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Dear Colleagues:

It is my privilege to present the 2015 SSM Health St. Mary’s Hospital – St. Louis nursing annual report. In the following pages you will read of the exceptional work of our nurses that demonstrate their commitment to our Mission, “Through our exceptional health care services, we reveal the healing presence of God.” They embrace our Values of respect, compassion, excellence, stewardship and community in the work they do every day. Our nurses are among the best, and their practice reflects high standards of nursing excellence.

SSM Health St. Mary’s is a wonderful environment for the professional practice of nursing, one that promotes safety, quality and growth. Our staff embrace safety through their participation in TeamSTEPPS, Safety Huddles and Great Catch Awards. SSM Health St. Mary’s nurses have contributed to our hospital’s achievement of numerous quality awards such as:

- 2015 America’s Best Hospital Women’s Choice Award for cancer care, patient safety, obstetrics and orthopedics.
- The Joint Commission Top Performer on the key quality measures program (award received for 5 consecutive years).
- American Heart Association/American Stroke Association’s Get with the Guidelines® – Stroke Gold Plus Achievement Award with Target: stroke honor roll elite plus (the highest level of recognition given by the AHA/ASA for quality stroke care).
- Healthgrades Distinguished Hospital Award, 2014.

SSM Health St. Mary’s provides opportunities for nursing professional growth through participation in the Nurse Practice Councils at the unit, entity, regional and system levels. Positive impact to patient care and the patient care environment can be found through our staff’s participation in LEAN and other interdisciplinary performance improvement activities. The NL2020 scholarship program supports clinical growth through funding of certification and formal education. Through mentoring and succession planning, we foster promotion from within our hospital into titled leader roles, as well as promoting the mobility of nurses who may be interested in moving into critical care, surgical services and the emergency department. Our goal is to provide an environment at SSM Health St. Mary’s that allows for engagement, innovation and improvement which benefits both our patients and our nurses.

We are reminded about the heritage of healing that began more than 144 years ago when five Sisters, led by Mother Mary Odilia Berger, came to St. Louis with only $5, a basket and a faith-filled desire to make a difference in the lives of those who needed their care. As the years have passed, the message from the sisters to us has been “it is in our hands.” The SSM Health St. Mary’s nurses continue that sacred tradition every day through the exceptional care they provide to the patients and their families.

With appreciation for all you do,

Kathy Barnes, MSNR, RN, NE-BC
Interim Vice President of Nursing
SSM Health St. Mary’s – St. Louis
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**

<table>
<thead>
<tr>
<th>Values</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respect</td>
<td>We respect life at all stages and promote the dignity and well-being of every person.</td>
</tr>
<tr>
<td>Compassion</td>
<td>We reveal the healing presence of God through compassionate care focused on the fullness of the person.</td>
</tr>
<tr>
<td>Excellence</td>
<td>We provide exceptional care and service through employees and physicians dedicated to our Mission.</td>
</tr>
<tr>
<td>Community</td>
<td>We cultivate relationships that inspire service and promote justice in our organization and throughout our communities, with special concern for the poor and marginalized.</td>
</tr>
<tr>
<td>Stewardship</td>
<td>We use our financial, human and natural resources responsibly and care for the environment.</td>
</tr>
</tbody>
</table>
1. Transformational Leadership

Care for Caregivers
The Care for Caregivers (C4C) program at SSM Health St. Mary’s is an adaptation of a program developed at the University of Missouri and brought to SSM Health by one of our sister hospitals. The program is designed to provide assistance and support to staff and caregivers following health care events that are emotionally challenging and stressful. These events could include coping with their first death experience, the unexpected loss of a patient, medical errors, the loss of an infant after birth and much more.

The decision was made to implement the program at SSM Health St. Mary’s in 2013 to support our employees. The initiative was led by nursing leaders who reviewed and adapted the current SSM Health program to meet the needs of our employees. Nursing leaders developed the training and conducted and held classes in late 2013 to educate Tier 2 supporters for implementation in 2014. The response to the training was so overwhelmingly positive that additional classes for Tier 2 supporters were quickly scheduled and completed. At this time there are more than 80 C4C Tier 2 supporters. This nurse-led initiative continues today throughout the hospital and is a commitment to all employees that we will support them through stressful events.

