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ON THE COVER:
2016 Nursing Superstar award winners
(Pictured on front cover, L to R)
Diane Vesci
Donna Austin
Danzan Schowgurow
June Clower
Heidi Silvestro
Margaret Lynch

Editor in Chief Marianne Everett MSN, RN, CSN
It’s been nearly four years since I started in my role as Chief Nursing Officer at Virtua. During these four years, you may have heard me say, “We are on the journey.” The journey to be an outstanding organization, providing exceptional outcomes, and improving patient care for our community. Our journey toward Magnet designation is a large part of how we demonstrate our continual growth in nursing excellence and patient care outcomes. In 2016, we achieved recognition for our outcomes in the way of awards such as the Beacon Award, PRISM award, Leapfrog, and Guardian of Excellence award, to name a few.

You will read about these recognitions and much more in this annual report. These achievements are an attestation to the strength of the professional nurses at Virtua. Strengthening our profession has been purposeful – providing the resources, education and support for every nurse at Virtua to aspire to be the best.

This year, 2017, we need to continue to fill the gaps and continue the journey to excellence. Standardizing practice and following protocols with clear open communication among practitioners are essential for us to achieve zero harm to our patients. Bedside handoff practices, the use of SBAR communication and effective progression rounds are some standard ways to improve patient care, keeping the patient at the center of all we do.

The use of protocols and bundles such as the Foley driven protocol, telemetry protocol, falls bundle, and sepsis bundle are specific ways nurses can practice using evidence to improve care. Much of this work and development has been implemented by our nursing congress and shared governance councils.

Our shared governance teams are putting these practices in place and educating staff to help meet these standards. The role of shared governance cannot be overstated. I continue to be impressed with the great work and thoughtful approach our teams take to improve patient care.

Another area of large variation is in the area of the patient experience. We were all involved in the education developed by the Virtua Experience design team (staff and leaders throughout Virtua) and the Ritz-Carlton Leadership Center to strengthen the Virtua culture. The culture of keeping the patient and family at the center of all we do to provide an outstanding experience. After all, isn’t that what we would all want if we were patients or had family in our care? Nursing is a key role in the experience for patients. Just simply by number, our impact makes a difference. The patient experience is and will continue to be an area of great focus for Virtua.

I started this letter praising the strength and professionalism of our nurses at Virtua, qualities of which I could not be prouder. I came across this quote from David Maister ...”professionalism is not a label you give yourself, it’s a description you hope others will apply to you.” Virtua nurses are professionals. Our patients praise the care and practice you give every day. As we continue the “journey,” I ask that you reflect on your personal journey as a professional nurse. Do you aspire to learn something new, get involved in a committee or practice council? Are you thinking about continuing your academic journey or pursuing certification? Look for a mentor, a peer, leader or colleague that can help to support you in your professional journey. Start where you are; it’s never too late. The American Nurses Association has named 2017 as “The Year of the Healthy Nurse.” I encourage you to practice care of “self” personally or professionally. Travel your path, journey to your professional destination. As always, let me know if I can help in your journey. I love hearing from you!

“Greatness is not a function of circumstance. Greatness, it turns out, is largely a matter of conscious choice.” – Jim Collins
Our Nursing Mission
To provide compassionate evidence-based care, achieving safety, 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.

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.
Virtua Nursing Congress

January 29, 2016, was a day of celebration as we recognized the one year anniversary of our Virtua Nursing Congress. Our first year was eventful with time dedicated to conversations with our Nurse Executive Team, education sessions on leadership, and most importantly, the creation of our Virtua Nurse Practice Model and Nursing Mission Statement.

We shared our unit challenges, successes and best practices through Shared Governance Report-Outs, and met as Specialty Practice Break-Out Groups to build our teams across divisions. We enjoyed guest speakers on topics like Informatics, Speak-Up, and the Virtua Strategic Plan (provided by our CEO, Rich Miller!). One highlight that can’t be forgotten was the symbolic signing of our Magnet application by our Nursing Congress on October 22. Traveling this journey has helped us grow and mature as a nursing organization that values our shared governance structure.

Quarterly Councils

Our newly formed Quarterly Councils also celebrated their first anniversary. Quarterly councils were developed to fill identified gaps in our Shared Governance structure and to increase clinician participation on decision making councils. Quarterly Councils report directly to our Nursing Congress.

Virtua Nursing Practice Coordinating Council

In our shared governance model, the Virtua Nursing Practice Coordinating Council (VNPPCC) serves as the steering committee for our nursing practice councils. Comprised of our system wide shared governance chairs, practice council chairs and the director of clinical practice, VNPPCC serves as a nursing advisory council that oversees and supports transparency, communication, and collaboration between practice councils, ensuring that quality and expertise drives our evidence-based practice. Each quarter, the practice council chairs provide a report of council activities to the VNPPCC. Each practice manual is reviewed to identify policies that need to be updated. There are also report outs from ad hoc experts to support the implementation of new clinical practices. The council reviews regulatory requirements to ensure that our care reflects current requirements. The group discusses challenges faced by nurses and brainstorms on solutions that will improve the nurse and patient experience.

2016 Accomplishments Includes:

- Redesigned the policy review/revision procedure and approved policies that affect nurses in multiple practice areas (including the Handoff, Restraints, DNR, and Advanced Directives policies).

- Updated the system-wide council organization chart, and reviewed each practice council membership roster making recommendations for needs identified.

- Creating the process for identifying council meeting talking points to help each council identify key happenings during their meetings and cascade these to each unit and particularly to nurses at the bedside. Nearly all councils, including our nursing executive council are now using this process.

continued on page 6
Patient Family Education Council

The Patient Family Education Council’s mission is to evaluate and develop educational materials utilizing various mediums that are proven through evidence-based research and best practices. In 2016, we collaborated with the Memorial ICU and 7 Stokes shared governance teams to design a standardized Virtua discharge folder for pilot testing. We partnered with the Community Based Health Management team to design a heart failure program brochure as well as the community acquired pneumonia patient education material. Working with the OneVirtua team, preparing for our Epic transformation, we reviewed patient education content for the MyChart Bedside product, ensuring design functionality. On an ongoing basis, we strategize with our GetWellNetwork partners to fully utilize the product to best meet the needs of our patients.

Virtua Nurse Engagement Council

The Nurse Engagement Council’s mission is to build and develop strong relationships among the nursing professionals of Virtua; to maintain a positive, healthy outlook, and embrace the growth of our profession in a rapidly changing healthcare environment.

In 2016, the Nurse Engagement Council sought to gain an understanding of the level of engagement of staff nurses in planned activities by creating and conducting a survey on each unit. The results of that survey helped us to identify new types of activities that would increase engagement. We collaborated with the Nurse Recognition Committee and Nurses’ Week teams to infuse engagement activities into our first annual Virtua Nurse day held on September 26, 2016.

Professional Development and Education Council

The Professional Development and Education Council’s mission is to “Get Smart, Be Smart, and Stay Smart.” We support this mission by implementing strategies and techniques to promote positive learning and practice environments; identifying opportunities for educational initiatives and activities; and analyzing issues, trends, and data to determine current metrics and areas of need. In 2016, the council worked to review and develop a best practice process for providing useful feedback to aid in professional growth. A feedback tool was created and utilized among Nursing Leadership.

Nursing Quality and Outcomes Council

Nursing Quality and Outcomes Council’s (NQOC) mission is to promote and coordinate continuous improvement in nursing quality and outcomes. NQOC supports the interpretation, evaluation, display, and dissemination of data in collaboration with unit shared governance teams to ensure quality patient outcomes.

In 2016, NQOC committee members worked on a comprehensive understanding of the National Database of Nursing Quality Indicators (NDNQI) and Press Ganey patient satisfaction data. This understanding armed us with the knowledge necessary to educate and engage our peers on the importance of data analysis and process improvement in the role of the professional nurse.

Evidence Based Practice Council

The Evidence Based Care Practice (EBP) Council’s mission is to educate, encourage, and provide resources that promote an environment where nurses can interpret research and implement evidence-based practice.

In 2016, the EBP Council planned and sponsored the Innovations in Care Conference. This inter-professional event included nationally recognized speakers in the nursing research field from Rutgers University, University of Pennsylvania, The Hospital of the University of Pennsylvania, and The University of Delaware. Conference sessions topics included Research, Quality Improvement, and Research Funding.

Bottom Left to Right: Paula Konstantinides, Helen-Ann Brown Epstein, Amy Glasofer
Top Left to Right: Heidi Silvestro, Laura Barry, Cathy Derienzo, Maggie Lynch, Rhonda Coyle, Kelly Cucinotta, Donna Barto
Relationship-Based Care

Our Care Delivery Model, Relationship-Based Care (RBC) is intertwined in everything we do at Virtua. The principles and tenants of RBC align very closely with the points of the Virtua Star. RBC and our Star synergistically provide the framework that improves safety, quality, patient satisfaction, and staff satisfaction by improving every relationship within the organization. RBC provides the structure to improve three critical relationships: the relationship between the caregiver and the patient and families, the relationship between caregiver and self, and the relationships among caregivers.

**RBC Supports Mentorship**

Providing formal and informal mentorship opportunities for Nursing was a goal for 2016. The RBC domains of leadership, team work, and professional nursing provide a structure for mentorship. Developing caring relationships, promoting professional development, and formulating succession planning, expand leadership and inspire life-long learning for both the mentor and mentee.

The professional growth that develops through mentorship increases the nurse’s ability to practice clinical excellence - ultimately providing better care to our patients. In 2016 Nursing in partnership with Human Resources developed a mentor registry. This registry is one of many resources our nurses can use to help them identify and seek out mentors with the knowledge and experience that best fits their needs.

