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Dear Nursing Colleagues:

It’s been another exceptional year of achievements for SSM Health St. Joseph Hospitals in St. Charles and Wentzville. Our team’s commitment to providing present, compassionate, high-quality care to our patients and families is a direct reflection of our Mission and Values.

Nursing is a critical component of the health care industry as it evolves and transforms into the future. The Institute of Medicine has outlined strategies to ensure our patients are receiving patient-centered care that is safe, timely and effective. Through evidence-based research, we align our practice to improve clinical outcomes for all patients while making considerable efforts to reduce their physical, emotional and spiritual suffering.

We have a solid foundation of shared governance that allows nurses to assist in advancing practice to improve processes and lead change within our organization. Our front-line leaders work diligently to remove barriers to success using a progressive approach to care coordination through integrated health care systems.

SSM Health continues to play a key role at the national, state and local levels to improve the quality and effectiveness of health care services. Our efforts are driven by our devotion to the St. Charles and Wentzville communities. As we move forward, we will continue looking for ways to partner with our patients and positively impact the long-term health of our community and its residents.

Thank you for your continued professional efforts, your willingness to carry on our Mission, and the many ways you contribute to our success. I am personally honored to serve alongside you as we reveal God’s healing presence together.

Sincerely,

Anitra Galmore BSN, MS, BSN MSN RNC-EM
Vice President Nursing | CNO
SSM Health St. Joseph Hospital – St. Charles
SSM Health St. Joseph Hospital – Wentzville
SSM Health Mission, Vision and Values

**Mission**

Through our exceptional health care services, we reveal the healing presence of God.

**Vision**

Through our participation in the healing ministry of Jesus Christ, communities, especially those that are economically, physically and socially marginalized, will experience improved health in mind, body, spirit and environment within the financial limits of the system.

**Values**

| Respect | We respect life at all stages and promote the dignity and well-being of every person. |
| Compassion | We reveal the healing presence of God through compassionate care focused on the fullness of the person. |
| Excellence | We provide exceptional care and service through employees and physicians dedicated to our Mission. |
| Community | We cultivate relationships that inspire service and promote justice in our organization and throughout our communities, with special concern for the poor and marginalized. |
| Stewardship | We use our financial, human and natural resources responsibly and care for the environment. |
Strategic Direction for Nursing

Professional Nursing Practice at SSM Health creates an innovative environment for the achievement of exceptional outcomes while advancing and contributing to the profession. We partner with patients, families, providers and each other, using practices that are restorative, supportive and promotive in nature.

SSM Health is the preferred partner for care across the health continuum.

Our Mission: Through our exceptional health care services, we reveal the healing presence of God.

Sacred Trust

Our Values: Compassion • Respect • Excellence • Stewardship • Community

Shared Leadership • Relationship-Based Care

Nursing Professional Practice Model

EXCEPTIONAL Experience • People • Value

I am a professional
I am an advocate
I am a partner
I am accountable
I am a leader

I am an SSM Health Nurse

Strategic Direction for Nursing

Professional Nursing Practice at SSM Health creates an innovative environment for the achievement of exceptional outcomes while advancing and contributing to the profession. We partner with patients, families, providers and each other, using practices that are restorative, supportive and promotive in nature. SSM Health is the preferred partner for care across the health continuum.
**Intensive Care Unit**

In the Intensive Care Unit at SSM Health St. Joseph Hospital – St. Charles, nurses are transforming patient care through a multi-disciplinary approach based on evidence-based practices, resulting in high-quality care and positive outcomes for our patients.

Our **PAD** (pain, agitation & delirium) **Group Committees** utilize clinical practice guidelines to address pain, agitation/sedation and delirium in the critical care patient population. Front-line staff RNs serve as committee members and as subject matter experts, promoting awareness and increasing education among staff.

Our **Early Mobility Program** focuses on ambulating patients while on mechanical ventilation. Multi-disciplinary staff projects emphasize topics including passive range of motion training and safety guidelines for ambulating patients with femoral lines. Michelle Adams, RN, serves as the unit champion for this committee. Through her attendance at the Perme Mobility Seminar, Michelle gained a better understanding of how early mobility and increased activity can increase functional capacity and improve overall quality of life.

