



MedStar Franklin Square
Medical Center

THE
Pride
of Nursing

Fiscal Year 2017
Nursing Annual Report

About Us

MedStar Franklin Square Medical Center is a not-for-profit, 353-bed, community teaching hospital located in the White Marsh section of eastern Baltimore County, Maryland. MedStar Franklin Square provides many medical and healthcare services, including a broad range of healthcare specialties, advanced technologies and treatments not traditionally found at community hospitals.

MedStar Franklin Square's staff of 3,225 healthcare professionals includes more than 1,000 RNs, LPNs, care associates, and multifunctional technicians who provide care across the continuum for our patients in the Emergency Department, Critical Care, Intermediate Care, Inpatient, Outpatient/Clinics and Outreach programs. We also employ nursing professional development specialists, clinical nurse specialists, nurse practitioners, and nurse midwives to provide consultation and resources to the clinical nurses. The philosophy of the professional nursing staff organization at MedStar Franklin Square is centered on the belief that each professional nurse accepts accountability for the quality of care he or she provides, for continued professional development and for the ethical and legal responsibilities involved in his or her practice. Each professional nurse accepts responsibility for participating in decisions regarding nursing practice and commits to uphold the standards set by this organization, the nursing profession and those bodies that regulate the practice of nursing in the state of Maryland.

Nursing Vision

MedStar Franklin Square Medical Center's nurses will be seen across the organization as leaders from the bedside to the boardroom, as well as patient advocates and expert clinicians. MedStar Franklin Square will be known in the community as the employer of choice for nurse leaders, recognized for its commitment to the profession of nursing and the delivery of high-quality service to patients. From day-to-day decisions to large, department-wide policy, nursing will champion the mission to meet the needs of our patients, families and the communities we serve.

- We will create a culture of leadership through continuous development opportunities targeted to meet the strategic needs of the organization and the personal growth desires of our nurses.
- We will assist and support each nurse to develop and implement an individualized career plan.
- We are committed to a highly developed and unique orientation for nurses at all levels, reinforcing the philosophy of shared governance, professional accountability, and key concepts and strategies for nurse retention.
- We will continue to develop a professional practice culture using research and evidence-based studies to guide clinical and administrative practices.
- We will provide the resources, tools and technology to support nurses as they manage patient care in their unit(s).
- We will recognize and celebrate creativity and innovation in leadership throughout the organization.
- We will measure targeted outcomes to assure ongoing success of nurses and identify opportunities for continued improvement.

A Message from Our Vice President and Chief Nursing Officer



Many years ago, someone told me that people who choose a career in nursing tend to be the most kind, caring, sensitive, selfless individuals that walk on the planet. I agreed with the sentiment and went about my day, not giving much more thought to the words of that wise person. Fast forward 20 years, and I am reminded of that statement, and just how true it is, every single day of my life.

In my role, I get to interact and work with people who exude, in every way, those exact attributes—you. You are here to do so much more than just your job; you are here to make a true positive difference in the lives of the many people we serve. I see it. I feel it. And, most importantly, I appreciate it so very much.

This year's Nursing Annual Report is designed to provide an update on the many ways our hospital and our profession are continuing to evolve. As we are working at the bedside to provide our patients the best possible care, each of us continues to grow both personally and professionally. I believe that, every day, doors open for all of us to learn something new, experience something unique or be part of an interesting conversation. It's these opportunities and experiences that shape us—that give us pride in the work we do as nurses, and that make MedStar Franklin Square Medical Center a great place to work.

I am so proud of our nursing team and all the accomplishments you achieved, as individuals and as teams, in fiscal year 2017. It is a great honor to work beside you, as you ARE the most kind, caring, sensitive, and selfless people I know.

Thank you, and keep up the great work.

Debbie Kisner PhD, RN, CNOR, NEA-BC

Debbie Kisner, PhD, RN, CNOR, NEA-BC

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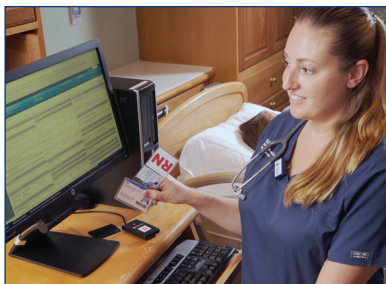
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Stories that exemplify our **Commitment to Excellence, Quality Patient Care** and **Innovation in Nursing**



(L-R) Ashley Wells, Angie Amig, Sharon Bonner, Gina Shelley, Debbie Kisner, Lynn Petty and Debbie Biewer worked diligently, along with the contributors listed below, to compile stories that exemplify nursing excellence.

MedStar Franklin Square Medical Center is a Magnet-designated hospital. But achieving this designation is no small feat. Every four years, the hospital undergoes an extensive application process, which includes compiling various nursing case studies and stories that demonstrate nursing excellence, the delivery of quality patient care, and innovation in the profession. Under the leadership of Magnet Program Co-Directors **Gina Shelley, RN**, and **Ashley Wells, RN**, a team worked diligently to identify and write 69 stories that exemplify these qualities.

“Collectively, the stories demonstrate how our nurses go above and beyond,” said Ashley.