**Click on the hot button from The Virtua Nurse link on the VINE to view the mentorship toolbox, mentor registry, and register to be a mentor.**
MENTORSHIP IN ACTION
Nursing Leadership promoted in 2016 share their experiences

In January 2016, Paris Stahre BSN, RN was promoted from Assistant Nurse Manager to Nurse Director 7A Voorhees.

What mentorship experiences did you have as a clinical nurse that led you to pursue a nurse leader position?
I started my career as a PCT, nurse extern, then staff nurse at Memorial and Voorhees. My Nurse Director Karen Goldsmith was a mentor to me in that she presented me with informal leadership growth opportunities such as assuming charge and preceptor roles and guided me through leadership decision making processes. I also took advantage of attending the Virtua charge nurse program, which further helped me learn and grow. Karen remained a constant support encouraging me to consider applying for an Assistant Nurse Manager position when it became available. I again took advantage of Virtua offering new leader programs such as Great Beginnings and Yellow Belt training. Additionally, I completed my BSN and applied my learnings to my unit by implementing bedside shift report as one of my school projects. This was a great opportunity to independently lead my team to successfully execute an important patient safety initiative. When Karen transitioned to 5AB, I assumed the interim Nurse Director role on 7A and then was hired as Nurse Director.

In May of 2016, Lorraine Wenzel BSN, RN, CMSRN was promoted from a clinical nurse to the Assistant Nurse Manager Position on 4 South Marlton.

Why do you want to be a leader?
I never saw myself as a leader until I became co-chair of my unit’s Shared Governance committee. I found myself co-leading the meetings as well as organizing and initiating projects, events, and roll outs. Members of shared governance and staff would come to me with questions and suggestions with issues and/or ideas regarding the unit. I was becoming a leader without even realizing it. Bringing ideas and issues to Shared Governance to actually implement and present these improvement processes and watching it take place gave me the confidence to see leadership qualities within myself. Four South’s leadership team and staff helped me step outside my “comfort zone” and start my journey into leadership. With an opportunity to lead 4 South beyond my shared governance role, I want to be able to empower and inspire the staff the way they empower and inspire me.

In November 2016, Andrew West BSN, RN, CMSRN was promoted from Assistant Nurse Manager to Nurse Director of 7Stokes Med/Surg Dialysis Memorial.

What are some key points about mentorship that have helped you grow during your succession?
Throughout my career, I took any opportunity to learn and develop from each leader I encountered. I enjoyed learning from different leadership styles and how to bring them all together to form my own. Virtua has supported me all along the way to take advantage of new opportunities like these. Caring for your staff in this way helps them to deliver better care to patients and the community. As a mentee, I felt I needed to own the mentor relationship, seek the opportunities, and ask questions to be better every day.
Continuing the Magnet Journey

Virtua officially started the journey to Magnet excellence by submitting an application in October 2015. Since that time we have engaged Magnet Champions, began writing our February 2018 e-submission, continued to develop and optimize structures and processes to support Virtua nurses, and improved practice and care delivery within the Magnet Components through the work of our shared governance councils.

Magnet Champion Kickoff

A Magnet Champion kick-off meeting took place on August 26, 2016. Clinical Nurses and Nurse Leaders representing all divisions were identified to fill this important role. These dedicated champions will help identify and encourage staff to share their stories about their pride in nursing. They will also help educate their peers on the structures and processes in place to support them in their practice; such as The Virtua Nurse Professional Practice Model, Relationship Based Care Delivery Model, Shared Governance Model and American Nurses Association foundational documents.

Joyce Batcheller DNP, RN, NEA-BC, FAAN
Meeting the Standards

Throughout 2016, the Magnet Component teams worked diligently to put pen to paper and complete first drafts on the 82 narratives demonstrating how Virtua Nurses provide excellence in meeting the Magnet standards. Magnet writing workshops were held in December 2016 and provided education on standards, interpretation and writing requirements.

Magnet metrics for RN Engagement, and Nursing Sensitive Indicators were met for all three divisions in 2016.

Enhancing Support:
In 2016 great strides were made to support and empower professional development for our Virtua Nurses including:

- Phase 1 roll out of the Professional Development Advancement Program (PDAP) for our Voorhees and Marlton divisions
- Implementation of the Assessment of Professional Practice for Nursing Leadership
- Development of the mentor registry with planned implementation in 1st quarter 2017

MAGNET MILESTONES: New Knowledge, Innovations & Improvements

Virtua nurses are supported to continuously evaluate current evidence and innovations and incorporate them into practice. Virtua’s Vascular Access Department (VAD) nurses exemplified this in 2016 by incorporating new innovations in technology to improve patient care. Prior to May 2016, all peripherally inserted central catheters (PICC’s) placed by Virtua VAD team nurses were confirmed via chest x-ray. Completion of the chest X-ray, followed by a documented radiologist’s reading resulted in varying time delays in initial use of the catheter/care of the patient. The VAD council began investigating new electrocardiogram (ECG) PICC tip confirmation systems in 2014. By using this system, the VAD nurses could confirm placement at the bedside during insertion rather than have to wait for radiographic confirmation.

VAD nurses participated in a collaborative decision for a system wide trial with BARD 3CG tip confirmation system and designed a tool to measure the outcomes related to this potential practice change. On average, 65% of the patients requiring PICC insertion were eligible for the ECG guided insertion. For these individuals, the average time to confirmation went from 88.2 minutes to zero minutes. This meant that clinical nurses could change their practice and utilize viable PICC’s immediately. Training for the system began in February 2016. By March of 2016, 3CG placements were initiated system wide.

MAGNET MILESTONES: Exemplary Professional Practice

Nurses at Virtua demonstrate Exemplary Professional Practice through a comprehensive understanding of how their scope and standards of practice provide a framework to utilize evidence, expert knowledge, advocacy and empowerment to guide and advance nursing practice.

In 2016, the Joint Replacement Institute (JRI) shared governance team set a goal to increase their HCAHPS score in communication about medications by 10%. The team conducted a literature review to determine best practice and as a result developed medication information sheets which included detailed information regarding the medication including the “potential side effects” for patient education. The medication sheet patient education is initiated by the admitting nurse and reinforced through all phases of care through discharge. The JRI team also developed a discharge class as another opportunity to discuss new medications and side effects and utilized the Get Well Network (GWN) to individualize the medication videos to meet the needs of each patient.

Through interdisciplinary collaboration, the JRI team was able to increase their communication about medication score from 77.6 in 2015 to 85.1 in 2016 meeting their goal.
Virtua nurses continually strive through professional development and literature review to elevate their practice and autonomously work within the full scope of their license. One such example of Structural Empowerment by Virtua nurses includes the Oral Rehydration Protocol for Pediatric Patients with Mild Gastroenteritis developed by the Pediatric Pavilion’s Unit Based Council.

Nurses in the Memorial Pediatric Pavilion recognized that patients’ who were brought in with mild gastroenteritis, were not successful hydrating at home and were experiencing delays in treatment and extended times in the Emergency Department (ED) waiting to be evaluated by a physician.

The Virtua Memorial Pediatric Pavilion nurses set out to create their own nurse-driven protocol to initiate early rehydration therapy to decrease time to intervention and length of stay in the ED. Utilizing literature review and feedback from physicians and nurses to ensure a safe plan, the interdisciplinary team and unit based council developed guidelines and algorithms for care which included standardized education to provide consistent messaging to parents regarding the amount and frequency of oral rehydration. This use of structural empowerment resulted in decreased time to initiation of therapy, decreased length of stay, improved understanding of the condition and treatment by parents, as well as empowering the parents to assist with the treatment plan both in the ED and at home.

Transformational leadership at Virtua is highlighted in the way clinical nurses have the ability to interact with nurse leaders and play an integral role in change management. One example of this is from Virtua Memorial, where clinical nurse April Hook from Labor and Delivery (L&D) was able to work with Melissa Zak, Vice President of Patient Care Services, to allocate the resources needed for her unit. April, a member of shared governance and Professional Practice Council (PPC), heard Melissa give a report out at a monthly PPC meeting about equipment that can be utilized to safely transfer patients.

One item mentioned was the Hover Mat, which was being used in the Operating Rooms to transfer patients from the surgical table to a stretcher. Since the L&D unit is also a surgical unit, April discussed with Melissa at PPC how to allocate this equipment for her unit. Melissa was able to work with the Nursing Director of L&D to purchase this equipment and now it is being used for transfer of patients in L&D! This story shows how clinical nurses and nurse leaders can work together for a common cause and change practices for the better!
Shared Governance

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.
Preventing Falls with Injury
In the first quarter of 2016, Virtua Memorial 7 Stokes nurses performed quality data review and analysis and identified a specific inpatient population who had not been appropriately designated as a high risk for falling, and subsequently incurred injury. Focusing on patient safety first, the clinical nurses had the knowledge, resources, and authority to create a Daily Fall Safety Huddle SOP. The Daily/Fall Safety Huddle facilitated critical thinking and communication among the healthcare team, to deem a patient a “high fall risk” utilizing their clinical judgement and regardless of the numerical value assigned by the Risk Assessment Tool. Once deemed “high risk,” the nurses independently implement additional safety measures to prevent patient injury. This best practice has spread throughout Memorial, resulting in a 68% decrease in Patient Falls with Injury.

Piloting a Workload Scoring System
The 1A Voorhees Shared Governance Team created a patient acuity tool by utilizing evidence-based information into a custom-created objective workload scoring system that enabled them to predict the amount of care needed to distribute the workload for the oncoming 12 hours. The tabulated scores correlated to a color-coded system that was visual on the assignment boards which enabled the charge nurse at the end of each shift to create better balanced patient assignments for the oncoming shift to improve the patient care experience and the nurses’ satisfaction levels. This initiative was launched in June 2016.