**CAM-ICU**, used for early detection of delirium, helps ensure early, appropriate treatment and management in this vulnerable population. Our nurses are trained using both instruction and simulation. Ana Feldhaus RN, CCRN, chairperson, and Holly Swier, RN, educate both new and tenured staff in utilizing the “THINK” mnemonic when working to find the cause for a person found to have delirium.

The goal of the **Wake Up and Breathe Committee** is to minimize ventilator LOS by improving the spontaneous awakening trial (SAT) and spontaneous breathing trial (SBT). Through collaboration with respiratory therapy, Holly and Rebekah Owens, RN, work to educate the ICU staff on these processes with a goal of standardized, twice-a-day assessments in selected patients.

Promoting quality of sleep and working to decrease delirium in the critical care population is the focus of the **Sleep Protocol Committee**. Chairperson Danielle Santiago, administrative supervisor and former ICU staff RN, along with Lynn Behrens, RN, and Lauren Smallwood, RN, help staff work toward this goal through promotion of nonpharmacological interventions. Minimizing noise, adjusting room lighting and use of music are often utilized to address the patient’s sleep requirements.

The introduction of the ICU diary, as part of the **Post-ICU Syndrome Committee** (PICS), is one way of decreasing the prolonged cognitive dysfunction that can impair ICU patients for several months after hospitalization. The ICU diary is successful in helping patients make sense of the fragmented, distorted memories of their ICU stay. Jeremy Berfanger, RN, chairperson, shares learnings from the 2016 NTI conference with his colleagues and helps to identify those patients who would benefit from the PICS program.

In addition, our exceptional **GN** (graduate nurse) **onboarding** ensures that our patients receive the very best care from even the most novice staff. Lauren Smallwood brings more than 30 years of skill and knowledge to her role as Futures clinical coach. In this role, her experience and passion are personified through a series of didactic sessions, simulations, and even a Jeopardy-inspired game to bring about learning and build a foundation for those entering the critical care nursing profession. Through collaboration with our intensivists and other key stakeholders, Lauren has created a remarkable program that has been shared as a best practice across the entity and region.
Quick Emergency Department

Emergency departments across the nation have been experiencing unprecedented increases in patient volumes, and the emergency department at SSM Health St. Joseph Hospital - St. Charles is no different. In 2016, a focus in the emergency department was to improve timely access to care for all patients. One of the opportunities identified was for the lower acuity patient population, hence the birth of the Quick Emergency Department (QED).

An interdisciplinary team at SSM Health St. Joseph Hospital - St. Charles participated in a rapid improvement event that standardized the work flow within the QED so that patients with a lower acuity would be seen by a provider more quickly, have their orders and testing completed and be discharged in shorter period of time. The implementation of the QED has been highly successful, resulting in an improved patient experience, decreased wait times and enhanced work environment for the clinical team.

ED Reduces Average Patient Discharge Time by 37 Minutes

The Emergency Department at SSM Health St. Joseph Hospital - St. Charles was highlighted on a national stage and asked to share findings of a best practice for discharging patients.

During a Lean rapid improvement event, the ED discovered an opportunity to reduce the length of time between physicians entering a discharge order and patients exiting the facility. The lack of a standardized discharge process had led to consistently poor satisfaction among the patients, staff and physicians.

The goal was to reduce the average patient wait time during the discharge process from 56 minutes to fewer than 30 minutes. Through a close collaboration between nurses and physicians, the ED achieved an average discharge time of 19 minutes, leading to an estimated 1.4 million minutes of reduced patient wait time since the start of the ED’s Lean journey.

Karen Gist, Director of Emergency and Trauma Services, and Jacque Wagster, ED team leader of nursing, presented their findings at the Emergency Nurses Association national conference in Los Angeles. Their presentation was one of six selected from among hundreds of submissions.