“Our nurses are always looking for ways to make positive changes that will improve our patient care environment and outcomes. The stories we told made that clear.”

Gina explained that the process also gave clinical nurses a platform for their voices to be heard.

“So many people came forward to tell us about positive things that have happened on the units, special projects they are working on, or accomplishments that are worth noting,” she said. “They realize all of these things can have an impact on our success in achieving Magnet designation.”

Special thanks to the many members of our team who contributed to the process of identifying and writing stories for MedStar Franklin Square’s application. The names of those who participated are listed below.

- | | | | | |
|-----------------------|-------------------------|----------------------|-----------------------|----------------------|
| Angie Amig, RN, RN | Sharon Cox, RN | Chris Hupka, RN | Barb Makowiecki | Shirley Steagall, RN |
| Priscilla Appleby, RN | Stephanie Dawson, RN | Julie Irvine, RN | Tom Maykrantz, RN | Deb Steelman |
| Jeanne Arseneau, RN | Carol Delacruz, RN | Trish Isenock, RN | Ariel Nickerson, RN | Deb Svoboda, RN |
| Grace Aureus, RN | Grace DeTorres, RN | Colleen King, RN | Charity Ogunbo, RN | Diane Swintek, RN |
| Cindy Ayd, RN | Justin Dusza, RN | Debbie Kisner, RN | Gerri Petit, RN | Beth Weed, RN |
| Alysia Barber | Mark Fisher, RN | Brenda Kitchen | Lynn Petty, RN | Patty Walker, RN |
| Alan Baumgardner, RN | Ranae Fisher | Vicki Krohn, RN | Ashley Phipps, RN | Ashley Wells, RN |
| Debbie Biewer, RN | Louis Gagliano, RN | Sheila Lagnese | Jessica Powers, RN | Nicole Willie, RN |
| Sharon Bonner, RN | Debbie Heaps, RN | Rebecca Landreth, RN | Cathy Ramsey, RN | Anna Wilsman, RN |
| Christy Borck | Nicole Henninger, RN | Beth Leilich, RN | Debbie Rouse, RN | Jessica Young, RN |
| Samantha Bowerman, RN | Nadine Henry-Thomas, RN | Janet Limmer, RN | Gina Shelley, RN | |
| Karen Corson, RN | Christina Hughes, RN | Beth Lindung, RN | Michael Smigelski, RN | |

Applauding our Interdisciplinary Model of Care

Like most hospitals and healthcare systems in the U.S., MedStar Franklin Square Medical Center invests quite a bit of time and effort into understanding patient satisfaction ratings, and taking the necessary steps to improve them. One thing we have been repeatedly asked for, in looking at patient surveys and satisfaction scores over the past several years, is for more frequent and improved communication with doctors and nurses. On February 29, 2017, after over a year of planning, development, and preparation, MedStar Franklin Square introduced a solution: the Interdisciplinary Model of Care (IMOC).

IMOC is designed to bring all members of the patient care team together for truly comprehensive understanding and communication, about every patient's medical needs, plan of care, and next steps. Physicians, charge nurses, managers, educators, pharmacists, therapists, case management workers, social workers, and home health care nurses all take part in one conversation, which translates to streamlined care and better, more efficient communication with patients and families.

"This approach is about collaboration and efficiency, and getting everyone on our team rowing on the same side of the boat," said **Stuart Levine, MD**, former Chief Medical Officer and Vice President of Medical Affairs at MedStar Franklin Square, who served as the physician lead for this project. "We now have standardized work, checklists, and consistent communication. It's allowed us to focus on what our patients and their families care most about."

While the primary goal of this initiative was to improve patient experiences and satisfaction, there has also been tremendous positive impact from a cultural standpoint, for members of the MedStar Franklin Square team.

"The relationships that exist between doctors and nurses have improved tremendously since IMOC was introduced," said **Chris Hupka, RN**, who played an instrumental role in the planning and implementation efforts for this new program, in partnership with **Robert Paz, MD**, on Tower 5. "We are working together now as a true team, and our communication is so much better than ever before. It feels good."

Dr. Levine echoes Chris' perspective, and emphasizes the important role that the nursing staff has held in the successful implementation of IMOC, hospital-wide and system-wide. The model has been launched at all ten MedStar Health hospitals, in all patient care units, over a period of 12 months.

"I can't say enough about the importance of nursing in this effort," said Dr. Levine. "IMOC would not be successful without the whole-hearted endorsement and commitment of our nurses. They were willing to think creatively, willing to embrace change, and willing to adapt, in order to make sure we are all doing what is best for our patients. Our nurses are the true frontline leaders and the best champions we have in this effort."



Dr. Desai and Natasha Maith, RN, from Tower 5, collaborate to provide each patient the best possible care and communication—a primary goal of IMOC.

Our Nurse of the Year

Kellie Zink, RN

Kellie Zink, RN, was preparing a newborn baby boy for his circumcision procedure when she noticed something that wasn't quite right. There was quite a bit of dried blood on the baby's leg, a result of his recent heel stick. Kellie expressed her concern to a physician who was on the Mother Baby Unit at the time, leading to extensive conversation with the new mom about her family medical history. Some additional bloodwork was ordered and, as it turned out, the newborn was diagnosed with hemophilia. Gone undetected, the baby could have died or experienced a number of difficult health issues.