Supporting End of Life Care
Marlton ICU nurses identified a unit need for more nurse autonomy and resources in end of life situations. They led their Marlton ICU shared governance team to identify resources to assist with an end of life care bundle. The goal of the bundle would be to provide the nursing staff with the tools necessary to initiate nurse driven comfort measures to address the psychological, privacy and physical environment needs of the patient and family. The team connected with a local parish and with the Samaritan Hospice to pull together elements they identified as essential to the comfort process. The bundle is initiated when a patient is identified as end of life and includes: offering a pastoral care referral, development of a therapeutic environment inclusive of providing a hand-made comfort blanket, life review cards and refreshments for the visitors, and a sympathy card that would ultimately be sent by the staff to the grieving family.

Safe Patient Handling and Mobility
What is Safe Patient Handling and Mobility? According to the American Nurses Association it is culture of safety and the use of the appropriate technology for all health care workers, ensuring that patients are safe. Health and safety are maintained and unnecessary injuries are avoided.

What has Virtua done to enhance its Safe Patient Handling Program this past year?

- Creation of a steering committee to evaluate current program and make recommendations
- Expansion of local hospital committees to all disciplines and bedside clinical staff participation
- Reviewing of quarterly data and monitoring injury trends
- Baseline survey given at all three hospital committees to understand knowledge gap
- Increased equipment acquisition and evaluation of future equipment needs
- Developing education programs for all new employees who work with patients and hands on training program for current employees
- Creating process for when there is an injured employee to prevent re-injury
- More to come in 2017............
The Staff IT Council, utilizing the Shared Governance model, brought ideas and opportunities to meetings, identified barriers to improvement and problem-solved for solutions. A few examples include: ICU staff nurse and clinical champion Lynn Connolly working with IT and clinical staff to address concerns with the electronic health record (EHR) alerts; Karen Miller, mother-baby staff nurse and clinical champion, addressing issues regarding the meaningful use of Transition of Care processing; and, Asri Byll, staff nurse, being first to report issues with the psychiatry consult workflow. Actions such as these promote advocacy and collaboration.

Subject Matter Experts (SMEs) were appointed from the iTeam to lend their clinical expertise to the EPIC EHR project. Focused on supporting workflow design, SMEs provide and review input and validate the work of the EPIC project team. SMEs engage nursing staff by keeping the communication flowing and acting as liaisons for ideas and feedback.

Technology Boot Camp. in partnership with Drexel and Johns Hopkins University, offered 2 days of interactive learning about information and computer technologies, data analytics, value-based care, quality improvement and more. Content was from the National Coordinator for Health Information Technology (ONC) Training grant. The program awarded the 236 clinical leadership and staff employees 14 contact hours.
The Home Care Nurse Practice Shared Governance Council has been involved in many initiatives this year and is currently focused on initiatives to decrease hospitalizations and improve patient pain outcomes. The quality team reviewed the 30-day Acute Care Hospitalization (ACH) rate and improvement in pain outcomes monthly and determined that Virtua Home Care rates did not meet the national and state benchmarks. The Virtua Home Care Nurse Practice Council completed an evidence based literature search to identify gaps in knowledge to improve quality and patient safety for these two initiatives.

**Council Goal**
To reduce the ACH rate and improve pain outcomes above the national benchmark through education and training of our staff on the utilization of best practices.

**Strategies Developed**
- Frontload skilled nursing visits by increasing visits within the first 2 weeks of care and with a change in patient status was an approach identified to reduce hospital readmissions.
- The Home Health Quality Improvement National Campaign evidence-based guidelines and tools were identified to assist clinicians in the assessment and planning, as well as patients in self-managing levels of risk for hospitalization.
- Manage pain by conducting research on recognizing cultural effects as well as assessing and managing constipation.
- A pain journal was also developed for patient use.
- A grant was requested and approved for medication boxes for all high-risk patients.

**Results Achieved**
In monitoring the effects of intervention strategies, compliance with frontloading has increased from 29% to 76% and our 30-day ACH outcome is now on target at 10.47% since implementation. Despite improvement in the pain outcome, it is still above the national benchmark. However, overall, the total rates are moving in the right direction as a result of the effort enacted by Home Care Nurse Practice Council with ongoing work to continue.

**Other 2016 accomplishments include:**

**Special Child Health Services**
- Development of a Special Child Health Questionnaire and Client Satisfaction Survey

**Certified Health Services**
- Process improvement project for the Sexually Transmitted Disease Clinic
- Development of Medical Need Shelter Plan
- Completion of a Second Trimester Handbook for the Improved Pregnancy Outcome Program
- Increase in the number of flu clinics within the municipalities of Burlington County including one drive-thru flu clinic
- Implementation in all programs of 15-minute wait post-administration of vaccines and medications for observations of possible reactions
- Development of peer-review process for Immunization Program
Berlin & Mt. Holly Center Long Term Care (LTC) and Rehabilitation

The Berlin and Mount Holly Health and Rehabilitation Centers (MHC), have at the core of patient care practices, excellence in nursing and a culture of caring. The patient population consists of primarily geriatric patients/residents who require a supportive environment to maintain an optimal functional status and comfort level. Consistent high quality is the goal of nursing practice and patient care to ensure quality, satisfaction and best clinical outcomes. This culture of caring and excellence is supported by the highly motivated and engaged staff in both Virtua LTC and Rehabilitation facilities.

Collaborative interdisciplinary relationships are valued and supported by all. Disciplines include the dietitian, pharmacy, therapist, social workers, and healthcare providers. Axillary staffs are also a part of this dynamic team who work diligently to ensure that residents and patients live in a safe and clean environment. An example of interdisciplinary team work involves nurses working on the LTC memory unit, Maple unit, and their work with the “Medication Reduction Program.”

The nurses caring for the residents on the Maple Unit were concerned about the amount of medications received by the residents on the unit on a daily basis. The nurses collected data on the amount of medications administered to the residents daily and on each shift. The data was then shared with the interdisciplinary team involved in the care of the patients, which included the Pharmacy Consultant, Unit Manager and Healthcare Providers.

Using evidence-based literature, medications prescribed for each resident were reviewed by the team and those that were deemed not warranted were discontinued. Some medications were changed to decrease the frequency or change the times the medications were administered.

These changes were effective in impacting the regularity of other nursing practices such as vital signs and glucose. Practices became more streamlined and allowed the nurses to spend less time doing medication pass and additional tasks such as weights and vital signs; and they were able to spend more time interacting with their residents.

This change in practice steered by the nursing team was effective in reducing the amount of medications taken by residents; decreasing possible side effects associated with poly pharmacy, and supporting best practice in this setting. This practice change was also effective in increasing staff satisfaction, promoting team engagement, and increasing the time nurses have to spend with each resident.

VMG Nurse Practitioners In Action

Our Virtua Medical Group Nurse Practitioner (NP) numbers grew from 51 in 2015 to 81 in 2016. VMG NPs are now practicing in 32 practices and 7 Urgent Cares. Increasing the NP role within VMG has resulted in improved quality and patient satisfaction results which enabled VMG to reach our goals for 2016.

Several significant accomplishments our VMG NPs achieved in 2016 include:

Dodi Iannaco, DNP, was promoted to Lead Clinician, for our seven Urgent Care offices. She is responsible for scheduling, patient satisfaction, quality and safety, EOS and resource stewardship for all of VMG’s Urgent Care facilities. She has been instrumental in our Urgent Care centers also reaching their quality and patient satisfaction goals for the year.

Three of our NPs have been asked to serve as voting members of the Physician Action Committee. This committee is the governance committee for the VMG physicians. There are three sub committees and these NPs have each been asked to join one of them:

- PCDT (Patient Care and Transformation Committee) which is our Quality Committee.
- Finance responsible to make financial decisions for the Medical group.
- Operations responsible for operational decisions and policies.
Better Care Better Outcomes

Wound Center Shared Governance Team

Wound Ostomy Continence Nurse (WOCN) Handoff Project

The WOCN Team is comprised of a team of certified wound, ostomy and continence nurses who travel daily between 3 hospitals and 46 patient care units providing assessment and treatment recommendations for patients with complex wounds, fistulas and new ostomies. To increase collaboration with bedside nurses the WOC Shared Governance Team designed a new “Handoff” communication concept in March 2016. The goal was to encourage the bedside RN to participate with the WOC RN during the patient evaluation with discussion of treatment options and recommendations. After the consultation was completed the WOC RN would directly “handoff” treatment recommendations to the bedside RN for follow up and physician orders. If the RN was not available to do bedside assessment with the WOC RN, a phone call was made by the WOC RN before leaving the unit to discuss plan of care.

Since the initiation of the “Handoff Report” the unit nurses report greater satisfaction in understanding wound assessments and treatments; wound orders are generated more quickly decreasing delay in care; and there has been a steady decrease in hospital acquired pressure ulcers system-wide. The WOC RN Team has seen an increase in appropriate consultations, improved collaboration between the unit RNs, and improved patient care outcomes.

Patient Access to Infusion Centers

Access to our Infusion Centers was sometimes a challenge for our patients. To solve this, the Voorhees Infusion Center nursing team collaborated with the Patient Access Department team to increase appointment access for the community. In addition, the Voorhees Infusion Center team met regularly with the Voorhees ED team to ensure that patients were aware of the Infusion Center thereby, avoiding use of the Emergency Department. The team identified physicians who were not aware of Virtua’s outpatient infusion services, and ensured that they were informed of this availability for patients. Through this collaborative effort, there has been an increase in patients accessing infusion care at appropriate Outpatient Infusion Centers rather than our Emergency Departments.

