

VIRTUA NURSING

2019 ANNUAL REPORT



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Dear Colleagues,

I am delighted to present to you the 2019 Nursing Annual Report. As we do each year, we have collected highlights of your work and achievements to showcase some of the outstanding care and accomplishments of Virtua nurses.

The year 2019 marked our first full year as Magnet® nurses. We were awarded Magnet designation for Virtua Marlton, Virtua Memorial, and Virtua Voorhees at the end of 2018. In 2019 at the annual Magnet Conference in Orlando, Florida, about 40 Virtua nurses and leaders attended the conference to participate in the first public announcement of our Magnet Award and to proudly march in the parade of Magnet designees. It was an exciting time, and we were honored to represent Virtua.

Each year we remark about how we faced many changes in the year prior. Once again, we can say that changes occurred at Virtua in many ways, particularly as we became a larger organization and as we embraced our journey to become a High Reliability Organization.

July 1, 2019, our Virtua family expanded with the acquisition of Virtua Our Lady of Lourdes and Virtua Willingboro hospitals. We are so fortunate to have adjoined the skilled, caring clinicians and employees at those facilities. Through the rest of the year the work began to integrate our nursing committees, professional practice, and resources. We are learning about each other and enjoying the diversity of services and knowledge. We are definitely a richer nursing team all together!

2019 expanded our focus on being a High Reliability Organization, one that promotes reliable, safe care and ZERO HARM to patients, visitors, and employees. Nurses, more than any other health-care team member, impact the safety of our patients and colleagues. Our goals to prevent harm, to practice safely and consistently, and to achieve the highest-quality outcomes are all connected to our care delivery model of Relationship-Based Care. Our relationships with patients, colleagues, and ourselves depend on achieving excellence in clinical care and safety. Focus on prevention of infections, falls, medication errors, identification errors, and other adverse clinical events has been an important theme of our work this year.

Nursing professional development will always be a priority for Virtua Nurses. Our nurses are actively engaged in the Professional Development Advancement Program (PDAP), increasing specialty certification, and elevating the rate of BSN and advanced degrees completion. It is impressive to read about what our nurses achieve and how they add to the knowledge of our nursing workforce.

I look forward to continuing our Magnet journey with you — to maintain our existing status and to prepare our other hospitals for Magnet application. Please continue to serve as champions for excellence in patient care and to proudly represent Virtua Nurses. Thank you for all that you do individually and collectively. I am honored to be your colleague and partner.



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

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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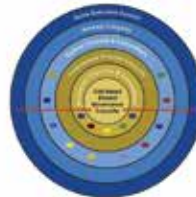


Professional Practice Model

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.

NURSING CONGRESS 2019

DATE	THEME	HIGHLIGHTS
January 2019	Early Recognition of Clinical Deterioration	Failure to Rescue Scenarios: <ul style="list-style-type: none"> • RRT overview: K. Allen • STEMI: L. Myers • Sepsis: T. Maxwell
March 2019	Med Safety: It Takes a Village	Overview of Medication Safety Review of the ISMP analysis of the Vanderbilt Nurse medication error
May 2019	Care of the Behavioral Health Pt outside BH	Presentation by E. Tyson: Identification and Assessment of the Mental Health Patient
July 2019	Sacred Cows	Presentation by A. Glasofer: Tipping the Sacred Cows
December 2019	Year in Review	<ul style="list-style-type: none"> • Review of the Outcomes data for the year • Gallery walk to solicit input from staff on what works and what doesn't work for Nursing Congress and TLC meetings

Nursing Congress is a time when nursing shared governance leaders from all across Virtua come together to share ideas, make decisions about nursing practice, and dive deep into clinical practice issues bedside nurses face every day. This model of nursing governance gives nursing a seat at the table and a voice into the foundations of nursing practice at Virtua. The full congress meets every other month while divisional meetings occur locally on the off months. Planned by JoAnne Phillips, Director of Clinical Practice, each meeting is tailored to meet the current needs of the members by introducing new changes and giving staff leaders a first look at what's coming down the pike. Professional development sessions provide an opportunity for these nurses to expand the scope of their knowledge and view practice challenges through the eyes of another specialty. In one particular session, "sacred cows" of nursing were tipped over as we examined the evidence (or lack thereof!) behind several of the practices we perform without question.

Be on the lookout for local Shared Governance chapters to make a huge comeback in 2020



and 2021: Take charge of the nursing practice on your unit and make the decision to join your department's team! And when the time comes for new leaders to be chosen or promoted, take the leap and volunteer. Being a part of Virtua's Nursing Congress is an exciting perk of being a shared governance leader!

BSN & SPECIALTY CERTIFICATION RATES

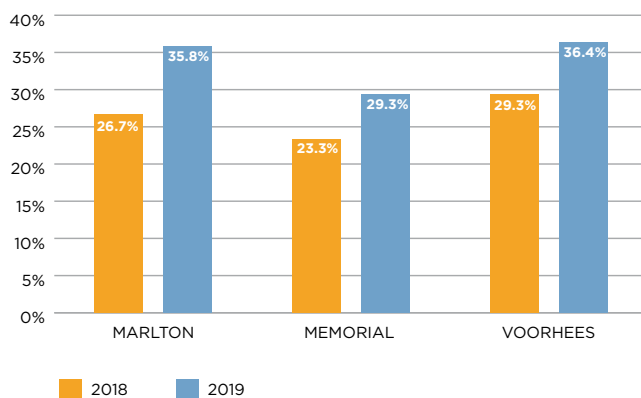
A LOOK AHEAD BY LAUREN HODGES



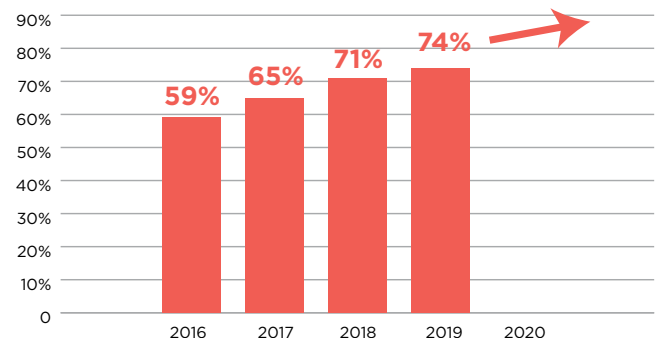
Now that Virtua Marlton, Memorial, and Voorhees have been recognized as Magnet organizations, we must continue our pursuit of excellence and continue to be a driving force of change in the nursing profession. Magnet standard SE6EO asks us to provide evidence of progression towards $\geq 80\%$ of professional registered nurses who have earned a BSN or higher degree in nursing. In 2019, we have increased our BSN rate by 3%! At our current rate, we are on target to reach our goal of $\geq 80\%$ by the end of 2020. Congratulations to all those who have completed their BSN or who are on the path to completion! Virtua has many ways to support nurses taking the next steps towards your BSN. With tuition reimbursement for eligible staff, partnerships with academic affiliations that offer discounts to Virtua employees, as well as many programs being available online or in hybrid settings, going back to school is much more affordable and attainable than ever. For more information about these schools as well as tuition reimbursement, visit the Nursing Preferred Schools link on the Virtua Nurse Share Point site.

Along with achieving an 80% BSN rate, Magnet hospitals should be continually striving towards nursing excellence in practice. Magnet standard SE3 looks at our action plan for registered nurses' progression towards obtaining such professional certifications. Since there is no established national target for the certification rate, Virtua has set a goal of increasing the percentage of certified nurses by 3% annually. Overall, a rate of $>50\%$ is the common target among Magnet organizations, and is something that Virtua continues to strive to achieve. In 2019, Virtua nurses saw an exciting 6–9% jump in certified nurses! This very clearly demonstrates Virtua nurses' dedication towards achieving a higher level of nursing practice as well as a desire to use evidence-based practice at the bedside. Don't forget about the added benefit of certification—Virtua pays you a yearly certification bonus! Let's keep this momentum going into 2020: Get certified, and take a co-worker along for the ride with you!

PERCENTAGE OF CERTIFIED RN'S AT MARLTON, MEMORIAL AND VORHEES



MARLTON, MEMORIAL AND VORHEES



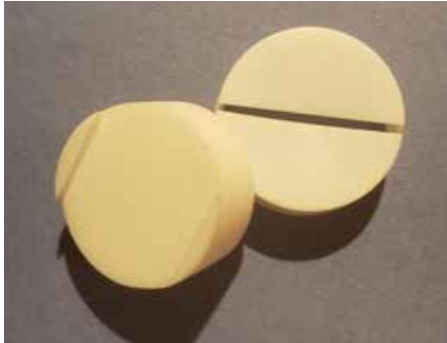


VIRTUA NURSE DAY 2019

Thanks to a Senate proclamation in 2016 that designated the fourth Thursday of every September as Virtua Nurses Day, this past September 26th, Virtua Nurses once again celebrated each other at the Crown Plaza in Cherry Hill. This year's celebration was even more special as it was the first Virtua Nurse Day with joined nursing teams from Virtua and Lourdes divisions. As always, Virtua nurses filled the venue with posters displaying nursing research, podium presentations, 34 council tables, our first-ever Innovation Challenge, and engaging presentations by some of our nurse leaders. 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." All of these virtues were fully on display during Virtua Nurse Day 2019.

