

VIRTUA NURSING

2020 ANNUAL REPORT



HERO

#HEREFORGOOD



I AM
HEARTWIRED
FOR THIS

DODI IANNACO
APN
VIRTUA URGENT CARE



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LAUREN HODGES
MSN, RN
ANNUAL REPORT EDITOR

WELCOME TO THE 2020 NURSING ANNUAL REPORT

A CELEBRATION OF NURSING EXCELLENCE IN ACTION!



CATHERINE HUGHES
MSN, MHA, RN, NEA-BC
SENIOR VICE PRESIDENT
CHIEF NURSING OFFICER

Officially designated by the American Nurses Association, 2020 certainly turned out to be the Year of the Nurse! Because of the coronavirus, the whole world came to know the power and value nurses — we're essential to life and health! More than ever before, we were challenged to embrace our profession to heal and save countless lives during the pandemic of a lifetime. Our own health and the health of our loved ones were at stake. Still, we rose up to do what we do: provide care, ease suffering and fear, send home hundreds of recovered patients and hold the hands of those taking their final breaths on earth. And you, the nurses of Virtua, performed these acts with grace and honor. You were advocates for your patients, families and each other. I am so proud of all of you. I will never forget what you did and the sacrifices you made through these trying times.

In our annual report you will witness "Excellence in Action." It is demonstrated in your heroic responses to the COVID-19 pandemic. You worked together across disciplines to support the lives under your care. Because of the emergency plan in place, many of you worked in roles that were different from your usual work. You will see excellence in the achievements such as completing advanced degrees and specialty certifications. You will see the excellence achieved through new technology and ongoing work to improve safety and clinical outcomes.

Because of the
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world came to know
the power and
value of nurses...

I am honored to be the Chief Nursing Officer for Virtua Health, to work with nurses who consistently demonstrate passion for nursing, commitment to excellence and the resilience needed to be a nurse. I look forward to the work we will do in 2021 to further advance our culture of excellence and High Reliability. We are a powerful team of professional nurses who can do "whatever it takes!"

Thank you for all that you do and for your extraordinary work through 2020. This Nursing Annual Report is dedicated to you!

Cathy



MEET VIRTUA'S NURSE EXECUTIVE TEAM!



MELISSA ZAK,
DNP, MBA, RN, NEA-BC
VICE PRESIDENT,
PATIENT CARE SERVICES,
CHIEF NURSING OFFICER
MEMORIAL HOSPITAL AND
WILLINGBORO HOSPITAL



HEIDI BAUR
MS, RN, NE-BC
VICE PRESIDENT,
PATIENT CARE SERVICES,
CHIEF NURSING OFFICER
VOORHEES HOSPITAL
AND MARLTON HOSPITAL



KAREN MAGARELLI
DNP, MSN, RN
VICE PRESIDENT,
PATIENT CARE SERVICES,
CHIEF NURSING OFFICER
VIRTUA OUR LADY OF
LOURDES CAMDEN



RITA S. VETERANO
BS, MSHA, RN
VICE PRESIDENT,
INTEGRATED CARE
MANAGEMENT



ANNEMARIE PALATNIK
DNP, RN, ACNS-BC
ASSISTANT VICE PRESIDENT:
CLINICAL LEARNING,
ACADEMIC AFFILIATIONS
AND RESEARCH



LISA C. FERRARO
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POST-ACUTE SERVICES—LTC



MARIANNE EVERETT
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ASSISTANT VICE PRESIDENT,
NURSING INFORMATICS AND
INSTRUCTIONAL DESIGN &
TRAINING

NURSING PROFESSIONAL PRACTICE

Our Nursing Mission

To provide compassionate, evidence-based care—achieving safe, high-quality outcomes—and to advocate for the wellness of our community.

Our Nursing Vision

Virtua nurses will be the premier providers of patient- and family-centered care across the continuum of health and wellness through evidence-based nursing practice and clinical excellence.

The Virtua Values

We value integrity, respect, caring, commitment, teamwork and excellence. These are the core values of our organization and of Virtua Nursing.

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Professional Practice Model
Professional nursing practice at Virtua focuses on the experience of our community, our patients, families, customers, co-workers and all who interact with a Virtua nurse. Our professional practice model (PPM) provides a unifying framework for what Virtua nurses believe about practice, collaboration, communication, professional development and reflects our philosophy of nursing. The Virtua Star serves as the foundation for our PPM with additional nursing-centric components identified by Virtua nurses from all levels of practice. The PPM concepts provide guidance for all we do to provide all our customers with the VIRTUA EXPERIENCE.

Our Governance Structure
Shared governance provides a structure for collaborative nursing practice between nursing leaders and direct care nurses. Responsibility for care delivery, authority for decisions and accountability for outcomes is jointly accepted by nurses at all levels of practice. This structure leads to improved productivity, increased nurse satisfaction and highest quality patient care. Our model is structured around professional practice and specialty practice councils, existing at the unit, divisional and system levels. All nursing councils report to the Virtua Nursing Congress, which is attended by direct care nurses and nurse leaders.

Our Care Delivery Model
Our care delivery model focuses on the existence of relationships between the caregiver, the patient/family and other health care team members. This understanding relationship provides a basis for creating a patient-focused plan of care. RBC provides a framework for practice that aids our patients in being well, getting well and staying well.

UNIT STRUCTURES AND PROCESSES

NURSING CONGRESS 2020

In January 2020, we welcomed our Lourdes colleagues to Nursing Congress. We looked forward to sharing the information we gathered from the Nursing Congress gallery walk in 2019, which helped us to identify what clinical nurses really wanted during Nursing Congress. We received great ideas on how to make Nursing Congress better. Sadly, like everything else, Nursing Congress was put on hold for the remainder of 2020 to allow nurses to focus on providing care to our COVID 19 patients and supporting each other. We are ready to renew, refresh and reinvigorate Nursing Congress for 2021. We will be looking for new ideas on how Nursing Congress can serve our clinical nurses!!!!

2020 NURSES ON BOARDS

Amy Glasofer, PhD(c), DNP, RN, NE-BC
Nursing Critical Care: Editorial Advisory Board Member

Ann Marie Palatnik, DNP, APRN, ACNS-BC
Sigma Theta Tau, Eta Mu Chapter, Board of Directors; "Nursing 2019 Critical Care Journal": Editorial Board member; ONL-NJ: Nursing Workforce Environment and Staffing Commission (NWESC) Steering Member and Chair of the NWESC Education Committee

Catherine Hughes, MSN, MHA, RN, NEA-BC
Organization of Nurse Leaders, Board of Directors; Gloucester County Institute of Technology—Advisory Board for Health Careers

Colleen Chiodo, MSN, RN, CNOR
Board Member, Garden State Chapter 3105, AORN; Scholarship committee

Cheryl Tilton, BSN, RN, CNOR, RNFA, *Board Member, Garden State Chapter 3105, AORN*

David Meyer, RN
Member, Garden State Chapter 3105, AORN

Djuana Rivers, MSN, RN-BC, *Connections Committee; Greater Delaware Valley ANIA Chapter*

Grace Squibb, *Secretary, New Jersey/Bermuda PeriAnesthesia Association*

JoAnne Phillips, DNP, RN, CNS, CPPS, NEA-BC, FCNS
Healthcare Technology Foundation Board of Directors

Karen Fonollosa, BSN, RN, CNOR,
Chapter President, Garden State Chapter 3105, AORN

Karen Mansfield, MSN, RN, CNOR
Board Member, AORN, Garden State Chapter 3105; Community Service committee

Kate Gillespie, MBA, RN, NE-BC
Southern NJ American Red Cross Board Member and Chair of the Bio Med Committee; SG2 National Spine and Orthopedics Advisory Member; NJSNA President Elect/ Chairperson IFN, 1/2017-12/2018; NJSNA President, 1/2020-12/2020.

Kathleen Judge, RN, APN-C, ACNS-BC, NP-C, CWON-AP, CCCN, NEA-BC, *National WOCN Education Committee Board Member*

Leslie Foran-Lee, MSN, RN, PCCN, AACN, *Board Member and Secretary of the Southeastern Pennsylvania Chapter (SEPA) American Association of Critical Care Nurses*

Lis Digneo, BSN, RN, CNOR, *Board Member, AORN, Garden State Chapter 3105*

Matilda Adams, MPH, BSN, RN, NE-BC, *Director, Bayshore Living Waters Retreat, Inc. Director, Global Favor Prayer Embassy, Inc. Vice President, BridgeUcation Kingdom Ministries, Inc.*

Meg Coley, MSN, RNFA, CNOR, *Chapter Vice President, Garden State Chapter 3105, AORN*

Rosemarie Reader, RN, CNOR, *Board Member, Garden State Chapter 3105, AORN*

Susan Politsky, PhD, RN, NE-BC, *Organization of Nurse Leaders Education Council*

Unsin Chung, BSN, RN, CNOR, *Chair, Hospitality Committee, Garden State Chapter 3105, AORN*

CONGRATULATIONS TO PDAP 2020 RECIPIENTS!

