



MedStar Franklin Square  
Medical Center

# Celebrating You

A Tribute to Nursing Excellence  
and Magnet Designation ... Again!

Fiscal Year 2019  
Nursing Annual Report



## MedStar Franklin Square Medical Center At-A-Glance

MedStar Franklin Square Medical Center is a not-for-profit, 348-bed, community teaching hospital located in the White Marsh section of eastern Baltimore County, Maryland. Our team provides many medical services, including a broad range of healthcare specialties, advanced technologies, and treatments not traditionally found at community hospitals.

Our staff of 3,221 healthcare professionals includes more than 1,000 registered nurses, licensed practical nurses, care associates, and multifunctional technicians who provide care across the continuum for our patients in the emergency department, critical care, intermediate care, inpatient, outpatient and 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 Medical Center 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 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 Medical Center 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 Chief Nursing Officer

In 2019, the theme for Nurses Week at MedStar Franklin Square Medical Center was "Four Million Reasons to Celebrate." It offered a "nod" of appreciation to the four million people who serve as nurses in hospitals and health care organizations across the United States. As I stated in my

opening remarks at our awards event that week, and as I will state again here, I am a firm believer that the very BEST of those four million, just so happen to work here at MedStar Franklin Square! I consider myself lucky and blessed to work with each and every one of you, to not only provide the very best possible care to our patients but also to continuously advance the profession of nursing.

2019 was a special year for MedStar Franklin Square's nursing team. We became one of just three percent of hospitals across the country to earn Magnet designation from the American Nurses Credentialing Center (ANCC) for the third consecutive time. In case it's not already clear, this is a BIG deal and speaks volumes about the quality of innovative, outcomes-based care that you are delivering for our patients, on a daily basis. To say I am proud is an understatement. Your commitment to excellence in your work is remarkable, inspiring, and appreciated, more than words can express!

Thanks for all you do to make MedStar Franklin Square great. I am honored to work beside you and serve as your leader.

Warm regards,

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

Debbie Kisner, PhD, RN, CNOR, NEA-BC  
Vice President and Chief Nursing Officer  
MedStar Franklin Square Medical Center

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# We Did It ... AGAIN!

## *Nursing Team Achieves THIRD Consecutive Magnet Designation!*

On August 23, 2018, a group of leaders and nurses from MedStar Franklin Square Medical Center came together in the Kotzen Auditorium to take part in one of the most important phone calls ever to come in to the organization. The excitement level was high. The anticipate level was intense. On the other end of the line were representatives from the American Nurses Credentialing Center (ANCC), dialing in to confirm if the hospital had in fact achieved Magnet designation, for the third consecutive time.



Magnet designation takes a true team commitment.

The ANCC representatives provided a recap of the things they had learned about MedStar Franklin Square's nursing team. They said the stories and data the hospital submitted were exemplary. They stressed they got really great sense of the "family feel" of the organization. And then they made the most important statement of all: MedStar Franklin Square Medical Center had earned its THIRD consecutive Magnet designation!

"Once you earn Magnet designation for the first time, it becomes more difficult to earn subsequent designations, so this was a really big deal," said **Gina Shelley, RN**, who serves as co-director of the Magnet Program at MedStar Franklin Square, along with her colleague, **Ashley Wells, RN**. "Everyone was so excited; you could just feel the pride in the room."

This four-year designation solidifies MedStar Franklin Square's Magnet status through 2022.

### **According to the American Nurses Credentialing Center ...**

The Magnet Recognition Program designates organizations worldwide where nursing leaders successfully align their nursing strategic goals to improve the organization's patient outcomes. The Magnet Recognition Program provides a roadmap to nursing excellence, which benefits the whole of an organization. To nurses, Magnet Recognition means education and development through every career stage, which leads to greater autonomy at the bedside. To patients, it means the very best care, delivered by nurses who are supported to be the very best that they can be.

*\*Source: nursingworld.org*

# Paving the Way to Magnet Status

● **June 2016** Gina Shelley, RN, and Ashley Wells, RN, assume the roles of Magnet Program Directors and begin compiling data, stories, and other information in preparation to submit an application to the ANCC.

● **August 2017** We submit our application to the ANCC, with a goal to earn Magnet designation for the third time in a row.

● **November 2017** ANCC notifies our leadership team that our application is still under review and requests some revisions and additional documentation.

● **March 2018** We submit revisions and additional documentation to complete the application process. Preparations begin for a pending site visit, with introduction of “The Magnet Road Show,” using games to educate and engage hospital staff.

● **April / May 2018** Our Magnet Ambassador team begins meeting with non-nursing teams around the house to discuss the role they play in helping the hospital achieve Magnet status.

● **Early June 2018** A “mock” site visit is conducted, led by Gina and the Magnet Ambassadors. This team visited inpatient and outpatient units around the house, giving staff a sense of what to expect when ANCC representatives came on-site in the weeks to follow.

● **Late June 2018** ANCC representatives spend three days on-site, interacting with staff house-wide to validate information and collect perspectives from staff members in various roles about the nursing care offered here and the impact it has on our patients.