VIRTUA INNOVATIONS

BY AMY GLASOFER



Far left, top:

The Anglenator, created by Anne Fox, MSN, RN, CNOR, from Virtua Memorial Labor & Delivery

Far left, bottom:

The Anglenator, demonstrated on a birth ball

Immediate left:

A drawing of the SOTHE Cart, created by Rose Demarco, RN, from Virtua Memorial Pediatric Pavilion

In the fall of 2018 the Virtua Centers for Learning and Innovation collaborated to announce the first-ever Virtua Nursing Innovation Challenge. Nurses were invited to submit their ideas for a new or improved device, technology, product, process, or practice that would improve patient safety or outcomes. The contest was inspired by similar nationwide challenges, such as Johnson & Johnson or the American Nurses Association who provide awards of up to \$100,000 to support nursing innovations.

The initial call for proposals resulted in 15 submissions. Adam Glasofer, Chief Innovation Officer and Innovation Challenge team member, was pleased with these results: “We know clinical nurses are creatively solving complex challenges every day, but we didn’t know what kind of response to expect. We were thrilled with the number and quality of the innovation ideas that were submitted.” After multiple rounds of applications and reviews, the entries were

narrowed down to a top two. According to Amy Glasofer, Virtua Nurse Scientist and member of the Innovation Challenge team, “It was really difficult to narrow down from 15 to 2. In the end, we selected the two most mature ideas that we felt were the most feasible given our resources, and would have the greatest impact.”

The finalists were Anne Fox, MSN, RN, CNOR, from Virtua Memorial Labor & Delivery, and Rose Demarco, RN, from Memorial Pediatric Pavilion. Rose proposed the introduction of the SOTHE Cart—a mobile cart featuring items such as a weighted blanket or noise-canceling headphones that can be used to provide comforting sensory inputs for children with special needs in the emergency department. Anne shared her idea for The Anglenator—a weighted plastic disc that is placed on a fetal ultrasound transducer to aid clinicians in obtaining continuous fetal monitoring during labor.



“I think the biggest thing I learned from the process was that even the simplest ideas/innovations with the right opportunity and dedication can lead to success, that anyone can do—even a bunch of nurses brainstorming around a nurse’s desk!”
— Anne Fox

The final decision was made by a panel of judges, and Virtua nurses. In *Shark Tank* style both Rose and Anne presented their innovations at the 2019 Virtua Nurse Day. Audience members had the opportunity to vote, along with select Virtua leaders. Though the vote was very close, the winner of the Inaugural Virtua Nursing Innovation Challenge was Anne Fox and her now-patented Angelnator. Says Anne, “I think the biggest thing I learned from the process was that even the simplest ideas/innovations with the right opportunity and dedication can lead to success, that anyone can do—even a bunch of nurses brainstorming around a nurse’s desk!”

Though there was only one winner, both projects continue to move forward with the support of the Virtua Centers for Learning and Innovation.

One day soon you may find a SOOTHE Cart or an Anglenator on your own unit, and know that two of your peers brought these innovations to life. Since the initial call for ideas, many have asked when the next challenge will be held. The answer from AnneMarie Palatnik, AVP: Clinical Learning, Academic Affiliations, and Research, and member of the Innovation Challenge Team: “We have learned a lot about the infrastructure required to support nursing innovation from inception to implementation. We plan to translate these learnings into an even better 2nd Virtua Nursing Innovation Challenge in the near future.” So, Virtua Nurses, start thinking—do you have the idea behind the next great nursing innovation?



“IMPROVING PATIENT SAFETY AT VIRTUA WITH STANDARDIZED COLOR-CODED WRISTBANDS”

**BY ERIN AMON, BSN, RN, CMSRN
HEATHER PACH, BSN, RN, CMSRN
STEPHANIE RUNNER, RN
THERESA FLICK, BSN, RN, OCN**

In early 2019, Erin Amon (Voorhees, 6A RN) and Heather Pach (Voorhees, RN supervisor) were working with the Med/Surg Practice Council updating policies when we came across the policy: “Bands for Patient Identification & Alerts.” Upon reviewing this policy we realized that the color-coded clips in the policy, were not actually in use consistently across the Voorhees system, nor were the meanings of the colored clips/bands universally understood.

We began looking into the literature and found that our policy was not in line with current research and recommendations to standardize the colors with preprinted meanings to identify at-risk patients more visibly and clearly. We also did research into what color bands were used both nationally and locally, in comparison to Virtua. In particular, our policy did not match our newly acquired sister hospitals, Virtua OLOL Camden and Willingboro.

In order to identify the prevalence of and reasons for the inconsistent use and understanding of these bands, we conducted audits and staff interviews across the hospitals in Voorhees,

Marlton, and Mount Holly. Through this process, we discovered another one of our peers, Stephanie Runner (Marlton, PCU RN), had also been looking into standardizing this same policy independently, and so we joined forces. In order to assist with spreading staff education in each of our hospitals about this policy change, we also recruited Theresa Flick (Memorial, 5 Stokes RN).

With the guidance of our Director of Clinical Practice, Joann Phillips, we were able to present our research and proposed policy changes to a multitude of organizational and divisional councils, including Practice Councils (Med/Surg, Critical Care, MCH, ED, and Surgical Services), PVAC, Bioethics, Patient Family Advisory Board, CCG, Nursing Congress, and more! We successfully rolled out this nurse-driven policy change in February 2020, and plan on also rolling out new purple DNR bands in the near future, which was delayed due to COVID-19. As a team, we were able to navigate through our professional practice model in order to improve patient safety at Virtua and help us on our journey to becoming a High Reliability Organization.



Virtua's New Standardized Color-Coded Wristbands



Effective Tuesday, February 4, 2020

Virtua will be changing the current color-coded clips and wristbands we use for patient identification over to the 4 national standardized color-coded wristbands to help improve identification of at-risk patients and overall patient safety. This change will take place across all appropriate Virtua facilities.

What are the NEW standardized colors and their rationales/meanings?



Yellow for Fall Risks

Yellow is the color for caution against falls or other physical hazards per OSHA.



Red for Allergies

Red indicates hazards or safety stops per OSHA. Red is a reminder to STOP and verify allergies on a patient's chart.



Green for Latex Allergies

Green indicates environmental allergies, such as natural rubber latex.



Pink for Limb Alerts

Pink indicates patients who have restricted access of a limb for measuring blood pressure or taking blood (such as for dialysis shunts, lymphedema, or mastectomies). Pink is also the color for breast cancer awareness.

Why is Virtua making this change?

- Standard colors with preprinted meanings helps to avoid confusion (many other local healthcare facilities, such as Virtua OLOL, have also adopted some, or all, of the national standard colors).
- Better visibility of patient risks/needs reduces potential for patient harm.
- Helps us on HRO Journey by contributing towards our common goal of ZERO HARM.
- The use of Standardized Color-Coded Wristbands is endorsed by The American Hospital Association, The New Jersey Hospital Association, and The Joint Commission.

SPOTLIGHT ON REACCREDITATION

BY LISA SHAW



Congratulations to Memorial's Bariatric Surgery Team on the successful national reaccreditation as a Metabolic Bariatric Surgery Accreditation Quality Improvement Program (MBSAQIP) Comprehensive Center following their triennial survey in June 2019. Virtua's Bariatric Surgery Program consists of a team of experienced and dedicated healthcare professionals that provide a comprehensive approach to the care of our patients. This is a joint award for all of those involved in the bariatric program; specifically at Memorial, this program celebrates the 4NE staff and the OR staff.

Noted were several best practices:

- 1. The Bariatric QA meetings:** "Very comprehensive, with individual modules/multiple aspects of the MBS Committee clearly presented."
- 2. Education/Virtua Customer Loyalty Star Award winning video:** "Program has very simple and instructive handouts for patient pathways and post-op instructions (including a patient discharge video.)"
- 3. Accessibility:** "Accessible & complete credentialing guidelines for Bariatrics & excellent preparation by site Coordinator."

Kudos to the entire Bariatric Team on this rigorous accreditation at Memorial. From the first touch of our consumers to the journey pre- and post-surgery, the Bariatric Surgery Program ensures the success of our community members in the program.



INTERDISCIPLINARY JOURNEY TO USP 800 COMPLIANCE STRATEGIES & WORKFLOW CHANGES TO PROTECT YOU! BY JOANNE PHILLIPS

BACKGROUND USP 800 is a new federal regulation that outlines the handling practices around hazardous medications with emphasis on employee safety. The scope of this regulation is widespread, touching many critical activities, including storage, compounding, disposal, dispensing, and administration that affect the life cycle of a hazardous medication. The enforcement date of December 1, 2019, meant a yearlong journey to create Virtua's USP 800 Hazardous Communication Program. Virtua Health had an opportunity to develop our path to compliance through interdisciplinary collaboration, creative strategies, and process-driven practices around all aspects of handling hazardous medications for the safety of our employees.