"It's an example of how important it is to be in-tune to everything that is happening with a new baby, and that we always have to consider family history factors when evaluating an infant's health," said Kellie.

The process was documented internally as a safety catch. While Kellie believed she was simply "doing her job," her colleagues and managers saw the steps she had taken as an example of leadership, and one worth being recognized. This incident, along with many other attributes that make Kellie an exemplary nurse on her unit, led to her selection as the winner of MedStar Franklin Square Medical Center's 2017 Nurse Hero Award, as well as the Nurse of the Year Award.

"I was very excited to earn these awards. It makes me feel like I am making a difference when I come to work, and it certainly makes me appreciate my job," said Kellie.

Kellie has worked at MedStar Franklin Square for 27 years; in fact, it's the only place she has ever worked. She loves the opportunities she has each day to take care of babies, and teach new parents how to care for their newborns.



"The people here are like a second family to me," said Kellie, mom to two daughters of her own. "I'm lucky to be here."

Innovation of the Year Award

It was a standard protocol: peripheral venous catheter lines were changed in per-set intervals at MedStar Franklin Square Medical Center. Every four days a nurse would change the patient's IV line, regardless of whether or not there was a reason for it to be changed. Then some members of the Vascular Access Services department attended the Association for Vascular Access Annual Conference, and learned that some hospitals had successfully adopted a different approach. They had implemented "extended dwell times," which called for IV line changes when they were necessary, rather than at pre-determined times.

Under the leadership of **Debbie Rouse, RN**, and **Carol Campbell, RN**, the Vascular Access team started conducting extensive research and collecting data, documenting when IVs were being changed, and whether or not there was medical reason for the change to occur.

"It became clear pretty quickly that we really didn't need to be changing every line every four days," said Debbie.

The team presented their findings along with a recommendation that the hospital implement an extended dwell time protocol. If adopted, peripheral IV lines would be checked daily, but changed only if and when patients complained of pain or discomfort, swelling presented, and/or the line was simply no longer needed. The recommendation was well received by the hospital's leadership team and clinical educators, and the new protocol was implemented house-wide in May 2016.

"We are always looking for ways to improve our practice," said Carol. "We are proud of the work our team did and the impact it's had on not only our department but the entire hospital."

Debbie echoes her colleague's comment.

"This was a team effort and accomplishment," she said. "It feels good to be recognized and we are all proud to have the Innovation of the Year Award hanging in our department."



(L-R) Carol Campbell, RN, and Debbie Rouse, RN, proudly demonstrate the Vascular Access department's Innovation of the Year Award.

Congratulations to the Vascular Access Services department for their dedication in implementing a new best practice, leading to this award!

Pam Allik, BSN, RN, VA-BC

Carol Sue Campbell, RN, VA-BC

Angela Genovese, RN, VA-BC

Brenda Kyger, MS, RN, VA-BC (deceased)

Debbie Rouse, BSN, RN-BC, VA-BC

Maggie Tribble, RN, VA-BC

Wilson Villalobos, BSN, RN

Leadership Award

Rebecca Landreth, RN



Rebecca was presented the 2017 Award for Nurse in a Leadership Role for many reasons. She played an instrumental role in the launch of a family support group for the behavioral health unit, working collaboratively with

the philanthropy team, members of the Board of Directors and representatives from the National Alliance on Mental Health (NAMI). She represents MedStar Health in the Baltimore Coalition and the Behavioral Collaborative for Maryland. She collaborates with community police departments and the FBI. But perhaps most importantly, Rebecca is a leader who demonstrates every day just how committed she is to her team. She provides her staff with ongoing opportunities to learn and advance in their profession. For example, she has organized "field trips" to other local behavioral health units, opening a door for her team to observe, note ideas and best practices, and then bring their findings back to MedStar Franklin Square.

"It warmed my heart when I found out I was nominated for this award, and I was speechless when I found out I won," said Rebecca, an employee of MedStar Franklin Square Medical Center for the past 21 years. "But this award isn't just about me. It represents the great work my team is doing. We work side by side to get our patients what they need, always."

Support Award

Jessica Young, RN



Jessica was presented the 2017 Award for Nurse Leader in a Support Role. In addition to her primary role as a Nurse Educator on Tower 1, she chairs the Falls Committee and the Progressive Mobility Task Force,

and is a member of many hospital initiatives, including IMOC and NICHE. She is recognized as a nurse who consistently goes above and beyond in her role, never hesitating to help others or take extra steps to assure her unit is as safe and efficient as possible.

Jessica has worked at MedStar Franklin Square Medical Center for ten years, serving in various roles and supporting special projects throughout her career focused on process improvement and patient safety efforts.

"I knew when I was a kid that I wanted to eventually grow up and become a nurse," Jessica said. "I never had a 'Plan B' because this is the only thing I ever wanted to do."

Winning this annual award reinforces why Jessica is sure she is in the right place.

"I was surrounded by great people, who have all done amazing work, so when they called my name as the winner of the award, I was shocked," she said. "I am happy, blessed and honored."

