

PARKVIEW NURSE 2016

ANNUAL REPORT



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This annual report was published in February 2016. It describes activities occurring in 2014 and 2015.



NURSING *Vision*

The Parkview nurse exemplifies excellence through compassion, engagement, innovation and leadership.

NURSING *Mission*

Touching lives through innovation, caring and excellence.

NURSING *Values*

Trust, quality, flexibility, teamwork and stewardship.

Greetings *from* Judy Boerger



Judy Boerger, MBA, MSN, RN, NEA-BC, *senior vice president, chief nurse executive, Parkview Health*

Dear Nursing Colleagues:

Each year, I look back and am inspired by the accomplishments of Parkview nurses. I write this message in hopes of inspiring others, as well as to recognize the efforts and clinical outcomes of Parkview nurses who continually help make Parkview's mission a living, breathing statement of our dedication to patient care.

Our professional journey of excellence continues as we review our progress. In 2015, we completed a gap

analysis for Magnet recognition for Parkview Health. Based on the analysis, Parkview hosted a Magnet kickoff in June, in which **Mike Packnett**, *president and chief executive officer, Parkview Health*, was met with a standing ovation from nearly 400 Parkview nurses. I am sincerely grateful for his support, as well as the backing of senior leadership, as we pursue this goal. We showcased our progress and received the support of Parkview nurses to move forward.

Our goal of magnet recognition is not just an award we hope to receive. It would be a recognition of what we have become — a reflection of who we are. In the coming pages, you will read our stories of innovation, optimal outcomes, leadership, professional development, caring relationships and evidence-based practices.

My words are just that, words. Your actions, and the outcomes you have achieved, are the true inspiration. It is your outcomes and innovations in practice, such as those demonstrated in this report, that serve as my inspiration. I am proud to be a Parkview nurse!

In the spirit of Nightingale,



“Our goal of magnet recognition is not just an award we hope to receive. It would be a recognition of what we have become — a reflection of who we are.”



Reviewing the ideals of Parkview nurses

Shared Governance Model



Professional Practice Model



Our professional nursing practice model represents the philosophy and theories of nursing care embraced by Parkview nurses. The shared governance structure represents the autonomy and voice of clinical nurses in their practice to improve patient outcomes, and the patient experience, through evidence-based practice and research. Both models were originally developed in a joint effort from both clinical nurses and nursing leadership. Through a voting process that occurred during Nurses Week in 2009, the final elements and conceptual framework were established.

Each year, as part of our Nursing strategic plan, the practice and governance models are reviewed. As part of the planning review in 2015, the Nursing Coordinating Council decided that a more in-depth review of our models was warranted. The Council reviewed the elements of the model, utilizing research, and held breakout sessions for input. As a result, the helix conceptual model was reaffirmed and expanded

to incorporate the principles of holistic nursing — reflecting our commitment to holistic principles as well as those of Florence Nightingale. Community was added to the helix in deference to our ever-growing commitment to the well-being of all those we serve throughout our region.

The governance structure was also reviewed and changed to represent a less hierarchical model with the Parkview nurse at the center, whose practice gives voice to the surrounding department and system-based Nursing Clinical Action Teams (NCATS). The NCATS constitutes the voice of nursing and the shared decision-making that occurs at the Nursing Coordinating Council. All are surrounded by the four points of the Parkview diamonds that tie to Parkview Health and subsequently inform and drive the Nursing strategic plan. All work in synergy to meet the goal of excellent care for every person, every day.

Recognizing excellence *in nursing practice*



In 2015, Parkview recognized nurses throughout the health system with Nursing Quality Awards. The initiative was created to recognize nursing units exemplifying excellence in clinical quality and patient experience. The awards embody Parkview's professional nursing practice model, connecting performance with purpose.

Judy Boerger, MBA, MSN, RN, NEA-BC, senior vice president, chief nurse executive, Parkview Health, hand-delivered the Nursing Quality Awards to five remarkable teams in 2015. The awards were given to units whose scores exceeded national levels in one of two areas: nursing quality and patient experience.

The awards were given to units or hospitals that demonstrated the greatest improvement in outcomes for overall nursing quality indicators compared to their performance in the previous year, including:

- Parkview Behavioral Health
- Parkview BridgeWays

- Parkview Regional Medical Center Medical 7 Unit
- Parkview Regional Medical Center Progressive Care Unit

Patient experience criteria included achieving top 10 percentile on nursing-specific measures as defined by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS). Awards were presented to:

- Parkview Heart Institute Inpatient Unit
- Parkview Ortho Hospital

2014 Nursing Quality Awards were presented to:

- Parkview Regional Medical Center Pediatric Unit
- Parkview Huntington Hospital Inpatient
- Parkview Whitley Hospital Medical/Surgical
- Parkview Heart Institute Cardiovascular ICU



The team at Parkview Behavioral Health accepts the Nursing Quality Award from Judy Boerger in 2015.



Pictured with Judy Boerger is the team at Parkview BridgeWays as they accept the Nursing Quality Award in 2015.



Emergency nurses affect change in care delivery at Parkview Noble Hospital



Left to right: Amanda Macias, RN, ASN, nurse leader, Parkview Noble Hospital; Maureen Woodcox, BSN, RN, CEN, manager, Emergency Department, Parkview Noble Hospital; Celia Pena, BSN, RN, CEN, patient flow coordinator, Parkview Noble Hospital

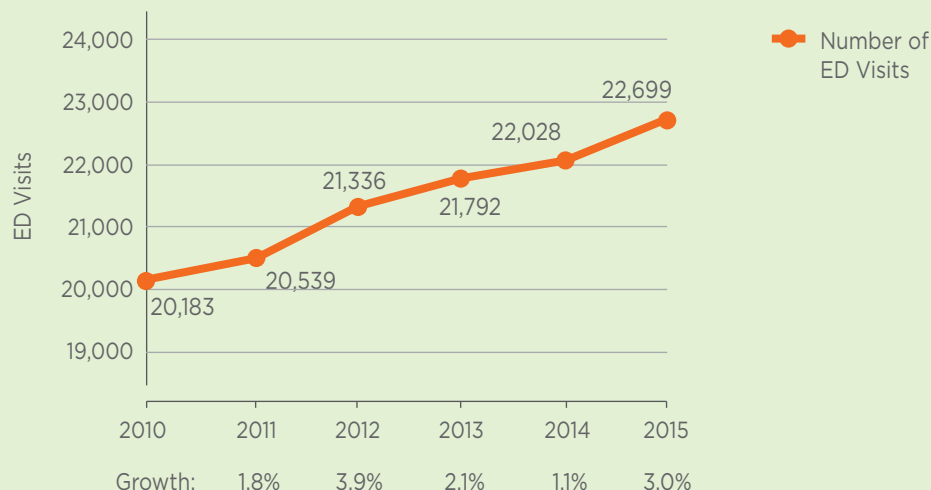
After experiencing continual patient volume increases in the Parkview Noble Hospital (PNH) Emergency Department (ED), a team of nurses went to leadership and proposed changes.

In 2014, Parkview Noble Hospital had more than 22,000 Emergency Department visits, and patient experience scores had dropped. To find a solution, **Maureen Woodcox, BSN, RN, CEN**, manager, Emergency Department, collaborated with nurses. They recorded patient visit information to find trends in visit times.

Woodcox then met with a finance manager and **Cathy Byrd, MBA, BSN, RN, NEA-BC**, vice president of patient services, to look into adding full-time employees (FTEs). They also discussed concerns about patient flow within the ED. Woodcox collaborated with co-workers and other leaders at PNH to explore options for a new staffing matrix. She shared the new ideas with the department staff, which included adding patient flow coordinators and nurse leaders.

As a result of their efforts, an additional 2.4 FTEs were approved to be added to the ED at PNH.

Parkview Noble Hospital Volume of Emergency Department Visits



Celia Pena, BSN, RN, CEN, one of the new patient flow coordinators, shadowed nurses at Parkview Hospital Randallia and Parkview Regional Medical Center to help develop the process flow for the community hospitals as well.