“This was a great opportunity for us to improve communication between nurses and physicians and, in turn, improve the experience for our patients,” Gist said. “The discharge process is often the final impression we make on them. Creating a more defined process helped us unclog the back end of the pipe, which allows incoming patients to get in more smoothly.”
Graduate RNs

New Graduate RNs

New graduate RNs are the future of nursing, and here at SSM Health St. Joseph Hospital – St. Charles, we are committed to providing them with a supportive transition from student to graduate nurse at the bedside. This journey can be scary and overwhelming as they learn skills and expand their knowledge on illnesses, processes and procedures that will provide a solid base for their developing career, one in which they will continue to learn and grow from every patient and family interaction. As leaders, we are always looking for new and innovative ways to support this group better, educate them more effectively, and engage them through the Mission and Values here at SSM Health. The Futures program was established to streamline their training and support them, as well as provide them with a forum to support one another and share experiences.

In 2016, we changed our recruitment tactic to hire the majority of our graduate nurses in June. Thirty-six of the 43 graduate nurses hired in 2016 were hired in June — that is 84 percent of our total graduate hiring pool for the year. The nursing leadership team worked together to establish a streamlined onboarding process for this cohort as a whole.

We created three separate four-hour training sessions led by team leaders. Collectively, these sessions covered a broad spectrum of topics important to every RN hire, but they focused on the graduate nurse perspective. It also allowed time for the group to bond and become familiar with every team leader in the hospital, as they each taught a session. The information was presented in an interactive and engaging way through presentations, role playing, games, hands-on activities and group...
discussions. This time allowed us to show them how the things they learned in school translate to real-life experiences in the hospital. It also streamlined the expectations and messages that all the new GNs were hearing, so there was consistency throughout the house.

To help facilitate the Futures program, the Coach Model was utilized throughout the hospital. This model was to provide additional support to the new hires as well as their preceptors. It helped optimize the orientation experience by having the coach organize weekly update sessions, identify learning opportunities, help set and achieve individual goals, provide emotional support, establish schedules and ensure all documentation was completed. Meeting on a weekly basis to establish individualized goals and evaluate struggles early on is key for success, and utilizing a coach on each unit allowed them to oversee a successful transition for this new group of nurses, resulting in a 95 percent retention rate.

The nursing staff in the ICU at St. Joseph Hospital – St. Charles represents 481 years of combined experience as SSM Health employees. From those with less than 1 year and those with more than 40, our team creates exceptional experiences, yielding high-quality outcomes for those we serve.

2016 Futures Graduates

Congratulations and welcome to our new class of Futures nurses!

- Renee Allison
- Zachary Bartlett
- Heather Borho
- Dillon Dreyer
- Julianna Ireland
- Alicia Loeffler
- Amanda Martin
- Kayla Morgan
- Katelyn Muir
- Samantha (Cross) Shelton
- Michelle Smelser
- Lindsey Twitty

2016 Futures Graduates with Staff
2016 Surgical Services Highlights

The surgical services operating room experienced a 25 percent increase in total case minutes. There were significant increases in orthopedic and cardiac surgery and an increase in neuro surgery. The hospital-based endoscopy department had a 13.5 percent growth in procedure volume, and the endoscopy joint venture surgery center performed 8,520 procedures.

OR utilization and first-case on-time starts were maintained in the 90th percentile. Outpatient surgery patient satisfaction achieved a mean score of 85 percent on a goal of 85.3. Overall staff retention for surgical services was 99.97 percent (excluding retirement).

Surgical services began its Lean journey in September 2016. One value stream analysis (VSA) and three rapid improvement events (RIEs) were completed by the end of the year. Based on the VSA, the RIEs focused on the patient process from scheduling until patient disposition post-operatively.

The cardiac surgery team celebrated with Gloria Armstrong as she achieved the milestone of 50 years as an employee of SSM Health. The operating room welcomed three additional team members who successfully completed the Periop-101 program: Mike Lewis, RN; Raegan Woodruff, RN; and Shannon Ehlert, RN.

Continuing to validate professional standards of practice, Chrissy Huffman, RNSA, and Carrie Hewitt, RNSA, achieved CNOR status, and Denise Moellering, RN, completed her BSN.

2016 Safety Fair Brings Safety, Quality and Transparency to the Forefront

The 2016 “Patient Safety Starts With Me” safety fair focused on bringing awareness to the progress being made in the areas of safety, quality and transparency regarding opportunities for improved processes and outcomes.

