  
Josie Rodriguez, B.S.N., R.N.  
Traci Loud, R.N.  
Christine Vurganov, R.N.  
Myna Lucena-Wolbert, R.N.  
Judy Vit, R.N., C.  
Brenda Brown, R.N., C.N.O.R., C.G.R.N.  
Darlene Dwers, R.N., C.  
Joseph Fratandugno, R.N.  
Mary Ellen Sweeney, R.N.  
Diane Kilmaier, R.N.  
Kim Tidwell, R.N.  
Darlene Liedtke, R.N.  
Holly Kimley, R.N.  
Donna Ward, R.N.  
Lilly Luga, R.N., B.S.N.  
Diane Jenke McMahan, R.N., C.B.N.  
Krista Henry, B.S.N., R.N.

**Sami Abate, R.N., B.S., C.C.R.N.**, Assistant Nurse Manager, Cardiac ICU and Step-down, was named the grand prize winner of the annual Cherokee Inspired Comfort Award. Sponsored by Cherokee Uniforms, the award recognizes nurses across the country who "embody the most outstanding characteristics of the health care community." Recipients are chosen for their "exemplary service to those in need, as well as for implementing innovative solutions to industry challenges."



## Award Winning Nurses

**Nancy Harrell, R.N., M.S.N., A.P.N., C.R.N.P., C.I.C., C.B.N.** Received 2010 March of Dimes/Nurse of the Year – Advanced Practice Nurse category.

**Sami Abate, R.N., B.S., C.C.R.N.** Received 2010 March of Dimes/Nurse of the Year – Critical Care category.

**Patricia Heslop, R.N., M.S.N., C.C.R.N., A.P.N.** Received the Nurse Excellence – Clinical Practice Award from the South Jersey Chapter of the National Black Nurses Association.

**Barbara Conicello, R.N., C.E.N.** received the NJ Emergency Nurses Association Award for Excellence in Nursing Practice.

**Sharon Walker-Brown, R.N., M.S.N.** received the Shirley Grisholm Award for outstanding commitment to serving individuals from disadvantaged backgrounds.

**Lisa Barker, R.N., C.M.S.R.N.**, a staff nurse at Elmhurst Hospital, was recently honored with a Nursing Excellence Award from Wauson Spectator magazine, an honor which only six nurses from the Philadelphia and Tri-State area received.

**Teresa Cope, RN, BSN, MBA** received the Lifetime Achievement Award from the NJ Organization of Nurse Executives in December 2010. Ms. Cope was honored for her more than five decades of service to the nursing profession.

Recognition of nursing excellence is enculturated throughout SJH. Although these nurses are singled out for their amazing contributions to nursing and SJH's community, they are truly team players who realize that when one individual shines, everyone shines. Our achievements continue to grow and our desire to improve patient care is our driving force.



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