THE PROFESSIONAL DEVELOPMENT ADVANCEMENT PROGRAM



Left to right: Heather Florian, RN, Marlton 3rd Floor; Voorhees OR with the da Vinci Robot; Marlton ICU; Memorial ICU

Level 3

Amy Melsi
Voorhees L&D

Angela Travia
Memorial 4NW

Anna Speaker
Memorial 4NW

Ashley Sawyer
Memorial 4NE

Carolyn Faniro
Memorial 4NE

Carolyn Smith
Memorial ICU

Christine Schillinger
Voorhees Peds

Cindy Gittens
Memorial MBU

Courtney Johnson
Memorial ICU

Crystal Barton
Memorial 4NE

Darlene Berghaier
Voorhees SPA

Elinor Faigal
Memorial Surg Services

Elizabeth Donaldson
Memorial PACU

Erin Amon
Voorhees 6AB

Ferlita Watkins
Marlton ICU

Heather Florian
Marlton 3N

Helen Crawford
Memorial OR

Ilissa Ramirez
Memorial 4NE

Jamie Santiago
Voorhees ED

Jamie Shelton
Voorhees 5AB

Julia Siler
Memorial 3NW

Karen Allen
Memorial ICU

Kathleen Happe
Memorial PACU

Katie Grau
Voorhees 2B

Kelly Davis
Memorial SCN

Kely Knowles
Marlton 3N

Lang Thach
Marlton PCU

Lauren Burk
Marlton ICU

MaryAlice Lynch
Homecare

Melissa Rivera
Memorial 4NE

Mia Blansett
Voorhees ED

Michelle Boyle
Memorial 4NE

Michelle Zakroff
Memorial PACU

Paula Konstantinides
Voorhees 7A

Robin Ortutay
Memorial Surg Services

Sarah Dolan
Marlton 3N

Sarah Keller
Marlton 4N

Theresa Flick
Memorial 5 Stokes

Vanessa Williams
Memorial SCN

Level 4

Caitlin Murray
Marlton ICU

Carly Richman
Marlton 3N

Carolyn Schmidt
Marlton 4N

Jody Durbin
Memorial Peds

Kimberly Seasholtz
Memorial 5 Stokes

Kristin Fiore
Memorial Peds

Linda Berti-Hearn
Homecare

Monica Baran
Marlton ICU

Nancy Corn
Voorhees NICU

Pamela Britland
Voorhees NICU

Suzanne O'Brien
Memorial Peds

Tracy Orfe
Memorial Peds



Voorhees 6AB Heart Health Awareness



ICU at Memorial is on TV!

Are you interested in applying for PDAP in 2020 or have questions about the program?
Reach out to Christine Moraca or Anne Bertino-Lapinsky.

VIRTUA NURSE DAY 2020

Thanks to a Senate proclamation in 2016 that designated the fourth Thursday of every September as Virtua Nurses Day, this past September 24, Virtua Nurses once again celebrated our amazing profession. This year's celebration was uniquely suited to a pandemic year as nurses gathered virtually and were recognized for accomplishments via the computer screen, hosted by our Chief Nursing Officer, Catherine Hughes. As a special treat, Virtua nurses were serenaded by the talented and inspiring Deb Gauldin, RN, CHP, who specializes in using humor and heartwarming stories to express gratitude and appreciation to nurses and our profession.

As stated in the Senate proclamation, "the nurses of Virtua have continued to uphold the praiseworthy goals of delivering compassionate, evidence-based care, achieving safe, high-quality outcomes and advocating for the wellness of the communities in which we serve." While Virtua nurses could not physically gather and display their outstanding accomplishments, all of these virtues are fully on display throughout Virtua on a daily basis. We look forward to celebrating in person with you all again on our next Virtua Nurse Day, which will be held on September 23, 2021.

2020 Nursing Professional Development:

- Total # of learners: 4,018
- Total # of participating RNs: 2,922
- Total # of NPD contact hours provided: 6,575.13
- Total hours of instruction: 450.12
- Total Learning Lab facilitated learner hours: 18,497

Continuous Learning & Innovations, Highlights

- Maintained Basic Dysrhythmia and Breastfeeding Success courses during 2020
- Use of Zoom for virtual courses
- Converted "Identification and Management of Aggressive Behavior" course into web-based training for orientation purposes
- 37 Nurse externs
- 1,120 new employees oriented in 2020



Joint Providers with Oncology Nursing Society of South Jersey, Rowan University and Rutgers University

Voorhees OR competency demonstrating patient positioning

Nationally recognized speakers included:

- Dr. Al Rundio
- Deb Gauldin, RN, Singing Nurse Humorist (right)
- Donna Wright



Co-provided an educational series for APNs in Family Practice

- Provided seven 2-hour educational series partnering with Rutgers University

Provided a 2-day Nurse Executive/Advanced Nurse Executive Review Course

- Outcome: 83.3% of nurse leaders are certified

Academic Affiliation Metrics:

- Total graduate students: 143
- Total undergraduate students: 883
- Total Allied Health students: 145
- GRAND TOTAL of students: 1,171

Scholarship information:

\$47,500 offered to 26 recipients

- 5 RN to BSN
- 15 MSN
- 6 DNP/PhD

2020 Nursing Research & EBP Activities

- NRC reps edited bedside hand-off policy to reflect findings of their study
- EBP council planned 2020 Virtua Innovations in Care Conference, including 25 posters (47% > 2019) in October for total of 135.3 earned contact hours (48% > 2019)
- ANC group developed manuscript on proning non-intubated patient to be published in *MedSurg Nursing*
- NRC to evaluate transition experiences of new graduate nurses who received online clinical education
- NRC reviewed 8 nursing EBP/research projects
- 4 studies completed, 3 opened, 1 ongoing with nurses as Principal Investigators



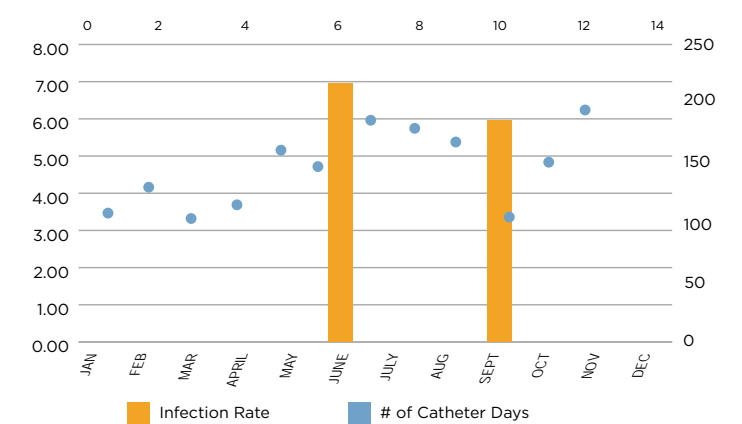
CLINICAL UPDATES

VIRTUA VOORHEES NICU SMALL BABY UNIT — ONE-YEAR ANNIVERSARY

BY MELISSA WEISSMAN, DNP, RNC-NIC, C-ELBW, CPNP-PC, AND ANDREA MOTTERSHEAD, MSN, RNC-NIC, C-ELBW

October 2020 marked one full year since the opening of the Small Baby Unit in the Virtua Voorhees NICU. This "unit" is located within the NICU at Voorhees and is the home to the smallest of babies born at Virtua. Within this unit, extremely premature infants born at 29 weeks gestation or earlier are provided unique and individualized care from specially trained staff. This unit is staffed by 57 RN's, 4 respiratory therapists, 1 nutritionist, 1 speech therapist, 1 radiology tech and 1 developmental specialist, who all completed extensive training in the care of the small baby. In addition, all neonatal medical providers completed this extensive training. The team created guidelines for all aspects of small baby care including delivery room management, infection prevention, respiratory therapy, nutrition and developmental care. These guidelines are all aimed at preventing morbidity and mortality in this population to support the best long-term outcomes. The team provides two-person care every time these infants receive any hands-on care so that the infant can have personalized, developmentally supportive interventions during any medical care. During their first year, the team went 414 days without a CLABSI and have not had a VAE since 2017. As this unit has progressed, the team has worked to identify better ways to provide care to this vulner-

VOORHEES NICU TOTAL CLABSI RATES ALL BIRTH WEIGHT CLASSES



able population, including the physical location of the rooms within the NICU. After trialing multiple locations within the unit, the team decided to use the back hallway glass room doors, which promotes lower noise levels since the rooms have doors. In 2020, the NCC also developed a new national certification in caring for extremely low birth weight infants (C-ELBW) and four small baby unit employees have successfully obtained this certification so far!



Cat Stanziale, Amy Anderson and Diane Rose of Voorhees NICU during the opening ceremonies of the Small Baby Unit

Voorhees NICU

ZERO

Ventilator-Associated PNEU Infections in 2020!



OH... WHAT A YEAR!

TOM MAXWELL
MSN, MA, RN, NPD-BC

ADVANCED NURSE CLINICIAN
VOORHEES ICU

Early in 2020, Virtua started seeing our first COVID-19 patients and in the blink of an eye, patients were being admitted to the ICU and emergently upgraded from the medical-surgical units four to five times per day. It was an avalanche of high-acuity patients. Everyone was still working their way up the learning curve on managing COVID-19 patients as it was a dynamic process with uncertainty abounding. Recommendations on how to manage these patients changed daily, sometimes before the end of a shift. Everyone answered call bells and did a tremendous job. Adrenaline was the impetus for managing the work load, but we all knew that pace was not sustainable. The workload and duration of the pandemic were unpredictable. Anxiety and fear were also present, but were suppressed. No one wanted to show weakness initially, but staff was encouraged to open up as we worked our way through the pandemic. We had to be mindful that not only did our work lives change, but so did our personal lives. We were all living life differently. Stress at work was coupled with all of the changes in our personal lives that resulted from the shutdowns.