STAKEHOLDERS Our USP 800 Project stakeholders included leaders from quality, patient safety, regulatory, information services, pharmacy and nursing. The key to the success was the inclusion of frontline pharmacists and nurses in the evaluation of current practice and the development and implementation of new workflows. Our Quality Pharmacist (Michelle Maloney) and Medication Safety Pharmacist (Jeanmarie Perch) conducted an in-depth analysis of all medications on the Virtua formulary. Each medication was assessed for risk based on the type of hazard (antineoplastic, non-antineoplastic, or reproductive), dosage form, risk of exposure, packaging, and need for manipulation.

STANDARDS New standards for the handling of hazardous medications were established. A nursing summit was conducted, which included 12 clinical nurses from different hospitals across our system. JoAnne Phillips, Director of Clinical Practice, helped to facilitate the nursing summit, which addressed key workflow issues related to handling of hazardous medications in the clinical areas, such as notification of the nurse from EPIC, storage, labeling/packaging, appropriate personal protective equipment (PPE), staff education, medication administration, and disposal of PPE and waste. The summit was invaluable in guiding the team to an understanding of the complexities associated with the workflow changes required to ensure compliance with the new regulation.

EDUCATION To begin the educational process, the key stakeholders designed an online education module to provide an overview of the new regulation

for any employee that works with hazardous medications. Details about the changes in nurse workflow were included in a separate module developed for nurses. A detailed communication plan was developed to ensure broad dissemination of the critical information.

MODIFICATIONS To achieve regulatory compliance, recognizing hazardous medications and implementing corresponding safe handling practices through notifications and workflow redesign were essential. In the Pharmacy, hazardous medications were separated from general stock in a designated area. Medications are now stored in yellow hazardous bags. Hazardous medications were removed from Pyxis machines to prevent contamination and inadvertent mishandling. To minimize manipulation by and exposure to the nurse, tablets that require splitting are now split by Pharmacy. The Pharmacy splitting procedure is performed for all meds (not just hazardous) to enhance the safety and accuracy of doses dispensed and administered.

NEW WORKFLOW Nursing notification of a hazardous med occurs in several ways. Nurses receive hazardous medications in yellow bags from Pharmacy. There are customized symbols in the EPIC provider order entry system on the nurses' medication administration record (MAR). When the nurse utilizes the MAR to retrieve and administer hazardous medications, the "Hazardous" designation serves as an additional reminder.

NEW APPROACH We took an "all inclusive" approach to increase adherence with practices that provide safety. Nursing adopted the wearing of ASTM-rated gloves for all medication administrations, including nonhazardous meds. Interacting with a patient-owned medication prior to identification could lead to inadvertent hazardous medication exposure, thus patient-owned medications are handled as if hazardous until the pharmacist identifies them.

SAFER PROCESS This was a complex interprofessional project, requiring multiple workflow changes for nurses and pharmacists. The workflow changes have resulted in increased safety for nurses and pharmacists who are handling hazardous medications. The greatest impact of our USP 800 implementation is enhanced patient safety and worker safety for our 15,000 employees.

TECHNOLOGY-ENABLED CARE BY MARIANNE EVERETT

Two-gether in 2019

- In February 2019, the Information Technology (IT) Instructional Design and Training (ID) team realigned to organizationally join with the Clinical Informatics (CI) team. With technology competency and workflow efficiency being keys to user satisfaction with the electronic health record, this structural change is an empowering combination to support those at the point of care.
- July 2019 not only marked the start of the ONEVirtua 2020 project to convert Virtua Willingboro and Virtua Our Lady of Lourdes (VOLOL) to our Epic Platform, but it also brought a renewed Clinical Informatics Team as we welcomed the addition of four Clinical Informaticists and one Clinical Analytics Analyst from VOLOL to the Virtua Health IT Clinical Informatics Team.

Virtua Health IT Clinical Informatics Team Members:

Michele Wargo, MSN, RN—Manager CI
 Djuana Rivers, MSN, RN-BC
 Angela Hess, MSN, RN
 Dana Durso, BSN, MBA, RN—CI Analytics
 Kathleen McShane, MSN, RN, CCRN
 Rina (Maria) Benemerito, MSN, RN

Marianne Everett, MSN, CSN, NEA-BC—AVP Nursing Informatics
 Dr. James Gamble—Medical Director Informatics
 Dr. Paul Devers—Assoc. Medical Director Informatics
 Dr. Adam Glasofer—Assoc. Medical Director Informatics
 Deborah Wojcik—Manager Instructional Design/Training
 Amy Kalenscher, MSN, RN, IBCLC—CI Consultant

2019 Clinical Informatics/Instructional Design Team Nursing Initiatives

Q1 2019

- Inpatient nursing commands developed for Dragon.
- First “Dragon for Nursing” Class held.
- 250 more Dragon Microphones placed in Nurse work areas in Memorial, Voorhees, Marlton.

Q3 2019

- Nursing Informatics Liaison Program kickoff held.
- Clinical Informatics Liaison Program kickoff held.
- ID and Informatics Teams showcase the Liaison Program and Dragon for Nursing at Virtua Nurse Day.
- ID available to end user via QliqSOFT.

Q2 2019

- Dragon System commands created for Maternal Newborn.
- Wand microphones piloted by Ambulatory and Med/Surg nurses.
- IDs launched interactive web-based training initiative.

Q4 2019

- Advanced Dragon for Nursing classes began.
- Nuance (Dragon) Site Visit.
- Team begins work on a Dragon research paper for ANIA and User Group.

2019 New Technology Knowledge for Nurse

453

New Hire Nurses Completed Epic Training

236

Completed Epic Nurse Refresher Classes/Modules

57

Nurses Completed Dragon Training

10

IT User Groups/IT Advisory Councils with Staff Nurse and Nursing Leadership Involvement

3

Informatics Students precepted by a member of the CI team

The Clinical Informatics team created Web-Based Trainings (WBT) for Virtua Willingboro and VOLOL providers. The WBT included content for the legacy EHR systems, such as Soarian and CliniComp. Transitioning away from structured classroom training, 25 providers completed flexible self-paced modules at their convenience. The new WBT modules allowed the CI team to reallocate approximately 100 hours of classroom training time to perform Informatics work.



2019 New Technology Knowledge Instructional Design's Dragon Demo at Virtua Nurse Day for Nursing

TECHNOLOGY-ENABLED CARE BY MARIANNE EVERETT

Launch of Nursing Informatics Liaison Program

In July 2019, the Clinical Informatics team added a Nursing Informatics Liaison (NIL) branch to the existing Informatics Liaison program. A NIL is a Registered Nurse who acts as a liaison to the Clinical Informatics team. **50 Nursing Informatics Liaisons**, representative of the continuum of care, **lead efforts to transform care by supporting their peers** in leveraging Virtua's technology applications to:

- Assist Clinical Informatics team in at-the-elbow clinician workflow assessment, education/training related to the ONEVirtua platform (Epic), Dragon Medical One platform, and other IT applications.
- Participate in clinical system development and testing.
- Communicate issues and concerns raised by end users to Informatics Team Leadership.
- Provide feedback identifying, analyzing, and trending clinical system issues and enhancements.
- Support technology go-live events.

Program Success Was Immediately Realized

2019 August–December NIL Stats:

- 408 rounds completed by team.
- 831 staff members assisted by Nursing Informatics Liaisons.
- 36.5 hours spent on Projects (Care Plans, Worklist Review, Dragon, SmartTexts, CIWA Workflow).
- 26 hours spent on Builds (Dragon Commands for ASAP, Inpatient, NICU/SCN, MCH, ICU shift report SmartText to replace paper handoff sheets).

Dragon for Nursing Program

Problem: Speech Recognition technology has increased provider efficiency, however it has not been widely implemented for nurses. One study found that acute care nurses spend 19% to 35% of a 12-hour shift documenting in flowsheets. Nursing documentation is primarily done in discrete flowsheet rows within Epic. While voice to text will help for nurses notes, discovering how to create Dragon commands in Nursing flowsheets hadn't occurred until Virtua's Clinical Informatics team cracked the code.

Solution: Virtua's CI team discovered Nursing keyboard shortcuts in Epic that can be used to create step-by-step commands in Dragon. **These step-by-step commands allow nurses to document in flowsheets with a single voice command.** Neither Epic or Nuance (company that owns Dragon) knows of another of their customers using Dragon in this innovative way. The CI and ID team in 2019 developed a Dragon for Nurses program, where **staff nurses can learn how to use any of the 472 starter commands** built for them by the CI team and Nurse Informatics Liaisons or create their own. The ID team launched a beginner and advanced training program.

When comparing Virtua's Med/Surg Nurse data during the first two months of the program, those that used Dragon spent **8.2% less time** than non-Dragon users documenting in the Complex Shift Assessment!

5–59
clicks saved per
command!

In Oct. 2019 Nurses used **876** Step-by-Step System Commands, **11%** of the top 100 Dragon users were RNs.