TeamSTEPPS
The science of human factors demonstrates that even highly educated and skilled teams can be prone to human error. Acknowledging this, the nursing leaders at SSM Health St. Mary’s embraced a patient safety initiative known as TeamSTEPPS®, which stands for Team Strategies and Tools to Enhance Performance and Patient Safety. TeamSTEPPS® is an evidence-based teamwork system focused on optimizing patient care by improving communication and teamwork among health care professionals, including front line staff. TeamSTEPPS® addresses and promotes the delivery of high quality interdepartmental communication and handoffs. In 2015, more than 215 nurses participated in this training. In high-risk areas such as ICU, cath lab, ER and OR, all current employees were trained and all new employees will be trained during their orientation process. Techniques such as huddles, debriefs, SBAR, “CUS” words and “stop the line” behaviors have become part of the everyday culture of safety at SSM Health St. Mary’s. In 2016, TeamSTEPPS will be expanded to all hospital departments.
Nursing Mentorship

At SSM Health St. Mary’s, we believe in developing our employees. This can be seen in the transformation of a unit secretary to a registered nurse and a staff nurse into a stroke coordinator. Resources such as tuition reimbursement, career mentoring and organizational agility supported these employees.

Heather LeGrand, BSN, started her career in labor and delivery (L&D) as a night unit secretary. Her mother was an L&D nurse, which led to Heather’s interest in this field. After a year, Heather expressed interest in pursuing training as an OB scrub tech. She attended perioperative 101 training and received on-the-job training in the main OR. Heather became one of our premier OB scrub techs; however, she expressed interest in continuing her education. As a mother of a young child, Heather’s schedule and availability were challenging. But, she prevailed and returned to Maryville University. We were able to support her schedule and efforts to earn her BSN, which she completed in May of 2015. Heather had an interest in L&D and critical care. Through a mentorship and coaching, she began her nursing career in the Futures program in the ICU, where she currently works.

Jessica Dickman, RN, MSN, SCRN, started her career at SSM Health St. Mary’s in the ICU. Her thirst for knowledge and quest for excellence was quickly recognized and facilitated her progression into Clinical Support Nurse and Team Leader roles. Jessica’s experience of clinical practice and utilization of evidence-based practice made her the ideal candidate when a stroke coordinator role was created. She was supported in her pursuit of a Masters of Nursing degree and Stroke Certified Registered Nurse (SCRN). As the stroke coordinator, Jessica has had a powerful impact on the advancement of stroke care at SSM Health St. Mary’s. She has worked diligently to ensure that the treatment of patients experiencing a stroke is timely and effective by creating processes that expedite the care of patients who present to the emergency room. Jessica’s vigilance has enabled the emergency room team to reduce their “door-to-needle” times from 67 minutes in 2014 to 46 minutes in 2015, and she also increased dysphagia screening compliance from 61% in 2014 to 87.7% in 2015. Jessica continues to look for ways to assist the team in decreasing their “door-to-needle” time in 2016, as well as to arrange training and competency testing for emergency department employees.

SSM Health St. Mary’s – St. Louis is a Level 2 Advanced Primary Stroke Center and received the American Heart Association/American Stroke Association’s Get With The Guidelines® — Stroke Gold Plus Achievement Award with Target: StrokeSM Honor Roll Elite Plus in 2015.


2. Structural Empowerment

ICU Practice Guidelines — CAM/RASS Scoring Improvement

Nurses are changing clinical care through collaboration with interdisciplinary partners. In the intensive care units, practice guidelines meetings are held twice a month for the multidisciplinary team delivering care. The team includes nurses, physicians and representatives from respiratory care, clinical nutrition, physical therapy, occupational therapy and pharmacy. This group addresses and promotes the delivery of high-quality, evidence-based health care, as well as collaboration among all disciplines. In 2015, the team identified an opportunity to improve the CAM/RASS scoring of ICU patients. The CAM/RASS is a formalized scoring tool that helps nurses and doctors reduce the incidence of ICU delirium by prevention and early treatment. The CAM-ICU (Confusion Assessment Method in the Intensive Care Unit) is an assessment tool that assesses four main features of delirium. The Richmond Agitation-Sedation Scale (RASS) measures a patient’s alertness or level of agitation. It is most often used in mechanically ventilated patients to ensure the appropriate level of sedation. ICU delirium is a predictor of increased LOS and mortality. The team realized that there was a definite lack of understanding around CAM/RASS scoring.

Micah Toombs, RN, assumed the role of a nurse champion. A learning needs assessment was completed, and based on the responses to that assessment, education was provided. Micah then attended the Society of Critical Care “Pain, Agitation, and Delirium” (PAD) conference where she learned valuable information about long-term effects of PAD in the ICU patient population. She came back and immediately shared this information with the multidisciplinary team. The patient’s perspective was obtained through an interview process. Integrating all they had learned, a scenario-based video was developed to assist in accurate CAM/RASS scoring in the ICU. Compliance in appropriate CAM/RASS scoring increased and was effectively incorporated into multi-disciplinary rounds in the ICUs.