Advanced Practice Award

Jennifer Gaudiello, RN



On December 31, 2016, Jennifer Gaudiello, a nurse practitioner in the newborn nursery, was taking care of a family with special circumstances. Shortly after the baby she was caring for was born, the mother learned

she was HIV+, requiring the baby be prescribed special medications immediately. Jennifer worked diligently to assure the baby left the hospital with all necessary prescriptions, working tirelessly to coordinate the orders with various specialists, pharmacists, and social workers. Prior to discharge, she spent extra time with the new mother to review the correct methods and dosages for administering the medications. It's an example of why Jennifer is recognized as a nurse who goes above and beyond, and one reason she was awarded MedStar Franklin Square's 2017 Advanced Practice Nurse of the Year Award.

Jennifer joined the organization in 2006, working first on the Mother Baby Unit and eventually transitioning into the nurse practitioner role. She is honored and humbled to win this award.

"It feels good to know that my work is impacting people in a positive way," she said. "It's nice to be recognized and have some proof that I am on the right path in my career."

Resident of the Year Award

Elizabeth Brown, RN



Liz Brown was a special education teacher in Ohio for ten years, but felt like she needed a fresh start. As part of her career exploration process, a few of the people closest to her said something that stuck.

"My friends suggested that I become a nurse because I love taking care of people when they are sick," said Liz. "I was always the constant nurturer in my family. It made sense."

She earned an associate's degree in nursing from the Mercy College of Ohio, and shortly thereafter, learned that her husband's job was being transferred to the Baltimore area. She joined MedStar Franklin Square Medical Center's Tower 1 team, launching her newfound career as a nurse resident. In the short time Liz has been onboard, her colleagues have recognized that she exemplifies the organization's SPIRIT values, is a great team player, and has a bright future ahead of her.

"When I found out I won, it validated that I made the right choice to go into nursing," said Liz. "But I really already knew. Every time I walk into a room I find something to love about the patient I am taking care of. I treat every patient like my family. This is what I was meant to do."

Surgery Award

Gina Yeager, RN



"When you work with Gina, it is already known to be a great day. Gina will keep the flow positive and keep everything under control. She will stand by you as a resource and advocate for what is right for the staff and the patient."

The statement above is one line from a lengthy nomination, submitted by a member of Gina's team, to explain why she was deserving of the 2017 Surgical Service Line Award. A member of the MedStar Franklin Square Medical Center team for 25 years, Gina says she loves that her job gives her the ability to help people, teach others, and make a positive difference for patients and family members. She volunteers to serve on committees and gets involved with special projects in order to extend her impact and continue to grow, personally and professionally.

"I am here to make a difference," Gina said. "I get involved in a lot of different things because it makes me a well-rounded nurse and allows me to continue learning new things."

Yet, she never expected to win an award of this magnitude.

"When they started to read the nomination, I realized they were talking about me, and my knees started to shake," Gina said. "It's thrilling to hear your name called out. Winning this award made me feel so special. My hard work is paying off."

Medicine Award

Sheila Mosley, RN



As a child, Sheila struggled with asthma. She saw a nurse on a monthly basis who inspired her. "She made every child in that clinic feel special," Sheila said. "She was there for me and I wanted to be just like her when I grew up."

As the winner of MedStar Franklin Square Medical Center's 2017 Medicine Service Line Award, it's safe to say Sheila is well on her way, if not already there, in terms of making a positive impact on others. She leads the unit's pressure ulcer prevention study, advocating for patients who have or are at risk for pressure ulcers. Additionally, she has been actively involved in the planning and implementation of various hospital initiatives, from IMOC and bedside shift reporting to fall prevention interventions and committees focused on preventing hospital-acquired infections. But what Sheila is most recognized for is her genuine smile, positive attitude, caring demeanor, and excellent leadership qualities.

"When the people on our unit think of Sheila, everyone instantly smiles," said her award nominator. "She is more than just an employee, a nurse, or a co-worker; she is family. She is a big sister figure to some and a mother figure to others. She is always positive, helpful, compassionate, caring, loving, and offers patient-centered care."

NICHE GRN Peer Coach Award

Nadine Henry-Thomas, RN



Nadine thrives on the opportunity to teach others. She has that opportunity every day when she comes to work at MedStar Franklin Square Medical Center as a Geriatric Resource Nurse and NICHE (Nurses Improving

Care for Healthsystem Elders) peer coach. She serves as a resource for geriatric patients on the Telemetry Unit, helping them to manage pain, delirium, and other issues that arise as the aging process occurs. It's a job she loves and was born to do.

"When I was young, my dad was diagnosed with diabetes and I gave him his insulin. That experience motivated me to become a nurse so I could help others the same way I was helping my dad," said Nadine, a native of Jamaica.

Nadine was nominated and ultimately selected as the winner of the NICHE GRN Peer Coach Award for a number of reasons, one of which is the great work she did on a pain management assessment specific to the geriatric population. Focusing on four inpatient care units, Nadine conducted a lot of research and interviews with nurses to gather perspectives and insights on how pain is being evaluated.

"I was surprised to win this award," said Nadine. "Really, I was just doing my job. But it made me feel good—like I am doing something truly impactful to help our patients."