At Memorial’s Infusion Center the nursing team was able to dedicate a patient bay for blood transfusions that were scheduled late in the day or as “add-ons.” This allowed for increased access and availability for patients needing this treatment, and guided them to use the Outpatient Infusion Centers rather than Emergency Departments.

These activities in the Infusion Centers created an increase in both staff and patient satisfaction, more efficiency in providing care in the right setting, and improved access for our patients.
Virtua Nurses Support Our Community

1. Marlton ICU participated in American Cancer Society Bike-A-thon
Stephanie Hummel, BSN, RN, CCRN from Marlton ICU, Kathy Layer
(Community Member), Bunny Kennedy, BSN, RN, from Marlton ICU
and Lori Brown, Nursing Unit Secretary from Marlton ICU

2. Many Virtua Nurses have volunteered their time and cooking
talents to provide meals for families staying at the Gift of Life House
in Philadelphia, Cathedral Kitchen in Camden 3 South at Cathedral
Kitchen Theresa Green, RN, Michael and Grace Kresge, Linda Kresge, RN
and Angele Bembery, PCT.

3. PCU at Gift of Life House Donna Siegmeister, Katelynn Royston,
Megan Wheeler, Lauren DeMarco, Debbie Larsen at Gift of Life House

4. Berlin Team Lisa DeMary, RN, Janet Kammerer, LPN/PCT, Fatima Gift
of Life Volunteer Coordinator, Tracy Gurecki, RN Team Leader for Event &
Jennifer Kappre, PCT.

5. Nurses and others from Voorhees served 4 holiday meals at the
New Visions Shelter and provided 144 Blessing bags for each of the
clients that included personal hygiene items and healthy snacks.
Front Row – Chris Corwin, Jill Brozozski, RN, Colleen Wikiera, Tracy
Norcross, RN, Beth Gross, RN, Lori D’Angelantonio, RN, Sonya Hurley, RN,
Carolyn Rummel, RN. Back Row – Barbara Hansen, RN, Vicky McClain, RN,
Pat Glover, PCT, Janet Kirby, PCT, Sue Dilks, RN, Ferne Bell-Woodley, RN,
Shirley Pidis, RN, Judy Mendez, Kathy Matusheski, RN.

In December of 2015 the profession of nursing lost an amazing nurse, and Virtua lost a very important member of our family. Losing Carol Mullin, MSN, RN, CPHQ, has been very difficult for so many of us but her legacy lives on throughout our organization through many different quality and safety initiatives.

One way that a small group decided to remember Carol was to create an opportunity that brought together two things that Carol was extremely passionate about: Nursing and the Girls Scouts. Her dedication, commitment and love for both of these things were well-known to everyone who knew Carol. This small group worked with the Girl Scout leaders of Burlington County and created an opportunity for Girl Scouts to learn more about nursing.

In June and December of last year, Girl Scouts joined Virtua nurses at Virtua Voorhees hospital to participate in an educational and interactive program to earn their Nursing Exploration badge.

The Girls Scouts learned about the history of nursing and practiced basic clinical skills like taking pulses and blood pressures. They had opportunities to speak with Virtua nurses from many specialties to learn more about the profession. At the end of the program, the girls took a tour of the Learning Lab and emergency department. Upon completion of the program, the Girl Scouts received the Nursing Exploration badge, as well as the “Carol Mullin Girl Scout Virtua Nursing Initiative” badge in honor of Carol Mullin.

This program is run by volunteer nurses from the Center for Learning and the Voorhees Hospital. It is their intent to continue to offer this program twice a year for years to come.

Participants included Leslie Foran-Lee, Ann Marie Palatnik, Sue Politsky, Peter Bish, Cheryl Menay Felciano, Pam Gallus, Marianne Everett, Tracy Carlino, Tracy Quering and Jamie Santiago

Right: A note left by one of the Girl Scouts.
# Virtua Nurses: National, Regional and State Leaders

<table>
<thead>
<tr>
<th>Name</th>
<th>Position/Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jovanna Alexander MSN, CNOR</td>
<td>Advisory Board Member for Harris School ORT program</td>
</tr>
<tr>
<td>Donna Barto, DNP, RN, CCRN</td>
<td>AORN Garden State Chapter Board Member, Editorial Advisory Board Nursing 2016 Critical Care Journal, Peer Reviewer AACN’s Critical Care Nurse Journal, Board Member of Southeastern Pennsylvania Chapter (SePA) American Association of Critical Care Nurses, CCRN/PCCN Certification Course Coordinator for Southeastern Pennsylvania Chapter (SePA) American Association of Critical Care Nurses</td>
</tr>
<tr>
<td>Kimberly Briggs, RN</td>
<td>Chair of the Integrated Care Initiatives Committee for the South Jersey Behavioral Health Innovations Collaborative, NJHCSI Behavioral Health Integration Transformation Team Member</td>
</tr>
<tr>
<td>Tracy Carlino DNP, MA, RN, NEA-BC</td>
<td>Organization of Nurse Leaders of NJ Board of Directors</td>
</tr>
<tr>
<td>Meg Coley MSN, RNFA, CNOR</td>
<td>NJ State Legislative Coordinator for AORN, Garden State Chapter 3105</td>
</tr>
<tr>
<td>Nadine Cottle BSN, RN, RNFA, CNOR</td>
<td>NJ HIMSS Board Member</td>
</tr>
<tr>
<td>Lisa Ferraro BSN, MBA, NEA-BC</td>
<td>Elected to New Jersey Action Coalition Volunteer Community Coach in Burlington County NJ for 2017</td>
</tr>
<tr>
<td>Janine Gesek, MSN, RN</td>
<td>President HIMSS- NJ Chapter</td>
</tr>
<tr>
<td>Kate Gillespie MBA, RN, NE-BC</td>
<td>NJSNA Board Member, NJSNA INPAC delegate, Southern NJ American Red Cross Board Member, ONE-NJ Research Committee, SG2 National Spine Advisory Member, November NJSNA President Elect/Chairperson IFN starts 2017</td>
</tr>
<tr>
<td>Amy Glasofer DNP, RN, NE-BC</td>
<td>Nursing Critical Care: Editorial Advisory Board Member</td>
</tr>
<tr>
<td>Theresa Heiler, RN, CNOR</td>
<td>Board member- AORN, Garden State Chapter 3105</td>
</tr>
<tr>
<td>Cathy Hughes MSN, MHA, RN, NEA-BC</td>
<td>Mentorship Committee - Organization of Nurse Executives/NJ</td>
</tr>
<tr>
<td>Denice Jackson RN, BS, CNOR</td>
<td>Board Member - AORN, Garden State Chapter 3105</td>
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<tr>
<td>Jane Nicole Johnson, MSN, CWON, ANP-BC</td>
<td>Southern NJ Advisor for National Ostomy Association</td>
</tr>
<tr>
<td>Linda Koszyk, MSN, RN</td>
<td>AACN: South Jersey Pennsylvania Chapter: Education Committee TRENDS Planning Board</td>
</tr>
<tr>
<td>Kathleen Lado BSN, RN, CNOR</td>
<td>Board member- AORN, Garden State Chapter 3105</td>
</tr>
<tr>
<td>Karen Mansfield MSN, RN, CNOR</td>
<td>President Garden State Chapter 3105 of AORN</td>
</tr>
<tr>
<td>AnnMarie Palatnik MSN, APRN, ACNS-BC</td>
<td>Editorial Advisory Board: Nursing 2016 Critical Care Treasurer: Delaware Valley Chapter Academy of Medical-Surgical Nurses</td>
</tr>
<tr>
<td>Susan Politsky PhD, RN, NE-BC</td>
<td>Primary Nurse Planner - TRENDS SePA board Member and Education Committee Co-Chair</td>
</tr>
</tbody>
</table>
SPOUTLIGHT ON RESEARCH
It’s all in the numbers

For those who believe nursing research is only for universities and professors, Virtua nurses are proving otherwise. 2016 was a year of nursing research accomplishments.

Here are some notable numbers:

The number of approved research studies open at Virtua with a nurse as the primary investigator

The number of these studies that were new in 2016 – a record high for nursing at Virtua.

The number of research studies published by Virtua clinical nurses in 2016. Congratulations to Laura Barry, Donna Barto, Janet Branco, David Dacanay, Terry Fazio, Donna Fahey, Amy Glasofer, Natasha Kargbo, Christine Venuto, and Elizabeth Werfel for sharing their contributions with the nursing profession!

The number of studies authored and conducted exclusively by clinical nurses. Melissa Young and Kristin Pilong completed the first study that was 100% authored and conducted by clinical nurses. Their study demonstrated that temporal artery thermometer results are consistent with axillary temperatures in healthy newborns. What this will mean for practice at Virtua remains to be seen, but there is no doubt that Kristin and Melissa made a significant contribution to nursing knowledge.

2017 promises to be an even better year, with many nursing research studies open or in the works on topics such as aromatherapy in cancer patients, medication administration following bariatric surgery, or the impact of clinical nurse navigators on patient outcomes. The Virtua Nursing Research Council will complete a study exploring structures that support a successful Shared Governance council. Additionally, they will begin to review all research proposed by a nurse at Virtua, ensuring that nurses conduct high quality and meaningful research.