Dennis Diven,
BSN, RN (Marlton ED)



Carolyn Schmidt,
BSN, CMSRN
Sarah Keller, RN
Anna Deutsch, RN
(Marlton Med/Surg)



Joy Haines, RNC
(Memorial SCN)



Chris Kaighn, BSN, RN
Nick Knights, BSN, RN
Alaina Thomas, RN
Suong Nguyen, BSN, RN (Marlton ICU)

SYSTEM INFECTION CONTROL COUNCIL

BY DANIELLE GLOGOVSKY

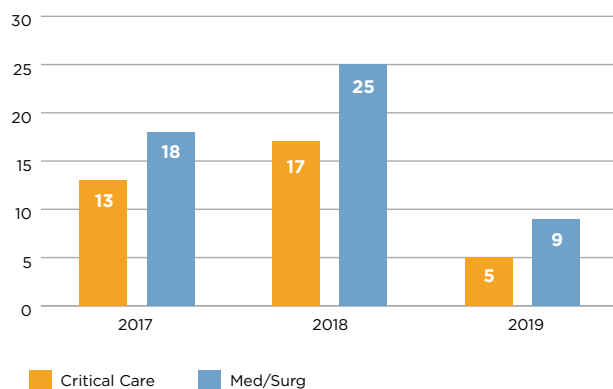
In April 2019, The System Infection Control Council had their inaugural meeting chaired by Dr. Martin Topiel and Dr. Melissa Zak, DNP, MBA, RN, CPN, NEA-BC. This newly formed council was a combination of the system CAUTI Council chaired by Danielle Glogovsky and Cindy Kennedy, the CLABSI Council chaired by Linda O’Neill, and the CDiff Council chaired by Leslie Foran and Jennifer Sneddon. Each council, in addition to their chairs, had a dedicated team who was committed to improving quality and safety for our patients here at Virtua Health.

The newly formed System Infection Control Council continued the mission of the individual councils to prevent healthcare-associated infections by promoting wellness and a culture of safety throughout the continuum of care. This would be accomplished through robust monitoring of the quality data in order to drive positive outcomes; prioritizing system-wide initiatives; promoting evidence-

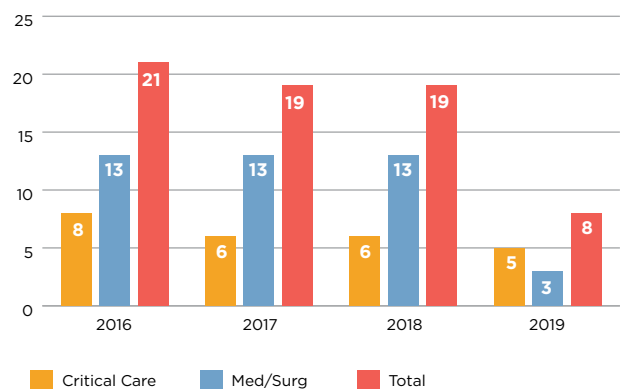
based practice; implementing standardized practice across the system; and ensuring effective communication and collaboration. The representatives for this council includes physicians, nurses, epidemiologists, infection prevention specialists, and environmental service specialists from a variety of settings throughout our healthcare system.

While the council had many successes in 2019, the reduction in the rates of CAUTI infections, indwelling catheter utilization, and the standardized infection ratio (SIR) has been an accomplishment that we are proud of and took system collaboration to achieve. Every single staff member played a role in helping to improve the quality and safety of patients with an indwelling urinary catheter. As we move into 2020, we hope to keep the momentum of our successes in 2019 and continue to promote a culture of safety throughout the continuum of care by reducing healthcare-associated infections.

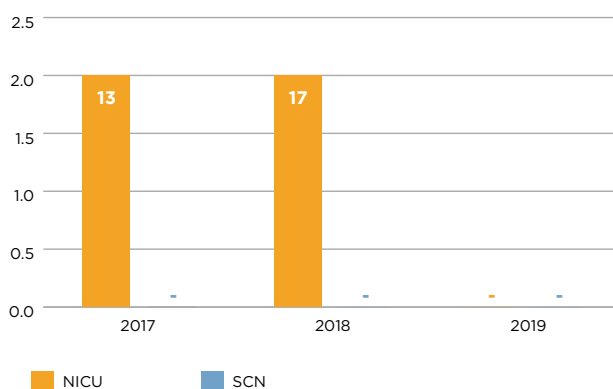
CATHETER-ASSOCIATED URINARY TRACT INFECTIONS



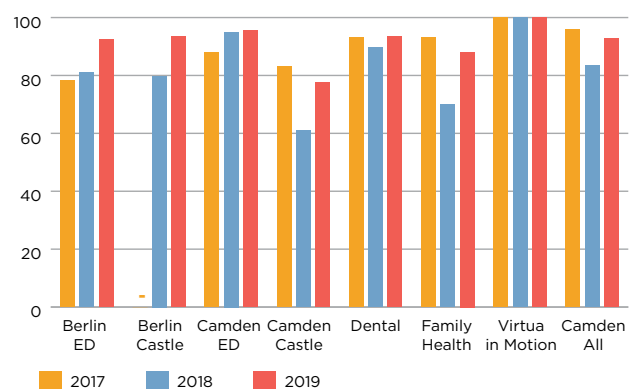
CENTRAL LINE-ASSOCIATED BLOODSTREAM INFECTIONS



CATHETER ASSOCIATED BLOOD STREAM INFECTIONS

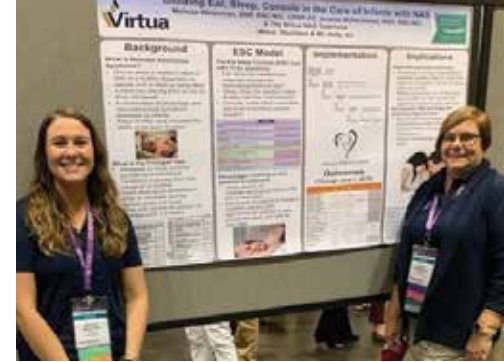


HAND HYGIENE NONACUTE SITES



CLINICAL LEARNING TEAM

2019: LEARNING BY THE NUMBERS



680

Continuing
Nursing
Education
Courses



2,335,310

CNE Hours
Awarded



7824

CNE Programs
Participants



83

New Nurse
Residents



1,042

New Clinical
Regulatory
Participants
Hired

Learning Lab Metrics

- Total Learners: 2,893 Learners
- Total Hours: 806 Hours
- Total Hours Learners Spent in The Learning Lab: 2,224,970

Academic Affiliation Metrics

- Total Graduate Students: 145
- Total Undergraduate Students: 1,074
- Total Allied Health Students: 137
- Cherry Hill HS Interns: 6
- Grand Total of Students: 1,362

RCBC Metrics

- Student Placements: 836
- Clinical Site Placements: 23

Scholarship Information

- \$42,000 Offered to 28 Recipients
- 11 RN to BSN
- 15 MSN
- 2 DNP/PhD

Nursing Research

- Two nursing research studies completed and in the process of dissemination
- Three nursing research studies in data collection and review phase
- Four nursing research projects completed and successfully defended for DNP
- Six open IRB-approved studies with nurses as Primary Investigators

CONGRATULATIONS TO PDAP 2019 RECIPIENTS!

THE PROFESSIONAL DEVELOPMENT ADVANCEMENT PROGRAM



Congratulations to our Operating Room Nurse Fellows who successfully completed their Peri-Operative Immersion Program through Rutgers University and received their Peri-Operative Certificates. Led by Advanced Clinical Educator Michelle Dorst, the Operating Room Nurse Fellows include Mary Campbell, Helen Crawford, Karen DePativo, Taylor Mitchell, Dana Suters, and Kristin Tilbury.

Level 3

Allen, Karen	Memorial ICU
Barton, Crystal	Memorial 4NE
Berghaier, Darlene	Voorhees SPA
Crawford, Helen	Memorial 4NE
Cuccinotta, Kelly	Marlton VAD
Davis, Kelly	Memorial SCN
Faigal, Elinor	Memorial Surg Serv
Faniro, Colleen	Memorial 4NE
Fiore, Kristin	Memorial Peds
Flick, Theresa	Memorial 5S
Florian, Heather	Marlton 3N
Geis, Rebecca	Marlton OR
Gittens, Cindy	Memorial Mother/Baby
Gonzalez-Torres, Melissa	Memorial 4NE
Grau, Katie	Voorhees 2B
Knowles, Kely	Marlton 3N
Konstantinides, Paula	Voorhees 7A
Lessig, Barbara	Marlton 4S
Little, Kristen	Marlton 4N
Lynch, MaryAlice	Home Care

Lyons, Kevin
Meyer, David
Mitchell, Kathleen
O'Brien, Suzanne
Pacheco, Luis
Redner, Jennifer
Schmidt, Carolyn
Twum, Akua
Zacaroff, Michelle

Marlton Endo
Voorhees OR
Voorhees OR
Memorial Peds
Memorial ICU
Voorhees 5A/B
Marlton 4N
Memorial 5S
Memorial PACU

Level 4

Baran, Monica
Berti-Hearn, Linda
Britland, Pamela
Burk, Lauren
Clower, June
Corn, Nancy
Durbin, Jody
Murray, Caitlin
Orfe, Tracy
Richman, Carly

Marlton ICU
Home Care
Voorhees NICU
Marlton ICU
JRI
Voorhees NICU
Memorial Peds
Memorial ICU
Memorial Peds
Marlton 3N