Oncology Award

Odilia Jator, RN



When MedStar Harbor Hospital closed its outpatient oncology unit, some patients who were undergoing treatment there transferred their care to MedStar Franklin Square Medical Center's Ambulatory Oncology

Unit. Many were pleasantly surprised to see a friendly, familiar face; Odilia worked at MedStar Harbor earlier in her career. Their reactions told a true story about the connections she makes with her patients.

"It was nice to see their delight and relief to be greeted by Odilia's kind, familiar face. She forms wonderful bonds with her patients. It is not just about being a competent oncology nurse; it's also about building lasting relationships, which she clearly does," noted Odilia's nominator, leading to her selection as winner of the Oncology Service Line Award winner for fiscal year 2017.

Odilia says winning the award was a true honor and shock, especially since she is fairly new to the MedStar Franklin Square team. She also says that the recognition is extremely motivating.

"I put my heart into my work and this tells me that I must be doing something right," said Odilia, a native of West Africa who moved to the U.S. 15 years ago in search of better education and career opportunities in health care. "It makes me want to keep going; to get even better at what I do."

Ambulatory and Community Health Award

Darlene Dorsey, RN



As an Obstetrical Clinical Nurse Specialist, Darlene has the opportunity to work closely with moms-to-be, providing education and serving as an advocate and resource throughout their care process.

"From the very first day I worked here, I knew this is where I am supposed to be," said Darlene. "The people I work with bring me up; they are like a second family to me."

Darlene was nominated for the Ambulatory and Community Health Award by several of her colleagues, all stepping up with examples of how she goes above and beyond the expected call of duty to give her patients an exceptional experience.

"Darlene is an excellent nurse who works extremely hard; she arrives before and leaves after the physicians most days. She does this with a smile on her face and a friendly attitude. She has great intuition and has demonstrated exemplary professional practice," noted one of her nominators.

Darlene says it's humbling to be recognized with an award like this.

"I like everything about my job and it's very rewarding to know your work is impacting your patients, their families, and the people you work with," she said.

Behavioral Health Award

Beth Atkins, RN



Beth's colleagues on the Behavioral Health unit would tell you that she is a nurse who gets the job done. She demonstrates vision, inspiration, and strategic thinking with each and every patient and

family she interacts with, providing exceptional service, compassion, and comfort, even in the most challenging situations. And her friendly demeanor and "can do" attitude doesn't stop there.

"Beth is such a pleasant, friendly, professional, dependent, and trustworthy nurse," wrote her nominator. "She will come in to cover a shift at the drop of a hat, always offering to cover for co-workers when they need a day off, even at the last minute."

Beth is also recognized as a nurse leader who strives to improve safety and communication on her unit, speaking up when she sees opportunities for change, holding others accountable, and accepting criticism openly and non-defensively.

"You know you will have a good shift when you are working with Beth," noted her nominators.

Celebrating Our Very Own Birdland Community Hero: **Cathy Young, RN**

Cathy Young, RN, was watching her husband play baseball from the stands when a call for help came over the stadium loudspeaker. A player had collapsed in the dugout. Cathy didn't hesitate for a second, springing into action to assess the player, who was unconscious and losing color quickly, with a diminishing heart rate.

Cathy performed CPR and guided others who were standing by on how to administer chest compressions. She applied AED (automated external defibrillator) shocks repeatedly for more than 12 minutes until emergency responders arrived on the scene. Chuck, the player, was rushed to Peninsula General Hospital in Salisbury, where he underwent quadruple bypass and heart valve replacement surgery.

Clearly, Cathy played a significant role in saving Chuck's life. Some would say she was in the right place at the right time. Others would say that Cathy's actions that day simply exemplify who she is, as a nurse and as a person. And perhaps that is what inspired her husband to nominate her as a Birdland Community Hero; a Baltimore Orioles' program that recognizes extraordinary people who make a positive difference in the lives of others. About six months after Cathy helped save Chuck's life, she attended a baseball game at Camden Yards. She could hardly contain her emotions when 10 people with cameras surrounded her seat, to her surprise, to recognize her as a Birdland Community Hero.

"They told me 'just keep smiling' but I was overcome with emotion when I realized what was happening," said Cathy. "I told my husband that I couldn't believe what he had done, and he just kept telling me how proud he was of me. It was overwhelming."

Since then, a few additional incidents have occurred, placing Cathy "in the right place at the right time." While dining at a restaurant in



Cathy Young, RN, was recognized as a Birdland Community Hero at Oriole Park at Camden Yards.

Baltimore City, a patron at another table was experiencing difficulty breathing. Cathy stepped up to the plate, managing the situation until emergency responders arrived. On another day, she was in the gift shop at MedStar Franklin Square Medical Center when a volunteer suddenly collapsed. Cathy immediately started CPR to stabilize the volunteer until the rapid response team arrived and transported her.

"I love what I do; it's in my nature to help people and that is a big part of the reason why I became a nurse," said Cathy. "I am glad I have been there to help when these people needed someone. I think any nurse would make the same decisions but it makes me feel good to know I have played a part in these people's lives during their time of need."