Quick Emergency Department (QED)

Across the country, patient volumes in the emergency department have been soaring, creating a need for innovative solutions to facilitate patient flow. Employees within the emergency department at SSM Health St. Mary’s Hospital – St. Louis utilized Lean methodologies to determine the greatest opportunities to enhance patient throughput and patient experience in the ED. This process revealed the opportunity to redesign patient flow and better utilize the current triage space for lower acuity, ambulatory patients. The “Quick ED” (QED) was born.

A patient receiving care in the QED is able to be seen and treated in a more efficient manner in this dedicated space, thus allowing the main ED treatment rooms to remain open for more critical needs. The QED team was interdisciplinary in nature and included nurses, paramedics, physicians and mid-level providers, along with patient-access representatives. Changes such as this have resulted in steady improvement in flow and patient satisfaction scores in the ED.
Nurses on Boards

The nurses at SSM Health St. Mary’s focus on establishing effective working relationships and collaborative efforts with the community. These are important to our Mission. In 2015, a number of nurses participated on the following local and regional community or professional boards:

- Maryville Nursing Advisory Board
- Greater St. Louis Council of Nurse Leaders
- St. Louis Community College Nursing Advisory Board
- Bridges to Care and Recovery
- Missouri Section Chair Association of Women’s Health, Obstetric and Neonatal Nurses (AWOHN)
- Statewide Governors Prematurity Taskforce
- St. Louis County Children’s Service Fund
- Missouri Maternal Mortality Review Board
- St. Louis Infant Mortality Review Board
- Missouri Perinatal Mood and Anxiety Disorder Advisory Board

Certifications Earned

On March 19, 2015, we celebrated the certifications of 70 of our nurses.

<table>
<thead>
<tr>
<th>Name</th>
<th>Certification</th>
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<tbody>
<tr>
<td>Laurie Hampel</td>
<td>VA-BC</td>
</tr>
<tr>
<td>Jane Pisoni</td>
<td>ARDMS</td>
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<tr>
<td>Diane Mitchell</td>
<td>VA-BC</td>
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<tr>
<td>Brandy Friemel</td>
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<tr>
<td>Lindsay George</td>
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<tr>
<td>Maria Miller</td>
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<tr>
<td>Sandy Pratt</td>
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<tr>
<td>Amanda Reynolds</td>
<td>HNP</td>
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<tr>
<td>Virginia Klug</td>
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<td>Ileen Barry</td>
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<td>Jenna Ruth</td>
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<tr>
<td>Mary Choi</td>
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<tr>
<td>Denise Schnable</td>
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<tr>
<td>Sharon Kaesberg</td>
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<td>Rebecca Karg</td>
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<td>Cynthia Buatte</td>
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<tr>
<td>Tina Leiber</td>
<td>OCN, CRNI</td>
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<tr>
<td>Katherine Fischer</td>
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<tr>
<td>Dianne Peabody</td>
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<tr>
<td>Elyse Hebenstreit</td>
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<tr>
<td>Patricia Ahrens</td>
<td>CCNA</td>
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<tr>
<td>James Thacker</td>
<td>RNFA/CNOR</td>
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<tr>
<td>Ethan Brewer</td>
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<tr>
<td>Serita Marshall</td>
<td>RNFA/CNOR</td>
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<tr>
<td>Shemelle Davis</td>
<td>PCCN</td>
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<tr>
<td>Lynn Furgerson</td>
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<td>Kelly Sexton</td>
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<tr>
<td>Stephanie McLean</td>
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<tr>
<td>Manisha Shrestha</td>
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<tr>
<td>Jeanne Sackett</td>
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<tr>
<td>Carolyn Becker</td>
<td>CDE, BC-ADMADA</td>
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<tr>
<td>Gerald Wyatt</td>
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<tr>
<td>Eileen Clarke</td>
<td>CDE</td>
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<tr>
<td>Judith Dauer</td>
<td>CGRN/CFER</td>
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Certifications (continued)