Despite the challenges, what won out was perseverance and ingenuity. Due to the acuity and supply shortages, some regulations and policies were relaxed, which allowed for creativity to step in. The staff was constantly trying to find ways to be more efficient. One idea presented was IV pumps in the hallways. Mike Pascale, RN, showed me a social media post and asked if we could do that at Virtua. I responded by researching the process and then piecing together how we could safely make it happen. Anesthesiologists, nurses, PCTs and infection control, just to name a few, all had input. The process would help us save PPE, reduce fatigue and exposure and boost morale. Remember,

the whole world was using PPE and there was a slowdown in PPE supply production. The staff were concerned that we would run out of PPE because it was in such short supply. By relocating the pumps into the hall, each RN donned/doffed at least 10 times /less per shift. We estimated that we saved at least 200-300 masks and gowns per day just in the Voorhees ICU. The ability to adjust frequently titratable medications without donning/doffing PPE was a huge morale boost and lessened nurse fatigue and exposure. The practice was quickly adopted by all of the ICUs throughout Virtua.

From there we quickly learned how to prone our patients. At one point we were proning four to six patients per shift. We've always worked well as a team, but we had to take it up a notch to be able to have four to six healthcare providers in a room manually proning and unproning patients. Safety agents were on all units and were a great help. We instituted team nursing and quickly integrated nurses from other units into our ICU culture. The message sent to the ICU team was that they were guests coming to our house. The expectation was for us to foster them and recognize that while the ICU was not their forte, we could utilize their strong nursing skills and experience. Team nursing in our ICU was a huge success. Despite being displaced, most team nurses enjoyed their time here. It would have been difficult to get through the crisis without their help. As the months passed, we all became better at managing the COVID-19 patient population and we slowly rolled back some of the care designs we created during the crisis.

Looking back, I can say it was a great time to be a nurse. There was a lot of pain, fear, anxiety and sadness. But what I will remember the most though is the love, support, strength, teamwork, pride and caring. You often hear how your true character is revealed when faced with insurmountable challenges—I got to see firsthand just how strong our healthcare providers are as clinicians and as people. I have never been more proud of a group of people or to be a part of the ICU team and the Virtua family.

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...your true character
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challenges...

It was not an act
of martyrdom,
it was solidarity with
the ICU staff...



JAMIE SHELTON
RN, BSN, CMSRN
5TH FLOOR
VOORHEES

Shannon Sims and
Kathy Ressler from
Voorhees OR and SPA
work in the ICU

From the time I was a young girl, I had always dreamt of becoming a nurse. I continued my nursing path and started my career on a medical-surgical unit. I found my home away from home on a unit with wonderful people, a truly extraordinary team. Then COVID-19 hit. Our medical-surgical unit turned into a disaster zone of the sickest patients. One minute the patient was up walking and talking and the next they were not breathing. Code blues were called multiple times during a shift. Everything we were taught and trained to do as healthcare professionals was tossed out the window. Before we could even enter a room, we had to put on a gown, gloves, N95, surgical mask, goggles, face shield and a surgical cap. We truly looked like space cadets. Our patients were barely able to see our eyes, but we could see theirs—how scared and frightened they were. We held the hands of the dying and listened to those who were lonely. We reassured family members everything was being done to care for their loved one, at a time when friends and family were restricted from visiting. COVID-19 swept across our unit as a force to be reckoned with, but the 5th floor did not back down and here we are one year later, still standing—5th floor strong!



Nursing staff at Virtua Marlton have fun with their PPE

DAVID T. MEYER
RN, CNOR

PROUD STAFF NURSE, VOORHEES OR

I didn't know 2020 was going to be like that. Who did? When I became a nurse 12 years ago, I didn't know being a nurse in the OR would bring me to the ICU. At the beginning of March 2020, some people volunteered to be Safety Agents. It was a new role created on the frontier of combatting COVID-19. They asked for volunteers and I responded. I didn't know what to expect, but I knew I needed to help.

Initially, the OR nurses and techs were the go-to experts in donning and doffing PPE. We would be the guardsman at the patient's door to ensure the bedside practitioners were safe. Very quickly, I realized that I was not as effective as I could be just standing outside the glass of an ICU room. I could not simply stand by. Within an hour or so, I had to jump in. It was not an act of martyrdom, it was solidarity with the ICU staff.

I donned the hot gowns, uncomfortable masks and face shields that always seemed to get dislodged. I held iPads so patients could hear their family's voices of optimism. I held the same iPad for families to say a final goodbye. Our patients somehow seemed to become like family. When they stayed with us for months at a time, we were on a first-name basis with all of their loved ones. We knew they were avid travelers, teachers, nurses returning to serve or opera singers. When they passed, we cried. And when they were discharged, we celebrated too.

People from every department of the hospital seemed to be banding together. Suddenly, every single area of the hospital was united on the same front. When times were the most difficult, we stepped up together. This pandemic has taught me that as much as we struggle, we can come together.

AGAIN... WHAT A YEAR!

I've learned to love harder, appreciate the smaller things and be more present in the moment...

...the nurses that cared for patients became their family...

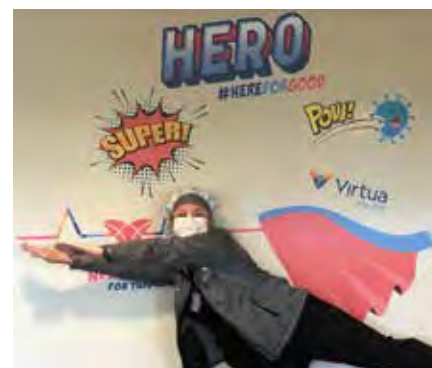
...grace, ingenuity, grit and, most of all, the compassion...



Gustavia Tarawali, RN, Kimberly Hubing, RN, Tanina Bulard, Carol Powell, Capri Boardley, RN, Gina Nardello, RN, Abena Hammond



Voorhees PACU RN's working in the ICU



Sandy Pawlowski, Super Nurse!

Karen Marshall, Colleen St. John and Kerry Vilella assist with setting up baby monitors for COVID patients



Memorial L&D and SCN staff

ALYSSA EBERWEIN, RN, BSN VOORHEES ICU

When I think about this past year, I think about anxiety, stress, loss, grief, sadness and exhaustion. Although it was difficult and still is, I also think about hope, strength, compassion and love. I'll never forget the first day that the Voorhees ICU had to rule out COVID patients. I was selected as one of the first six nurses to take care of our first COVID patients. I remember the feelings of putting on PPE to walk into my intubated patient's room for the first time, knowing COVID was potentially in the air. I was scared and anxious—scared that I might get COVID and bring it home to my family and lose the ones I love and anxious that I didn't know enough about critical care to effectively take care of my complex patient. My patient was young and intubated and had nine IV pumps running at once to keep them alive. I donned and doffed PPE almost every half hour to tend to my patient and the pumps in the room. As the weeks went on, we adapted. We brought our IV pumps out of the quarantine rooms with extension tubing. We learned how to prone our intubated patients with 6 staff members and a respiratory therapist. And we learned how to cope with ever changing practices as information was always coming in on how to effectively care for these patients.

Something I never adapted to was the emotional trauma that I will carry with me always. I've held hands with my dying patients until their very last breath without any family present. I've Zoom-called families on an iPad to say their final goodbyes. I've held the phone to my intubated patient's ear so that a priest could give them last rites. I've watched patients suffer for weeks, sometimes months on end until their bodies gave up. I've given encouraging, positive words to my scared patients about to be intubated, knowing their life may be lost.

Throughout all the trials and tribulations of this past year, none of it would be possible without the team I have the privilege of working with every shift in the Voorhees ICU. The amount of teamwork, support, love and patience has gotten us through the toughest of moments. We encourage each other, help one another, cry together, laugh together and, more importantly, support each other. As a nurse, I've advanced my critical thinking skills and the way I practice. In one year, I've learned how to assist in rapid intubations, medically paralyze critically ill patients, prone and run continuous dialysis machines at the bedside. The year 2020 has changed me for the better. I've learned to love harder, appreciate the smaller things and to be more present in the moment. 2020 will be a year we will never forget and although life may never look the same again, we adapt, move forward and create a new normal.

ASHLEY SHEETS RN, MSN, CEN ADVANCED NURSE CLINICIAN MEMORIAL L&D AND SCN STAFF

Almost as if predicting the future, the World Health Organization declared 2020 the year of the nurse. It definitely was. 2020 brought a year and experiences none of us could have imagined. As nurses we were there on the front lines and, as the world was shutting down, we were showing up. We learned quickly that we had to adapt what we knew to get through this global health crisis. This year has been a year in which nurses demonstrated grace under pressure, extreme adaptability, compassion and ingenuity.

Grace under pressure— In the beginning, the unknowns of COVID invoked a sense of fear in all. Nurses showed up with an unwavering commitment and a moldable outlook to learn new processes related to safely managing a new pathogen. Perhaps nervous, afraid for their health and that of their families, but with the help of their team, colleagues and leaders, they persevered.