Putting the Spotlight on Our FY17 DAISY Award Winners

MedStar Franklin Square Medical Center is one of approximately 2,300 healthcare facilities worldwide that honors the work of nurses by presenting DAISY Award Winners throughout the year. The purpose of the DAISY Award is to recognize and celebrate the compassionate, lifesaving work that nurses provide, with a secondary goal to improve nurse job satisfaction and retention, teamwork, pride, and organizational culture.

At MedStar Franklin Square, staff members are encouraged to nominate nurses for the DAISY Award by completing and submitting a form with information about why a particular member of the team is deserving. Nominations are reviewed and monthly winners are selected by the DAISY Award Committee as well as nursing leadership.

We congratulate our FY17 winners for their extraordinary work and personal stories that demonstrate MedStar Franklin Square's commitment to providing the highest quality patient care and experience!



July 2016
Jackie Zinkhan, RN
Tower 6



August 2016
Valerie Slowik, RN
ICU



November 2016
Joy Lee, RN
Tower 5



February 2017
Menchu Caldamo, RN
Tower 6



March 2017
Brandy Stocking, RN
Emergency Department



May 2017
Carla Zahradka, RN
Wound Care



June 2017
Jessica McDonald, RN
Tower 1

Congratulating Amy McArdle, RN— a *Baltimore* magazine Top Nurse



“It is such an honor to win this award,” Amy said. “Nursing isn’t always easy but this lifts me up and makes me feel like I am making a positive impact on my patients and their families.”

Every May, *Baltimore* magazine spotlights some of the most accomplished and loved nurses who work in and around Charm City. In 2017, MedStar Franklin Square Medical Center’s **Amy McArdle, RN**, was one of 50 recognized by the magazine’s editorial team as a “Top Nurse.”

Amy joined the MedStar Franklin Square team in 2000, working first on a transitional care unit before transferring to the Neonatal Intensive Care Unit in 2003. In her heart, she knew the NICU was where she was meant to be.

“Right away, I loved working with babies,” said Amy. “NICU babies and their families go through a lot and some are in the unit for a very long time. It’s rewarding to help the families through that process, build relationships with them and help them get to where they want to be with their babies—home.”

Being a mom herself has also impacted Amy’s feelings about her work, and her commitment to being the best she can possibly be on the floor each day.

“My perspectives changed when I had kids of my own,” she said. “My family has helped shape who I am as a person and as a nurse. I will do whatever it takes to get a baby in her mom’s arms.”

To this day, Amy does not know who submitted her nomination to *Baltimore* magazine for consideration. Perhaps it was a grateful family member. Perhaps it was a colleague. While Amy may never actually find out who felt she was worthy of this recognition, she is extremely grateful for her anonymous supporter.

A Successful Implementation MedConnect Goes Live

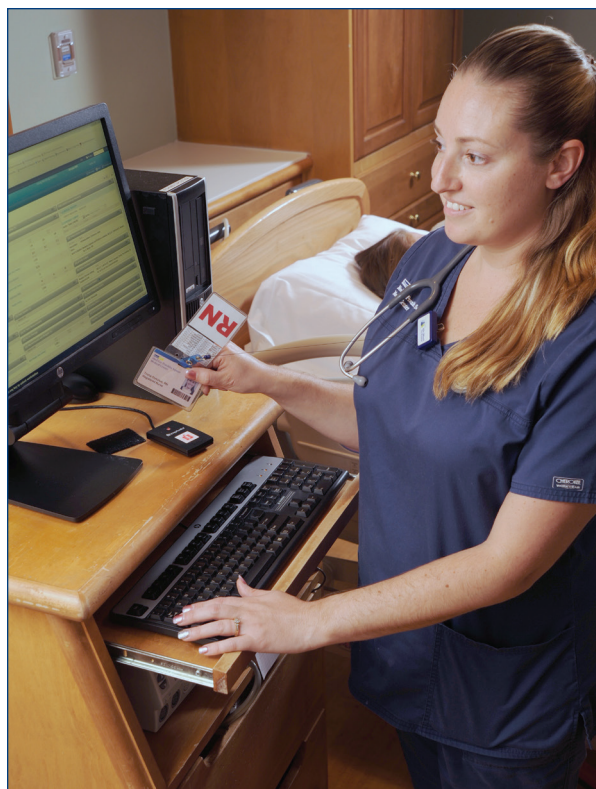
Planning for and implementing MedConnect was a significant undertaking. But in FY17, MedStar Franklin Square Medical Center hit the “go live” button, streamlining the process for documenting any and all information related to a single patient’s medical history, care and treatment plans, medication uses and allergies, in addition to other special notes pertinent to his or her health.

With this new system in place, patient data is collected and stored as part of a single record, regardless of where in the MedStar Health system that patient is cared for. For example, if a patient is seen in an outpatient office and then a few weeks later is treated in the emergency department or admitted to the hospital, all physician and nurse documentation, from all visits, is accessible, universally.

“There are so many benefits associated with MedConnect. It improves patient safety, patient experience, and patient outcomes,” said **Sharon Bonner, RN**, director of Clinical Informatics. “When a patient presents in the ER, staff can very quickly view their medical history, so patients don’t have to repeat information and the care process can move along quicker.”