The Nursing Research Council meets the first Tuesday of every month from 4-5pm at the Center for Learning. Think research isn’t for you? The nursing research council would love to show you otherwise. New members and guests are always welcome.
Spotlight on Education

- We provided over 970 learning opportunities, to 37,044 learners, for a total of 261,657 hours of learning!
- We celebrated our inaugural Virtua Nurse Day which was attended by more than 500 nurses.
- We had 296 nurses who received tuition reimbursement.
- We awarded approximately $50,000 in nursing scholarships, above and beyond tuition reimbursement, to 15 nurses getting advanced degrees.
- We have 40 nurses enrolled in the Rowan University RN to BSN Cohort with expected completion spring 2017.
- We had a 68% increase in placement of APN students for clinical rotations.
- We received $134,000 from the CMS Graduate Nurses Education Demonstration Project for clinical placements of Nurse Practitioner students.
- We have 12 nurses enrolled in La Salle University's Doctorate in Nursing Practice program.
- We doubled the number of doctoral prepared nurses with 4 nurses completing degree requirements.
- We oriented 285 nurses with 176 of them attending our Transition to Practice program.
- We provided research mentoring to 126 nurses.

### 2016

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<thead>
<tr>
<th></th>
<th>Number of Learners</th>
<th>Number of Hours</th>
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<tr>
<td>CNE (Live/Enduring)</td>
<td>6,621</td>
<td>23,402</td>
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<td>CNE (Online Learning Opportunities)</td>
<td>5,811</td>
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<td>Simulations</td>
<td>2,797</td>
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<td>Orientation Clinical Regulatory</td>
<td>603</td>
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<tr>
<td>Students Undergraduate</td>
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<tr>
<td>Students Graduate</td>
<td>152</td>
<td>25,542</td>
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<tr>
<td>Annual Mandatory Online Competencies</td>
<td>10,160</td>
<td>40,640</td>
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### Specialty Certifications and Degrees Earned

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<tr>
<td>DNP</td>
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<td>1</td>
<td>4</td>
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<tr>
<td>MSN/Masters/ NP</td>
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<td>19</td>
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<tr>
<td>BSN/Bachelors</td>
<td>33</td>
<td>24</td>
<td>36</td>
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<tr>
<td>AS-N</td>
<td>35</td>
<td>54</td>
<td>87</td>
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**Academic Affiliations:** Virtua has affiliations with more than 25 different partners. Through these partnerships Virtua Nurses support meaningful clinical experiences to more than 1,000 student nurses at all levels creating a capable pipeline of nurses at all levels. This year Virtua Nurses embarked on a unique relationship with Rowan College at Burlington County and Rowan University to design a new 3 + 1 nursing program.
During this past school year, nurses from Virtua’s Center for Learning partnered with Cherry Hill High School West to provide a pilot program for highly motivated prospective nursing students. This program is for rising seniors who plan to attend a nursing program in the fall of 2018. Students selected for this educational experience attend West in the morning to complete their required courses for graduation and travel to Virtua in Voorhees in the afternoon. There they learn about nursing in the state-of-the-art learning lab and shadow nurses in the hospital for two afternoons a week in areas that include: the Wound Center, the Joint Replacement Institute, Quality, Med-Surg, ICU, PCU, PT, OT, and Equipment Depot. Students were paired with a mentor in each area for a six week rotation. Experiences in the learning lab included taking vital signs, infection prevention, medical emergencies, delivering a baby, and team-building exercises.

This program gives students a glimpse into their future career and provides an unprecedented learning opportunity. It also provides them with great mentoring experiences and contact with a potential future employer.

Requirements for students applying to the program include: a strong academic history, demonstration of organizational and leadership skills, a strong commitment to complete the program, a written essay, and three letters of recommendation. Additionally students had to complete a panel interview with the high school principal and the AVP of Clinical Learning and Academic Affiliations from Virtua.

Pay it Forward: High Potential Future VirtuaNurse High School Intern Program

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Top Awards for Virtua Hospitals

**Voorhees 2016 Awards**
- AACN Gold Beacon Award for excellence in critical care.
- Voorhees 4A -American Medical Surgical Nurses convention to receive the PRISM Award for excellence in medical-surgical nursing.
- Best Regional Hospital Award according to *U.S. News and World Report*
- High Performing Hospital Award according to *U.S. News and World Report*
- Leapfrog Hospital Safety Grade A Award
- Leapfrog Top Performing Hospital Award
- Healthgrades Patient Safety Excellence Award
- Press Ganey Guardian of Excellence Award

**Memorial 2016 Awards**
- Memorial's Bariatric Surgery Program has achieved a “Comprehensive Center” National Accreditation from MBSAQIP
- ICU achieved the AACN Silver Beacon Award of Excellence
- American Heart Association’s Get with the Guidelines Gold Plus Award for Stroke for a 7th year straight
- American Heart Association’s Get with the Guidelines Bronze Award for Afib.
- Press Ganey Guardian of Excellence Award for 6 Stokes
- Leapfrog Hospital Safety Grade A Award

**Marlton 2016 Awards**
- 3North received the American Medical Surgical Nurses convention to achieve the PRISM Award for excellence in medical-surgical nursing.
- Leapfrog Hospital Safety Grade A Award

**March of Dimes Born To Shine Award**

In October 2016 Virtua Voorhees NICU was awarded the March of Dimes Born to Shine Award for 10 years of outstanding care and support to premature infants and their families. The attached picture includes many of the NICU nursing staff.

From left to right: Andrea Motterhead, ANC, Dr Nadege Brutus, Dr Amy Cohen, Linda Levy, NNP, Dr Jennifer Maher, Terri Angradi, Nurse Director, Cathleen Stanziale, ANM, Teri Nocentino, RN; Denise Prickett, ANM, Candy Luthe RN, Terry O’Malley RN, Nancy Corn RN, Angela Spinosi RN, Sarah Smith RN, Marcy Compton RN and Christine Catts NNP
First Annual Virtua Nurse Day

On September 26, 2016, nearly 500 Virtua nurses gathered at the DoubleTree hotel in Mount Laurel to participate in the First Annual Virtua Nurse Day. The day was filled with education sessions, poster displays of nursing research conducted throughout the organization, and, of course, fun! There were plenty of vendors on hand including professional organizations, universities, retail offerings, and some of our product partners. The day also was a great opportunity to network with peers and even grab a complimentary chair massage from Virtua. The highlight of the day was a video message from Senator Diane Allen declaring that New Jersey would recognize the fourth Thursday of every September as Virtua Nurse Day. This is a great honor to the well-deserving nursing professionals at Virtua who deliver quality, compassionate care to the residents of South Jersey. **Be sure to save the date** – the Second Annual Virtua Nurse Day will be held on Thursday, September 28, 2017. If you have any questions about Virtua Nurse Day or would like to find out how to get involved in planning, email dmacho@virtua.org.

Nursing Recognition Committee Members

Left to Right:
- Maria Minardi
- Myriam Joseph
- Destiny Little
- Cathy Hughes
- Stacey Braxton-Weston
- Ferne Bell-Woodley
- Lisa Oleaga
- Matilda Adams
2016 Nursing Excellence Awards

Nursing Excellence Awards
L to R: Donna Austin, Nanette Barnes, June Clower, Lisa Corry, Donna Grontkowski, Dorothy Kaiser, Michele Petrucelli

Nursing Scholar Awards
L to R: Laura Barry, Meg Coley, Kristin Pilong, Wendy Siegel, Heidi Silvestro, Christine Venuto

Nursing Leader Awards
L to R: Stacey Cerak, Paula Konstantinidides, Colleen McGee, Eileen Spaugh, Denise Todd, Diane Vesci

Outstanding Patient Experience Award
L to R: Jill Franceschini, Mary Fran Hansen, Janet Kammerer, Wyndham Pursley, Marion Sampson, Danzan Schowgurow

Excellence in Advance Practice Nursing Awards
L to R: Sandra Burmylo-Magrann, Stephanie Longo, Maggie Lynch, Karen Ruffin, Rebecca Thompson
Patients nominate Virtua Nurses through the DAISY Program

In 1999, the family of Patrick Barnes, established The DAISY Foundation. Patrick died at the age of 33 due to complications from Idiopathic Thrombocytopenic Purpura (ITP). The Barnes family wanted to turn their grief into something positive and do something to honor Patrick.

DAISY is an acronym for Diseases Attacking the Immune System and this national award represents the excellence and extraordinary compassion of nurses.

Richard Tierno RN
5 Stokes Memorial
I would like to nominate Rick because he has a very warm and caring way about him and on the first night in the hospital, I was having a hard time emotionally and even though he was not assigned to me, he saw me crying and took the time to talk to me and calm me down. When I explained to Rick my fears about not being able to move forward with my treatment, he took the time to talk to me and reminded me that I am a strong woman and that the doctors, nurses, and hospital staff are excellently experienced at what they do and were there to support me. He encouraged me to believe in myself and them. He also knew how to make me laugh and said we would make it through the night together. These may seem like small things to some, but everything he did to care for me and comfort me emotionally made a world of difference to me. I will never forget his kindness and thank God that he brought him into my life during this difficult time. Thanks so very much Rick from the bottom of my heart, You’re the best!

Donna Silverman, RN
4North Marlton
My father was to be discharged and when I came to pick him up, he couldn’t get out of bed. Donna called the doctor and made arrangements for him to stay another night. That extra night allowed him to be admitted to rehab which got him back on his feet for a while. He has since passed from his bone cancer, but without Donna’s compassion or help, I don’t know what I would have done. I am so grateful.

Suzanne Schweiger, RN
4A Voorhees
This nurse is a wealth of information. She took her time to explain everything step by step. She is too humble to admit what a great asset she is to Virtua. She treated me like a member of her family, and is an all-around great nurse.