Extreme adaptability— New PPE requirements meant wearing an N95 and surgical mask for full shifts. As the PPE requirements changed through the CDC, nurses adapted quickly to their new uniform. They made headbands with buttons to loop masks around to alleviate ear pain from wearing two masks all day. In efforts to conserve PPE, elective surgeries were canceled. Nurses were temporarily repositioned and willing to help where needed. All the while, in the midst of rapid change, they learned new therapy options and treatment modalities being implemented and trialed to combat COVID.

Compassion— Nurses often step into people's lives during time of need. During COVID, the nurses that cared for patients became their family. While families couldn't be with hospitalized loved ones, we were the last link to their family member. Virtua nurses saw 600 patients through their last days and coordinated efforts so their loved ones could say their last goodbyes over an iPad.

Ingenuity— Also in efforts to conserve PPE, units moved IV pumps to hallways so they could make necessary treatment changes without having to don PPE. Nurses asked for donations of baby monitors from the community to monitor patients while simultaneously decreasing exposure.

Someday, future generations will ask us what it was like to be a nurse during the Global Pandemic of 2020. They will want to know how we showed up, every day and every shift despite the seemingly insurmountable odds that were stacked against us. All of us will have a different narrative, but the themes will be same when we re-tell our story. We were there. We knew the darkness couldn't last forever and, while we couldn't control what was happening, we could control how we responded. We showed up with grace, ingenuity, grit and, most of all, the compassion to see patients, families and each other through the difficult times.

AGAIN... WHAT A YEAR!

...awareness of just how crucial nurses are...

...found innovative ways to provide the best care possible to our patients...

...making a difference, easing patients anxiety—it's why I became a nurse...



Food delivery to front-line workers

KRISTIN PILONG, MSN, RN, CNL ADVANCED NURSE CLINICIAN MEMORIAL 3NE

Nursing has been at the top of the list as being one of the most trusted professions for years, but this past year has only heightened the awareness of just how crucial nurses are to the healthcare system. The selfless work every nurse within this organization put forth in the past year has been nothing short of incredible. On March 12, 2020 Virtua Memorial received the first suspected positive COVID patient in the health system. The patient, admitted to 3NE, was met at the ambulance bay by two RNs. Prior to the patient arriving, Don Schwarzman, director of EVS, listened as the two RNs discussed how nervous they were, how bad this could get and what this could mean for our hospital and community...but that discussion turned from concern to compassion in an instant. When the patient emerged from the ambulance and was placed on the awaiting bed, the demeanor of the two nurses completely shifted. They greeted the patient with voices full of confidence and compassion, something Don said he will never forget. Nurses across the health system have found a way rise to the occasion, even when broken down and tired and gave everything, every day, for their patients. As patients continued to flood all of our hospitals, our nurses found a way to navigate the uncharted territory of COVID-19. They worked not as a single nurse, but as a team of nurses, who did everything they could to support each other. They

held each other, cried with one another and rejoiced with each other when a patient made the smallest step towards recovery. Virtua nurses found innovative ways to provide the best care possible to our patients, while keeping themselves safe. When visitors were restricted from entering the hospital, nurses stepped up to provide the human connection patients needed. Zoom calls were set up for patients and family members to see and speak to their loved ones, something that could not have happened if not for the nurses ensuring the patient was ready for the call.

Virtua nurses certainly felt the love and support from the community during the last year. Handwritten cards were sent to nursing units from community members of all ages. Copious amounts of food were delivered to the hospital on a daily basis. First responders driving down the streets with their flashing lights and horns honking to remind every person in that hospital that they were loved and supported. And community members decorated the sidewalks and entrances of our hospitals to show support that was visible every time we walked into work. 2020 was a year full of overwhelming emotions, long days and nights and endless worrying of what would come next. But with the bad comes the good: Nurses came together and grew closer than they ever had before, found ways to support each other and formed bonds that will never be broken. We learned how to distinguish our coworkers when all we could see were their eyes. We learned to adapt, as not much stayed the same for long. But one thing was constant: the dedication of our nurses. What they have done over the past year will never be forgotten.



Colin Woolley, RN

BY COLIN WOOLLEY, BSN, RN LAUREN HODGES, MSN, RN

Colin Woolley is a new nurse on the 7th floor in Voorhees with an interesting perspective on nursing during a pandemic. He worked as a PCT on the 7th floor during nursing school and graduated in May 2020 in the middle of the pandemic from

Rutgers/Camden. He describes similar challenges that nursing students across the country were experiencing—in-person classes were halted as of March 2020; he finished his classes on Zoom and had a virtual graduation. “Nursing school was extremely difficult and I was looking forward to that satisfying moment of picking up my diploma, but instead I got it in the mail.”

Tell me about your first impressions of being a new nurse during a pandemic.

“I started my nursing career during a pandemic! And it's been full steam ahead! During 12 weeks of orientation, the census was really high, with higher acuity than we would normally see, so my orientation was extended for 2 weeks just to make sure I got it all. I have to give a shout out to Paula Konstantinides. She was so helpful, she was a great preceptor and great friend and someone I could reach out to and talk to. She was always honest with me with everything. Having worked together before, we had a great rapport, so it was really great to work with her! And shout-out to the whole management team—they always kept in touch with me too to make sure I had what I needed. It was a great experience!”

What has your experience been like with COVID?

“I have not been pulled to any COVID floors yet. My exposure to COVID on the job was previously as a PCT, or in this role, if a patient had a rapid test come back positive. But I've learned, if I have a respiratory patient with a questionable diagnosis, I go in with

full PPE and luckily that has worked out for me! Also, it's definitely strange with the masks! I realized that I've never seen some of my new co-workers without a mask and I don't know what they actually look like! Especially those that work on day shift, since I work on night shift. I don't have a chance to see them in the break room without a mask on.”

What has been the most challenging thing about adapting to your new role as an RN?

“So the most challenging part was that the acuity was so high on our unit and patients were sicker than we were used to seeing while also having six patients at once—this was different than I expected. I felt the downstream effect of the high-acuity COVID patients, even though I wasn't directly caring for them.”

What are your favorite expected and unexpected things that happened to you during the last year?

“My favorite expected thing has to be the human connection and I knew that was how it was going to be. I love making a difference, easing patients anxiety—it's why I became a nurse—building rapport with patients and earning their respect. No one wants to be in the hospital, so I get a lot of joy and satisfaction and feel very happy to be one of the people that gets to help others when they need it—when they're scared and sick. That's my favorite part.”

“My favorite unexpected thing is that I didn't realize how much a fantastic help everyone around me would be! They drop everything and help me because I'm a new nurse. Even calling the ICU, saying, ‘Hey, I'm a new nurse and I've never drawn blood from this access port before and I'm not comfortable with this procedure.’ The response I get is ‘Oh, yeah, of course!’ I've worked with a lot of these people before, but they were still happy to help me because they know I'm a new nurse and new in this role. It's made me feel really welcome here at Virtua, as a nurse and as a person.”

2020 PRESENTATIONS & PUBLICATIONS



Left to right: Marlton ICU celebrates First Friday; JoAnne Phillips, Susan Politsky and AnneMarie Palatnik celebrate Thomas Maxwell and Christine Moraca, WE Award winners from the CFL

An Educational Intervention for Increasing Nurses Knowledge in Telemetry Monitoring (DNP project), New Jersey Collaborative of Magnet Organizations, Donna Siegmeister, DNP, RN, CCRN-K

An Evaluation of Non-Invasive Continuous Temperature Monitoring in the Perioperative Setting, AORN Conference, Colleen Chiodo, MSN, RN, CNOR

Beyond the Narrative Note: Nurses Using Speech Recognition Technology for Discrete Data Entry, ANIA Annual Conference, Marianne Everett, MSN, RN, NEA-BC, CSN; Jennifer Redner, MSN, RN-BC, CMSRN; Amy Kalenscher, MSN, RN, IBCLC; Dana Durso, MBA, BSN, RN; Suong Nguyen, BSN, RN

Beyond the Narrative Note: Nurses Using Speech Recognition Technology for Discrete Data Entry, Virtua Health Innovations in Care Conference, Marianne Everett, MSN, RN, NEA-BC, CSN; Jennifer Redner, MSN, RN-BC, CMSRN; Amy Kalenscher, MSN, RN, IBCLC; Dana Durso, MBA, BSN, RN; Suong Nguyen, BSN, RN

Critical Care Skin Bundle, Virtua Innovations in Care Conference, Sara Mignano, BSN, RN, CRRN; Caitlin Murray, BSN, RN, CCRN

Developing a Sepsis Quality Improvement Program in a Community Pediatric Emergency Department, NJENA Annual Conference, Kelly Carbone, MSN, APN, PPCNP-BC; Jody Durbin, BSN, CPEN, CEN, CPN

Implementation of a Standardized Bedside Handoff for Nursing in the Emergency Department to Improve Patient Satisfaction, NJENA Annual Conference, Kristin Fiore, BSN, CPN; Sue O'Brien, BSN, CPN; Jody Durbin, BSN, CPEN, CEN, CPN; Alex Carr, BSN; Tracy Orfe, BSN, CPEN

Improving Patient Satisfaction through Hourly Rounding, 2020 Innovations in Care, CMSRN; Brianna Cotton, BSN, RN, Joan Dacanay, BSN, RN, CMSRN; Paula Konstantinides, BSN, RN, CMSRN; Cindy Kavano, MSN, RN, CMSRN