Nurse leaders:

- Becky Sickafoose, RN, CEN
- Amanda Macias, RN, ASN
- Tami Aaron, BSN, RN
- Bhumi Patel, BSN, RN
- Rebecca Amick, BSN, RN

Patient flow coordinators:

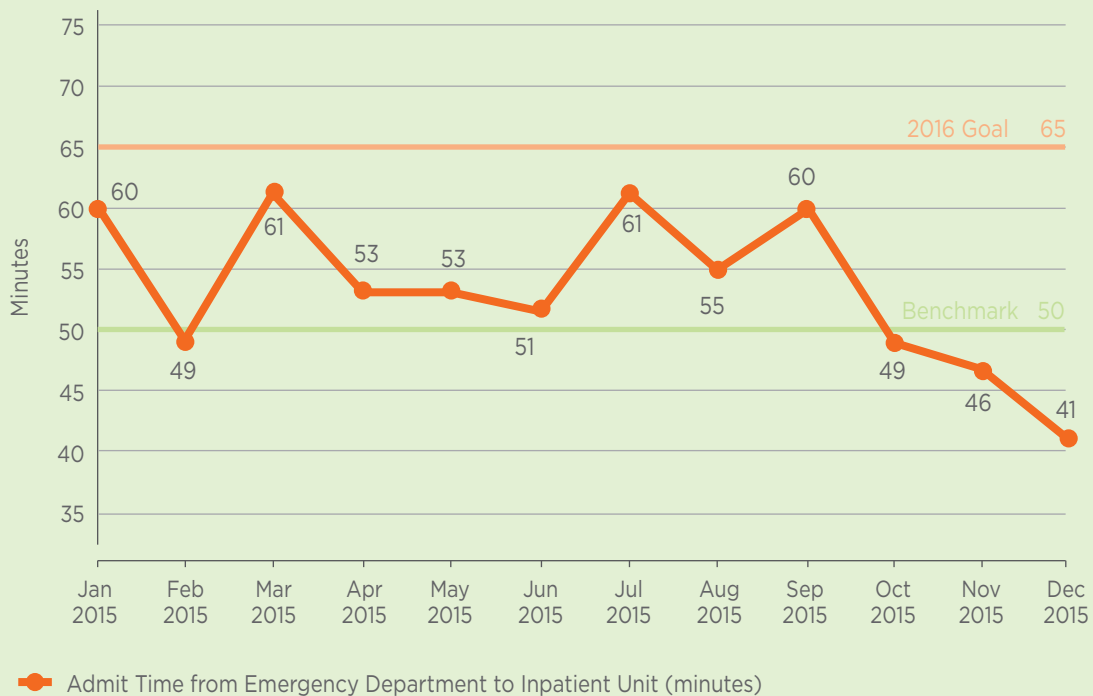
- Celia Pena, BSN, RN, CEN

Ashley Brown, BSN, RN
Kellee Barkhaus, RN, BA

“Having nurse leaders and patient flow coordinators has been a great opportunity for these nurses to develop their leadership skills,” Woodcox said. “It’s an ongoing process that continues to evolve to fit the needs of the department, but it’s one that has definitely been a benefit for the growth of the department.”

Since incorporating these new positions in July, the ED has experienced an increase in patient satisfaction scores and a decrease in the admit time from the ED to the inpatient unit.

Parkview Noble Hospital
Admit Time from Emergency Department to Inpatient Unit





Clinical nurse team works to create *pre-admission testing program at Parkview Huntington Hospital*



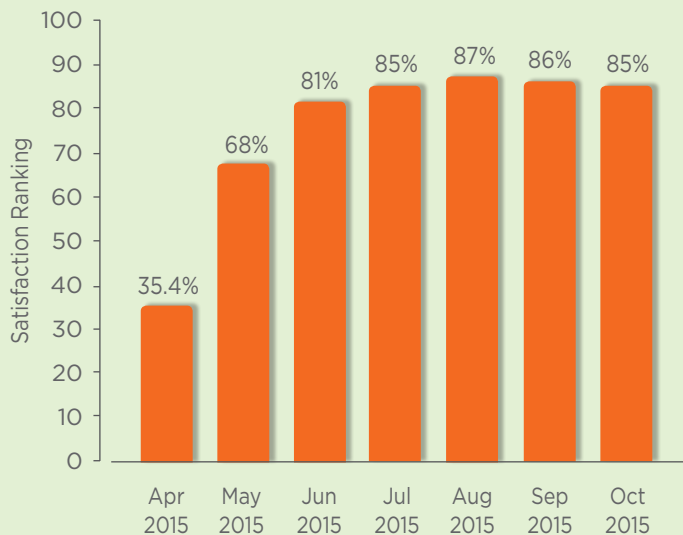
Left to right: **Judy Young, RN**, Surgical Admission Unit, Parkview Huntington Hospital; **Marie Auman, RN, BS**, Surgical Admission Unit, Parkview Huntington Hospital

After reviewing a patient story during an NCAT meeting in 2014, a team of clinical nurses at Parkview Huntington Hospital (PHH) proposed small changes that have had a big impact on the patient experience.

Parkview Huntington Hospital Perioperative Services' Nursing Clinical Action Team members **Lori Rice, RN, ASN**; **Marie Auman, RN, BS**; **Conni Harris-Shoemaker, RN, ASN**; and **Judy Young, RN**, were working with a patient who was so apprehensive about anesthesia and surgery that she was even thinking about canceling her surgery if she needed to remove her dentures.

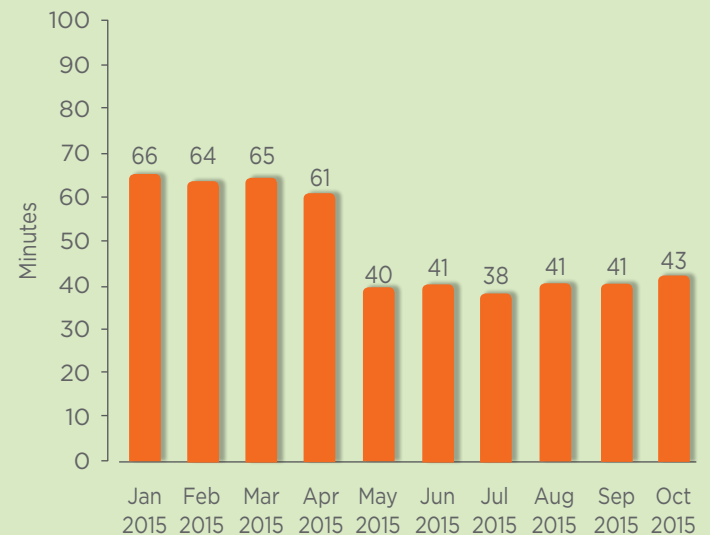
Parkview Huntington Hospital Operating Room and Surgical Admission Unit (SAU) PRC Scores*

Improvement After Surgical Admissions Coordinator



* Patient satisfaction scores as recorded by follow-up calls to patients by Professional Research Consultants, a survey firm.

Parkview Huntington Hospital Time to Get Patient Ready in SAU



To address these concerns, the team of nurses went to the operating room manager and requested adding pre-admission testing (PAT) services at Parkview Huntington. They felt this service would help:

- Educate and prepare patients so surgery cancellations and delays would be reduced
- Allay patient fears about the surgical process
- Improve patient safety by obtaining an accurate listing of home medications

Doug Selig, MBA, BSN, RN, LSSBB, *vice president, Patient Care, Parkview Huntington Hospital*, and the OR team began working toward implementing a PAT program. Through collaboration, they determined that best practice would include a new registered nurse position, a surgical