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

2019 NEW DEGREES

303 Lippincott

Kimberly Briggs, BSN,
Behavioral Health Services

Marlton

Brandy Kean, BSN, 4S

Caitlin Murray, BSN, ICU

Dennis Diven, BSN,
Emergency Department

Donna Siegmeister, DNP,
Center for Learning

Kristy McGee, BSN,
Emergency Department

Molly Parks, BSN, ICU

Rhonda Coyle, DNP,
4N & 4S

Memorial

Alden Baggs, BSN, 4NW

Angela Donovan, BSN, ICU

Anieve Marks, BSN, 4NW

Ann Willitts, MSN,
Pediatric Pavilion

Annalisa King, BSN,
Emergency Department

Bernard Howard, BSN, ICU

Beth Cohen, MSN, 3NE

Caitlin Maceiko, MSN, 3NW

Carol Smith, BSN, ICU

Catherine McQuade, BSN, ICU

Cheryl Gow, MSN, Peds ED

Ilissa Ramirez, MSN, 4NE

Joseph Lombardo, BSN, 2N

Kenesha Singleton, MSN, SCN

Kimberly Edson, DNP, 4NW

Kristen VonDran, BSN, 3NE

Lauren Eckenhoff, BSN, 4NE

Maria McMullen, BSN, 4NW

Marion Brokaw, BSN, MBU

Matthew Soltesz, BSN,
Nursing Resource Office



Maxine Sealey, BSN, ICU

Melissa Zak, DNP, Nursing
Administration

Queen Aggrey, MSN, 3NE

Sara Jeanette Conrad-McKee, MA,
Nursing Resource Office

Traci Powell, BSN, 3NE

Virtua Our Lady of Lourdes

Amber Santos, BSN, 2EW

Amy Beireo, BSN, 3EW

Ashley Roane, MSN, Rehab

Ashley Roane, MSN, Rehab

Cindy Bell, BSN, ICU

Dan Marguilis, BSN, 3EW

Daveena Hardwick-Gibson, BSN,
2EW

Georgianna Cox, BSN, 3EW

Heather Medd, BSN, 2EW

Jennifer Buck, BSN, CCU

Jessica Kernizan, BSN, CCU

Joe Conroy, BSN, Cardiac
Cath Lab

Kelly Sblacio, BSN, 3EW

Kristen Oliveri, BSN, CCU

Michelle Winters, MSN,
Cardiac Cath Lab

Sarah Naurath, BSN, 2EW



Virtua Willingboro

Ashley Neiman, BSN, E2

Dorcas Mensah, BSN, E5

Michelle Pizzo, BSN, E5

Suzette Oliver, BSN, E4

Victoria Leone, BSN, E2

Voorhees

Bryan Rishel, BSN, 6AB

Christina Severia, BSN, Emergency
Department

Christine Moraca, DNP, MBU

Danielle Glogovsky, DNP, 7A

Deborah Ferris, BSN, Emergency
Department

Dzejlana Reiz, BSN, Float Pool

Elena Nelson, MSN, ICU

Heather Pach, BSN, Administrative
Supervisors

Kimberly Laramee, BSN, SPA

Knykole Humphrey, BSN, 6AB

Lisa Llewelyn, BSN, ICU

Matthew Hoskins, BSN, Emergency
Department

Natasha Foster, BSN, 1A

Sharlene Dougan, MSN, ICU

Victoria Chiodo, BSN, ICU



2019 NEW CERTIFICATIONS

Berlin

Denise Todd, CEN,
Emergency Department
Donna Metzger, CEN,
Emergency Department

Lindsay Kingett, CEN,
Emergency Department

Maurine Pisano, NE-BC,
Emergency Department

Maurine Remaly, RNC-LRN, SCN

Rich Fala, CMSRN, 4NW

Tiffany Warner, CMSRN, 4NW

Vanessa Williams,
RNC-LRN, SCN

Yvette Xenakis, RNC-MNN,
Mother/Baby

Marlton

Angie Jones, CCRN, ICU
Ceres Acosta, CCRN, ICU
Donna Smith, CMSRN, 4N
Erika Bailey, PCCN, PCU
Jasmine Russell, CCRN, ICU
Rhonda Coyle, NEA-BC,
4N & 4S
Rita Watkins, CCRN, ICU
Sarah Keller, CMSRN, 4N

Virtua

JoAnne Phillips, NEA-BC, Patient
Care Services



Memorial

Bethany Ammon, BCEN,
Emergency Department
Chelsea Driver, CMSRN, 4NW
Christine DiPascale,
RNC-LRN, SCN
Courtney Foody, NEA-BC,
Quality
Danielle Heisler, CNL, 4NE
Donna O'Brien, RNC-LRN, SCN
Haley Gomez, CMSRN, 4NW
Jamie Sabec, RNC-LRN, SCN
Jennifer Binczewski, C-EFM,
Mother/Baby
Julia Siler, CMSRN, 3NW
Julie Le, CCRN, ICU
Karina Carberry, CMSRN, 4NW
Kate Gruetter, CPN,
Pediatric Pavilion
Kelly Davis, RNC-LRN, SCN

Virtua Our Lady of Lourdes

Jessica Postorivo, CMSRN,
6 North
Karen Burg, CCRN, EP Lab
Krista Damirgian, CCRN, Cardiac
Cath Lab



Voorhees

Angela Gartland, CWCN, Wound
Care
Bryan Rishel, CMSRN, 6AB
Colleen Chiodo, CNOR, OR
Marc Rogol, CEN,
Emergency Department
Mary Kate Hough, CMSRN, 7A
Megan Sisholtz, CMSRN, 1A
Nicole Ricker, CMSRN, 7A
Paige Nussey, CMSRN, 6AB
Tim Boyle, CPHQ,
Emergency Department
Tom Maxwell, RN-BC, ICU



2019 PRESENTATIONS



“Got Your Back” from the START: A NJ STRONG Approach to Nursing Orientation, Safety Matters Conference, Presented by Maggie Lynch, MN, RN-BC

A New Approach to Safely Assign Roles and Responsibilities in the Special Care Nursery, AACN NTI Conference, Presented by Vanessa Williams, BSN, RNC-LRN; Cami Corvino, RNC-NIC; and Melissa Weissman, DNP, RNC-NIC, CPNP-PC

Care of the Substance Exposed Infant and their Family, Opioid Crisis: Birth Through Adolescence Conference at CHOP, Presented by Melissa Weissman, DNP, RNC-NIC, CPNP-PC; and Nadege Brutus, MD

CLABSI Bundle, American Association of Critical Care Nurses—NTI, Presented by Monica Baran, BSN, RN, CCRN; Caitlin Murray, BSN, RN, CCRN; Lauren Burk, BSN, RN, CCRN; and Melissa Martin, BSN, RN

Decreasing CAUTIs Two RNs at a Time, Trends in Acute and Critical Care Nursing, Atlantic City, Presented by Amanda Concepcion, BSN, RN, CCRN

Decreasing Medication Errors, Trends in Acute and Critical Care Nursing, Atlantic City, Presented by Courtney Foody, MSN, RN, PCCN

Eat, Sleep, Console: A New Model of Assessing and Caring for Substance Exposed Infants, Virtua Safety Conference, Presented by Melissa Weissman, DNP, RNC-NIC, CPNP-PC; and Andrea Mottershead, MSN, RNC-NIC

Eat, Sleep, Console: A New Model of Assessing and Caring for Substance Exposed Infants, Safety Matters Conference, Presented by Melissa Weissman, DNP, RNC-NIC, CPNP-PC; and Andrea Mottershead, MSN, RNC-NIC

Fire in the OR! What Would You Do?, Safety Matters Conference, Presented by Colleen Chiodo, MSN, RN, CNOR

Fire in the OR! What Would You Do?, 2019 AORN National Conference, Presented by Colleen Chiodo, MSN, RN, CNOR

Healthy Work Environment First Annual Retreat, Nursing Workforce Environment and Staffing Council Retreat, ONL-NJ, Princeton, Presented by AnneMarie Palatnik, DNP, APRN, ACNS-BC

How Nurse Driven Protocols Positively Impact Patient Care in the Emergency Department, NJENA, Presented by Melissa Weissman, DNP, RNC-NIC, CPNP-PC; and Bobbi Gray, BSN, RN, CPEN, NE-BC

HRO Tools: Be a HeRO to get to Zero, Safety Matters Conference, Presented by AnneMarie Palatnik, DNP, APRN, ACNS-BC; and JoAnne Phillips, DNP, RN, CNS, CPPS, NEA-BC, FCNS

Identifying a Process Issue: PPD Placement, Safety Matters Conference, Presented by Danielle Glogovsky, DNP, RN, CMSRN

Implementation of a Nurse Driven Protocol to Create a Consistent Approach to Caring for Pediatric Sickle Cell Patients Presenting to the Emergency Department, NJENA, Presented by Jody Durbin, BSN, RN, CPEN, CPN, CEN; Tracy Orfe, BSN, RN, CPEN; Ali Churney, BSN, RN; Alex Carr, BSN, RN; Melissa Weissman, DNP, RNC-NIC, CPNP-PC; and Bobbi Gray, BSN, RN, CPEN, NE-BC

Implementation of a Nurse Driven Protocol to Create a Consistent Approach to Caring for Pediatric Sickle Cell Patients Presenting to the Emergency Department, Penn State Hershey Children’s Conference, Presented by Kristin Fiore, BSN, RN, CPN