The fair consisted of 17 interactive stations, each linked to campus events, near-misses or sentinel events. A general session was held to reiterate what defines an event or near-miss and the importance of reporting these occurrences. A feedback session concluded the fair to provide team members the opportunity to influence future training needs.

The fair hosted 346 attendees consisting of physicians, CRNAs, pharmacists, physical therapists, EVS, nurses, clinical partners, sitters and regional leaders.

Anitra Galmore, Chief Nursing Officer of SSM Health St. Joseph Hospital – St. Charles, said, “Our Mission is to transform health care through the lens of a high-reliability organization by developing effective solutions to our most critical safety and quality problems and creating a culture of transparency in a non-punitive environment. We are preparing our team by training staff to be situationally aware of vulnerabilities in processes or any situation that undermines performance.”
National Nurses Week Award Winners

Renee Brinkman, Interventional Radiology | Lee Oppeau Award

When caring for our radiology patients, Renee is best known for her empathy, concern and compassion. Her sense of respect shines in her daily interactions, and you can see it in the faces of her patients and co-workers. She finds ways to relate to patients from all walks of life and sees them as people rather than tasks to get through the workday. Patients in Renee’s care feel comfortable and confident in the care they’re receiving. They depend on her for support as they navigate their illness and receive trustworthy, straight-forward answers to their questions. On the job, Renee projects a sense of responsibility and practices stewardship in her use of resources. Even when a situation becomes hectic, she has the capability to turn things around without delay or error. Renee’s humor and down-home personality make her an absolute joy to work with.

Katie Danuser, 5 C/D Medical/Oncology | Rookie of the Year

One would never know that Katie has been a nurse for only one year. She exhibits excellence in all aspects of patient care. She is an astute clinician, able to effectively and efficiently care for her patients in ways not always seen in more experienced nurses. She shows great compassion and respect to not only patients but also their family and visitors. Katie has a special skill for knowing what patients and families need and adapting their care plan to meet those needs. This may mean praying with her patients, educating them on pain management, finding that one item that brings them comfort, or simply being available to talk. As a prior Futures graduate, Katie has taken an active role in onboarding new nurses to the program, acting as a coach and mentor. Katie is described as the consummate team player, and new nurses who have been trained by her have said she’s made a helpful impact on their onboarding process. She is currently furthering her nursing education, which she applies in her day-to-day practice. Katie takes an active role in process improvement, sits on the department unit practice council and is always receptive to new ways to improve patient care. Katie exhibits the SSM Health Mission and Values in every way, both in her nursing care and in her approach to being a strong team member.
Betty Sutton, Emergency Department | Rookie of the Year

Betty is truly an exceptional new nurse! She was a tech in the emergency department for many years prior to nursing school. She pushed herself to finish school and has excelled since her graduation. She is always a team player and is intelligent beyond her years, even filling in for CSNs when needed. She is more than happy to show others the ropes, as she actively mentors new nurses and has even held training sessions for new techs.

Tony Kissinger, Surgery | Support Person of the Year

The operating room could not function without all of the support that Tony provides. He consistently ensures that we have supplies and resources to do our cases. This is a very high-pressure position in our department because patient needs can change rapidly. But Tony is always pleasant and consistently goes the extra mile to ensure we have everything that’s needed. Even though he is not involved in direct patient care, he recognizes that his role affects patient outcomes. He often asks how well a procedure went and how the patient is doing. Tony is well-respected by staff and surgeons for his loyalty to our department and patients. He works behind the scenes and never expects recognition for his contributions, but he deserves to know how much he is truly appreciated!

Rachel Painter, Patient Access — Kisker | Support Person of the Year

Rachel Painter works very hard in registration to ensure patient satisfaction. She spends a lot of time and energy pre-working accounts so that insurance is correct on all of them. She tries to ensure everything is correct before a patient ever arrives for their testing, so that the process is seamless from start to finish. Rachel is now providing training to new hires to help make sure they have successful careers with SSM Health.