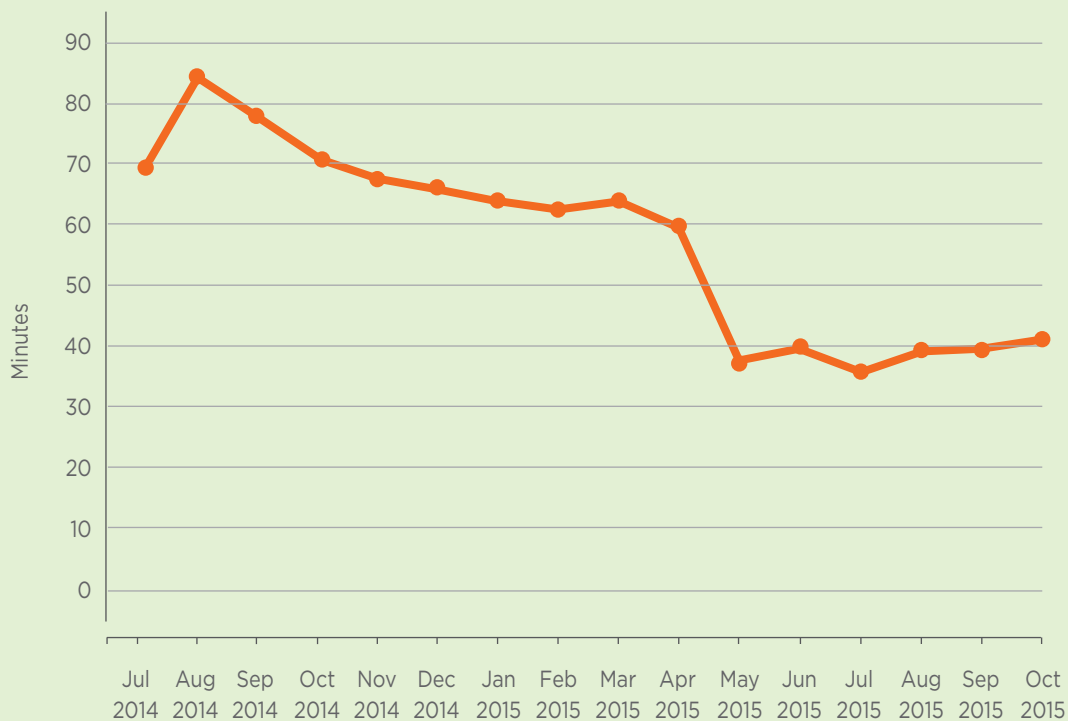
admissions coordinator, to gather patient information, answer questions and educate patients before they come to the hospital.

Research shows that patients who are informed about their surgical procedures:

- Know what to expect during the recovery phase
- Successfully complete required preoperative preparation
- Are safer because they have shared an accurate listing of home medications
- Have better surgical experiences and improved outcomes

The plan was approved and became operational in April 2015. As a result, surgery preparation times have been reduced and patient experience scores have improved.

Parkview Huntington Hospital Time to Get Patient Ready 2014 – 2015





Nightingale *Initiative*



Judy Boerger, left, and Mike Packnett, *president and CEO, Parkview Health*, right, present the 2015 recipients with the Nightingale Award.

Parkview created the Nightingale Initiative in 2014 as a professional development tool for all nurses to build skills in communication and healing touch. Embracing excellence in practice, Parkview nurses follow Florence Nightingale's teachings by creating a healing environment, attending to the unique needs of the individual patient, seeking best practices and reconnecting to their nursing purpose.

To assist in professional development, two classes are now provided by the Parkview Academy and taught by clinical nurse co-workers: *Communication: Cornerstone of the Patient Experience* and *The Nightingale Initiative: Touch. Teach. Heal.*

Nightingale Award

The Nightingale Award was established in memory of the late **Marge Carpenter, LPN**, who served at Parkview. The award was made possible thanks to the generosity of her husband, the Rev. Doyle Carpenter. Marge was described by her co-workers as an innovative woman who had a strong work ethic, consistently exceeded the expectations of patients and families, and served as a mentor to younger nurses. This award seeks not only to remember Marge, but also to honor nurses who embody the qualities she exhibited daily.

“These co-workers all have the attributes of what it means to be a Parkview nurse,” said **Judy Boerger, MBA, MSN, RN, NEA-BC**, *senior vice president, chief nurse executive, Parkview Health*. “As servant leaders, these nurses provide compassionate and holistic care. They are innovative and mentor others in ways to provide care in a team environment. These nurses consistently exceed patient and family expectations. Additionally, they are respected by co-workers for their work ethic and their dedication to quality improvements, reliability and perseverance.”



Florence Nightingale, a statistician, theorist and nursing leader, had a profound impact on the practice of nursing in the 19th century. The principles and practices she employed to define nursing as a profession continue to guide nurses in their practice. She is recognized as the founder of modern nursing. Today, her legacy prevails in the midst of a very different healthcare environment.

Nightingale Award *recipients*



Pictured left to right are a few of the Nightingale Award recipients of 2015: Bralen Allen, RN, *Medical/Surgical Unit, Parkview Whitley Hospital*; Tracie Walker, RN, *Parkview Physicians Group — Family Medicine, Huntington*; Theresa Bobay, RN, *nurse navigator, Inpatient Rehabilitation, Parkview Hospital Randallia*

2014 (inaugural) recipients are:

Cynthia Bertsch, LPN

Pediatrics, Parkview Women's & Children's Hospital

Linda Yoder, BSN, RN

Home Health & Hospice, Noble County

Nichole Harris, RN

Parkview Physicians Group — Family Medicine, Columbia City

Bralen Allen, RN

Medical/Surgical Unit, Parkview Whitley Hospital

Kay Felts, NP

Palliative Care, Parkview Regional Medical Center and Parkview Hospital Randallia

Theresa Bobay, RN

Nurse navigator, Inpatient Rehabilitation, Parkview Hospital Randallia

2015 recipients are:

Linda Wright, RN

Home Health & Hospice

Tracie Walker, RN

Parkview Physicians Group — Family Medicine, Huntington

Kathleen Miller, RN

Nurse leader, Medical Intensive Care Unit, Parkview Regional Medical Center



Blessing *of the* Hands



Pam Bland, MSN, RN, nursing services director, Parkview Regional Medical Center (PRMC), assists Rev. Patrick Riecke, MA, director of chaplaincy and volunteers, Parkview Health, with offering a blessing to nurses during the Blessing of the Hands ceremony held in the PRMC chapel.

Nursing is a hands-on profession, and the slightest touch sends messages of warmth, caring and understanding to patients and their families.

Reinforcing the power of healing touch, all caregivers are invited to join the Blessing of the Hands ceremony

each year in May during National Nurses Week. The ceremony is hosted by Parkview Health chaplains, who offer a blessing to nurses.



National Nurses Week, celebrated each May, is a time for reflection, recognition, professional growth and valuing nurses and their contributions to healthcare. The week provides an opportunity to recognize the kindred spirit of nurses and to enhance their unity of purpose — providing excellent patient experiences and quality of care.

The week began with a heart-felt letter from **Judy Boerger, MBA, MSN, RN, NEA-BC**, *senior vice president, chief nurse executive, Parkview Health*. She took note of nurses' contributions to patient outcomes, experiences and successes.

The week also included:

- A walking event hosted by well-being specialists to promote healthy behaviors; co-workers were encouraged to take a “time out” for their own health and well-being
- A Blessing of the Hands ceremony, which speaks to the power of their healing touch

- A professional development café, which includes displays by colleges and universities, and Parkview education assistance program for career development options; co-workers can also see current research and quality improvement projects
- A professional nursing certification dinner to honor nurses who have taken a step towards professional development; the dinner includes a guest lecture presentation on the positive impact certification can have on patient outcomes
- A nursing symposium for all nurses in northeast Indiana, featuring nationally recognized nursing leader Jane Barnsteiner, PhD, who gave a presentation called “Saving Lives: Translating Evidence into Practice”

The week's activities are designed especially for Parkview nurses by Parkview nursing leaders. Not only are nurses recognized for their service — nurses are also touched personally and professionally, which strengthens bonds with other healthcare workers.





Creating a holistic environment for healing



Sherri Phillips, BSN, RN, home health lead RN, Parkview Home Health & Hospice; Jennifer Nash, RN, ASN, HN, BC, Emergency Department, Parkview Hospital Randallia; Sarah Weaver, NP, MSN, HN-BC, holistic nursing coordinator, Parkview Health; Amanda Follrod, BSN, RN, surgical admission unit/post-anesthesia care unit, Parkview Hospital Randallia; Jill Zahm, MSN, RN, wellness nurse navigator, Parkview Center for Healthy Living

After hearing holistic nursing expert Lourdes Lorenz, DHA(c), MSN-IH, RN, AHN-BC, NEA-BC, director of integrative health for Mission Health System, Asheville, NC, speak during Nurses Week in 2014, a Parkview nurse saw only opportunities for herself and fellow nurses.