Implementation of Best Practices to Ensure Patient Safety, Society of Gastroenterology Nurses and Associates (SGNA) Annual Course, Presented by Lisa Corry, MSN, RN, CPAN; Carol Davis, RN; Kevin Lyons, BSN, RN, CCRN; Karen Mansfield, MSN, RN, CNOR; Colleen McGee, RN; Emir Rubio, ORT; and Kathleen Thomas, RN

Implementation of Best Practices to Ensure Patient Safety, Society of Gastroenterology Nurses and Associates (SGNA) Annual Course, Presented by Lisa Corry, MSN, RN, CPAN; and Kevin Lyons, BSN, RN, CCRN

Implementation of the Humpty Dumpty Falls Scale in Pediatrics, Virtua Nurse Day, Presented by Kelly Carbone, MSN, RN, PPCNP-BC; Regina Kao, MSN, RN, CPN; and Kristin Fiore, BSN, RN, CPN

Implementing a New Model to Safely Assign Patients in SCN, AACN National Teaching Institute, Presented by Melissa Weissman, DNP, RNC-NIC, CPNP-PC; and SCN Shared Governance Team

2019 PRESENTATIONS *(Continued)*



Improving Bariatric Post-Surgical Education, 2019 Academy of Medical Surgical Nursing Conference, Presented by Jill English, MSN, RN, ACNS-BC, ANP; and Kim Edson, DNP, MBA, MS, RN, NEA-BC

Improving Bariatric Post-Surgical Education, 2019 National Association of Clinical Nurse Specialist Conference, Presented by Jill English, MSN, RN, ACNS-BC, ANP; and Kim Edson, DNP, MBA, MS, RN, NEA-BC

Increasing Compliance, Peer to Peer, Safety Matters Conference, Presented by Leslie Foran-Lee, MSN, RN, PCCN

Interprofessional Simulation Program Logic Model for Healthcare Organizations: From Inputs to Outcomes, INACSL Conference, Presented by Danielle Glogovsky, DNP, RN, CMSRN

Just BREATHE: Second Victim Program Planning, Sigma Theta Tau International Honor Society 45th Biennial Conference, Presented by Christine Moraca, MSN, RNC

Medication Acceptance Among African American Caregivers of Children with ADHD, The American Professional Society of ADHD and Related Disorders Annual Meeting, Presented by Amy Glasofer, PhD(c), DNP, RN, NE-BC

Mindfulness: Awareness and Empowerment in the Registered Nurse, Sigma Theta Tau International Nursing Research Congress, Presented by Karen A. Mansfield, PhD (c), MSN, RN, CNOR, RNFA

Mindfulness: Awareness and Empowerment in the Registered Nurse, Sigma Theta Tau International Nursing Research Congress, Presented by Karen A. Mansfield, PhD(c), MSN, RN, CNOR, RNFA

PACU Visitation Guidelines, Virtua Innovations in Care Conference, Presented by Kerri Venuti, BSN, RN, PCCN; and Danielle Williams, BSN, RN

Postpartum Women Can Benefit from an Obstetrical Fall Risk Assessment Tool Compared to Current Practice of Morse Fall Risk Tool, Clinical Nurse Leader Association Conference at Drexel, Presented by Kristin Pilong, MSN, RN, CNL

Predicting the Likelihood of Participation in Bedside Handoff, 8th Annual Penn Nursing Research Conference, Presented by Amy Glasofer, PhD(c), DNP, RN, NE-BC; Kimberly O'Malley, MSN, RN-BC, CBN; Anne Bertino-Lapinsky, MS, BSN; Helen-Ann Brown Epstein, MLS, MS, AHIP, FMLA; Gina Galosi, DNP, RNC-OB; Karen Mansfield, PhD(c), MSN, RN, CNOR; Christine Moraca, MSN, RNC-NIC; Kristin Pilong, MSN, RN, CNL; Deborah Schaeffer, MSN, RN, CMSRN, ONC; and Elizabeth Werfe, BSN, RN

Promoting Patient Safety in the Mother/Baby Units, Safety Matters Conference, Presented by Christine Moraca, MSN, RNC

Reducing Errors During Medication Passes, Safety Matters Conference, Presented by Courtney Foody, MSN, RN, PCCN

Research on Staffing Ratios, Nursing Workforce Environment and Staffing Council Cohort 4 Education, ONL-NJ, Princeton, Presented by AnneMarie Palatnik, DNP, APRN, ACNS-BC

Revision and Organization of a PACU Emergent Intubation Toolbox to Facilitate Improved Patient Outcomes, Virtua Safety Conference, Presented by Stephanie Quintavalle, RN; Linda Schiff, BSN, RN; and Sandra Muckenfuss, BSN, RN

Revision and Organization of a PACU Emergent Intubation Toolbox to Facilitate Improved Patient Outcomes, Virtua Nurse Day, Presented by Stephanie Quintavalle, RN; Linda Schiff, BSN, RN; and Sandra Muckenfuss, BSN, RN

Revision and Organization of a PACU Emergent Intubation Toolbox to Facilitate Improved Patient Outcomes, ASPAN National Conference, Presented by Stephanie Quintavalle, RN; Linda Schiff, BSN, RN; and Sandra Muckenfuss, BSN, RN

Riding the Engagement Elevator to the Perfect PCU Experience, National Teaching Institute (NTI) Conference, Presented by Courtney Foody, MSN, RN, PCCN

Show Your Value by Facilitating a Successful Online Journal Club, The Association for Nursing Professional Development, Presented by Susan Politsky, PhD, RN, NE-BC

2019 PRESENTATIONS *(Continued)*



Star Family Initiative: A Patient Satisfaction Improvement Project, Virtua Nurse Day, Presented by David Meyer, RN, CNOR

Star Family Initiative: Improving Patient Satisfaction, Virtua Innovations in Care Conference, Presented by David Meyer, RN, CNOR; Darlene Berghaier, BSN, RN, CMSRN; Jennifer L. Sulzner, BSN, RN, OCN, CAPA; Kimberly Laramee, BSN, RN; Lis Digneo, BSN, RN, CNOR; and Colleen Chiodo, MSN, RN, CNOR

Stroke and Skin Health, Stroke Program and Skin Health at Virtua, Presented by Kathleen Judge, MSN, RN, CWON-AP

SUCCESSion Planning, Leadership Development Conference, ONL-NJ, Princeton, Presented by AnneMarie Palatnik, DNP, APRN, ACNS-BC

Surgical Services Pamphlet for Same Day Surgery Patients: A Helpful Tool to Diminish Anxiety for Patients and Their Families, ASPAN National Conference, Presented by Audrey McFadden, BSN, RN, CPAN; Sallie Williams, PSA; Karen Nunn, PSA; Judith Conner, PSA; and Debbie LaRosa, BSN, RN

Surgical Services Pamphlet for Same Day Surgery Patients: A Helpful Tool to Diminish Anxiety for Patients and Their Families, Virtua Nurse Day, Presented by Audrey McFadden, BSN, RN, CPAN; Sallie Williams, PSA; Karen Nunn, PSA; Judith Conner, PSA; and Debbie LaRosa, BSN, RN

Suspected UTI SBAR Tool Helping to Decrease Antibiotic Usage in Long Term Care, Safety Matters Conference, Presented by Kristin Pulong, MSN, RN, CNL

They All Fall Down? Better Identification of Fall Risk in the Pediatric Population, Safety Matters Conference, Presented by Kelly Carbone, MSN, RN, PPCNP-BC; Regina Kao, BSN, RN, CPN; Christine Schillinger, RN, CPN; and the Voorhees Pediatrics/PICU Shared Governance Committee

Transforming Care for Small Babies with a Specialized Program, Safety Matters Conference, Presented by Andrea Mottershead, MSN, RNC-NIC

Transitions: Nurse Residency and Nurse Fellowship Programs, Southeastern Pennsylvania Chapter (SEPA) of the American Association of Critical Care Nurses (AACN) Spring Symposium, Presented by Susan Politsky, PhD, RN, NE-BC

Use of a Nurse Driven Protocol to Provide Improved Care to Pediatric Patients with Sickle Cell Disease, NJENA Conference, Presented by Melissa Weissman, DNP, RNC-NIC, CPNP-PC; Bobbi Gray, BSN, RN, CPN, NE-BC; and the Pediatric Pavilion SG Teams

Using Technology to Improve the Handoff Process Between the Acute Care Inpatient Units and Hemodialysis—Electronic Hemodialysis Handoff Tool, Safety Matters Conference, Presented by Rhonda Coyle, MSN, RN, CCRN

Utilizing an Interdisciplinary Team in High Risk Deliveries to Improve Outcomes, Virtua Nurse Day, Presented by Joy Haines, RNC-LRN; Kelly Davis, BSN, RNC-LRN; and Cami Corvino, RNC-NIC

Utilizing an Interdisciplinary Team in High Risk Deliveries to Improve Outcomes, Virtua Safety Conference, Presented by Joy Haines, RNC-LRN; Lora Carberry, RNC-LRN, CPN; Vanessa Williams, BSN, RNC-LRN; Nate Sibichen, RT; and Shannon Sykes, RT

Utilizing Eat, Sleep, Console in the Care of Infants with NAS, 2019 ANCC Magnet Conference, Presented by Melissa Weissman, DNP-RNC-NIC, CPNP-PC; and Andrea Mottershead, MSN, RNC-NIC