Brittani McKnight, RN
3NE Memorial
Brittani is an extraordinary nurse. Her compassion and love for her job shows through everything she does. She is committed to each and every patient that she has assigned to her on each shift. If Brittani says she will be back in 30 minutes to give me a medication, she was back in 30 minutes to give me my medication, she was back in 30 minutes to give me my medication. When she walks into a patient’s room she has a smile on her face and she is there to do her job. I know this hospital has gone through a lot of changes through the years, and I have been coming to the hospital since my youngest son was born and he is now 27 years old. This by far has been the best experience I have ever had and not only at Virtua hospital but the best experience I have ever had at any hospital. Brittani is a wonderful nurse and should be recognized as a true value to the Virtua Hospital team.

Anthony Flaherty, RN
3N Marlton
I was sitting at my mother’s bedside, crying and feeling overwhelmed, Nurse Anthony Flaherty walked by and saw me. Even though he wasn’t assigned to my mother, he took the time to talk to me. He offered reassurance, kind words and a much needed hug. His kindness meant so much.

Linda Benner, RN
6A/B
I felt this hand on my shoulder and heard this angel voice saying “Here, hold onto my hand” (while getting an IV). Such a sweet and caring moment. Thank you for being you and all that you do, all the while never without a smile.

Dana Russo, RN
MBU Memorial
Dana Russo is simply amazing. She made my experience so much more memorable. From the moment she introduced herself to us she did nothing but simply smile and treat us like this amazing woman. Her presence brightened up our day. Especially since my little one had a hard time feeding and gave us such a scare with possibly having jaundice. I was so afraid but she explained everything to me and I understood her words clearly. She is such an angel and my family will never forget Dana. No one has impacted our lives like this amazing woman.
Julianne Halpin, RN  
ICU Marlton  
My father had a heart attack and Julianne was his nurse. She was a true angel! She went above and beyond more than one person should have. She did everything to make sure my dad was comfortable and had anything and everything he or our family needed. She was there at all times to answer all of our questions, and she always made sure we were comfortable and my father was comfortable through any procedures. She stood by him when we couldn’t and talked him through everything. She is very kind and caring and we think she has found her true calling!

Valerie Henry, RN and Medjin Calas, RN High Risk OB Voorhees  
They made me feel like I was their only patient. This was my first born and they helped to make this experience as seamless as possible and for that my family and I are forever grateful.

2016 DAISY award winners  
Jeremy Bell  
Linda Benner  
Majory Brown  
Anthony Flaherty  
Julianne Halpin  
Valerie Henry  
Gabby Lovisone  
Lynn Luzzi  
Jane McCarty  
Brittani McKnight  
Melissa Pastorino  
Suzanne Schweiger  
Donna Silverman  
Richard Tierno  
Amanda Tyldsley  

Marlton  
Back row: Bonnie Barnes FAAN (Daisy Foundation Co-Founder/President), Bill Lawson, Anthony Flaherty, Shannon Norcross, Caitlin Murray RN, Patrick Callahan, Deb Horn, Mark Barnes (Daisy Foundation Co-founder/Chairman)  
Front Row: Nicole McFetridge, Jennifer Tiernan-Palermo, Stephanie Hummel, Nick D’Acqua  

Voorhees  
Back row: Mark Barnes FAAN (Daisy Foundation Co-founder/Chairman), Sanjay Cheulkar, Tracy Carlino, Morgan Strauss, Kari Sweeney, Donna Hale, Marianne Gervasi, Mike Smith, Barb Hansen, Linda Boyce, Jane Spruill, Karen Goldsmith, Bonnie Barnes FAAN (Daisy Foundation Co-Founder/President)  
Front row: Lynn Richmann, Marny Matricardi, Cindy Keilman, Nancy Driscoll, Kelly Warren  

Memorial  
Left to Right: Bonnie Barnes FAAN (Daisy Foundation Co-Founder/President), Jeanne Wolfrum, Carmen Robinson, Desiree Aragon, Dana Russo, Mark Barnes (Daisy Foundation Co-founder/Chairman, Anna Speaker, Gloria Barcelo-Sario, Yochoed Francis, Diane Jennings, Donna OBrien, Christine DiPascale, Lora Carberry
## PUBLICATIONS

<table>
<thead>
<tr>
<th>Author</th>
<th>Book/Journal</th>
<th>Article/ChapterTitle</th>
</tr>
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<tbody>
<tr>
<td>Rhonda Coyle, Amanda Mazalesk</td>
<td>Nursing 46(5), 16-21</td>
<td>Initiating and sustaining a fall prevention program</td>
</tr>
<tr>
<td>AnnMarie Palatnik</td>
<td>Nursing 2016 Critical Care 11(3): 4</td>
<td>The future of nursing: Leading change and advancing health…how are we doing?</td>
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<tr>
<td>AnnMarie Palatnik</td>
<td>Nursing 2016 Critical Care 11(5): 4</td>
<td>To err IS human</td>
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<tr>
<td>AnnMarie Palatnik</td>
<td>Nursing 2016 Critical Care 11(6): 4</td>
<td>Speak up for safety</td>
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<tr>
<td>Fahey, D. &amp; Glasofer, A.</td>
<td>Nursing Critical Care, 11(5), 30-35</td>
<td>An inverse relationship: Compassion satisfaction, compassion fatigue, and critical care nurses.</td>
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<tr>
<td>Glasofer, A.</td>
<td>Nursing Critical Care, 11(2), 7-10.</td>
<td>Innovations in practice: A call for research, quality improvement, and evidence-based practice projects.</td>
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<td>Fisher, S. K.</td>
<td>Nursing 2016, 46 (12), 55-58</td>
<td>Ethics, pain, and pay-for-performance</td>
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<tr>
<td>Bowen, Patricia</td>
<td>MEDSURG Nursing (July/August 2016)</td>
<td>Early identification, rapid response, and effective to ensure optimal clinical outcomes.</td>
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<tr>
<td>Danielle Glogovsky</td>
<td>Nursing 2016</td>
<td>How can policy change guide nursing practice to reduce falls?</td>
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<tr>
<td>Donna Barto</td>
<td>Nursing Critical Care 2016; 11(2):5-6</td>
<td>Recognizing ST-segment elevation</td>
</tr>
<tr>
<td>Sharice Thayer</td>
<td>Nursing Critical Care 2016</td>
<td>A procalcitonin-guided algorithm to reduce antibiotic duration</td>
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### Degrees earned in 2016

<table>
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<tr>
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<th>Name</th>
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<tbody>
<tr>
<td><strong>DNP</strong></td>
<td>Melissa Souza, Margaret Cunningham, Susan Fisher, Tracy Carlino</td>
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<tr>
<td><strong>MSN</strong></td>
<td>Sharon Andreas, Lisa Corry, Elise Brownmiller, Sash Johnson, Lindsey Bowman</td>
</tr>
<tr>
<td><strong>MS Forensic Medicine</strong></td>
<td>Tim Boyle, Nanette Smith, Jackie Fish, Deborah Larsen, Meg Coley, Sarah Suggs, Claire Haas, Asri Byll</td>
</tr>
<tr>
<td><strong>MHA</strong></td>
<td>Kelly Dougherty</td>
</tr>
<tr>
<td><strong>BSN</strong></td>
<td>Bill Lawson, Nicole McFetridge, Colleen Vierling, Diane Horner, Patty Pace, Meredith Hildebrandt, Stephanie Horneff, Monica Ferry</td>
</tr>
<tr>
<td><strong>Linda Faragasso</strong></td>
<td>Melisa Rodgers, Alli Bigos, Courney Tew, Jason Burgess, Maureen McFarland, Denise Prickett, Darlene Berghaier, Jill Brzozowski, Kathryn Ressler, Pam Humphrey</td>
</tr>
<tr>
<td><strong>Lisa Lysinger</strong></td>
<td>Sharon Andres, Bobbi Jo Gray, Jackie Breslin, Helen Hoffman, Megan Donnelly, Kristen Rodgers, Sharice Thayer, Stephanie DeJesus, Laura Bowen, Gretchen Ramos, Sadi Ali, Claire Lowery</td>
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<tr>
<td><strong>BS Kinesiology</strong></td>
<td>Michelle Sanchez</td>
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<tr>
<td><strong>Nurse Practitioner</strong></td>
<td>Courtney McNamara, Brette Konopka, Natasha Kargbo, Ruth McGregor</td>
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## Presentations