Sarah Weaver, NP, MSN, HN-BC, holistic nursing coordinator, Parkview Health, shared, “Holistic nursing is about empowering nurses, providing excellent care to patients, creating an environment of optimal healing and using evidence-based practice to make clinical decisions. At the same time, there is a focus on self-care for nurses. It’s the only specialty with self-care as a focus — and that crosses all types of nursing.”

Weaver approached Parkview leadership and requested funding for training for nurses. Leadership then allocated \$10,000 for holistic nurse training in the budget, and Parkview began to send nurses to certification classes at the University of Saint Francis. After the training, Parkview began to recognize Holistic Nurse Leaders, including:

- **Shelley Largen, RN, ASN, Parkview Behavioral Health**
- **Carolyn Meyer, BSN, RN, Cath Lab, Parkview Heart Institute**
- **Jeanne Silveus, RN, CMSRN, Medical Surgical, Parkview Huntington Hospital**
- **Lauren Gonser, BSN, RN, IV team, Parkview Regional Medical Center**

- **Jenny Nash, RN, ASN, HN, BC**, *Emergency Department, Parkview Hospital Randallia*
- **Mandi Follrod, BSN, RN**, *Surgical Admissions Unit / Post Anesthesia Care Unit, Parkview Hospital Randallia*
- **Jill Zahm, MSN, RN**, *wellness nurse navigator, Parkview Center for Healthy Living*
- **Sheri Phillips, BSN, RN**, *home health lead RN, Parkview Home Health & Hospice*

Supporting the Holistic Nurse Leaders are more than 50 Holistic Nursing Champions. The work of these champions ensures the education and initiatives that are created by the holistic nursing program are shared with co-workers who provide bedside care. Many of these unit champions have created respite spaces. They lead creative solutions for helping promote self-care with co-workers and their patients. Each champion also has a plan in place to obtain certification to become a Holistic Nurse Leader.

“Holistic nurses have extra tools. We look to see the need behind the behavior and address it. For example, anxiety can manifest as anger. We look at triggers in patient rooms for anxiety,” Weaver said. She went on to share a story about a cancer patient who was having difficulty getting pain under control. The patient’s pain would worsen when family visited. So, after talking to the patient’s doctor and family, they agreed to limit visitors, reduce light and sound in the room and utilize acupressure as a way of helping with the patient’s pain.

“The patient went from needing that pain medicine on the dot, to not needing it as often,” Weaver said. Nash echoed Weaver’s sentiments. She said many of her

patients in the ED are dealing with stressful situations and experience high anxiety. She uses controlled breathing techniques to help put patients at ease.

Follrod cares for patients in Pre-Op and Recovery. Before surgeries and procedures, she uses guided imagery — beautiful images on television screens set to soothing music — to help relieve anxiety. Many patients in recovery experience nausea, and she uses peppermint oil and breathing techniques to help comfort them.



Parkview’s holistic nursing program has been so well-received that Nurse Leaders are setting strategic goals to measure success. In 2016, leaders hope to complete an aromatherapy study. Leaders also believe that HCAHP scores should increase, as holistic nursing practices have been proven to increase patient satisfaction.



While many nurses in the hospital setting focus on responding to patients’ needs, Zahm works with co-workers and the community to educate them about stress management techniques. She also offers well-being assessments and meets individually with people to create a plan for change, whether it means eating healthier, getting annual check-ups with their physicians or encouraging an exercise program.

Phillips is afforded a unique opportunity: to see patients in their own environments, not a hospital room or clinic.

“It gives you an understanding as to how an environment factors into everything,” said Phillips, who demonstrates how to give hand massages and suggests different breathing and relaxation techniques to both caregivers and patients.

Parkview’s holistic nursing program has been so well-received that Nurse Leaders are setting strategic goals to measure success. In 2016, leaders hope to complete an aromatherapy study. Leaders also believe that HCAHP scores should increase, as holistic nursing practices have been proven to increase patient satisfaction.

In addition, Parkview leaders would like to see the holistic nursing program expand to all of the community hospitals. Respite rooms also have been added throughout the health system so that nurses can take time to rejuvenate and refresh themselves. Use of the rooms will be measured in 2016.

Weaver believes a tree serves as the best visual representation of holistic nursing.

“The tree signifies getting our roots in as nurses and reaching to solve the problem for the patients,” she said. “It’s also about being well-rooted and having an ability to center yourself when you’re stressed. It’s the feeling of things coming back around — the interconnectedness of nature, health and life.”

Mission

The Parkview holistic nursing committee creates a culture of self-care, promoting holistic health and well-being.

Vision

Every individual is supported in self-care through collaboration and evidence-based practice.



Holistic nursing values

Trust — Holistic nursing empowers the individual to be authentically present and recognizes that the nurse is responsible for creating a caring-healing relationship.

Quality — Holistic nursing expands the individual’s quality of life through honoring the interconnectedness of mind-body-spirit in all aspects of care.

Flexibility — Holistic nursing recognizes and supports each individual’s path to well-being.

Teamwork — Holistic nursing cultivates a synergistic environment to create unique well-being experiences for co-workers and patients.

Stewardship — Holistic nursing creates a culture that supports mindful and responsible use of resources.

Evidence-based — Holistic nursing blends multiple therapies to achieve optimal outcomes.

The journey *from novice to expert*



Parkview leaders believe the new, simulation-enhanced nurse orientation program will result in better-prepared RNs, improved communication, increased retention and significant cost savings.

Left to right: Joann Byler, MSN, RN, CCRN, workforce development core educator, Parkview Health; Johnathan Liechty, MBA, BSN, RN, clinical staff development manager, Parkview Health; Gennifer Robbins, MSN, RN, CNM, professional development and clinical care educator, Parkview Health; Michelle Wood, BSN, RN-CVBC, CVRN, professional development and clinical care educator, Parkview Health

Preparing nurses through simulation and experience

Nursing orientation has taken on a new look at Parkview. In April 2015, the health system traded its didactic, classroom-style orientation and on-boarding for a healthcare simulation and experiential learning opportunity. This new program, Jumpstart for Excellence, utilizes real-life situations to teach newly hired nursing staff.

Recent studies demonstrate that healthcare simulation is a powerful educational tool to help facilitate learning. In addition, it has been shown to improve patient outcomes and safety. Parkview leaders believe the new, simulation-enhanced nurse orientation program will

result in better-prepared RNs, improved communication, increased retention and significant cost savings.

Research also indicates that nursing orientation programs utilizing innovative learning strategies reported improved outcomes including greater levels of job satisfaction, increased commitment to organizations, improved competency and patient outcomes.

Jumpstart to Excellence

The Jumpstart to Excellence program utilizes real-life nursing care situations to enhance the RN's critical thinking and clinical judgment, while at the same time helping them gain confidence in care delivery. As part

of the program, standardized patients or actors role-play the clinical encounter. This role-play allows the staff to gain the patient perspective of their care through debriefing of each simulation with the leader, standardized patients and other students in their cohort group.

The Jumpstart simulations and skills labs provide a foundation for the novice nurse to jump in and immediately start applying the skills they have learned during their schooling. They also provide a safe environment for them to fail. Parkview has added a culture of safety to the learning opportunities that occur with failure. When the novice nurse misses a key piece during the simulation, the instructor is able to bring the learning element into the debriefing session. This process opens their eyes to the surroundings of the environment, patient status, resources available, as well as the patient experience.

The Jumpstart simulations and skills labs provide a foundation for the novice nurse to jump in and immediately start applying the skills they have learned during their schooling.

When the new RNs leave Jumpstart, they have a greater awareness of the surroundings that may impact a patient. They are familiar with resources and know how and when to ask for help. They feel prepared to begin their experience as nurses at Parkview Hospital.



Left to right: Tyra Watson, MSN, RN, workforce development core educator, Parkview Health; Vicki Maisonneuve, MSN, RN, CRRN, center for nursing excellence manager, Parkview Health

The following staff members were instrumental in the development of this program:

- Joann Byler, MSN, RN, CCRN
- Vicki Maisonneuve, MSN, RN, CRRN
- Gennifer Robbins, MSN, RN, CNM
- Tyra Watson, MSN, RN
- Michelle Wood, BSN, RN-CVBC, CVRN



PARKVIEW



These experiences and cohort-style activities will enrich their first year as nurses and provide monthly connection opportunities to help them thrive in their first year and beyond.