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<tr>
<td>Lore Gross</td>
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<tr>
<td>Kimberly Moore</td>
<td>CDE</td>
<td>Mollie Bolin</td>
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<tr>
<td>Katie Harris</td>
<td>PCCN</td>
<td>Miranda Dimmerling</td>
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<tr>
<td>Barbara Cook</td>
<td>ONC</td>
<td>Carla Flure</td>
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<tr>
<td>Julie Neubauer</td>
<td>APN</td>
<td>Meredith Meyer</td>
</tr>
<tr>
<td>Pamela Lesser</td>
<td>RNC-AWH</td>
<td>Marta Neely</td>
</tr>
<tr>
<td>Katherine Barnes</td>
<td>NE-BC</td>
<td>Lisa Tobias</td>
</tr>
<tr>
<td>Carolyn Parsons</td>
<td>WCC</td>
<td>Theresa Van De Riet</td>
</tr>
<tr>
<td>Jessica Heet</td>
<td>SCRN</td>
<td>Debra Wolf</td>
</tr>
<tr>
<td>Rebecca Boedeker</td>
<td>IBCLC</td>
<td>Mary Ruckman</td>
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<tr>
<td>Kendra Henske</td>
<td>IBCLC, ICCE</td>
<td>Judith Wilson-Griffin</td>
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<td>Kay Robbins</td>
<td>IBCLC</td>
<td>Judy Osterman</td>
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<td>Rebecca Gieseking</td>
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<td>Mary O’Neill</td>
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<tr>
<td>Terry Vogt</td>
<td>IBCLC</td>
<td>Sarah Dickhoff</td>
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<tr>
<td>Melissa Portell</td>
<td>WHNP-BC</td>
<td>Michael White</td>
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<tr>
<td>Susan Flanigan</td>
<td>ICCE</td>
<td>Jean Brontoli</td>
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<tr>
<td>Mariann Owensby</td>
<td>CCRN</td>
<td>Sylvia Poe-Velasco</td>
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Futures Program

The future of nursing relies on the nurses who are entering the field from nursing schools. It is our strong commitment to the transition of these nurses into the practice involvement that has made the Futures program successful at SSM Health St. Mary’s. The Futures program was developed in June of 2010 and grew from the need to hire a number of new graduate nurses on one of our telemetry floors. Innovation gave birth to a modified academic model of individualized orientation for new graduate nurses. Since the beginning, we have hired 441 new graduate nurses into the Futures program. In 2015, we hired 90 Futures program graduate nurses. Seventy-two percent of Futures employees were hired from external candidates. Twenty-eight percent of the candidates were hired from internal positions, including monitor techs, care partners and ancillary departments. Our retention of the 2015 Futures Nurses is approximately 93%.
Nursing Education Support

In 2008, the Robert Wood Johnson Foundation (RWJF) and the Institute of Medicine (IOM) launched a two-year initiative to respond to the need to assess and transform the nursing profession. The IOM appointed a committee with the purpose of producing a report that would make recommendations for an action-oriented blueprint for the future of nursing. Through its deliberations, the committee developed several key messages and recommendations presented as the Future of Nursing Report. One recommendation is to increase the proportion of nurses with a baccalaureate degree to 80% by 2020. SSM Health St. Mary’s incorporated this recommendation into our Nursing Vision 2020, and action plans have been defined to guide our next steps utilizing the IOM Future of Nursing Report, along with the Magnet criteria (the gold standard for nursing practice).

SSM Health employees can receive tuition discounts from close to 20 colleges and universities. All of our titled nursing leaders and approximately 65% of our direct care nurses currently have a Bachelor’s degree or above. Through tuition reimbursement, nursing scholarships, collaborative programs with area academic partners and flexible scheduling, we are currently supporting 78 of our nurses as they pursue higher education — 29 enrolled in BSN programs and 49 in Masters programs.

Nursing Scholarships

At SSM Health St. Mary’s - St. Louis, we understand that advanced education is a choice and yet, we also know the challenges nurses face in earning a BSN. In support of lifelong nurse education and in line with our Mission, nurses can receive funds from a number of scholarship opportunities.

Scholarships Awarded in 2015

Delia McHale Hixson Memorial Scholarship

Delia McHale Hixson was an advocate for education and lifelong learning. She was an avid reader, took classes at the library and was a writer of short stories. She saw education as the road to lifelong independence. Her family established this scholarship to honor Delia and to perpetuate their mother’s message encouraging nurses to be lifelong learners.

2015 Scholarship Recipient

Connie Owen, RN | 3 ICU
The NL2020 Nurses Learn Nurses Lead Scholarship Program

This scholarship program provides resources to achieve higher levels of education and training for staff nurses and nurse leaders to develop health care solutions focused on innovation, integration and impact. It is also a reflection of our commitment to growth, leadership and continued exceptional health care services provided to our community.