Kahla Stygar, 2 West — Wentzville | Support Person of the Year

Kahla is always helpful with staff and patients, going above and beyond her normal duties. As a staff member, I can count on her to help with patients that are upset or frustrated. She is great at redirecting patients using communication and empathy skills. She makes herself available and diligently responds to patient needs and concerns. When a patient has a question or concern, she is able to direct that patient to the correct member of staff and alerts the proper staff. Kahla exhibits excellent patient care that enhances our team continuity and promotes the SSM Health Mission and Values.

NLNL2020 Scholarships

This year, SSM Health St. Joseph Hospital – St. Charles donated more than $22,000 to employed nurses pursuing their BSN through our NLNL2020 Nurses Learn, Nurses Lead scholarship program, and more than $9,000 toward continuing education and certification programs.

2016 Scholarship Recipients

Karen Bramel, RN | PACU  
Sarah Coleman, RN | 4 C/D  
Anastacia Feldhaus, RN | ICU

Blaine Goodman, RN | ICU  
Lisa Hardin, RN | PACU  
SulKi Kim, RN | ICU

Lori Orso, RN | ED  
Ryan Schubert, RN | CCL  
Thomas Watson, RN | ICU
2016 DAISY Award Winners

The DAISY Award recognizes extraordinary nurses, their compassionate care and the everyday work they do. The DAISY Award and foundation began in 2000 by the Barnes family in memory of J. Patrick Barnes. During his illness and hospitalization, Patrick and his family were so humbled by the important and meaningful impact nurses have on the lives of many people that they decided to create the award. Nurses are nominated by patients, families and co-workers.

Following are the 2016 award winners alongside the statement for their nomination.

Hannah Bassett, RN | 4 C/D

I wanted to take a few minutes to say thank you so much for taking care of me during my recent stay after knee surgery. I have no doubt that my rapid recovery was due in part because of your nursing skills, demeanor and pleasant disposition. Nursing skills are taught in school, but “bedside manner” is learned from within. Your attention to detail and genuine willingness to listen to me about what was hurting meant so much. Your willingness to listen to me and my corny/weird/stupid jokes made me feel better. Had you not told me you just graduated in May, I wouldn’t have believed it. I honestly took you for being a seasoned, veteran nurse with years of experience under your belt. Your confident approach toward my condition was very commendable. You were always honed in on what I had to say, and that’s the mark of an outstanding nurse. While I’m truly glad Dr. Jachna was able to get my knee repaired and get me home, I am really going to miss our conversations and joking around. I like bringing laughter to others, especially to people like you who often see the sad, pain-filled side of people. Again, thank you for being my nurse, taking care of me and for making me well again.

Donna Bruening, RN | The Family Birthplace

To define the DAISY Award is to define Donna Bruening. I have had the pleasure of working with her now for six years. She is one of the best CSNs I have ever worked with. When she is in charge, her first priority is to care for our patients, then to protect her fellow nurses. There are a number of examples that I could give, but I will focus on what has meant the most to me. My favorite is the care and attention she gives to every new nurse who comes to our floor. When I first started, she found me in tears related to the stress of the job and my home life. She only knew me for a three short months, yet wrapped her arms around me, sat me down and reassured me that she was confident in my skills as a nurse. So, I stayed. I’ve watched as she has also done this with all new nurses who come to our floor. She welcomes them with kindness and an open heart. Her fairness is undeniably
one of her best qualities. She makes sure to challenge new nurses to help them grow, always aware of what their needs are to strengthen their skills.

I’ve watched her maintain contact with the director of nursing explaining that she would not accept another scheduled procedure for that time as we did not have the staff to adequately care for the added patients safely. Donna would not sway. She believes each patient deserves and requires her nurses to give the highest possible quality of care. One morning as I was leaving, there was a patient whose fetal heart tones were down and required an emergency C-section. Donna calmly picked up the phone and called those who needed to be on our floor. She did this with the composure of a true leader while directing her staff to get the job done. This is a true gift!

As a seasoned nurse, I’ve witnessed her advocating for exceptional patient care even when it means potential disagreements with physicians. She always fights for what’s best for our patients. I’m fortunate to serve under her, for she has strengthened my skills not only as a nurse but also in my personal life. She is both mentor and true friend.