Pictured above are members of the steering committee that developed the nurse residency program in 2015.

Following the recommendations of the Institutes of Medicine, in October 2015, Parkview Health began a nurse residency program for all new graduate nurses.

Working with an expert team of Parkview nurses and area universities, new nurses will be afforded learning opportunities to help them acclimate to the practice and art of nursing. As part of the residency program, nurses will be offered monthly, eight-hour trainings on topics that directly relate to their experiences. These experiences and cohort-style activities will enrich their first year as nurses and provide monthly connection opportunities to help them thrive in their first year and beyond.

The steering committee that developed the nurse residency program was comprised of staff nurses, educators, leaders and university faculty. Members include:

- Judy Boeger, MBA, MSN, RN, NEA-BC
- Bridget Dolohanty-Johnson, MSN, APRN, CENP
- Pamela Bland, MSN, RN, CENP
- Laurie Swaney Berghoff, MSN, RN, BC-CV
- Carma Shoemaker, MSN, RN, CNML

- Vicki Maisonneuve, MSN, RN, CRRN
- Johnathan Liechty, MBA, BSN, RN
- Mindy Kurtz, MBA, BS, RN-BC
- Debra Howell, MSN/Ed, RNC-OB
- Michelle Wood, BSN, RN-CVBC, CVRN
- Lee-Ellen Kirkhorn, PhD, RN, CNE
- Nila Reimer, PhD, RN
- Carol Crosby, DNP, RN, NEA-BC
- Cheryl Rockwell, MSN, RN, CCRN, ATCN
- Alyssa Hamilton, BSN, RN
- Taylor Daugherty, BSN, RN
- Mariah Weaver, BSN, RN-BC, CMSRN

As the new nurse orientation takes effect in 2016, with principal investigator **Vicki Maisonneuve, MSN, RN, CRRN**, *manager, Center for Nursing Excellence*, and **Johnathan Liechty, MBA, BSN, RN**, *manager, Clinical Staff Development*, Parkview will embark on a study comparing experiential learning and the nurse residency program versus didactic teaching strategies for new RN orientation. The study will measure the effectiveness of changes in educational design and examine first year nurse turnover rates and incidence of sharp injuries as key indicators.



Awards *and* recognitions

Throughout the Parkview system, scholarships are available to support nurses pursuing a bachelor's degree or higher degree in the field of nursing.

The scholarships listed below were created in honor of nurses who were especially dedicated to lifelong

learning, servant leadership and treating all patients with professionalism and compassion. The recipients of these scholarships in 2014 and 2015 were selected for their proactivity in pursuing a BSN and exemplifying the virtues of their scholarship namesakes.

Scholarship *recipients:*

> *Jill Dryer Scholarship,*
Parkview Huntington Hospital Foundation

2014 Spring

Amanda Connelley, BSN, RN, *Emergency Department, Parkview Huntington Hospital*

Jami Rice, BSN, RN, *nurse leader, Inpatient Department, Parkview Huntington Hospital*
(Currently nurse practitioner with Parkview Physicians Group)

2014 Fall

Justin Asher, BSN, RN, *Emergency Department, Parkview Huntington Hospital*

Jami Rice, BSN, RN, *nurse leader, Inpatient Department, Parkview Huntington Hospital*
(Currently nurse practitioner with Parkview Physicians Group)

2015 Spring

Justin Asher, BSN, RN, *Emergency Department, Parkview Huntington Hospital*

Ashli Pershing, BSN, RN, *Family Birthing Center, Parkview Huntington Hospital*

2015 Fall

Kende Hare, *nationally registered paramedic, EMS Parkview Huntington Hospital*

Isaiah Tucker, RN, CEN, *nursing shift supervisor, Parkview Huntington Hospital*



Juli Johnson, *president, Parkview Huntington Hospital;*
Doug Selig, *vice president patient care services, Parkview Huntington Hospital;* and **Mike Perkins,** *director, Parkview Huntington Foundation;* with Dryer Scholarship Spring 2015 winners **Ashli Pershing, BSN, RN,** *Family Birthing Center, Parkview Huntington Hospital;* and **Justin Asher, BSN, RN,** *Emergency Department, Parkview Huntington Hospital*

> *Karen Denney Scholarship, Parkview Noble and LaGrange Hospital Foundation*

2014

Lindsey Casselman, *Parkview Health Occupations Program member*

2015

Caitlin Ross and Madelyn Zolman, *Parkview Health Occupations Program members*

> *Sue Johnson Scholarship*

2014

Mica Fensler, RN, *care advisor, Clinical Integration, Parkview Health*

2015

Susie Miller, RN, CNOR, *circulator, Parkview Noble Hospital*

> *Cathy E. Harris Good Samaritan Scholarship*

2015

Ashley Beam, *environmental services assistant, Housekeeping*

Logan Ison, *emergency care technician, Coronary ICU*

Heather Menshy, A-EMT/Advanced EMT, *Parkview Huntington Hospital*

> *Bev Goss Nursing Scholarship, Parkview Whitley Hospital Foundation*

2014

Doug Reed, RN, CCEMT-P, *Emergency Department, Parkview Whitley Hospital*

Lea Barnes, BSN, RN, CEN, *manager, Emergency Department, Parkview Whitley Hospital*

Candice Bailey, RN, CMSRN, *Medical/Surgical/CCU, Parkview Whitley Hospital*

2015

Alicia Williams, ASN, *inpatient supervisor, Medical/Surgical and CCU, Parkview Whitley Hospital*

Doug Reed, RN, CCEMT-P, *Emergency Department, Parkview Whitley Hospital*

Michelle Christy McNeil, RN, CCEMT-P (*her certifications include: ACLS, TNCC, ENPC, PALS*)



Sue Johnson, retired RN, *former director, Nursing Clinical Excellence & Research, Parkview Health*, presents **Mica Fensler, RN**, *care advisor, Clinical Integration, Parkview Health*, with the 2014 Sue Johnson Scholarship.



Carla Gebert, Paramedic-PI, EMS manager, Parkview Huntington Hospital, with scholarship recipient **Heather Menshy, A-EMT/Advanced EMT, Parkview Huntington Hospital**



Collaboration leads to improved patient care for mothers and babies



Left to right: **Josie Smith, RN, ASN, IBCLC, CLC, OB, Parkview Whitley Hospital;** **Kendra Reimer, BSN, RN, OB, Parkview Whitley Hospital;** **Julie Gibson, RN, operating room, Parkview Whitley Hospital**

Collaboration between surgical and labor-and-delivery nurses has been a driving force at Parkview Whitley Hospital (PWH), as they continue the journey to receiving a Baby-Friendly facility designation and improving patient care for mothers and babies.

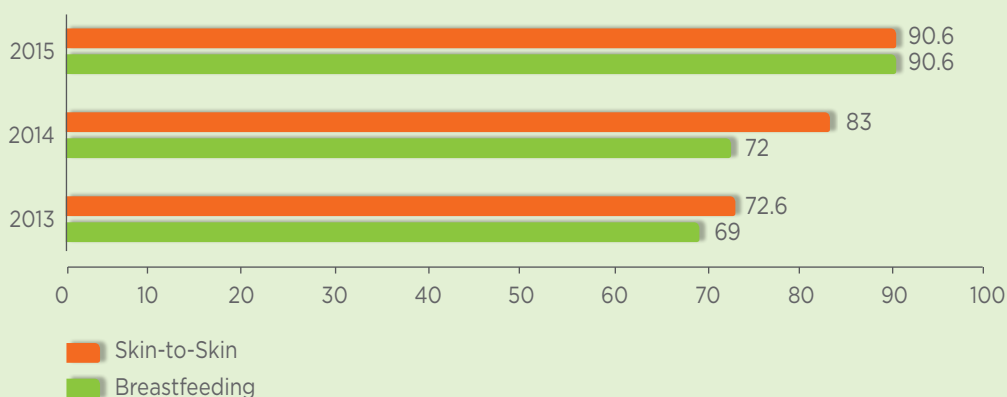
In the last few years, Parkview Whitley Hospital Family Birthing Center has recorded tremendous growth in birth volume due to the addition of new physicians and excellent patient experiences. In order to keep the same level of

service and quality moving forward, **Bridget Dolohanty-Johnson, MSN, APRN, CENP, vice president, Patient Care Services, Parkview Whitley Hospital,** and **Stacy Frank, MSN, RNC-OB, CLC, manager/nurse leader,** worked to explore staffing, scheduling, quality, facilities, equipment and procedures for obstetric care.