Making Dragon Available for Nurses, Epic UGM, Marianne Everett, MSN, RN, NEA-BC, CSN; Jennifer Redner, MSN, RN-BC, CMSRN; Amy Kalenscher, MSN, RN, IBCLC; Dana Durso, MBA, BSN, RN; Suong Nguyen, BSN, RN

Patient and Family Education for Stroke Patients, For education prior to TJC site visit, Sara Mignano, BSN, RN, CRRN

Safety Glance, Virtua Innovations in Care Conference, Rita Watkins, BSN, RN, CCRN

Star Family Initiative: A Patient Satisfaction Improvement Practice, ASPAN National Conference, AORN Conference, David Meyer, RN, CNOR; Darlene Berghaier, BSN, RN, CMSRN; Jennifer L. Sulzner, BSN, RN, OCN, CAPA; Kimberly Laramée, BSN, RN; Lis Digneo, BSN, RN, CNOR; Colleen Chiodo, MSN, RN, CNOR

2020 PRESENTATIONS & PUBLICATIONS

(Continued)

The Medical-Surgical Nurse Resource Role: Pilot to Implementation, 2020 Innovations in Care, CMSRN; Brianna Cotton, BSN, RN; Joan Dacanay, BSN, RN, CMSRN; Paula Konstantinides, BSN, RN, CMSRN; Cindy Kavano, MSN, RN, CMSRN

The RN roles in a Code Situation, Virtua Health Innovations in Care Conference, Nickolas Knights, BSN, RN, CCRN

Unplanned Extubation: What it is and how to prevent it, Virtua Innovations in Care Conference, Donna Siegmeister, DNP, RN, CCRN-K; Suong Nguyen, BSN, RN; Cindy Wen, BSN, RN

Utilization of the Humpty Dumpty Falls Scale to Identify Pediatric Emergency Patients at Risk for Falls, NJENA Annual Conference, Kristin Fiore, BSN, CPN; Kelly Carbone, MSN, APN, PPCNP-BC; Melissa Weissman, DNP, RNC-NIC, C-ELBW, CPNP-PC

Utilizing an Interdisciplinary Team in High Risk Deliveries to Improve Outcomes, CHOP/Virtua Small Baby Conference, Kelly Davis, BSN, RNC-LRN; Joy Haines, RNC-LRN; Vanessa Williams, BSN, RNC-LRN; Lora Carberry, RNC-NIC; Donna O'Brien, RNC-NIC

2020 PUBLICATIONS

Determining the level of evidence: Nonexperimental research designs, *Nursing Critical Care*, 15(1), 24-27, Glasofer, A. & Townsend, A. B.

Medication decision making among African American caregivers of children with ADHD: A review of the literature, *Journal of Attention Disorders*, Glasofer, A., Dingley, C., & Reyes, A. T.

Snack Attack, *Association of Diabetes Care & Education Specialist*, Patricia DeHart, RN, BS, CDE

Thank you for your resilience, *Nursing Critical Care*, 15(4), 4, Palatnik, A. DNP, RN, ACNS-BC



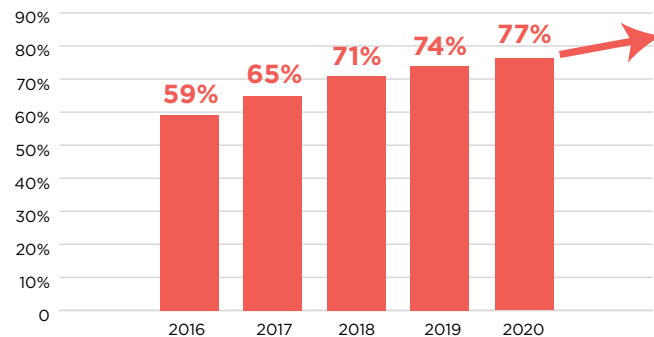
Top to bottom: Rosemary Spang, APN, Nancy Krauss, Lina Morales, Sharee Mornan, APN

Voorhees Surgical Services Leadership during a flyover

BSN & SPECIALTY CERTIFICATION RATES

LOOK AT US GO!! BY LAUREN HODGES, MSN, RN

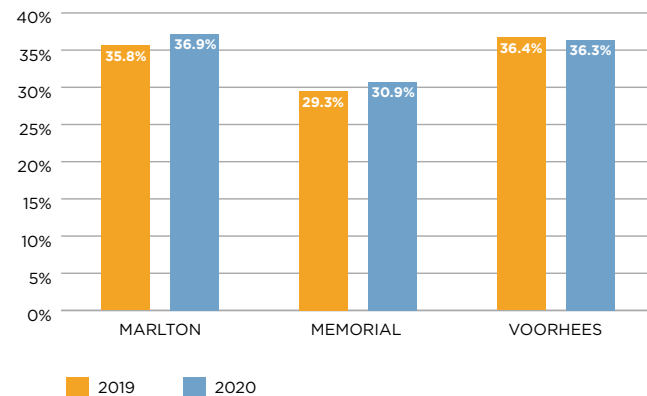
PERCENTAGE OF BSN-PREPARED RNS AT MARLTON, MEMORIAL AND VOORHEES



Congratulations to all those who have completed their BSN or who are on the path to completion! Last year, Virtua nurses were presented with a goal to achieve 80% of professional registered nurses who have earned a BSN or higher degree. As we continue on our Magnet journey, we look to standard SE6EO, which requires evidence of our progression towards this goal. It is with great excitement that we can look to our successes in 2020 — Virtua Marlton, Memorial and Voorhees nurses have increased their rate of BSN or higher by another 3%! The three Magnet-designated Virtua facilities now have a BSN or higher rate of 77%! This is quite an accomplishment! It would have been completely understandable to see a smaller percentage of increase, as juggling work, family and school during a pandemic year surely was challenging. Instead, we see that Virtua nurses have once again risen to the challenge given to them and displayed their determination to complete their educational goals. At this point, we are so very close to reaching our goal of ≥80% as combined Magnet facilities and as individual hospitals. There can be no doubt that Virtua nurses are living up to the pursuit of excellence and continue to be a driving force of change in the nursing profession. Further, we have started the process of obtaining the nursing degree status of our nurses from Virtua Our Lady of Lourdes and Virtua Willingboro. These numbers will be presented to you all in the months to come.

As a reminder, Virtua has many ways to support nurses taking the next steps towards their BSN. With tuition reimbursement for eligible staff, a Virtua Nursing Scholarship (which last year gave \$47,500 to eligible nurses who applied for the

PERCENTAGE OF CERTIFIED RNS AT MARLTON, MEMORIAL AND VOORHEES



scholarship), partnerships with academic affiliations that offer discounts to Virtua colleagues, as well as many programs being available online or in hybrid settings, going back to school is affordable and attainable. For more information about these schools as well as tuition reimbursement, visit the Nursing Preferred Schools link on the Virtua Nurse Share Point site. Look to the Virtua Nurse Share Point site for information about a Nursing Scholarship as well.

Magnet standard SE3 is our action plan for registered nurses' progression towards obtaining professional certifications. Without an established national target for certification rates, Virtua has set a goal of increasing the percentage of certified nurses by 3% annually. In 2020, Virtua nurses saw a slow but steady increase in certified nurses of about 1%. This may seem like a small number, but this demonstrates an extreme dedication towards excellence in nursing practice. Why? Forward motion towards this goal *during a pandemic year* is clear evidence of Virtua nurses' desire to use evidence-based practice at the bedside. And don't forget about the added benefit of certification — Virtua pays you a yearly certification bonus!

2020 opened all of our eyes to what the nursing profession is capable of — 2020 was *our* year, after all! Nursing pride and professionalism were strongly on display at Virtua. But we also learned another lesson as we saw activities cancelled, celebrations postponed and life in general *on hold*. For those reading this who have not yet taken the leap towards their BSN or specialty certification... why not now? As the world slowly opens back up, take charge of your career, take advantage of the present and get certified! Start the process of your BSN! Do it for your patients... do it for you!



VIRTUA OUR LADY OF LOURDES SCHOOL OF NURSING

BY DR. SHIRLEY RICHARDSON, EDD, RN

The mission of Virtua Our Lady of Lourdes School of Nursing is to provide a learner-centered environment that develops competent, compassionate and knowledgeable professional nurses for entry into practice. With the onset of COVID-19, this mission was challenged.

Two weeks. Two weeks to transition a brick and mortar 59 year nursing program to virtual education. Two weeks to transition the hallmark of our nursing program, the clinical experience, to virtual education. Two weeks to implement policies and measures to keep the students, staff and faculty safe.

Rigor and Consistency. Online classes continued to be delivered as outlined in the course syllabi. If classes were four hours when we were face-to-face we would be four hours virtually. Clinicals were delivered as an 8- or 12-hour day online rotation. The academic resources available to the school were harnessed and adjunct faculty were trained. Unfolding case studies and electronic patient records were used to provide virtual patient care. Online group assignments centered on patient diagnoses provided opportunities for real-time clinical judgement, communication, interdisciplinary and inductive and deductive reasoning. The Zoom classroom and the Virtua IS department became friends during the transition. With the

didactic and clinical experiences in place, we turned to how to evaluate students and provide exams securely online. Now in place, we turned next to how we would evaluate students and provide course examinations in a safe and secure manner in an online environment.