What Would You Do? Fire in the OR?, AORN Conference, Virtua Safety Matters Conference, Virtua Nurse Day, Presented by Pacita Baker, BSN, RN, BA, CPHQ; John Boyce, RN; Colleen Chiodo, MSN, RN, CNOR; MaryAnn Conner, ST; Barbie Counts, PSA; Kristina Kociuba, ST; David T. Meyer, RN, CNOR; Amanda Sobin, BSN, RN, BS; and Tyrone Smith, Core Tech

WOC Skills Day, WOC Skills Day, Presented by Dawn Caldarulo, BSN, RN, CWOCN; Bailey Giamboy, BSN, RN, CWOCN; Christine Yacono, MSN, RN, CWOCN; and Kathleen Judge, MSN, RN, CWON-AP

2019 PUBLICATIONS & BOARD MEMBERS

Publications

Active Shooter Incidents: Awareness and Action;

Journal: Nursing Management; Author: Amy Glasofer, PhD(c), DNP, RN, NE-BC

Building a Continuous Renal Replacement Therapy

Program in a Community Hospital; Journal: Nursing 2019 Critical Care; Author: Tom Maxwell, MSN, MA, RN, NPD-BC

Complex Medical Technology: Strategies for Selection, Education and Competency Assessment, and Adoption;

Journal: AACN Advanced Critical Care; Author: JoAnne Phillips, DNP, RN, CNS, CPPS, NEA-BC, FCNS

Complex Patient Care Technology: The Role of the

Advanced Practice Nurse; Journal: AACN Advanced Critical Care; Author: JoAnne Phillips, DNP, RN, CNS, CPPS, NEA-BC, FCNS

Delineation of the Nursing Supervisor Role: A Pilot Study

Journal: Journal of Nursing “Tell Us What Happened from Dusk to Dawn”: **Administrative Supervisor Reports;**

Journal: Nurse Manager; Authors: Amy Glasofer, PhD(c), DNP, RN, NE-BC; and Anne Bertino-Lapinsky, MS, RN

Determining the Level of Evidence: Experimental Research

Appraisal; Journal: Nursing 2019 Critical Care; Authors: Amy Glasofer, PhD(c), DNP, RN, NE-BC; and A.B. Townsend

Reducing Medication Interruptions on a Progressive Care

Unit; Journal: Nursing 2019 Critical Care; Authors: Courtney Foody, MSN, RN, PCCN; Leo Lozano, BSN, RN, PCCN; and Daniel McDonald, RN, PCCN

Safe Patient Handling and Mobility: Keeping Nurses and

Patients Safe; Journal: MedSurg Matters; Author: Danielle Glogovsky, DNP, RN, CMSRN

Showing Your Value by Facilitating an Online Journal

Club [abstract]; Journal: Sigma Theta Tau International Henderson Repository; Author: Susan Politsky, PhD, RN, NE-BC

Successful Use of Quality Improvement Methodology to

Reduce Inpatient Length of Stay in Bronchiolitis Through

Judicious Use of Intermittent Pulse Oximetry; Journal: Hospital Pediatrics; Authors: Shraddha Mittal, MD; Lauren Marlowe, MD; Samantha Blakeslee, MD; Gregory Zieniuk, MD; Samir Doshi, MD; Bobbi Jo Gray, BSN, RN, CPEN, NE-BC; Melissa (Bowen) Weissman, DNP, RNC-NIC, CPNP-PC; Leslie Oleaga, MSN, RN, CCRN, CPN; Kelly Carbone, MSN, RN, PPCNP-BC; Brenna L. Aumaier; April Taylor; and Mark Joffe, MD

Telemetry Utilization on Medical Surgical Units; Journal:

Nursing Clinics of North America; Author: JoAnne Phillips, DNP, RN, CNS, CPPS, NEA-BC, FCNS

“Tell Us What Happened from Dusk to Dawn”:

Administrative Supervisor Reports; Journal: Nurse Manager; Author: Anne Bertino-Lapinsky, MS, RN

Nurses on Boards

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

AnnMarie Palatnik, DNP, APRN, ACNS-BC, **Sigma Theta Tau, Eta Mu Chapter, Board of Directors; “Nursing 2019 Critical Care Journal”:** **Editorial Board member; ONL-NJ: Chair of the Education Committee of the Nursing Workforce and Staffing Commission**

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

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

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

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

Joan Gray, BSN, CRRN, MPH, **Vice Chair, Coalition of Health Care Board**

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

Karen Fonollosa, BSN, RN, CNOR, Chair, **Scholarship Committee, Garden State Chapter 3105, AORN**

Karen Mansfield, MSN, RN, CNOR, **President, Garden State Chapter 3105 of Association of periOperative Registered Nurses (AORN)**

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, 1/2019-12/2020.**

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**

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**

2019 NURSE EXCELLENCE AWARDS

Exemplary Professional Practice



Andrew McDermot LPH, CHT	Janet Bader RN	Linnette Syer LPN
Catherine Duffin BSN, RN	Kely Knowles BSN, RN, CMSRN	Suneetha Gogineni RN, CDE
Danielle Berkey BSN, RN	Linda O'Neil MSN, RN, WCC	

New Knowledge, Innovations, and Improvements



Jamie Dempsey BSN, RN	Melissa Gonzalez BSN, RN, CMSRN	Susan Politsky PhD, RN, NE-BC
Kevin Lyons BSN, RN, CCRN	Nancy Franklin RN	Theresa Cuneo MSN, RN
Laura Panarello BSN, RN	Nyoka Lescene-Powell LPN	

Structural Empowerment



Alan Mahler RN	Gina Donato RN, VA-BC	Kimberly Edson DNP, MBA, RN, NEA-BC
Andrea Chinosi BSN, BA, RNC, CSN	June Clower BSN, CMSRN	Shirley Janiszewski LPN
Anne Bertino-Lapinsky MS, RN	Katelyn Rathof MSN, RN	

Transformational Leadership



Amanda Concepcion BSN, RN, CCRN	Diane Juliano DNP, MBA, RN, NEA-BC	Michael Pascale BSN, RN, CCRN
Anne-Marie Worthington BSN, RN	Joann Easterday MSN, RN, BC	Shemeika Stone RN
Bobbi Jo Gray BSN, RN, CPEN		

VIRTUA HEALTH NURSING LEADERSHIP



AWARD WINNERS 2019



Memorial ICU: The American Association of Critical Care Nurses, Beacon Silver

Memorial PCU: The American Association of Critical Care Nurses, Beacon Silver

Voorhees ICU: The American Association of Critical Care Nurses, Beacon Silver

Voorhees PCU: The American Association of Critical Care Nurses, Beacon Silver

Individual Awards

Susan Politsky was awarded the NJ Professional Award from ONL

Amy Glasofer was awarded a UNLV Tish M. Smyer Nursing Dissertation Grant in the amount of \$1,200

Rhonda Coyle received the Blue Cross Blue Shield scholarship from LaSalle University

Christine Moraca received the Blue Cross Blue Shield scholarship from LaSalle University

Elisabeth Digneo received the Garden State Chapter 3105 AORN Scholarship

JoAnne Phillips received the Technology in Healthcare Solutions Award from the Association for the Advancement of Medical Instrumentation (first nurse ever to receive this award!)

Marlton PCU: The American Association of Critical Care Nurses, Beacon Silver

Voorhees 6AB: Academy of Medical Surgical Nurses, Prism Award

Memorial 4NW: Primary Stroke Certification

Virtua Our Lady of Lourdes: 2019 Get With the Guidelines Gold Plus, Target: Stroke Honor Roll Award

Recognitions

Amy Glasofer

- Co-chaired Southern New Jersey Nursing Research Consortium Conference schedule for October 2020
- Abstract reviewer for the Eastern Nursing Research Society's 32nd Annual Scientific Sessions

Susan Politsky

- Abstract reviewer for the 2020 Magnet Conference
- Abstract reviewer for ONL-NJ

JoAnne Phillips

Selected as a Fellow of the National Association of Clinical Nurse Specialists (FCNS)—Inaugural Class

Nurses who served as mentors in 2019:

Susan Politsky, AnneMarie Palatnik, Diane Juliano, Amy Glasofer, Christine Moraca, Andrea Mottershead, Donna Siegmeister

DAISY AWARD WINNERS 2019



Angela Golio-Schafer,
OOL Camden PCU

Donna Metzger,
Virtua Berlin ED

Angela Patterson,
Voorhees 7A

Lauren Huntbach,
Marlton PCU

Annie Jackopin,
Voorhees 7A

Laurie Cookson,
Willingboro ED

Carly Richman,
Marlton 3 North

Julie Le, Memorial ICU

Dana Ann Hughes,
Voorhees 7A

Kelsie Jennings,
Virtua Berlin ED

Danzan Schowgurow,
Marlton 4 North

Kristin Tilbury,
Memorial OR

Denise Todd,
Virtua Berlin ED

Paula Konstantinides,
Voorhees 7A



“Anyone can say Kristin is friendly and easy to approach. She takes pride in her job and maintains an impressive knowledge base. Recently Kristin encountered an ethical dilemma where I have never seen anyone advocate as she did. Kristin viewed the patient as if he were a family member. She advised the patient’s family as if they were

her own. Kristin worked diligently for 12 hours to provide safe, professional care to her patient not only as an inpatient, but also upon discharge as she continually hit roadblock after roadblock... I can only hope that should I ever encounter a situation like this, that there is someone as strong and relentless as Kristin to advocate for me.”