2015 NL2020 Scholarship Recipients

Lasaun Johnson | Women’s Health
Karen Goessling | Education
Cheryl Whyte | 6 West
Elyse Hebenstreit | 4 ICU
Jenna Ruth | Chemo Ctr #2 6400 Ste. 302

Degrees Earned

We celebrate the nurses who earned degrees in 2015:

Meg Bloomer, BSN
Amy Blumenfeld, BSN
Candace Bourisaw, BSN
Felicia Gibbs, BSN
Mary Harhausen, BSN
J.O. Kelly, BSN
Angela Lenard, BSN
Kachell Moore, BSN
Michelle Smith, BSN
Heather Schroeder, BSN
Tara Baca, RN, MSN
Kathe Carter, MSN
Brenda Davidson, RN, MS
Scope Safety

Judy Dauer, RN, a Clinical Support Nurse in the endoscopy department, has a passion for teaching and mentoring fellow staff on proper scope cleaning and reprocessing. Judy developed annual scope competency for staff, based on manufacturer’s guidelines and Society of Gastroenterology Nurses and Associates (SGNA) standards. Shortly after joining the endoscopy department, Judy became a member of the Society of Gastroenterology Nurses and Associates (SGNA). As one of the first nurses to receive certification in both Gastroenterology Nursing (CGRN) and Flexible Endoscope Reprocessing (CFER), Judy was instrumental in developing a standardized process for scope cleaning, reprocessing, labeling, storing and annual competency for staff.

Although we had no infections related to scopes, when the media highlighted recent infection outbreaks across the county related to scopes used for endoscopic retrograde cholangiopancreatography (ERCP), Judy stepped forward to ensure continued excellence within the department. She collaborated with our system ERCP team, Infection Prevention and staff from our Quality department to ensure we were providing the safest care for our patients across the region. Being a member of a professional organization can help our nurses stay current in their fields of practice. SSM Health St. Mary’s encourages nurses to become active members of their professional organizations and earn certifications because we recognize the importance it plays in improving the care we provide.

Great Catch

Patients depend on their health care providers to be vigilant, not only carefully checking their own work, but also the work of others. Even a small mistake or miscalculation could have a major impact on the patient’s outcome. The Great Catch Award was developed to recognize staff for “catching” errors before they reach the patient. It is awarded monthly to staff for their attention to detail and exceptional care.

2015 Great Catch Award Winners

Christa Gilbert, RN | L&D
Carly Hampton, RN | 3 East
Heather Merwin, RN | 5 East
Sara Sanford, RN | 5 East
Tara Ruck, RN | NICU
Debb Watts, RN | I-Choice/TCU
Leah Rudloff, RN | NICU
Eryn Simmons, RN | Cardiopulmonary Rehab
Amy Puricelli, RN | Cardiopulmonary Rehab
Carol Synne, RN | 3 West
Susan Mathew, RN | 3 West
Emily Piantanida, RN | 5 SW0/East
Exceptional Performance and Mission in Motion Awards

At SSM Health, we are working to ensure our patients and customers experience exceptional in every encounter, whether it’s on the phone, online or in person. This is our Mission. In this spirit, the Exceptional Performance Awards were created as a way to recognize the exceptional people and teams that embody our Mission and Values in their unmistakable commitment to carrying out our brand promise. In 2015, nurses received awards in the exceptional patient care and exceptional commitment categories.

Exceptional Patient Care | 3 East Nursing Team

The 3 East Nursing Team went above and beyond to care for a patient's physical and emotional needs. When a patient became distraught after his wife told him she would no longer care for his puppy, Emma Spencer volunteered to board the puppy in her home while the patient was in the hospital. Courtney Jones and other team members pitched in and collected more than $300 to cover the cost of vaccines, heartworm treatments, follow-up care and other necessities for the puppy. Knowing the puppy was well cared for, the patient was able to focus on getting better. The puppy, named “Pupcake,” touched the hearts of the nursing staff.
Exceptional Patient Care | Diabetic Educators and Pharmacists

The diabetes educators collaborated with the pharmacy team to develop a plan to prevent repeat events of severe hypoglycemia. Per the plan, a pharmacist runs daily reports and meets with a diabetes educator for each patient on the report to identify what caused the hypoglycemia and what changes need to be made to prevent a second drop in blood glucose levels. Once a plan is created, they contact the physician and nurse to discuss. Since implementation in February 2015, there has been only one preventable repeat hypoglycemia and overall hypoglycemia appears to be on a decline.