ExamSoft. ExamSoft was purchased along with the security package to ensure the integrity of all examinations. Test banks were moved from the in-house testing software to ExamSoft. Now students can take their examinations at home, monitored by the ExamSoft team.

Outcomes-Clinical-NCLEX. Would the student outcomes suffer? When would it be safe to return to clinical? What would the NCLEX results be? The May 2020 graduating class missed about six weeks of in-house clinical with NCLEX results of 93.75%. The December 2020 graduating class

missed approximately 16 weeks of in-house clinical and returned to hospital-based clinical setting in the fall of 2020 with NCLEX results of 96.67%. The overall pass rate for both classes was 93.75%.

Teamwork, commitment, dedication and the love of our students inspired the faculty, staff and administrators to push beyond comfort and adapt swiftly to of the new reality of our school and our students.

The overall NCLEX pass rate for both 2020 classes was **93.75%**



Virtua Our Lady of Lourdes 3EW team showing support of their colleague diagnosed with cancer



Virtua Willingboro Emergency Department Team

2020 NEW DEGREES



Left to right: Celebrating the DNP achievement of Deb Schaeffer, Voorhees Endo staff work with the Malignant Hypothermia carts, Virtua Marlton

Berlin

Joseph Phillips, MSN, Berlin Rehab

Home Care

Dana MacDonald, MSN
Naomi Goldman, MSN

Marlton

Gijo Mathews, MSN, ICU
Luis Pacheco, MSN, PCU
Megan Kennedy, MSN, PCU
Pan Phelps, BSN, RN, BSN, ICU

Memorial

Alden Baggs, BSN, 4NW
Angelina Donovan, BSN, ICU
Bernard Howard, BSN, ICU
Brittani Anfield, BSN, 2 North
Catherine McQuade, BSN, ICU
Deborah Schaeffer, DNP, 5 Stokes
Krystine Lynam, MSN, 7 Stokes
Maria McMullen, BSN, 4NW
Maxine Sealey, BSN, ICU
Phyllis Corbin-Goldsborough, BSN, 6 Stokes
Ryan Bricker, BSN, 2 North
Shannon Stillwell, MSN, Administration

Virtua Our Lady of Lourdes

Alicia Gelzinis, BSN, 6 North
Carol Francesco, MSN, OR
Danielle Rota, MSN, Stepdown Cardiac
Doreen Maj, BSN, Pre-Admission
Jamie Coller, BSN, CCU
Jasmin Negron, BSN, 6 North
Jessica Kernizan, BSN, CCU
Margaret Stachowski, MSN, Stepdown Cardiac
Stacey Naus, BSN, Nursing Supervisors
Stefanie Fisher, BSN, CCU

Virtua Willingboro

Binu Abraham, MSN, ICU
Dawn Wright, BSN, ICU
Dorcas Mensah, BSN, E5
Julieanne Leisher, BSN, ICU
Kendyl Bobbi, BSN, ICU
Kayla Casa, BSN, E2
Marcy Simon, MSN, E4 & E5
Naa Ababio, BSN, E2
Nicole Farina, BSN, E2
Pamela Skowronski, MSN, E4 & E5
Phyllis Keeton-Fisher, BSN, E5

Voorhees

Brandy Welton, BSN, JRI inpatient
Bryan Rishel, BSN, 6AB
Cathleen Stanziale, MSN, MBA, NICU
Chelsea Shaw, BSN, 6AB
Colin Woolley, BSN, 7A
Danielle Caprice-Pawling, MSN, PCU
Deb Larsen, DNP, 5A/B
Donna Hill, BSN, NICU
Jacqueline Canilao, BSN, ICU
Jillian Jones, BSN, 5A/B
LauraLee Hall, MSN, ICU
Lisa Llewellyn, BSN, ICU
Marcy O'Connell, MSN, MBU
Mia Resnick, BSN, ICU
Nathan Combs, BSN, 5A/B
Regina Buteau, MSN, PCU
Tara Patterson, DNP, 1A

2020 NEW CERTIFICATIONS



Left to right:

Linda Benner, RN, retires after 47 years

Marlton Cath Lab says goodbye to Michele Kuras, RN, after 44 years of nursing.

Colleen St. John, RN and David Meyer, RN, from Voorhees OR and SPA work in Voorhees ICU

Nursing Supervisor, Joyce Maggio, swipes out for the last time upon her retirement



Camden

Gregory Burger, CWCN, Wound Care
Kasmira Newby, CWCN, Wound Care

Marlton

Angie Jones, CCRN, ICU
Ceres Acosta, CCRN, ICU
Chip Tagland, CCRN, ICU
Donna Smith, CMSRN, 4N
Donna Siegmeister, CCRN-K, ICU
Jennifer Redner, RN-BC, Nursing Informatics
Kasmira Newby, CWCN, Wound Care
Taylor Zawacki, CCRN, ICU

Memorial

Alex Chinese, PMH-BC, 6 Stokes
Ariel Pappas, CCRN, ICU
Chelsea Driver, CMSRN, ICU
Christine DiPascale, RNC-LRN, SCN
Courtney Foody, NEA-BC, Quality
Danielle Broder, NEA-BC, 4NW
Danielle Heisler, CNL, 4NE
Erica Hughes, IBCLC, Mother Baby
Haley Gomez, CMSRN, 4NW
Jamie Sabec, RNC-LRN, SCN
Jennifer Binczewski, C-EFM, Mother/Baby
Julia Siler, CMSRN, 3NW
Julie Le, CCRN, ICU
Justin Carmaione, PMH-BC, 6 Stokes

Kasmira Newby, CWCN, Wound Care
Kerri Bulger, CCRN, ICU
Lisa Yanucil, C-EFM, Mother Baby
Rich Fala, CMSRN, 4NW
Sarah Kelly, MSRN, 4NW
Vanessa Williams, RNC-LRN, SCN

Virtua Our Lady of Lourdes

Hunter Dempsey, CCRN, CCU
Kasmira Newby, CWCN, Wound Care
Mark Verzon, CCRN, CCU
Sophia Forbes, CNOR, OR

Voorhees

Angela Gartland, CWCN, Wound Care
Brianna Cotton, CMSRN, 7A
Briana Jedlicka, PCCN, PCU
Bryan Rishel, CMSRN, 6AB
Colleen Chiodo, CNOR, OR
Eleni Nakopoulos, PCCN, PCU
Fleur Germodo, PCCN, PCU
Jeong Esther Kim, PCCN, PCU
Kasmira Newby, CWCN, Wound Care
Kristin Andrick, CCRN, ICU
Mary Kate Hough, CMSRN, 7A
Melanie Rodriguez, CNE, Peds

NURSING UNIT AWARD WINNERS 2020



ACC Accreditation
EP Lab at Virtua Our Lady of Lourdes



PRISM Awards
Voorhees JRI Inpatient
Marlton 3 North (2nd Designation)



Get with the Guidelines
Stroke Gold Plus Award
Virtua Memorial (4NW)



Silver Beacon Awards
Marlton ICU (3rd Designation)
Memorial Peds Pavillion

Recognitions

Thomas Maxwell, MSN, MA, RN, NPD-BC
ANPD 2020 Scholarship Award

Kristin Leone, MSN, RN, CNL

Female Grand Marshall of the Philadelphia Veterans Day Parade

South Jersey Magazine's Super Women of 2020 Honoree

2020 NURSE EXCELLENCE AWARDS

The 33 nurses that are honored here have been selected from among nearly 4,000 nurses at Virtua Health. They were nominated by their peers and then won recognition as the best in their categories of *Exemplary Professional Practice, Structural Empowerment, New Knowledge, Innovation and Improvement* and *Transformational Leadership*. The nominations for these nursing winners highlighted values, accomplishments and many accounts of excellence spanning work at the bedside to work in the community. The impact of these great nurses, combined with the high-quality work and caring of the colleagues throughout Virtua Health, makes us very proud of the entire nursing department. It is a pleasure to honor these special nurses.

CONGRATULATIONS TO OUR OUTSTANDING 2020 VIRTUA NURSING EXCELLENCE AWARD WINNERS!