MedConnect also streamlines the communication process among physicians and nurses. They can access patient records through MedConnect, eliminating the need for repetitive questions and answers sessions, as well as the need to translate questionable handwriting.

“It removes the guesswork,” said Sharon. “With a quick ‘tap-and-go’ of their badge, nurses can see the full, big picture. For example, they are clear on what medications and fluids were administered by the anesthesiologist when the patient was in the operating room. There is no more estimating when the last antibiotic was given.”



Trish Donahue, RN, and the rest of the nursing team at MedStar Franklin Square have quick and easy access to patient data and records, using MedConnect.

Sharon says that the implementation of MedConnect was truly an integrated effort, requiring support from various departments, from biomedical engineering and IT, to the pharmacy team and of course physicians and nurses, house-wide.

“The support we received from nurse leadership was absolutely critical, and so tremendous,” recalls Sharon. “This project really showcased how our people come together to think critically, problem solve, and collaborate to make big things happen.”

A Lifesaving Reaction



Ashley and Alex acted quickly when they noticed something was simply not right in the ED parking lot. Their quick response helped save a man's life.

It was a cold, rainy night as **Ashley and Alex O'Bara** (both RNs), were exiting the hospital, following a shift Alex had picked up to help out a colleague. They decided to "sneak out" through the Emergency Department, with a goal to get to their car a bit quicker, in light of the weather. As they made their way through the parking lot, however, they heard some strange noises coming out of a nearby vehicle, stopping them in their tracks.

"The noise sounded like a pig grunting," said Ashley. "Something was not right. We knew we needed to check it out."

Together, the husband and wife approached the car. They got no response from the man inside, but the window was down, and it was clear that he was struggling to breathe. Ashley was able to get into the car on the passenger side, and stayed with the man while Alex ran back into the ED to find help and

a stretcher. The man was ultimately admitted to the hospital's intensive care unit, where he remained for several weeks following this incident.

"It's rewarding to know that we helped save someone's life," said Alex. "As nurses, we are always in-tune to what is happening around us and would always be willing to step in and help. I think most nurses would do exactly the same."

A short while after that cold, rainy night, the couple was invited to a Baltimore Orioles game and recognized as Hometown Heroes. The medals they received are reminders of their good deed.

"Sometimes it's about being in the right place at the right time," Ashley said. "We're glad we were there."

A Renovation Focused on Safety for Staff



The nurses' station in the Behavioral Health Unit is now fully enclosed, providing a safer work environment for nurses and other staff members.

MedStar Franklin Square Medical System's Behavioral Health Unit underwent a significant makeover in FY17—one intended to improve safety and security for staff whose work often involves sensitive, highly emotional patients and situations. Staff from 2SB recommended and requested that their nursing station be remodeled to be closed and secure rather than open.

"Some patients on our unit can be aggressive; in fact, we have even had cases of some jumping over the top of the nurses' desk," said **Rebecca Landreth, RN**, manager of Patient Care Services for the Behavioral Health Unit. "We had an opportunity to be proactive and create a safer workplace before a serious incident occurred. And that's what we did."

The renovated nurses' station on the unit is fully enclosed, with a key required for access. Aside from making a safer work environment for nurses and other staff members, the new work area also allows for increased privacy and the protection of confidential patient information.

"This has been a very positive change for our unit," said Rebecca. "The team feels like their input was heard and was valued. And they feel a lot safer now."

Nursing Support Program Grant Opens Doors for Nurses to Grow, Personally and Professionally

MedStar Franklin Square Medical Center's leadership team is committed to giving employees opportunities to grow both personally and professionally. One way that commitment is made clear is through the funds the organization makes available for ongoing education, training, and networking opportunities, within professional healthcare fields. To boost growth opportunities for nurses specifically, the organization applied for and received the Nursing Support Program Grant from the State of Maryland. It's a program **Debbie Kisner, RN**, vice president and chief nursing officer, is proud of.

"It's opened a door for us to support RN advancement in a number of different ways," Debbie said. "The money has helped some of our nurses go back to school or obtain advanced degrees or specialty certifications. Others have been able to attend the Magnet Conference, or other conferences and events, with a goal to learn about best practices in patient care and how we can bring those concepts back to our hospital and apply them."

Nicole Willie, RN, who works on Tower 2, is one nurse who has reaped the benefits of this program.

"Because of the grant, I was able to attend the National Teaching Institute's (NTI) Critical Care Conference and it was one of the best experiences of my career," said Nicole. "There were so many different topics covered but I focused on catheter associated urinary tract infections (CAUTI) because that is something that was specifically affecting us here at MedStar Franklin Square."

The knowledge Nicole gained at the NTI conference translated to significant positive impact from a patient care standpoint. She worked with nursing educator **Carol Delacruz, RN**, to create a new CAUTI reduction initiative. Their efforts resulted in zero CAUTI incidents documented in the intensive care unit over a period of eight months.

"Nursing and medicine are constantly changing," Nicole said. "Being proactive and seeking educational opportunities allows nurses to have a voice as we change our practice."

Josie Phillips, RN, from Tower 5, used grant funding to return to school in pursuit of a master's degree in nursing, without the burden of educational debt.

"I have improved my assessment skills, communication with patients and staff, and I am a more avid contributor to hospital policies and committees now," said Josie.