<table>
<thead>
<tr>
<th>Presenter</th>
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<th>Organization/Event</th>
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<tbody>
<tr>
<td>Vicki Pilla &amp; Dana Rosario</td>
<td>Implementing a Clostridium Difficile Bundle to Decrease Hospital Acquired Incidence</td>
<td>Meridian Health Conference, Evidence-Based Care Virtua Relationship-Based Care Conference, NJSNA</td>
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<tr>
<td>Rhonda Coyle, Amanda Mazaleski, AJ Papeika</td>
<td>Mounting Chair Alarms to Improve Workflow and Promote Patient Safety</td>
<td>Meridian Health Evidenced-Based Care Conference, NJHA-ONL and First annual Virtua Nurse Day</td>
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<tr>
<td>Rhonda Coyle &amp; Amanda Mazaleski</td>
<td>Using a Fall Prevention Bundle to Change the Culture of Patient Safety</td>
<td>NJSNA IFN Convention</td>
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<tr>
<td>Heather Kearney &amp; Carly Richman</td>
<td>Strengthening Relationships to Improve Engagement and Morale</td>
<td>Virtua Relationship-Based Care Conference</td>
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<tr>
<td>Lauren Burk</td>
<td>Progressive Mobility</td>
<td>Trends in Critical Care Conference</td>
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<tr>
<td>Gwen Meise</td>
<td>Delirium</td>
<td>Virtua Future Nurse Leader Academy</td>
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<tr>
<td>Kelly Cucinotta, Natalie Minnix, Gina Donato</td>
<td>Innovative PICC Placement Comes to Virtua Marlton</td>
<td>Virtua Relationship Based Care Conference, Virtua Evidence-Based Practice Conference, Society of Gastroenterology Nurses and Associates (SGNA) 2016 national conference in Seattle Washington</td>
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<td>Dan Carr, Marilyn Kovach, Lorraine Wenzel, Veronica Olivar</td>
<td>Improving Patients’ Surgical Experience with Communication between Inpatient Units and Procedural Reviews</td>
<td>Virtua Relationship-Based Care Conference</td>
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<tr>
<td>Tiffany Wells, Vida Lew, Joni Rusnak, Michelle Kovacs</td>
<td>Every Minute Counts, Pain Medication STAT!</td>
<td>Virtua Relationship-Based Care Conference</td>
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<tr>
<td>Ninfa Recinto, Carly Richman, Kelly Knowles</td>
<td>Pressure Redistributing Surfaces</td>
<td>Virtua Evidence-Based Practice Conference</td>
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<tr>
<td>Lisa Corry, Colleen Vierling, Kelly Cucinotta, Robin Carbin</td>
<td>Improving Patient Satisfaction with Peripheral IV Insertion</td>
<td>Virtua Surgical Services Fall Symposium</td>
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<tr>
<td>Dee Buonacuore</td>
<td>Post-Operative and Post Discharge Nausea and Vomiting</td>
<td>Virtua Surgical Services Fall Symposium</td>
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<td>Deb Horn, Jess Plum, Janet Medley-Gbasa</td>
<td>Achieving and Improving Pain Control in the Orthopedic Population</td>
<td>Virtua Evidence-Based Practice Conference</td>
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<tr>
<td>Deb Horn</td>
<td>Creating a Multidisciplinary Pain Resource Committee to Manage Pain and Promote the Best Patient Experience</td>
<td>Podium Presentation at Relationship Based Care Conference</td>
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<tr>
<td>AnneMarie Palatnik</td>
<td>Skill Assessment: Cardiac</td>
<td>Lippincott Clinical Nursing Conference Orlando FL, October 2016.</td>
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<tr>
<td>AnneMarie Palatnik</td>
<td>Getting the Most out of Competency Assessment</td>
<td>Valley Forge, PA</td>
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<td>AnneMarie Palatnik</td>
<td>A Fresh Look at Quality and Safety: What is our Responsibility?</td>
<td>Valley Forge, PA</td>
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<td>Amy Glasofer</td>
<td>To IRB or Not to IRB.</td>
<td>Association for Nursing Professional Development Annual Convention; Orlando, FL</td>
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<td>Amy Glasofer</td>
<td>Writing for Publication Control, Southern New Jersey Chapter</td>
<td>Association for Professionals in Infection</td>
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<tr>
<td>Amy Glasofer</td>
<td>Back to School: Choosing the Right Program for You. Conference; King of Prussia, Pennsylvania.</td>
<td>TRENDS in Critical Care Nursing Annual</td>
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<tr>
<td>Jackie Fish</td>
<td>Improving Morale in the ED</td>
<td>Virtua Nurses Day - 1st place winner</td>
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<td>Organization/Event</td>
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<tr>
<td>Veronica Manlove</td>
<td>Legal Issues in Nursing Documentation</td>
<td>Southern NJ Chapter, Emergency Nurses Association: Nursing Education Conference, Cherry Hill, NJ</td>
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<tr>
<td>Kathy Judge</td>
<td>Wound Assessment for ED Nurses</td>
<td>Virtua Critical Care/ED Conference</td>
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<tr>
<td>Sue Fisher</td>
<td>Suicide and sentinel Event Alert 56.</td>
<td>Podium presentation at the Annual Behavioral Health Symposium hosted by Virtua</td>
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<tr>
<td>Sue Fisher</td>
<td>On the road to excellence: Putting structures and processes in place for shared governance success.</td>
<td>Podium presentation at the National Academy of Clinical Nurse Specialists Annual Conference, Philadelphia, PA</td>
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<tr>
<td>Patricia Bowen</td>
<td>Registered Nurse Self-Efficacy with Evidence-Based Practice and a Nurse-Driven Telemetry Discontinuation Protocol</td>
<td>“Organization of Nurse Leaders-NJ Evidence-Based Practice Conference New Jersey State Nurses Association Convention Virtua Evidence Based Practice Conference TRENDS in Critical Care Nursing Conference (American Academy of Critical Care Nurses/Southeastern Pennsylvania Chapter Conference)Virtua DNP Forum”</td>
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<tr>
<td>Meg Coley</td>
<td>Surgical Positioning</td>
<td>PACU Critical Care Course</td>
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<td>Meg Coley</td>
<td>Health information survey and its impact to the nursing interview in PAT</td>
<td>Surgical Services Symposium</td>
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<tr>
<td>Christina Stone</td>
<td>Using Six Sigma Methodology to Increase Skin to Skin Rates for Vaginal and Cesarean Births</td>
<td>March of Dimes Annual Conference in Chicago</td>
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<tr>
<td>Jane McCarty &amp; Jennifer Geckle</td>
<td>Innovation in Patient Education: Streamlined Discharge Instruction through Utilization of a Group Discharge Class in an Inpatient Surgical Setting</td>
<td>Academy of Medical Surgical Nursing Conference Virtua Nurse Day</td>
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<tr>
<td>Briana Singh, Lauren Spiers, Andrea Mottershead, Christine Catts</td>
<td>Gembusters – Sustaining a Culture of Change in Fighting Infections</td>
<td>16th National Neonatal Nurses Conference in Nashville, TN</td>
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<tr>
<td>Melissa Bowen, Christine Catts, Pam Britland, Lora Carberry, Andrea Mottershead and the Breastmilk Initiative Team</td>
<td>Use of Donor Human Milk to Provide Premature Neonatees and Exclusive Human Mild Diet</td>
<td>16th National Neonatal Nurses Conference in Nashville, TN</td>
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<tr>
<td>Terry O’Malley, Melissa Bowen, Christine Catts, Dawn Hindley, Andrea Motthershead, Michelle Kelly, Melissa Lestini, Madelene Mottola, Denise Prickett, Shannon Stillwell, Lonnie Waiker, Arlene Verno</td>
<td>How an Infant Driven Feeding Program Improves Outcomes in the NICU</td>
<td>16th National Neonatal Nurses Conference in Nashville, TN</td>
</tr>
<tr>
<td>Melissa Bowen, Andrea Mottershead, Christine Catts, Cheryl Alexander, Joy Haines, Kathy, Denton, Virtua NAS Task Force</td>
<td>Improving Safe Care for Substance Exposed Infants Experiencing Neonatal Abstinence Syndrome and Their Families Through a Multi-Disciplinary Team Approach</td>
<td>16th National Neonatal Nurses Conference in Nashville</td>
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<tr>
<td>Stacey Serak, Christine Shuey, Melissa Bowen, Bobbi Gray</td>
<td>Behavioral Health Contracts in Pediatrics</td>
<td>The Virtua Behavioral Health Symposium</td>
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<tr>
<td>Rose Dermarco, Jody Durban, Christine Shuey, Melissa Bowen, Bobbi Gray</td>
<td>Care of Patient TS</td>
<td>Virtua Behavioral Health Symposium</td>
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<tr>
<td>Donna Siegmeister</td>
<td>Cryptogenic Stroke</td>
<td>TRENDS in Critical Care Nursing Conference (American Academy of Critical Care Nurses/Southeastern Pennsylvania Chapter Conference)</td>
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<td>Donna Siegmeister, Diana Hennefer, and Leah Barsky</td>
<td>PCU Zen Den</td>
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<td>Anne Bertino-Lapinsky</td>
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<td>Behavioral Health Symposium</td>
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<tr>
<td>2B Shared Governance Team</td>
<td>Courtesy Cart</td>
<td>Virtua Relationship Based Care Conference</td>
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<tr>
<td>Diana Hart, Sue Kehoe, &amp; Kathleen Mitchell</td>
<td>ERCP Scope Culturing (OR Staff) Operative hysteroscopy fluid management, SPA to OR handoff, Breast Reconstruction Protocol</td>
<td>AORN National Conference</td>
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<tr>
<td>Carol Childress</td>
<td>Standardization Drives Efficiency</td>
<td>OR Business Manager Conference</td>
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<tr>
<td>Cheryl Player, Francisco Tabamo, Jen McGill</td>
<td>Flash-In</td>
<td>TRENDS in Critical Care Nursing Conference (American Academy of Critical Care Nurses/Southeastern Pennsylvania Chapter Conference)</td>
</tr>
<tr>
<td>Debbie Doughten-Williams, Mary Baxter, MaryEllen Sweeney, Darcy Drechsler, Linda Wallace</td>
<td>Safety Cycle of ERCP Scope Processing</td>
<td>Virtua Relationship Based Care Conference</td>
</tr>
<tr>
<td>Danielle Glogovsksy</td>
<td>Magenta Like You Mean It</td>
<td>Virtua Relationship Based Care Conference</td>
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<tr>
<td>Danielle Glogovsksy</td>
<td>Improving Medication Communication by using Plan Do Study Act</td>
<td>Virtua Relationship Based Care Conference Southern New Jersey Research Consortium Nursing Research Day Galloway, NJ</td>
</tr>
<tr>
<td>7A Shared Governance Team &amp; Danielle Glogovsksy</td>
<td>Promoting Skin Integrity through Staff Collaboration</td>
<td>Virtua Nurse Day</td>
</tr>
<tr>
<td>Jovana Alexander</td>
<td>Pressure Ulcer Prevention in the Perioperative Population</td>
<td>Virtua Surgical Symposium</td>
</tr>
<tr>
<td>Karen Mansfield</td>
<td>Virtua Marlton Endoscopy Unit-Transformations.</td>
<td>SGNA 43rd Annual Course Seattle, Washington</td>
</tr>
<tr>
<td>Donna Barto</td>
<td>Code blue: debriefing the 2015 guidelines</td>
<td>TRENDS in Critical Care Nursing Conference (American Academy of Critical Care Nurses/Southeastern Pennsylvania Chapter Conference)</td>
</tr>
<tr>
<td>Donna Barto</td>
<td>Helping our patients survive sepsis</td>
<td>TRENDS in Critical Care Nursing Conference (American Academy of Critical Care Nurses/Southeastern Pennsylvania Chapter Conference)</td>
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<tr>
<td>Donna Barto</td>
<td>CCRN/PCCN certification review: the GI system</td>
<td>TRENDS in Critical Care Nursing Conference (American Academy of Critical Care Nurses/Southeastern Pennsylvania Chapter Conference)</td>
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<tr>
<td>Linda O’Neill</td>
<td>The impact of User Technique on Variability of Temporal Artery Thermometer Measurements</td>
<td>ONL NJ Research Day Conference Princeton, NJ</td>
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<tr>
<td>Linda O’Neill</td>
<td>Orange Patient Discharge Folder</td>
<td>Virtua Relationship-Based Care Conference Virtua Evidence-Based Care Conference</td>
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<tr>
<td>Linda O’Neill</td>
<td>A Collaborative Approach to the Treatment and Care of a Patient with Traumatic Brain Injuries: The transformational care plan which resulted in optimal outcomes for both patient and staff</td>
<td>Virtua Behavioral Health Symposium</td>
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<tr>
<td>Linda O’Neill</td>
<td>A Journey From Birth through Adulthood: Awareness Of Mental Health Issues</td>
<td>Schwartz Rounds</td>
</tr>
<tr>
<td>Carolyn Gattuso, Donna Barto, Donna Siegmeister, Linda Kosyk</td>
<td>Brain Attack</td>
<td>Virtua Stroke Conference</td>
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<tr>
<td>Joavanna Alexander, Karen Ruffin, Carolyn Gattuso, Sarah Suggs</td>
<td>Comprehensive Training and Education for Medical and Surgical Management of Neurosurgical Patients</td>
<td>Penn Neurosurgical Seminar</td>
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<tr>
<td>Dara Abellanosa</td>
<td>Shift Bedside Reporting and Handoff</td>
<td>Future Nurse Leader Academy</td>
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<tr>
<td>Erin Downs</td>
<td>Stress Recognition and Caregiver Burnout</td>
<td>Future Nurse Leader Academy</td>
</tr>
<tr>
<td>Kristen Pilong, Melissa Young</td>
<td>Temporal Artery Thermometer Use in Healthy Newborns</td>
<td>Virtua’s Innovations of Care Conference</td>
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</table>
The 2016 implementation of the Professional Development Advancement Program (PDAP) for Virtua JNESO nurses was an exciting and long-anticipated opportunity to professionally acknowledge the many accomplishments of the registered nurses. PDAP is built upon foundational requirements related to clinical experience, educational level, evidence-based practice, and leadership skills, it’s an annual performance-based program designed specifically to promote, support, recognize, and reward these professional aspects of growth and development in the nursing field.