Top to bottom:
Nicole Maulo,
New Knowledge,
Innovation and
Improvements

Virtua OLOL 2EW
Winners

Amanda Concepcion
and Suong Nguyen



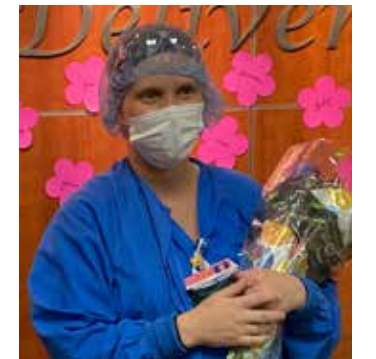
Dolores Buonacuore,
Transformational
Leadership



THE VIRTUA NURSE EXECUTIVE COUNCIL



Kristen Fiore,
Structural Empowerment



Anne Fox, New Knowledge,
Innovation & Improvements

Exemplary Professional Practice

Norma Bozarth, RN-BC
Trisha Finn, RN
Jennifer Idler, RNC-OB
Ann Jones, DNP, FNP-BC, MBA, MPH
Joan McBride, RN
Lang Saberon, BSN, RN, PCCN
Ashley Sheets, MSN, RNCEN
Michelle Zakroff, BSN, RN, CCRN

New Knowledge, Innovation and Improvements

Anne Fox, MSN, RNC-OB
Donna Gontowski, LPN
Nicole Maulo, BSN, RN
Suong Nguyen, BSN, RN
Deborah Schaeffer, MSN, RN, CMSRN
Christine Schlegel, RN, BS
Linda Tesch, RN
Sharon Weinberger, BS, RN, COQS

Structural Empowerment

Amanda Concepcion, BSN, RN, CCRN
Kristin Fiore, BSN, RN, CCRN
Shawna Francis, RN
Dorothy Kaiser, RN, CRRN
Cindy Keilman, MSN, RNC
Milfa Mangulabnan, BS, RN, WCC
Linda O'Neill, MSN, RN, WCC
Catherine Tucker, RN
Jessica Vales, BSN, RN

Transformational Leadership

Erin Armon, BSN, RN, CMSRN
Donna Berry, MSN, RN
Dolores Buonacuore, BSN, RN, CAPA
Joseph Halin, RN
Dorothy "Dodi" Iannaco, DNP, RN, APN, NE-BC
Kathleen Judge, MSN, APN-C, CWONCN-AP
Jessica Kernizan, BSN, RN
Karen Mendoza, BSN, RN, CEN

WE AWARDS

Our Culture of WE makes us special and unique. It's prevalent throughout our organization and alive in all aspects of our work. The Virtua Health WE Awards celebrate and recognize our colleagues who have made outstanding contributions and organizational impact by going above and beyond in living our Culture of WE, providing service to our community and driving quality and safety through high reliability. In 2020, along with many other honored employees, Virtua nurses, as individuals and as members of nursing or interdisciplinary teams, were highly visible as they claimed awards through many of the nine categories. Here are the nurses who were honored in 2020 and a selection of pictures recognizing their achievements.



Caring With Accountability:

Matilda Adams — Moorestown Cancer Center
4NE Team at Virtua Memorial

Continuous Learning & Innovation:

Thomas Maxwell — Voorhees ICU
Aiming for Zero Planning Team —
Memorial and Voorhees MCH
Unique Valve Replacement Team —
Our Lady of Lourdes Camden

High Reliability Organization:

Patricia Reilly — Lactation Voorhees
Interdisciplinary Falls Prevention Team —
Home Care
Maternal Child Health at Virtua Voorhees

Inclusive Teamwork:

Susan Sullivan — Memorial OR

Open Communication:

ICU Team at Virtua Marlton

Purposeful Leadership:

Helene Loeb — Quality Management

People's Choice Award:

Small Baby Unit — Virtua Voorhees NICU



Top to bottom:

Patricia Reilly — High Reliability Organization Award

Matilda Adams — Caring with Accountability Award

Structural Heart Team — Continuous Learning and Innovation Award

Aiming for Zero Planning Team — Continuous Learning and Innovation Award

Susan Sullivan — Inclusive Teamwork Award

DAISY AWARD WINNERS 2020



The **DAISY Foundation** was established in 1999 by the family of Patrick Barnes. Patrick died at the age of 33 related to complications from ITP. The Barnes family wanted to find a way to turn their grief into something positive and do something that would honor the wonderful person that Patrick was. DAISY is an acronym for Diseases Attacking the Immune SYstem and the award represents the excellence and extraordinary compassion of nurses. Each award winner is presented with a pin created by the DAISY foundation and a sculpture called "A Healer's Touch," as a symbol of recognition from the Foundation.



Donna Leifels, Carly Faniro and Lauren Eckenoff of Memorial's 4NE, were nominated because of the care they gave to two patients on the unit who had become wards of the state. These nurses went above and beyond for these patients who otherwise would have nothing and became the family they didn't have.

Angela Patterson,
Voorhees 7A

Carley Faniro,
Memorial 4NE

Casey Bronski,
Voorhees L&D

Donna Leifels,
Memorial 4NE

Karen Allen,
Memorial ICU

Lauren Eckenoff,
Memorial 4NE

Lily Spiegel,
Memorial L&D

Lori Stens,
Memorial ICU

Nicole West,
Berlin Rehab

Paula Konstantinides,
Voorhees 7A



Voorhees 7A winners Angela Patterson and Paula Konstantinides

Virtua Our Lady of Lourdes Guardian Angel Program

offers patients and their families a way to recognize a caregiver by making a donation in honor of the patient or loved one in recognition of the caregiver or team. This recognition is a special way to thank a caregiver who might have made their journey easier while in the hospital. The award is given to the colleague at a unit-based ceremony, along with a pin in acknowledgement of their kindness. The donations are earmarked to the foundation and used to improve quality in patient care.



Karen Allen
Memorial ICU

Karen's nomination came from Samaritan Hospice— "We are so grateful to Karen Allen today. We called the ICU for assistance this morning (with a procedure)... it is not something we do here at Hospice... though I'm sure she was busy with other things, she came right over and was very kind and patient with us while showing us what to do. We appreciate our neighborly relationship and great team spirit with Memorial staff and nurses!"



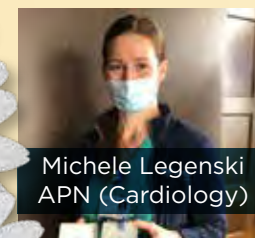
Nathifa Garcia
APN (Transplant)



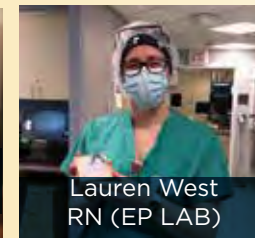
Dan Margulis
RN (3EW)



John Tyrell
RN (PCU)



Michele Legenski
APN (Cardiology)



Lauren West
RN (EP LAB)



Lily Spiegel
Memorial L&D

"Lily is very attentive, caring and simply amazing at what she does. As a nurse myself, I have encountered other great nurses, but Lily truly impacted our life."

VIRTUA NURSES IN THE COMMUNITY

Adopt a Christmas Family
Memorial ICU

Advocacy Work for Homeless Female Veterans
Kristin Leone, RN

Clothing collection and donation of hats, gloves and coats for homeless in Kensington
Marlton ICU

COVID-19 education and vaccine education at Spirit, Soul & Body weekly podcast and Bayshore Living Waters Retreat, Inc.
Matilda Adams, RN

Mayor's Wellness Campaign Committee for Gloucester City
Katie McShane, RN

Project Hope, Camden, NJ
Katherine Nguyen, RN

Turkey Meal Handout, Camden, NJ
Michael Kirk, RN,
Lou Anne Curry, RN

Volunteer Firefighter in Haddon Heights and Audobon
Bob Ciccone, RN



Food Bank of South Jersey
Memorial ICU —
Fundraised \$6,247



Turkey Lapolooza — A Virtua-supported event

Gijo Mathew, RN, AJ Papieka, RN, Christine Pawliczek, RN, Amanda Concepcion, RN, Anne Bertino, RN, Vera Albright, RN, Kim Edson, RN, Donna Siegmeister, RN, Dawn Uhrick,, RN



Ginormous Christmas!
Marlton ICU — Holiday packages for foster children and gift boxes for community foster families



Voorhees 6AB wears pink for Breast Cancer Awareness



Voorhees 6AB wears red for Heart Health Awareness



Clothing collection donated to Paul IV High School
Marlton ICU



United Ostomy Association
Christine Yacono, RN,
Kathleen Judge, RN



Feeding Camden County's Medical Frontlines
Money raised to support local restaurants and feed frontline staff
Tom Maxwell, RN



Holiday Toy Collection
Memorial L&D — Kerry Lovenduski,
Dr. Manning, Jen Umek,
Christine McDonald, RN

DO YOU HAVE PICTURES —
of yourself, fellow nurses or your team at community events, supporting health initiatives or volunteering for local causes? Would you like to see your team recognized in the next Nursing Annual Report? If so, send your pictures to nursingnews@virtua.org



Memorial 5 Stokes wears blue for Colorectal Cancer Awareness month

NURSING INFORMATICS LIAISON PROGRAM

BY MARIANNE EVERETT, MSN, RN, NEA-BC

The Nursing Informatics Liaison (NIL) Program continued in 2020 with at-the-elbow support, rounding and user efficiency projects. The NIL team in 2020 consisted of 53 Nursing Informatics Liaisons across inpatient and ambulatory sites. The NIL program was integral in the successful support for both the OneVirtua 2020 and Rover Pilot Go-Lives. Informatics Liaison monthly meetings continued to be held via Zoom throughout 2020, to provide updates regarding system changes and any ongoing projects that were available during the pandemic.