Exceptional Commitment | 3 West Nursing Team and Dr. John Hoff

Dr. Hoff and the 3 West Nursing Team worked together to turn an otherwise tragic situation into a calm, compassionate, supportive and respectful end-of-life experience for a patient and her family. The patient was bleeding from a puncture site that resulted from a tumor that had invaded her femoral artery. The difficult decision was made to no longer pursue aggressive treatment or intervention and begin comfort measures. The caveat was that at the present time, only the patient’s spouse and one child were present at bedside. Dr. Hoff knelt at the patient’s bedside for nearly two hours, holding direct pressure, shoulder-to-shoulder with the nurses. When the patient said, “I’m sure you have somewhere more important to be,” Dr. Hoff gently responded, “No, this is the most important place I need to be.” Garlar Williams also took only one short necessary break from holding pressure for her patient. At one point, the patient’s family reached over, kissed her on the cheek, then wiped the sweat from her forehead.
The Joanne Strahinic Nursing Excellence Award

Joanne Strahinic, RN, MSN, former vice president of patient care services at SSM Health St. Mary’s, was a member of the nursing team from 1963 until three months before her untimely death on November 10, 2002. During her 39-year nursing career at SSM Health, she held a variety of nursing clinical and leadership positions. Joanne’s dedication to exceptional patient care was evident to all whose lives and hearts she touched. She truly exemplified the Mission and Values of SSM Health. The Joanne Strahinic Nursing Excellence Award was established to recognize nurses at SSM Health St. Mary’s Hospital who have made outstanding contributions to their chosen profession. These nurses exemplify the Mission and Values of SSM Health through demonstrated excellence in their daily practice.

Our 2015 winners were:

**Excellence in Leadership, Coaching and Mentorship**

Loren Owens, RN
Clinical Support Nurse
Behavioral Medicine

**The Rising Star**

Carly Hampton, RN
Staff Nurse 3 East

**Excellence in Innovation and Evidence-Based Practice**

Judy Wilson-Griffin, RN
Clinical Nurse Specialist
Women’s Health

**Excellence in Patient Care**

Margeaux Parato, RN
Staff Nurse 5 East/West
500/100 Medication Scanning

Barcode technology has been a part of the nursing medication administration process since 2009. The technology, combined with the basic nursing five-rights of medication administration, ensures that the correct medication is administered at the correct dose at the correct time to the correct patient. While SSM Health St. Mary’s has remained over 98% compliant in barcode scanning, we continuously seek ways to increase that compliance to 100%. One program, the 500/100 Medication Scanning Award, has recognized nurses for exceptional safety through 100% barcode scanning for over 500 medication administrations in a month.

2015 500/100 Medication Scanning Award Winners

Alexia A. Redohl, RN  
Alison A. Colvin, RN  
Anna Marie A. Ramilliano, RN  
Ariela Attaran, RN  
Carleen A. Murray, RN  
Corin C. Waller, RN  
Darleen Nelson, RN  
Elizabeth A. Berry, RN  
Elizabeth Hardesty, RN  
Emma Spencer, RN

Jenna A. Ruth, RN  
Jennifer M. Lenzner, RN  
Jessica R. Reilly, RN  
Juan Lopez, RN  
Kathleen A. Flandreau, RN  
Margaret E. Dougherty, RN  
Maysoon F. Ghosein, RN  
Megan C. Huhmann, RN  
Megan Hartley, RN  
Michelle M. Daubert, RN

Peter J. McLaren, RN  
Richard L. Haver, RN  
Ryan D. Kirkpatrick, RN  
Sarah C. Regan, RN  
Sharifa A. Muhammad, RN  
Shermaine C. Foster, RN  
Stephanie M. Fears, RN  
Tejal French, RN  
Temeaka S. Borum, RN  
Valerie Grace T. Lananna, RN  
Valerie M. Naglich, RN

The DAISY Award

The DAISY Award is an award recognizing 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, who died at the age of 33 from complications of the autoimmune disease Idiopathic Thrombocytopenia Purpura (ITP). During his illness and hospitalization, Patrick and his family were humbled by the important and meaningful impact nurses have on the lives of so many people that they were compelled to create this award.

Nurses are nominated by patients, families and co-workers, and each month a winner is recognized with a certificate, a Healing Touch Statue (made uniquely for DAISY winners), a pin and
other goodies. During the last few weeks of Patrick’s illness, his appetite was poor, and the only thing he wanted to eat was Cinnabon® cinnamon rolls. He always reminded his family to make sure they got enough to share with the nurses. To honor and remember Patrick, we also give our DAISY winners Cinnabon cinnamon rolls to share! More than 1,500 hospitals nation-wide now participate in the DAISY Award Program, and SSM Health St. Mary’s is proud to be a part of this program.