While many advancements and achievements are being made, it is most noteworthy to mention the facilitation of the evidence-based practice of skin-to-skin in the first hour after birth between the mother and the baby. To facilitate skin-to-skin for mothers and babies after a caesarean section, Frank, along with **Sarah Mossburg, BSN, RN, CNOR, manager, Surgical Services,** collaborated with physicians and surgical nurses to help them understand why skin-to-skin is important — and how to initiate it. The graph below illustrates their success.

Skin-to-skin contact entails placing the newborn directly on the mother’s bare chest, prone, with the newborn’s skin touching the mother’s skin. A dry cloth is placed over the baby’s back and a cap on his head to prevent heat loss. PWH’s focus on skin-to-skin practice between mothers and babies has resulted in improved mother-baby well-being

Parkview Whitley Hospital Skin-to-skin and breastfeeding rates within the first hour after birth



at delivery, as well as infants' temperature, and metabolic and cardio-respiratory stability. In addition, the hospital has experienced an increase in breastfeeding rates for new mothers, improved satisfaction among new mothers and patients achieving breastfeeding goals, which is important as the hospital seeks a Baby-Friendly designation.*

PWH applied for the first phase of the Baby-Friendly 4-D pathway, a four-phase process that is used to measure programs along the journey. Working through the discovery and development phases, PWH is now on the dissemination phase. This has required a team effort among labor-and-delivery co-workers and other hospital personnel to implement and address the evidence-based ways to help

mothers and babies achieve success.

"We are looking forward to the final phase, the Designation phase, in which we will continue our quality improvement and evaluate our findings against the Baby-Friendly USA Guidelines and Evaluation Criteria and receive the Baby-Friendly hospital designation," shared **Josie Smith, RN, ASN, IBCLC, CLC**, OB, Parkview Whitley.

**Baby-Friendly, a global program launched by the World Health Organization (WHO) and United Nation's Children's Fund (UNICEF), encourages and recognizes hospitals and birthing centers that offer an optimal level of care for infant feeding and mother/baby bonding.*

Nurses help implement *EPIC at Parkview Wabash Hospital*



Left to right: **Cynthia Madden, RN**, nurse leader, Emergency Care, Parkview Wabash Hospital; **Cathy Wolfe, BSN, MBA, RN**, vice president, Patient Care Services, Parkview Wabash Hospital; **Emily Jones, BSN, RN**, Infusion/Outpatient Services, Parkview Wabash Hospital

With Parkview Wabash Hospital's (PWB) affiliation with Parkview Health came an enhancement of clinical documentation with the EPIC system. As of July 2015, just six months after joining the health system, patients' health information can now be shared directly with other facilities and physician offices.

"We now have better technology capabilities that deliver safer, more efficient and increased quality of care," said **Cathy Wolfe, MBA, BSN, RN**, vice president, Patient Care Services, Parkview Wabash Hospital. "This further enhances our expectations that our patients receive excellent care with highly qualified professionals." Wolfe explained that nurses have played a tremendous role in making the EPIC system go online at Parkview Wabash Hospital.

"Our professional staff are encouraged to obtain certifications in areas of specialty to exceed practicing knowledge and are continually educated in up-to-date evidence-based practice models," Wolfe said.

Parkview Wabash co-workers who helped to ensure the success of EPIC implementation included:

- **Laura Hughes, BSN, RN, CMSRN**, manger, Medical/Surgical/CCU
- **Jaclyn Bonifant, BSN, RN**, Prep Recovery RN
- **Emily Jones, BSN, RN**, Infusion/Outpatient Services RN



Parkview LaGrange Hospital

takes step-by-step approach to reduce surgical site infections



Surgical site infection (SSI) surveillance has been an important quality indicator since 2005 when Parkview Health adopted the National Patient Safety Goals. After Parkview LaGrange Hospital's surgical nursing team noted an increase in SSIs during 2011, co-workers have diligently worked to reduce numbers. As of August 2014, Parkview LaGrange Hospital's surgical patients have not experienced any SSIs.

Parkview LaGrange surgical nurses standing left to right: Holly Brewer, RN; Emily Eickholtz, RN; Angela Thompson, RN, CNOR; Vickie Fry, RN, CNOR; Susan Walsh, RN, with: Alicia Milliman, RN; Andrea Yoder, RN (seated)

Looking back, rather than attempting to address the many factors that could contribute to SSIs, the team took an analytical approach to the problem, identifying a single factor as a focus for 2012: the lack of standardization of preparations used to sterilize the surgical site. The standardization of the prep has streamlined the nursing preoperative process and, even in the first year, reduced SSIs to 0.61 percent, a drop of 0.2 percent for the 12-month period. The standardization has continued since that time, with new surgeons being brought on board as they join the PLH medical staff.

In 2013, the OR nurses moved to the next most prevalent cause of SSI: wound closure for Caesarian sections. Due to the size and placement of C-section incisions, the patients' cleansing of the site after discharge couldn't be guaranteed since it would be painful and, in some cases, hidden from view. Nurses

met with the OB physicians and suggested the use of skin glue to close the incision, thus providing an immediate bacterial barrier. The physicians were quick to agree to the proposal, and SSI rates for 2013 saw a further decrease in frequency to 0.54 percent.

In 2014, Parkview LaGrange Hospital surgical nurses partnered with physicians to continue to reduce the number of SSIs. Surgical nurses prepare preoperative kits for patients, which are distributed by physicians' offices. Each kit includes a bottle of Hibiclens®, a cleanser for preoperative prevention of infections. The kits also include instructions for patients on the use of the cleanser prior to surgery, as well as several other steps to be taken to assure the surgical site is as clean as possible even before arriving for surgery. In addition, the OR co-workers provide education to the physicians' office staff when they deliver the Hibiclens® kits to each practice.

Hibiclens® is a registered trademark of Mölnlycke Health Care AB

Cardiology nurses' collaborative efforts

recognized by the Advisory Board



Left to right: Emily Hammond, RN, Prep Recovery, Parkview Heart Institute, PRMC; Janet Green, RN, Preadmission Testing, PRMC; Holly Platt, RN, cardiac cath lab supervisor, PRMC; Stephanie Pruitt, RN, Parkview Physicians Group — Cardiology

Nurses in the Parkview Heart Institute (PHI) joined together to inform and educate patients, resulting in recognition in a featured article on the Advisory Board company website.

Nurses from PHI Cardiac Cath Lab, PHI Prep Recovery, Pre-Admission Testing and Parkview Physicians Group — Cardiology, worked collaboratively to provide consistent education and information about same-day discharge after cardiac procedures.

This collaboration involved redesign of nursing processes to ensure that a consistent message was being delivered across the continuum of care from initial office visit to final

discharge. Because of the streamlined process, continued reinforcement of the same message led to increased satisfaction and engagement of the patients and families. The plan had, and continues to have a tremendous impact. Patient satisfaction scores rose from 12 percent in January 2015 and have sustained at 100 percent.

“The effort is the result of PHI staff and PPG — Cardiology listening to what patients and families have to say, then making appropriate adjustments in education and care,” stated **Tina Linker, BSN, RN, CVRN, CCL**, director, *Interventional and Diagnostic Cardiology, Parkview Heart Institute*.



Improving quality, *safety and patients' lives*



Leading projects to improve early recognition and treatment of sepsis and the NICHE program (Nurses Improving Care for Healthsystem Elders), Myers' work is making a significant impact.

Jackie Myers, MSN, RN, CPPS, CENP, nursing director, Inpatient Medical Services, dedicates her career to improving healthcare quality and safety, as well as the patient experience. Leading projects to improve early recognition and treatment of sepsis and the NICHE program (Nurses Improving Care for Healthsystem Elders), Myers' work is making a significant impact.



Colleagues from multiple disciplines across Parkview Health worked together to develop a strategy to tackle sepsis throughout the health system.