“On Tuesday, my mother was brought in for falling. She laid on the floor for hours before anyone knew. From the time we got there, Kelsie was extremely gentle and nice to my mother. I will no longer go anywhere else. People only speak of bad experiences, not good. You should be proud to have someone like her represent

your facility. I wish this nurse all of the luck and happiness in their endeavors. Way to go, Kelsie!”



“My mom was recently a patient and was blessed to have an amazing nurse, Dan! Not only was he professional, knowledgeable, and caring, but he was so incredibly sweet and kind to my 95-year-old mom. Not only was he attentive to her every need, but he comforted her in a way I can only describe as how he would have taken care of

his own mom. On Sunday, which was his day off, he was in the hospital visiting his mom and made it a point to stop in just to see how my mom was doing, now that is going above and beyond in my book. The best compliment and ending to his ‘shout out’ is hearing my mom say, ‘Where is Dan?’ Thanks for employing an outstanding and Extraordinary Nurse!”



“‘Wow’ pretty much sums up Julie Le! She came to the unit about a year ago and really hit the ground running. Words such as eager, fearless, calm, respected, unbiased, connected, generous, selfless, caring, and friend are just some of the many words one could use to describe her. She is a talented nurse and a true team player.”



“When I had my heart attack in my room, Lauren came in and started helping me, giving me the meds I needed. She stayed right by my side, holding my hand, talking to me, telling me everything will be OK. Her thoughtfulness, kindness, and caring didn’t come from a nurses’ handbook. She is one special person and an amazing nurse. God bless her!”



“I have recently been diagnosed with terminal lung cancer and bone cancer. Emotionally and physically this has been difficult. Recently, while at home, I fell. I broke my back in two places. During this episode, I was admitted to the hospital on two different occasions. During both admissions, I was lucky enough to have Carly multiple times. Despite me being in a lot of pain and often in a bad mood, Carly was always smiling and very pleasant. In addition, she consistently went above and beyond, making sure I was doing well. She made me feel like I was the most important person in the hospital. As I am a frequent patient, I have had Carly multiple times. She is always delightful and tends to my personal and medical needs.”

STAYING CONNECTED



Nursing Gear at the Virtua Logo Shop

Have you visited the Logo Shop lately? Virtua's new colors and new brand are proudly on display on a number of new products, including 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

Social Media

Stay connected and share your **#VirtuaNurse** accomplishments on any or all of these social media sites:

Facebook: Virtua Health or Virtua Colleagues—Official Group

Twitter: @VirtuaHealth

Instagram: virtuahealth

LinkedIn: Virtua Health

Virtua has a social media presence and many of the #VirtuaNurse stories and activities are shared through Twitter, Facebook, LinkedIn, and Instagram. 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 friends' information that may be considered to be universally acceptable.
- Hide friends' comments or information that is deemed to be inappropriate.
- Only link, follow, or friend people you know and trust.
- Be mindful of HIPAA and never post information about a patient.

WHAT OUR PATIENTS ARE SAYING



“Nurses Cathy, Joan, and Audrey went out of their way to make my stay pleasant and answered every question. Very professional.”

“The nurses in Mother/Baby were amazing. Teri V. was so kind and compassionate to us when dealing with a very irritable baby and lack of milk supply. She made such a huge difference in our stay. Amber and Marissa were so helpful the first night with getting us started with breastfeeding. Michele and Elaine were also amazing and helpful with my C-section recovery and overnight feeding.”

“Nurses were great!! Always on top of my requests for medications and checked in on me to make sure I was OK—awesome nursing staff, thank you to those who took very good care of me.”

“Nurse Rosemary Demarco was the absolute best during our stay! She was professional, friendly & knowledgeable. My son & I just loved her!”

“Loved that the nurses visited together at the shift change. The team approach with all the staff was very reassuring.”

“The nurses were truly amazing. Every single one that cared for my daughter was caring and kind and discussed things at a 19-year-old level. They were the Best of the Best and I wanted to reach out to a nursing supervisor and let someone know how amazing they all were.”

“I can’t say enough good things about my nurses and their techs. Yolanda, Ines, Drew, Adam, Susie and Erick were kind, efficient and compassionate. They brought credit to the hospital by the way they did their jobs. My thanks to all of them.”

“All nurses, staff showed concern, privacy, patience, understanding. Professionalism, knowledgeable, kindness exceeded care— Jen, Dunna, Carly, Akua”

“My nurse Ms. Barbra was amazing, I loved her. She was very sweet and very helpful. She made sure I was very well informed and if I needed anything she definitely got it for me, or if she wasn’t available due to being with another patient, she made sure I was taken care of.”

“Drew was one of my nurses who was EXCELLENT in explaining treatments & medication. Very engaging personality who was very special during my stay at the hospital.”

“All nurses introduced themselves at the beginning of their shift. They were all good to me. They knew their job and I thought they did it very well.”

“The nurse Lisa on Mother/Baby unit is an amazing nurse. The nurses I had when I was getting my C-section helped me so much with my anxiety.”

“I had the absolute BEST 4 nurses that I have ever met. They were so good to me that I could’ve stayed there forever.”

“All of the nurses were exceptional! Trish was amazing, made me feel at ease and was extremely knowledgeable. She was very attentive and had a calm demeanor and great personality. She didn’t rush, always answered my questions and took time to speak with me. I didn’t feel like just another patient which I appreciated. Trish should be commended for her nursing ability and caring attitude.”

VIRTUA NURSES IN THE COMMUNITY

ACS Making Strides, Cooper River:

Memorial 5 Stokes

Adopt a family for the holidays:

Memorial 4NE/4NW

Christmas Family—Burlington

County: Memorial ICU

Community Corner Information

Board: Memorial 5 Stokes

Covenant House—collected and

donated items for homeless youth:

Marlton 5 Stokes

Food Bank of NJ—packed snack

boxes, baked muffins, made

sandwiches: Marlton ICU

Gift of Life House, food and

money donations, served dinner:

Marlton ICU

Flag Raising in honor of the

Engle family: Marlton ICU

Ronald McDonald House Dinner:

Kristin Fiore, Tracy Orfe, Lori

Nolan, Alex Carr, Gen Knifong,

Melissa Weissman, Bobbi Gray

United Ostomy Association—

Burlington County community

involvement: Christine Yacono,

Kathleen Judge

Stroke education at rehab and LTCs,

the Gracious Center of Learning

and Enrichment Activities Mosque:

Myriam Joseph

Mount Holly Recreation Dept.

Backpack and School Supplies

Drive: Memorial Pediatric Pavilion

Shared Governance Team

Carol Mullin Virtua Nurse Girl Scout

Initiative: Leslie Foran-Lee

Virtua High School Intern Program:

AnneMarie Palatnik, Maggie Lynch,

Cathy Korn, Leslie Foran-Lee



Burlington County Farm Fair:

Memorial 7 Stokes Poster, Memorial

5 Stokes Table—Michelle Deonorain,

Kim Seasholtz, Deb Schaeffer



Cathedral Kitchen: Marlton ICU,

Memorial 4NE/4NW, Jess Foulks,

Monica Baran, Michele Shaw,

AnneMarie Palatnik



Colorectal Cancer Awareness,

Memorial Hospital and Deptford

Day: Kim Seasholtz, Deb Schaeffer,

Theresa Flick, Akua Twum, Capri

Boardley, Krystine Lynam



Crank the Food Bank 5K: Marlton

3S—Jennifer Widing, Brienna

Hummel, Kathy Perry, Lydia Leconey



Donor Dash: Memorial 4NE—

Crystal Barton, Melissa Gonzales-

Rivera, Krista Kunkel, Alissa Hlywiak,

Kim O'Malley



Eastampton School District Education: Alex Carr, Kristin Fiore, Sue O'Brien, Gen Knifong



Living Beyond Breast Cancer— Yoga on the Parkway: Nadine Cottle, Karen Fonollosa, Patricia Finkbinder



Women's Day at the Mansion— AHA table for CPR/BLS/ACLS: Courtney Foody, Joe Lombardo, Myriam Joseph



Good Counsel Women's Shelter— Donation Collection for Women and Children residents: Special Care Nursery Shared Governance Team— Ashley Renaud, Kelly Davis, Joy Haines, Vanessa Williams, Cami Corvino, Kim Luber



Relay for Life: Kim Seasholtz, Deb Schaeffer, Dr. Michelle Shen, Christine Kelly



St. Vincent de Paul Food Bank Thanksgiving Drive: Memorial Pediatric Pavilion Shared Governance team and Dianna Carducci, Jean Burrell, Bryonna Vinson, Sara Jeanette Conrad-McKee



Habitat for Humanity: Memorial Labor & Delivery



Run for the Stripes at the Zoo— supporting Neuroendocrine Tumor Cancer Research: Karen Fonollosa, Mary McNally, Eva Wolfe



Nurses collecting supplies to donate

Virtua Health

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www.virtua.org