2015 DAISY Award Winners

January  Tiffany Ayulo, RN  |  L&D  
February  Beth Ferch, RN  |  4 East  
March    Katy Baiva, RN  |  3 East  
April     Ellen Walz, RN  |  Cardiac Rehab  
May       Lynn (Alice) Bell, RN  |  Cardiac Cath Lab  
June      Megan Rupp, RN  |  6 West  
July      Claudia Brooks, RN  |  L&D  
August    Jessie Forys, RN  |  Women’s Health I-Choice  
September Emma Spencer, RN  |  3 East  
October   Garlar Williams, RN  |  3 West  
November  Tiffany Lewis, RN  |  TCU  
December  Maria Miller, RN  |  L&D  

External Recognition of our Clinical Excellence

ASPMN Nurse Exemplar Award  
| Jean Brontoli

American Heart Association/American Stroke Association’s Get With The Guidelines®  
| Stroke Gold Plus Achievement

Award with Target: StrokeSM Honor Roll  
| Elite Plus

Abbott EMS Bridge to Life Award  
| Emergency Department
### 3. Exemplary Professional Practice

#### 2015 RN Satisfaction Survey

In late summer of 2015, SSM Health St. Mary’s nurses responded to questions about their satisfaction with the practice environment at the hospital. The survey was administered through the National Database of Nursing Quality Indicators (NDNQI). The hospital and each individual unit improved in 2015 over the 2012 survey results. In fact, the hospital was either equal to or exceeded the national benchmark in every category.

#### Survey Results

By the numbers

<table>
<thead>
<tr>
<th>Measure</th>
<th>SSM Health St. Mary’s Hospital</th>
<th>NDNQI Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mean PES</td>
<td>3.06</td>
<td>3.00</td>
</tr>
<tr>
<td>RN-MD Relation</td>
<td>3.22</td>
<td>3.12</td>
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<td>Adequate Staff</td>
<td>2.86</td>
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<tr>
<td>Managerial Leadership</td>
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<td>3.06</td>
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<td>Foundation for Quality of Care</td>
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<tr>
<td>Hospital Affairs Participation</td>
<td>2.91</td>
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<tr>
<td>JSSR RN-RN Interaction</td>
<td>5.20</td>
<td>5.16</td>
</tr>
</tbody>
</table>
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.

Shared Leadership • Relationship-Based Care

Sacred Trust

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

Patient and Family

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
OB Hemorrhage Project

Maternal hemorrhage is a major cause of morbidity and mortality in the perinatal period. Despite advances in health care, the United States is ranked 46th in the world for maternal mortality, and these numbers continue to rise each year. Groups, such as the American College of Obstetricians and Gynecologists (ACOG), Association of Women’s Health, Obstetric and Neonatal Nurses (AWHONN), and The Joint Commission have set guidelines or standards related to management of bleeding during the intrapartal period in an efforts to decrease the consequence of maternal blood loss during delivery and the immediate postpartum period.

As a high-risk OB center, SSM Health St. Mary’s believes that the safety of our mothers and babies is paramount. Nursing took the lead in reaching out to the California Collaborative, the Council on National Patient Safety and evidence in the literature of ACOG and AWHONN for a systematic method to evaluate and communicate hemorrhage risk. Based on the evidence, a hemorrhage risk assessment was established in our electronic health record, Epic, to evaluate and quantify maternal risk for hemorrhage. The tool was integrated into an Epic flowsheet. This risk assessment will be implemented across SSM Health over the next year and includes recommended orders/action to mitigate or manage hemorrhage risk. Due to the rapid change in patient status during birth and postpartum, a tool was developed to maintain situational awareness of the hemorrhage risk level by integrating a visual cue in the sign-on banner for physicians and anesthesia providers and added to the central display “grease board” for nursing awareness.