Tackling sepsis

In 2014, Myers, along with 19 colleagues from across the United States and Canada, was accepted into the American Hospital Association — National Patient Safety Foundation (AHA-NPSF) Comprehensive Patient Safety Leadership Fellowship Program. When she applied for the fellowship, she chose sepsis as a patient population, as Parkview's mortality rate was significantly above the national average.

"My real desire was to implement evidence-based practice in a way that made a sustained difference," said Myers, who

noted that she wanted to learn more about the processes and structures that would help clinicians succeed in meeting patient safety goals.

The program was created to inspire change and embed evidence-based practices in healthcare. It prepared Myers to collaborate with colleagues from multiple disciplines across Parkview Health. Together, they defined a successful strategy to tackle sepsis, a common cause for hospitalization and inpatient mortality. This strategy led to decreased mortality rates and length of stay for patients with sepsis. Specifically, sepsis screening by nurses was implemented in all the Emergency Departments, the electronic health record was changed to identify early warning signs of sepsis, and protocol-based care was implemented in the inpatient setting. The consistent application of evidenced-based care through standardized protocols supported nurse autonomy to act quickly when early warning signs were present and continues to save lives.

Myers' work with sepsis doesn't end there. Since her fellowship ended, she became a Certified Professional in Patient Safety. In addition, she is part of a collaborative with the Agency for Healthcare Research and Quality that aims to decrease harm from mechanical ventilation. She plans to help implement safe technology practices as IV pumps are integrated with EPIC.

Upon completion of her fellowship project, Myers presented a poster, *Implementation of Evidence-based Practice*, displaying the process for successful implementation of the Parkview Health sepsis early recognition and treatment project to the National Patient Safety Congress. Her poster received the Judge's Choice Award from a pool of 80 participants.

Introducing NICHE

Nurses Improving Care for Healthsystem Elders (NICHE) elevates the care of geriatric patients in acute-care setting to a specialty approach. It recognizes the unique needs of

geriatric patients and the knowledge base nurses require to effectively care for older adults.

In 2015, Parkview sent seven nursing leaders and two bedside nurses through 30 hours of NICHE leadership training. In addition, interventions to prevent functional decline for hospitalized older adults were implemented and are now leading to decreased length of stay. **Lindy Sherman, MSN, RN-BC, AGCNS-BS, CMSRN**, *clinical nurse specialist, Patient Care System, Parkview Health*, was also hired as a clinical nurse specialist for gerontology to support the program. This year, Parkview plans to launch a geriatric resource nurse program and pursue the NICHE designation of Elder-Friendly Hospital.



Left to right: Brenda Fiechter, RN, Medical 6, Parkview Regional Medical Center; Jackie Myers, MSN, RN, CPPS, CENP, nursing director, Inpatient Medical Services, Parkview Health; Lindy Sherman, MSN, RN-BC, AGCNS-BC, CMSRN, clinical nurse specialist, Parkview Health



Growth and expansion *at Parkview Hospital Randallia*



Parkview Hospital Randallia has served area residents at our current location since 1953. From the Family Birthing Center to the Senior Wellness Center, it has provided a lifetime of quality healthcare services to patients — neighbors, friends and family members. And its focus is unwavering.

In late 2014, this focus was evident when Parkview Health announced a \$55 million investment into the Randallia campus — the region's largest healthcare investment since the Parkview Regional Medical Center. In the announcement, **Mike Packnett**, *president and CEO, Parkview Health*, said, "The demand for care and services at this location has exceeded our expectations, and many residents continue to choose this location as their

preferred source of healthcare. We're excited to invest in this campus as we address the needs of our community."

Parkview Randallia team members were involved every step of the way. Nursing leaders visited with Parkview community hospital teams to learn how they cross-train nurses, practice efficient workflow procedures and respond to urgent events. Based on this information, nursing leaders made recommendations to further enhance the patient, visitor and co-worker experience at Parkview Randallia, which is the heart of the investment:

- The expanded state-of-the-art Intensive Care Unit (ICU) features 12 beds with lifts, innovative



PARKVIEW HOSPITAL RANDALLIA



Other Randallia teams are working diligently to develop new workflows, create new positions and hire additional nurses to support more changes that will continue into 2018:

- The Procedural Care Center will expand services with six new surgical suites.
- The Parkview Rehabilitation Center will further enhance existing services.
- The addition of a cardiac catheterization lab will provide convenient access to diagnostic procedures.

“Undergoing renovations of this magnitude in an occupied hospital is challenging,” said **Erin LaCross, MSN, RN, CMSRN, CENP**, vice president of nursing services, Parkview Hospital Randallia.

“One objective for 2015 was to maintain an excellent patient and co-worker experience, and I’m pleased to say we have done that. At the end of the year, 80 percent of our areas were in the nation’s top 20 percentile for overall quality of care.”

telemedicine technology, an enhanced eICU platform and an advanced nurse call system.

- The new Clinical Decision Unit (CDU) offers 12 patient beds and around-the-clock observation to determine whether a hospital stay is needed, or whether patients can safely return home.
- The enhanced Family Birthing Center (FBC) has 10 spacious labor, delivery, postpartum and recovery suites that enable moms and babies to receive care in one private room; a relaxing labor tub room for pain management; and a comfortable lounge for family members. The FBC was also moved to an easy-to-access location.

The multi-million dollar investment is an outward expression of our commitment to not only stay in the neighborhood, but to thrive and continue to provide a place of hope, comfort and healing for the loyal community we serve — for now and for generations to come.



Parkview Community Nursing

receives Gold Safe Sleep Champion award



In 2015, Parkview Community Nursing was recognized by Cribs for Kids® with the Gold Safe Sleep Champion award for its commitment to best practices and education regarding infant safe sleep.

Left to right: Heather Henry, BSN, RN, Parkview Community Nursing; Carmen Moore, BSN, RN, certified lactation specialist manager, Parkview Community Nursing

Parkview's community nurses work with area families to educate them about safe sleep in an effort to reduce infant mortality rates.

Each year, Parkview's Community Health Improvement Program designates funds in order for low-income families to receive a free portable crib, as well as education regarding safe sleep practices, tobacco cessation and the importance of breastfeeding and injury prevention.

In 2015, Parkview Health Community Nursing was recognized by Cribs for Kids® with the Gold Safe Sleep Champion award for its commitment to best practices

and education regarding infant safe sleep. This award is the National Safe Sleep Hospital Certification Program's highest designation.

Parkview Community Nursing achieved this designation through the development of hospital policy, staff training, parent education, wearable blanket program, the Safe Slumber program and a pledge to participate in ongoing audits. One of the most well-known programs, Safe Slumber aims to reduce the risk of Sudden Infant Death Syndrome (SIDS) and is free and open to the public.

Making a difference *in the lives of others*



“Whether she is on duty as a registered nurse at PBH or sharing her expertise and energy in the community, Chris has a tremendous gift for making a difference in the lives of others.”

After 34 years of taking care of youth patients at Parkview Behavioral Health (PBH) — and volunteering to help the less fortunate in the Fort Wayne Community — Christina Griebel, RNC, Inpatient Youth Services, PBH, was chosen as the winner of the 2015 Martha Goodrich Award of the Raymond Rosenberger Foundation.

Griebel was selected from co-workers of Parkview Regional Medical Center and affiliates who were nominated by fellow co-workers earlier this year, as well as nominees from 2014 who were also considered. “Whether she is on duty as a registered nurse at PBH or sharing her expertise and energy in the community, Chris has a tremendous gift for making a difference in the lives of others,” said **Chuck Clark**, COO and senior vice president, Parkview Behavioral Health.

Griebel has demonstrated her caring and concern for her patients and co-workers on numerous occasions — from organizing meals for patients and co-workers, to providing gifts to co-workers who are sick or struggling to overcome personal challenges. She is also an active

member of the PBH House-wide Falls Committee, working to keep patients safe and prevent falls on all PBH units. According to her co-workers, Griebel consistently assists others with their duties so they don't feel overwhelmed.

“Chris is the kind of nurse we would all want taking care of our loved ones,” said Clark.

Griebel is also involved in serving the community:

- She helps deliver food from Associated Churches to Light of the Cross Food Bank.
- She serves as volunteer nurse for the Heritage Junior/Senior High School guard show each year, at which more than 2,000 athletes compete.
- She volunteers at her church to raise money to benefit the poor.
- Along with her husband, she co-chairs ongoing dinners that have raised more than \$5,500, including a dinner that has raised more than \$2,000 for homeless veterans in the Fort Wayne area.