Like Josie, **Kristin Scillipoti, RN**, from the NICU, says the grant is helping pay her tuition bills as she pursues a master's degree in Health Services Leadership and Management, lessening her financial burden and associated stress.

"My learnings are helping me find new ways to address health literacy, and ways to teach families important information regarding their NICU babies—in a way they understand," Kristin said.

The grant also supports MedStar Franklin Square's Nurse Residency Program, providing tools and resources for recent nursing school graduates as they merge into their careers.

"The nurses really appreciate that we make these opportunities and resources available to them, because they are genuinely excited to learn new things and improve their skills," said Debbie. "This fuels their passion. It gives them a chance to connect with other nurses who do exactly what they do. It's a real win-win."

Telemonitoring Technology Expanded to Enhance Patient Evaluation Process

Telemonitoring technology had been in use on Tower 4 and Tower 5, and a decision was made in FY17 to utilize the devices in the medical units as well. The vision was to replicate the technology, model, and process on T4, allowing for a more effective assessment of patients, in order to determine which area of the hospital would be most ideal for their treatment.

The telemonitoring device is attached to a patient's chest, providing 24/7 monitoring and tracking of cardiac rhythms. The device delivers data to a computer positioned at the nurses' station, allowing staff to remain constantly in-tune to each patient's heart rhythms and patterns.

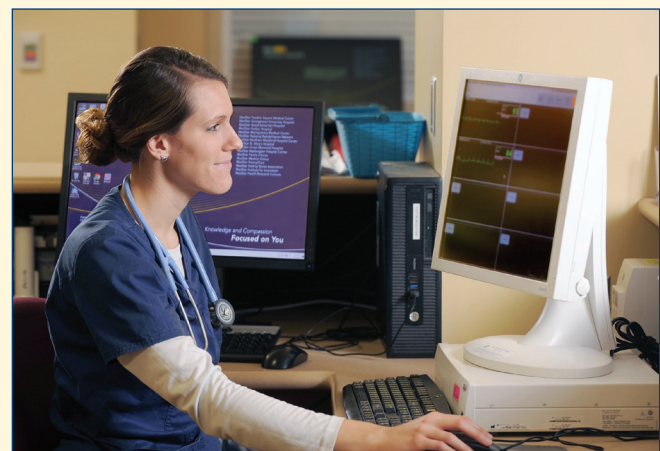
"This added another step in the care process for our nurses, but they embraced it," said **Jessica Young, RN**, professional development specialist on T1. "They understood the positive impact this would have on patient care and outcomes, and that this tool could help prevent serious cardiac incidents from occurring on the unit."



Nurses can continuously monitor their patients using telemonitoring devices. Pictured, Koryanne Arnold, RN, connects a telemonitoring device to one of her patients, and can monitor her status in real time from the nurses' station.

Seventy nurses underwent training on how to hook patients up to the telemonitoring device, and how to interpret the data it provides. With more nurses educated on how to use telemonitoring, the need for patient transfers has declined, another positive benefit of this technology expansion.

"Patients prefer to have their care provided by the same doctor and the same team of nurses, in the same location, while they are in the hospital," said Jessica. "Now we don't have to transfer patients out of T1 quite as often, and that's a good thing."



Posters, Publications, and Presentations

Poster Presentations

Butler, L. & Hermosura, B. (2016, October). Verbal de-escalation and aggression management: An interprofessional simulated experience. Poster session presented at the American Psychiatric Nurses Association 30th Annual Conference, Hartford, Connecticut.

Krohn, V. & Hermosura, B. (2017, June). Using simulation for learning and practicing communication skills. Poster session presented at the International Nursing Association for Clinical Simulation and Learning National Conference, Washington, D.C.

Weed, B., Droski, N. & Amig, A. (2016, October). Don't take our Tele beds! A nurse-driven initiative for appropriate telemetry bed use. Poster session presented at the Maryland Nurses Association 113th Annual Convention, Linthicum Heights, Maryland.

Podium Presentations

Delacruz, C. C. & Henninger, N. (2016, October). Early sepsis identification: Translating a successful ED early sepsis identification program in the inpatient setting. Podium session presented at the 2016 American Nurse Credentialing Center National Magnet Conference, Orlando, Florida.

Krohn, V. (2017, March). Using simulation for learning and practicing communication skills. Podium session presented at Vizient /AACN Nurse Residency Program National Conference, San Diego, California.

Publications

Ferrara, K. L., Davis-Ajami, M. L., Warren, J. I., & Murphy, L. S. (2017). De-escalation training to medical-surgical nurses in the acute care setting. *Issues In Mental Health Nursing*, 38(9), 742-749. doi:10.1080/01612840.2017.1335363

The Faces of Our Nurses

MedStar Franklin Square Medical Center nurses work extremely hard, and are whole-heartedly dedicated to their profession. At the same time, our nurses also like to have fun! This handful of snapshots, taken throughout the year, shows exactly that!





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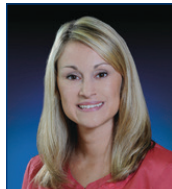


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MedStar St. Mary's Hospital
MedStar Union Memorial Hospital
MedStar Washington Hospital Center
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