Nursing Informatics Liaison Rounding/Support:

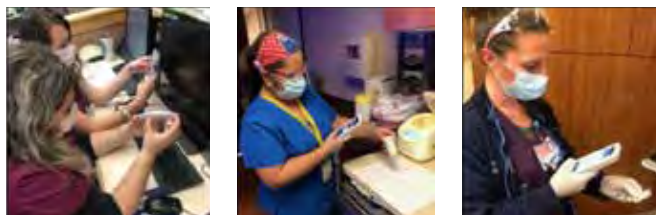
- 188 Rounding Sessions complete
- 699 Staff Member Encounters
- 91 Build Hours logged
- 87 Project Hours completed
- 822 hours of OneVirtua 2020 Epic-Go-Live Support logged

Sample of Liaison Support Projects in 2020:

- NILs filled the vast majority of at-the-elbow shifts for the Mobile Device (Rover) Rollout pilot go-live
- Dragon for Nursing Promotion & Upgrade command testing
- Creation of End of Shift smart text to replace paper handoff tool for ICU/PCU, Med-Surg.
- Creation of Epic Smart Phrases to help with Sepsis communication and Marlton 3S CHF rounds documentation

Mobile Devices for Nursing—Pilot Launched September 22, 2020

Nursing colleagues on select units at Virtua Marlton, Memorial and Willingboro hospitals received iPhone SE devices equipped with many applications to maximize workflow and increase safety, including: Epic Rover, QliqSOFT, Cisco Jabber, My-EOP, Nursing Reference Center Plus, Dragon mobile microphone, calculator, flashlight, clock and Safari. With Rover at their fingertips, nursing colleagues can continue to access Epic on the go, without needing to be at a stationary workstation or use paper tools. These devices increase safety and efficiency for nursing and patient care technicians (PCTs) while meeting Virtua's High Reliability Organization standards. Marlton received 64 devices, distributed among the Intensive Care Unit, Progressive Care Unit and four Medical-Surgical units. At Memorial, Mother Baby, Special Care Nursery and Labor and Delivery units received 26 devices. On Nov. 1, 2020, an additional 27 devices were distributed at Virtua Willingboro Hospital on the E2, E4 and E5 units.



Suong Nguyen, BSN, RN

"My favorite part about Rover is being able to take a clear, up-to-date picture of a wound from inside the patient's room that allows doctors and other care team members to see the wound within seconds on their hyperspace display regardless of their location. Our workflow for capturing wound pictures on admission has immediately improved following the launch of Rover—pictures are more clear and easy to find."

Lora Carberry, RNC-LRN, CPN (SCN)

"Scanning out breast milk is a breeze!"

Chrissy Dreyer, RN

"I like how quickly it scans the barcodes for medications and patient wristbands. It's a very convenient size."

Joy Haines, RNC

"Rover makes my day go so much smoother!"

Efficiency Epic Rover Application

Color images of patient wound photos are uploaded directly into Epic from the devices, allowing for efficient documentation of wounds into the legal health record.

Nursing can record documentation, record documentation and conduct barcode medication and blood product administration in the application.

Safety

Capture patient identification photos on admission to aid in patient identification.

Push notifications from Rover and other applications to alert nursing colleagues of tasks (e.g., new orders on a patient or specimen collection are needed), Best Practice Advisories and QliqSOFT messages waiting to be read.

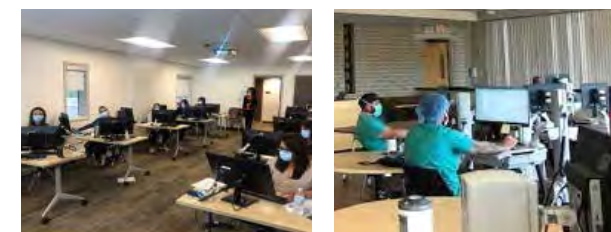
Nursing can access worklists and Medication Administration Records (MARs) on mobile devices, eliminating the need to print.

Decreases IV Pump programming errors due to the ability to view the MAR side-by-side with the pump.

Marlton Rapid Response Team (RRT) nurses converted the department-purchased iPhone and data plan to a Rover device, resulting in cost savings and allowing the RRT nurses to have patient information at their fingertips.

New Technology Knowledge for Nurses

- 563 New Hire Nurses Completed Epic Training
- 421 New Hire Nurses Attended Epic Training Remotely Online
- 194 Nurses Completed Epic Refresher, Thrive and Dragon Training
- 987 Nurses Trained in the OneVirtua 2020 Epic Go-live
- 202 Epic Nurse Super Users from Virtua, Our Lady of Lourdes and Willingboro
- 75 Epic classes taught by 14 Nurse Informatics Liaisons for the OneVirtua 2020 Go-Live



OneVirtua 2020 Epic Go-Live

Clinical Readiness Groups (CRG) across different areas and specialties were formed and consisted of operational champions from both Virtua and Lourdes, subject matter experts, super users, clinical informaticists, IT trainers, analysts and project managers. The CRGs met regularly throughout the duration of the OneVirtua 2020 project, engaging in various readiness activities and providing a venue for ongoing communication while continually assessing operational needs to ensure a smooth transition and a successful Go-Live.



IT Training Support During the COVID Pandemic

How To Help Desk—Started week of 4/6 to assist with reduced documentation and remote office visits workflow changes.

Epic Training—Shifted to remote learning online using Zoom.

25 Ambulatory VMG/LMA Telehealth Video Visit Training Sessions—Remote classes offered daily starting 4/6. Ambulatory staff trained on video visit telehealth workflows.

(Epic and Soarian) Web-based Trainings created—Fast track training videos offered to train Nurses, PCTs, Unit Secretaries, RTs and Dieticians who were new to Epic or new to ED/ICU/MedSurg areas.

Reducing Documentation During the COVID-19 Pandemic

Below are some of the ways documentation was reduced and technology used to save time and resources while increasing efficiency for nurses providing care during both COVID waves.

Epic

- Collaboration with Directors of Nursing Practice to create Disaster Practice and Reduced Documentation Guidelines for MedSurg, Critical Care Nurses and Respiratory Therapists
- Reduction of Required Documentation Fields
- Replacement of the Care Plan Activity and Patient Education Activity with abbreviated flowsheet rows.
- Creation of an abbreviated Disaster Admit Navigator, Disaster Shift Navigator and ED Outbreak Navigator
- Dragon voice recognition access given to ED, Critical Care, PCU and MedSurg Nurses
- Removal of interruptive BPAs
- Expansion of copy forward logic
- Pharmacy retiming meds for COVID patients to group med times.
- Medication room laptops reconfigured to allow for Dual Sign for high-alert medications in medication room to save PPE
- Developed smart tools and macros to help with quick narrative documentation
- Participated in development of Sofa Scoring tool to be used for ventilator triaging if needed
- Created COVID order panels within the ED and Critical Care and MedSurg Admission Order Sets
- Shifting of provider practice visits to tele-visits
- Implemented many Epic service updates to support the rapid COVID infection control practice standard changes and data needs
- Creation of Surge units and Pyxis cabinets to account for cross-campus/unit staff coverage



SPOTLIGHT ON PRONING

BY DEBORAH LARSEN, DNP, RN-BC, OCN, PCCN

These words above describe nursing every day but now more than ever they describe how nursing responded to the pandemic that hit us all in 2020. The 5th floor at Voorhees is the Surgical GI floor; however, when the novel coronavirus struck and surgeries came to a halt, our unit became the COVID overflow unit. There were many challenges that staff encountered while taking care of patients that were COVID positive and our care evolved as this pandemic continued. In the early days when the patient's condition deteriorated while being oxygenated, nursing was quick to respond to the emergency and transfer the patient to a higher level of care. Early intubation was the course; however, as we navigated this new disease, our treatment options changed.

In the ICU, intubated patients were being placed in a prone position to improve oxygenation. The ANCs of COVID medical-surgical and PCU units collaborated with the ANCs of the ICUs to see if we could adapt the prone positioning technique used for intubated patients to the non-intubated patients who were not in the ICU. A policy and education were developed and staff was excited to educate their patients on prone positioning. There were able to see the results of slowly being able to titrate oxygen needs over the course of the patient's hospital stay.



The success of prone positioning assisted in preventing the clinical deterioration that was so prevalent in the early months of COVID. The success of this intervention has been written up by the ANCs and was accepted to be published in *MEDSURG Nursing* this spring.



Here is one of our own, Leslie Foran-Lee, ANC of the ICU at Virtua Memorial, demonstrating several of the different positioning techniques that nursing staff were educated about as the practice of proning became more prevalent



Tim McGraw drops in virtually with Marlton 3rd Floor colleagues



Urgent Care colleagues perform COVID testing at a Camden homeless facility



Marlton Cardiac Cath Lab team caring for cardiac patients during a time of crisis



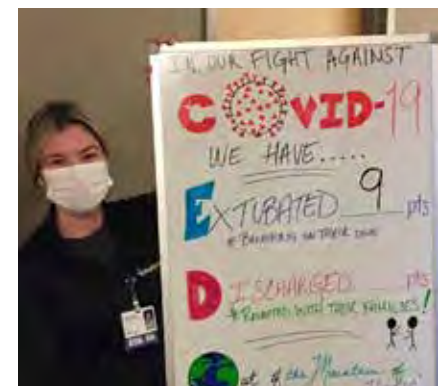
Courtney Foody and Christine Shuey with the Virtua Angels team, which enables Zoom chats for patients during COVID



Joy Haynes and Billie Meyers



Stephanie and Jennifer (SPU) assist Tom from the Depo in stocking isolation carts



Christina Priest, RN, created a positivity board for the Voorhees ICU



Memorial 2 North

Nursing Gear at the Virtua Logo Shop

Have you visited the Logo Shop lately? Virtua's colors and brand are proudly on display on a number of new products, including masks, bags, clothing, lab coats and scrubs.

In addition, the logo shop promotes the professional development of the Virtua Nurse by donating 20% of every sale to the Virtua Nurse Scholarship Fund.

To learn more, visit the logo shop via the VINE or at mjcorpstore.com/virtua



Virtua Health

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