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**JoAnne Brungart, RN | Telemetry**

JoAnne has been such an exceptional RN and is such a sweetheart! She shows a lot of care and patience to myself and those around her. Today was my first time meeting her, but I can only hope any RN I get after her is just as great. Please let her know just how wonderful she is. Thank you, JoAnne, for being here for me!

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**Laura Haydon, RN | 5 C/D**

When a patient arrived at our rehab floor in need of a wound vac, the rehab nurse called for assistance and Laura caught wind of it. She went to central distributing to obtain supplies and went to the room. She checked to make sure pain medications were on board. When they weren’t, she made sure the nurse gave them and came back 30 minutes later to do a dressing change. Laura spent at least 45 minutes with the patient completing a dressing change, ordering supplies and instructing the rehab unit on how to address the multiple wounds. She also helped a fellow nurse with documenting description of the wounds. We typically turn to the 6th floor for wound care expertise; however, Laura voluntarily went out of her way to help the patient as soon as possible. She is an awesome example of what an amazing team we have!
**Matt Hemker, RN | The Family Birthplace**

Matt was present when an ultrasound revealed that my 29-week baby no longer had a heartbeat. He graciously drove me to another hospital to be seen by my OB and stayed with me until my husband arrived. Matt was compassionate, selfless, kind and empathetic, and took care of me at a difficult time without being intrusive. I cannot thank him enough for his tremendous compassion.

**Casey Lairmore, RN | 5 C/D**

Casey is new to the nursing leadership team at SSM Health St. Joseph Hospital – St. Charles, yet her team has commended her many times regarding her leadership and how fortunate they are to have her. Casey can always be depended upon to respond to requests in a timely manner, meet deadlines and advocate appropriately while still being able to lead and engage her team. Casey may be quiet, but she always has a lot to say when it comes to what’s happening on the busy fifth floor. She takes the time to nominate her team for various nursing awards to show her appreciation for their hard work. Casey has proven to be an outstanding addition to the leadership team at SSM Health St. Joseph and has a bright future ahead of her as a nursing leader.

**Brad Muir, RN | ICU**

I would especially like to thank my nurse Brad, who not only promised me that he would not let me die on his watch (which obviously did not happen), but also took care of my parents and fiancé. He made sure they knew what was happening with me at all times. From a nursing standpoint, keeping patients and families informed is the first step to building trust. Even though this can sometimes be challenging, Brad does this naturally and treats it as a basic need while focusing on every patient and family. He is an asset to our ICU team, and we just wanted to take this opportunity to let him know how much we appreciate him and his compassion.
Rachel Oden, RN | 2 West – Wentzville

I was here with my students on 2 West when a code strong was called to the emergency department. When Rachel ran to the scene, I thought I would follow and observe. There was a teenage girl who was extremely upset and would not allow staff to give her a needed medication. Rachel talked so kindly and so patiently to her, and after a bit of time she was able to talk the girl into taking the medication. The whole situation could have gone very differently, as the doctor and other staff thought restraints might be necessary. Because of Rachel’s exceptional patient care and kind and compassionate nature, the girl was able to avoid the trauma of being restrained and the objective of administering medication was still met. Behavioral health is a difficult field and it’s nurses like Rachel that make it great.

Greg Pohlen, RN | Telemetry

While I was a patient, this nurse showed not only professional but personal care. He made my stay a lot more pleasant. I just can’t say enough about this nurse other than to say if anyone deserves accolades, it’s Greg. Professionalism, compassion, thoughtfulness, very attentive to anything I asked for, one of a kind!