The gift of life



The team provided 104 surgeries to the people in the village of Palenque in five days. Team members gave their personal time to help those in need, and Community Health Improvement provided many of the supplies and medication for this trip.

Left to right: Angela Russ, MSN, RNC-MNN, IBCLC, supervisor, Prenatal Education Program, Family Birthing Center, Parkview Women's & Children's Hospital; Joni Hissong, MSN, RN, CPHQ, director of care coordination, Parkview Health; Pam Bland, MSN, RN, nursing services director, Parkview Regional Medical Center

While a local nurse was attempting CPR on a distressed newborn in a remote area of the Dominican Republic, a Parkview nurse and colleagues on a medical mission stepped in and saved a life.

Angie Russ, MSN, RNC-MNN, IBCLC, supervisor, Prenatal Education Program, Family Birthing Center, Parkview Women's & Children's Hospital, heard about the baby boy and offered her assistance. Russ, certified in neonatal resuscitation, took over the resuscitation of the baby boy with assistance from another team member who is a CRNA from Mayo Clinic.

"Within just a few minutes, we heard the joyful noise of a baby crying," said Pamela Bland, MSN, RN, CENP, nursing director, PRMC, who served in Palenque, Dominican Republic, with Russ. "The baby was sent to a larger hospital an hour away, and we later received word the baby was doing fine and was released in a few days."

"Going on this mission trip was one of the most fulfilling experiences I have ever had in my nursing career," Russ said. "This mission trip also involved sharing the Gospel

with the Dominicans. It was amazing to see how God put all the right people together, at the right time, in order to save this baby. I would recommend to anyone who is considering taking a trip like this to please go. The rewards, personally and professionally, were far greater than I could have ever imagined."

This outcome would not have been the same without Russ and her Mayo Clinic teammate. The mother and baby's family were grateful for Parkview's nursing care in the Dominican Republic.

The medical mission was through an organization called Medical Ministries International (MMI), and was supported by Parkview Community Health Improvement. In addition to the Parkview nurses, the MMI team included four local physicians and other registered nurses from across the United States and Canada. The team provided 104 surgeries to the people in the village of Palenque in five days. Team members gave their personal time to help those in need, and Community Health Improvement provided many of the supplies and medication for this trip.

Cancer research study determines *cancer survivors' concerns throughout seasons*



KNOWLEDGE AND INNOVATION



A cancer survivor's journey is often described as having three distinct phases or seasons. Cancer survivors' concerns are unique and change depending upon the specific season of survivorship.

Nancy Ehmke, MN, RN, AOCN, *clinical nurse specialist, Oncology*, served as the principal investigator of her study, *Seasons: A prospective study assessing the physical, psychosocial, spiritual and financial needs of breast and prostate cancer patients*. Her team included Hilary Biddle, RN, CRC; Breck Hunnicutt, RN, BSN, CCRC; and Christina Zelt, MSN, RN. The team is conducting research in order to determine the concerns of cancer survivors throughout their journey.

Their first research identified the needs of breast cancer survivors one-year post radiation and determined if those needs were assessed and managed. This retrospective was accepted as a poster presentation at the Oncology Nursing Society (ONS) Congress in 2014.

According to Ehmke, who is a member of Parkview's Institutional Review Board (IRB) and the Nursing Research and Evidence-based Practice Committee (NREBPC), "Results of this first study generated many additional questions leading to our current study."

This prospective study identifies needs at the start of treatment, four to six weeks and eight to 16 months after completion, and annually for four years.

Seasons was accepted as a poster presentation at the 2015 ONS Congress and the 2016 inaugural Cancer Survivorship Symposium: Advancing Care and Research – A Primary Care and American Society of Clinical Oncology (ASCO) Collaboration.

In 2015, researchers from George Washington University contacted Ehmke and invited Parkview Comprehensive Cancer Center to be one of 45 national sites for research involving survivorship care. More than 30 survivors were enrolled locally.

Ehmke is currently incorporating the results from the study in the planning and implementation of survivorship care at Parkview Comprehensive Cancer Center.



When seconds count, *performance must be fluid and flawless*



“The protocol needs to be flawless and nurse-driven to allow the surgeon to focus his or her efforts on other lifesaving duties and procedures.”

From left to right: Sarah Hoepfner, BSN, RN, trauma coordinator and trauma performance improvement specialist, Trauma Services, Parkview Regional Medical Center; Lisa Hollister, BSN, RN, director, Trauma & Acute Care Surgery, Parkview Regional Medical Center; Becky Clay, RN, Surgical ICU, Parkview Regional Medical Center; Dazar Opoku, MPH, trauma data specialist, Trauma Services, Parkview Regional Medical Center

Sarah Hoepfner, BSN, RN, adult trauma coordinator and trauma performance improvement specialist, Trauma Services, Parkview Regional Medical Center, teamed with physicians and co-workers from Surgery, Emergency Department, Surgical/Trauma ICU and the blood bank to explore the massive transfusion protocol (MTP). While Parkview has had the MTP for more than 15 years, the protocol was recently updated to meet the newest evidence based 1:1:1 transfusion ratio. The MTP allows a massive amount of blood products to be transfused to a critically hemorrhaging patient in a quick, emergent fashion while reducing variability.

“The protocol needs to be flawless and nurse-driven to allow the surgeon to focus his or her efforts on other lifesaving duties and procedures,” Hoepfner said. “Patient outcomes are affected by the MTP, and transfusion ratios, if not transfused correctly, can lead to higher patient morbidity and mortality rates.”

The MTP project included:

- Upgrading the Parkview protocol to remain current with best practice.

- Initiating a research project to demonstrate the effectiveness of the new MTP coordinator position on maintaining a 1:1:1 transfusion ratio and decreasing wasted blood products.
- Intense education to assure consistent application of the change in practice.
- Plans to submit the project for publication.

Hoepfner presented her MTP coordinator research project as a poster presentation at the annual Trauma Quality Improvement Program (TQIP) Conference in Nashville, Tenn. She worked with Lisa Hollister, BSN, RN, director, Trauma & Acute Care Surgery; Becky Clay, RN, Surgical ICU; and Dazar Opoku, trauma data specialist, Parkview Trauma Centers. Together, they worked countless hours on the MTP coordinator project.

The TQIP conference had more than 1,200 participants from Trauma Centers all around the nation. Once again, Parkview Trauma Centers stood out for their excellent quality of care and performance improvement initiatives.

Nursing Research and Evidence-based Practice Committee



Research is essential for transforming the type of healthcare patients receive and how care is delivered. It impacts patient quality, safety and healthcare experiences.

Healthcare professionals look to research and evidence-based practices to ensure their clients receive the most up-to-date care. Parkview nurses actively participate in and conduct research across the system. Nursing research covers a broad range of topics including:

- Promotion of healthy lifestyles and illness prevention
- Enhancement in quality of life
- Caring for patients and families during periods of illness, injury and recovery
- Patient, client and family education
- Effective transition to various levels of care
- Care at end-of-life

Nursing research is vital to improving health; it provides new evidence for changing nursing practice in order to improve clinical outcomes. At the same time, it offers opportunities for professional development.



Pictured above are members of the Nursing Research and Evidence-based Practice Committee. The committee is comprised of 30 nurses from throughout Parkview Health.

In 2015, professional nurse researcher **Jan Powers, PhD, RN, CCRN, CCNS, CNRN, NE, BC, FCCM**, was hired to lead nursing research at Parkview Health. Parkview's Nursing Research and Evidence-based Practice Committee is now taking the lead to stimulate and guide nursing research and the use of evidence-based practice across the system. The committee's vision is that every Parkview nurse in the health system is involved in clinical-inquiry activities, including evidence-based practice and/or formal research.

PARKVIEW HEALTH NURSING EVIDENCE-BASED PRACTICE MODEL



The model, shown above, utilizes six words beginning with the letter 'A' to depict the steps involved in evidence-based practice. The model was developed based on nurses' input at the nursing coordinating council. During this meeting, nurses voted on which model best represented the evidence-based practice process.

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