At SSM Health St. Mary’s, these efforts are part of the continuing progression of patient safety as a collaboration of staff nurses, OB and anesthesia physicians and leadership to develop a comprehensive hemorrhage management approach and massive transfusion protocol. Other components of this collaboration already implemented and standardized across other SSM Health hospitals include a hemorrhage cart to keep essential supplies organized and readily at hand, a standard postpartum hemorrhage medication kit and OB hemorrhage education and simulation. The outcome of these efforts include improved communication of risk and a systematic response from the blood bank for emergency release of blood.
Clinical Outcomes

Our nurses work every day to improve the clinical outcomes for their patients. There are some patient quality and safety measures that have been shown through research to be significantly affected by nursing care or “nurse-sensitive” measures. These nursing sensitive patient outcome indicators include falls with harm/injury falls, health care-associated pressure ulcers (HAPU), catheter-associated urinary tract infections (CAUTI), central line-associated bacteremia (CLABSI) and restraints. Total assaults in the behavioral health units is also reported. We benchmark our outcomes nationally through the National Database for Nursing Quality Indicators (NDNQI.) More than 1000 facilities across the nation report their outcomes to this database, providing a benchmarking source for our performance improvement. Data is reported quarterly at the unit and hospital level. The most recent eight quarters of data is provided for your review.

### Rate of Injury Falls
(per 1,000 Patient Days)

<table>
<thead>
<tr>
<th>Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>2015 Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
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<tbody>
<tr>
<td>2014</td>
<td>0.23</td>
<td>0.09</td>
<td>0.24</td>
<td>0.27</td>
<td>0.45</td>
<td>0.09</td>
<td>0.00</td>
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<td>2015</td>
<td>NDNQI Benchmark</td>
<td>St. Mary’s Hospital</td>
<td></td>
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### Percent of Surveyed Patients with HAPU

<table>
<thead>
<tr>
<th>Year</th>
<th>Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
<th>2015 Q1</th>
<th>Q2</th>
<th>Q3</th>
<th>Q4</th>
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<tr>
<td></td>
<td>0.52</td>
<td>0.51</td>
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<td>0.51</td>
<td>0.52</td>
<td>0.51</td>
<td>0.52</td>
<td>0.51</td>
</tr>
</tbody>
</table>
Clinical Outcomes (continued)

Rate of Central Line Associated Blood Stream Infections
(per 1,000 Central Line Days)

- NDNQI Benchmark
- St. Mary’s Hospital

Rate of Catheter Associated Urinary Tract Infections
(per 1,000 Catheter Days)

- NIDNIQ Benchmark
- St. Mary’s Hospital
- Linear—St. Mary’s Hospital

Exemplary Professional Practice
The Family Birthplace at SSM Health St. Mary’s was blessed to receive the donation of a cooling unit called a cuddle cot from a family that had experienced the loss of their stillborn daughter, Blair Amelia. After approaching the obstetrical units about donating the cuddle cot in Blair’s memory, her mother met with our perinatal bereavement team to discuss the use of the device. A small cerebration of Blair’s life was held as the cuddle cot was accepted as a resource to offer our families experiencing a perinatal loss.

The cuddle cot cools our fetal loss infants after delivery, to allow families to keep their babies with them for hours and even days and slows down the natural process. Literature supports that this time is very important in the grieving process. Staff were trained on the use of the cuddle cot and a special bassinet was prepared for the cooling blanket. This unit is utilized almost weekly and sometimes several times in a week. The obstetrical staff is dedicated to partnering with these families as they grieve the loss of their baby.
Evidence-Based Practice

The Johns Hopkins Nursing Evidence-Based Practice Model, adopted by SSM Health in 2015, provides best practices, leadership, support, training and research to assist nurses in bringing the best available evidence into practice. The goal of the model is to ensure that the latest research findings and best practices are quickly and appropriately incorporated into patient care. In 2015, the SSM Health St. Mary’s Nursing Practice Council and nursing leadership completed the Johns Hopkins Nursing Evidence-Based Practice modules.

Research

Denise Hessler
| “Comparative Assessment of Prehospital Electrocardiogram Protocol and Catheterization Team Activation — Time to Perfusion for a Five Hospital System” (in progress)

Laurie Hampel and Diane Mitchell
| “Validity and Reliability of PICC Risk Assessment Tool” (complete)

Kevin Lakamp
| “Defining Best Practice Guidelines in the Care of Continuous Renal Replacement Therapy Patients” (complete)

Professional Presentations

Kevin Lakamp
| “Defining Best Practice Guidelines in the Care of Continuous Renal Replacement Therapy Patients”
  | MHA conference on Nov. 6, 2015 at Tan-Tara Resort for MONL

Laurie Hampel, and Diane Mitchell
| “Validity and Reliability of PICC Risk Assessment Tool”
  | SSM Health Nursing Research Congress 2015

Valencia Smith and Katie Kulaitis
| “Neonatal Abstinence Syndrome”
  | SSM Health Nursing Research Congress 2015