Clint Sliter, RN | 4 C/D

I was admitted for pancreatitis and given meds to help my pain, but they weren’t working 100%. I was experiencing severe dry gagging. Clint knew of a med that would relieve it and went about contacting a doctor and having a script written. Clint then began giving this med to me while explaining the importance of using my pain pump along with the other meds. It worked! More important to me, however, was the kindness and compassion Clint showed that night. Clint went out of his way to get medicine to help my pain, but it was his attentiveness that made me feel special. I felt Clint’s love for mankind and his job. If we were in the service together, I would recommend him for the Legion of Merit.
Great Catch Awards

Tracy Torres, RN | 4 C/D

My father was recently hospitalized at St. Joseph Hospital - St. Charles. During the course of his care, my family was blessed to fall under the care of Tracy Torres. She cared for my father for many of those days in the hospital and truly exemplifies what a nurse should be. Her care for my father and our family is what made our stay a memorable experience. My dad was very sick and Tracy helped us understand his condition, helped educate us concerning difficult decisions and nurtured us during his stay. I am extremely grateful for her care. Many times, people choose to write or comment when they have a bad hospital experience. I felt that in this case it was important to write about the exemplary care given to us by Tracy. Please let her know she made a positive difference during a very difficult time for my family.

Megan Ward, RN | 6 C/D

When Megan took over as my nurse, I was in immense, unmanageable pain. Megan showed me more compassion than any other nurse or doctor I encountered. She spared no resources in finding a solution to relieve my pain. She gave me an extra pillow and explained how to use it to help me move positions comfortably. I am so grateful that Megan was my nurse. She exhibited exceptional skills and extraordinary compassion. When she started her shift, I was in so much pain I could not stand on my own. By 11 pm I was up walking on my own. THANK YOU!

Great Catch Awards

Patients depend on us to be not only cautious, but vigilant in checking our work and the work of others. Even a small mistake or miscalculation can have a major impact on a patient’s outcome. The Great Catch Award is a way we recognize team members for “catching” errors before they reach the patient. Every catch is critical to patient safety, some of which can be lifesaving. Thank you for all you do every day to keep our patients safe. Congratulations to our 2016 Great Catch Award Winners!

6th Floor Team | team award
Michele Austin, RN | 6th floor
Ed Belter, Special Procedures Tech | CCL
Marc Bodart, RN | OR
Andrea Covilli, RN | FBP
Blaine Goodman, RN | ICU
J.D. Guss, RN | OR
Hanifeh Khodaparasty, PharmD | Pharmacy
Teresa Kranzbert, RN | OR

Denise Moellering, RN | OR
Barb Peters, RN | OPS
Carol Powell, RN | 6th floor
Mike Skaggs, ORT | OR
Liz Venturella, RN | CCL
Kathy Vogt, RN | CCL
Nathan Wesche, Pharmacy Intern | Pharmacy
Telisa Yandell, RN | 6th floor
March of Dimes 2016 Nurse of the Year Finalists

Congratulations!

Rebecca Florian | Women’s Health & Obstetrics
Anitra Galmore | Nursing Administration
Dianne Helvey | Emergency Care
Jeffrey Moomey | Surgical Services

New BSN prepared RNs

Congratulations!

Morgan Andrews
Kayla Gestring
Darla Manskar
Denise Moellering
Rebecca Shelton
Geralyn Willbrand

2016 Additional Nursing Highlights

SSM Health St. Joseph Hospital – St. Charles nursing had the best year-over-year improvement in Employee Engagement for the entire system. We rose from 3.62 in 2015 to 4.10 in 2016 (+.48) — a move from the 15th percentile to the 67th.

Added six certified RNs (four CCRN & 2 ONS)

Emergency services improved their patient experience ranking from the 46th percentile in 2015 to the 70th percentile in 2016.

2016 SSM Health St. Joseph Hospital – St. Charles
Press Ganey Scores — Mean Scores of Patient Satisfaction

![Graph showing Press Ganey Scores for Emergency Department]
Nursing Highlights

**2016 CLABSI rate 0.65** | Reduced from 2015 rate of 0.934

**2016 SSM Health St. Joseph Hospital – St. Charles**

![CLABSI Infection Rate Chart]

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**2016 CAUTI rate 0.333** | Reduced from 2015 rate of 0.561

**2016 SSM Health St. Joseph Hospital – St. Charles**

![CAUTI Infection Rate Chart]
On behalf of SSM Health St. Joseph Hospital – St. Charles, THANK YOU for contributing to our ultimate goal of delivering exceptional patient care. We could not achieve this without the outstanding work being done on a daily basis by our nurses and clinical staff. Please know that your efforts are greatly appreciated!