Virtua has a long standing commitment to providing the highest level of quality care to patients, and believes that the nurses’ professionalism and excellence in clinical care is instrumental to this success. Nurses’ dedication to continuing education, participation in a shared governance structure, involvement in research-based activities, and informal and formal leadership throughout the organization has both strengthened and empowered them. A result of this empowerment is a true dedication to the care and safety of Virtua patients, and the healthcare needs of the entire community.

The PDAP program recognizes four levels of nursing. In addition to the existing specialty-certification bonus program, PDAP provides an opportunity for additional recognition of advanced growth. Upon meeting the eligibility requirements and voluntarily choosing to apply, the annual program allows each individual to determine their level of participation. An oversight committee, comprising JNESO nurses, nursing administration, human resources representation, and nursing education representation, conducts a review of each application to determine the appropriate level of nurse recognition. The final outcome rewards advanced nursing levels three and four, and provides detailed feedback to assist with future applications if denied. There is no predetermined limit to the number of advanced nurses, so all qualified applicants meeting the criteria of the applicable level will receive the recognition and reward. Virtua is honored to have this opportunity to support the growth of our professional nursing team.

### Congratulations to the 2016 Professional Development Advancement Program Recipients!

<table>
<thead>
<tr>
<th>Level</th>
<th>Name</th>
<th>Unit</th>
<th>Level</th>
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<th>Unit</th>
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<tr>
<td>RN3 Proficient</td>
<td>Berti-Hearn, Linda</td>
<td>Homecare</td>
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<td>Mitchell, Kathleen</td>
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<td>RN3 Proficient</td>
<td>Bregman, Amy</td>
<td>MBU-4th</td>
<td>RN3 Proficient</td>
<td>Papeika, Anthony</td>
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<td>Castellucci, Dana</td>
<td>PCU</td>
<td>RN3 Proficient</td>
<td>Player, Cheryl</td>
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<td>MBU-3rd</td>
<td>RN3 Proficient</td>
<td>Plizak, Brittany</td>
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<td>JRI</td>
<td>RN3 Proficient</td>
<td>Plum, Jessica</td>
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<td>VAD</td>
<td>RN3 Proficient</td>
<td>Sapuay, Grace</td>
<td>ICU</td>
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<td>3S</td>
<td>RN3 Proficient</td>
<td>Smith, Sharon</td>
<td>ED</td>
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<td>D’Souza, Precy</td>
<td>PACU</td>
<td>RN3 Proficient</td>
<td>Sosna, Carl 4N</td>
<td>L&amp;D</td>
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<td>Sulzner, Jennifer</td>
<td>Surg Svcs.</td>
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<td>RN3 Proficient</td>
<td>Hart, Diana</td>
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<td>Tiernan, Jennifer</td>
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<td>Rosario, Dana</td>
<td>4S</td>
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<tr>
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<td>VAD</td>
<td>RN4 Expert</td>
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<tr>
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<td>Minnix, Natalie</td>
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<td>RN4 Expert</td>
<td>Wheeler, Amanda</td>
<td>ICU</td>
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Virtua Logo Shop

To support the nursing strategic plan of increasing community recognition of the Virtua Nurse, the Virtua Logo Shop offers a large selection of Virtua Nurse branded apparel and other items to showcase your Virtua pride! 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. $50,000 in scholarships are available annually.

To learn more, visit the logo shop via the VINE or at virtualogoshop.com.

Social Media

Stay connected and share the many VirtuaNurse accomplishments with your connections on any or all of these social media sites. Here are some Virtua nurses to follow:

Facebook: Virtua; Tracy Carlino; Melissa Zak; Lisa Ferraro; Heidi Baur
Twitter: @VirtuaHealth; @tcarlino; @ZakMelissa; @hbaur
Instagram: Tracy Carlino
LinkedIn: Virtua Health; Tracy Carlino; Heidi Baur

Virtua has a social media presence and many of the VirtuaNurse stories and activities are shared through Twitter, Facebook, LinkedIn and Instagram. If you are new to the social media craze, here are some tips to ensure professionalism on these sites:

• Post statements you’d feel comfortable sharing with your boss or clients in person.
• Never negatively comment about work online.
• Be grammatically unimpeachable.
• Post photos of yourself that you consider to be professional.
• Share links or other friend’s information that may be considered to be universally acceptable.
• Hide friend’s comments or information that is deemed to be inappropriate.
• Only link, follow or friend people you know and trust.
• BE mindful of HIPPA and never post information about a patient.

2016 Virtua Nurse Scholarship Recipients

Andrew West
Christine Moraca
Cynthia Kavano
Danielle Glogovsky
Donna Hlesciak
Jane McCarty
Jennifer Niven
Jennifer Rudolph Ruid
Mary Walton
Margaret Coley
Margaret Cunningham
Melissa Bowen
Shannon Stillwell
Tara Pimpinello
Tom Maxwell

Rowan University
La Salle University
Grand Canyon University
LaSalle University
Rowan University
LaSalle University
Drexel University
Rutgers University
Stockton University
Thomas Edison State University
American Sentinel University Inc
La Salle University
Drexel University
LaSalle University
Sacred Heart University
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- Provides free aids and services to people with disabilities to communicate effectively with us, such as: Qualified sign language interpreters written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as qualified interpreters
- Information written in other languages

If you need these services, contact the Virtua Access Center at 1-888-Virtua3, TTY 1-888-847-8823 or the Corporate Compliance Officer at 856-355-0722. If you believe that Virtua Health, Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Office of Corporate Compliance at 20 West Stow Road, Suite 9, Marlton, NJ 08053, Telephone 856-355-0722. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Corporate Compliance Officer – Susan Hatch, at 20 West Stow Road, Suite 9, Marlton, NJ 08053.


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INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY LANGUAGE ASSISTANCE SERVICES

Spanish
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-VIRTUA3 (1-888-847-8823).

Chinese/Mandarin
注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-VIRTUA3 1-888-847-8823)。

Korean
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-888-VIRTUA3 (1-888-847-8823)번으로 전화해 주십시오.

Portuguese
ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-888-VIRTUA3 (1-888-847-8823).

French Creole
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-888-VIRTUA 3 (1-888-847-8823).

Russian
ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-888-VIRTUA3 (1-888-847-8823).

Urdu
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