● **August 2018** We are notified we have earned Magnet designation for the THIRD time in a row!

● **October 2018** Thirty representatives from our hospital attend the Annual Magnet Conference, held in Denver, and have the opportunity to walk across the stage and be recognized as a re-designated facility.



Our team at the Annual Magnet Conference.

# Insights from Our Magnet Program Directors

Ashley Wells, RN, and Gina Shelley, RN, served as MedStar Franklin Square Medical Center's Magnet Program Directors this fiscal year. Here, they explain why the designation is so valuable, and sets our nursing team apart.

**Q:** Magnet designation for the third time ... what does this say about the nursing team that works for this organization?

**A:** Magnet designation represents nursing excellence, in many forms. It confirms that we work very well together as a team, keeping our communication lines open and honest so that we can share ideas and help each nurse and each nursing unit be its absolute best. Sometimes nurses who are interviewing for jobs here tell us they applied BECAUSE we are a Magnet designated hospital. They assume it means this is a great place to work. And they are right!

**Q:** Why is it difficult for hospitals to earn consecutive Magnet designations?

**A:** The ANCC rules and priorities change. So, we are never picking up where we last left off; instead each time we apply we are starting from scratch. They require tracked data and strong examples that demonstrate transformational leadership, structural empowerment, exemplary professional practice, and continued knowledge and innovation advancements. These requirements keep us accountable and remind us to stay on top of the details, all of the time.

**Q:** How do our patients benefit, with care provided by a Magnet designated team of nurses?

**A:** Nursing is the largest department or unit inside MedStar Franklin Square. Magnet designation makes it clear that our team works collaboratively, supporting one another and applying best practices in our day-to-day work to provide the highest level of quality care we



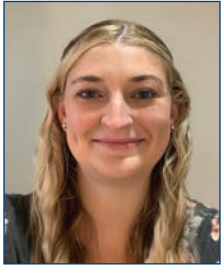
Magnet Program Directors Ashley Wells, RN, (left) and Gina Shelley, RN, (right).

can, for every single patient. Our patients can feel confident that the nurses who are by their side are among the best in this profession.

**Q:** Why is this role rewarding, both personally and professionally?

**A:** They say you can know for sure if you are in the job if the good days outweigh the bad. Ours definitely do, because even on the long, hard days, we know that the work we are doing is important. There are so many good things happening at this hospital, and being in a position to find them, and share them in way that positively impacts the profession of nursing for our colleagues means a lot. Walking across the stage at the Annual Magnet Conference was very special—it was like our version of the Superbowl!

# Perspectives On What it Means to be a Magnet Designated Hospital ... From Our Nurses



"Nurses truly drive change at this organization. I am honored to work for such an amazing hospital, with nurses who are truly exceptional. Throughout my four years here, I have learned so much from each and every one of them. To me, Magnet designation confirms that I am working with the best nurses, who provide the best care to our patients, as well as to the community around us."

–Josie Phillips, RN, Tower 3



"Magnet designation is the highest honor a hospital can receive for its nursing service. It gives assurance to our nurses, patients, and the community that we offer the best quality healthcare. I can confidently say that I am part of a team that is truly committed to excellence. Nurses' voices are not only heard, but also highly valued here. The organization invests in the growth and development of its nursing staff. This fosters a positive work environment and a great sense of pride within our team."

–Ruby Alimon, RN, ASC Preop/Postop



"So much hard work goes into the application process, from collecting and submitting information for our application to preparing staff, and taking all of the steps necessary to ensure a successful site visit. It's an incredible amount of work that requires a truly dedicated team. I have worked here for my entire 30-year career and cannot imagine working anywhere else. I am proud to work at an institution that values nursing and supports what it takes to achieve Magnet designation, and also offer good opportunities for career advancement."

–Cynthia Card, RN, Mother Baby Unit



"Being part of a Magnet hospital empowers me to enhance and continue my education, and to implement evidence-based practice into my nursing career, which ultimately leads to better outcomes for my patients."

–Daniel Walter, RN, Emergency Department

# Congratulating Heather Lyon, RN, Our 2019 Nurse of the Year



Heather Lyon, RN

**Heather Lyon, RN**, has been part of MedStar Franklin Square Medical Center's nursing team for 15 years. During that time, she has been nominated 14 times for the medicine service line's annual nursing award, but she was never named the winner ... until 2019. When her name was announced, she was brought to tears.

"I was surrounded by a group of awesome nurses on that stage, and every single one of them deserved to win," said Heather. "It has always felt good to be nominated, but I never expect to be the winner."

A short while later during the 2019 Nurses Awards Event, Heather was called back up to the stage, along with her colleagues who were named winners of their respective service line nursing awards, for the presentation of MedStar Franklin Square's "Nurse of the Year" award. Shock set in as her name was called for a second time, and she was asked to step forward as the winner of what many consider to be the most prestigious nursing honor that can be earned.



Many members of Heather's family attended the Nurses Week Event to surprise her and celebrate her big moment!

"I can't put into words how I felt at that moment, other than stunned," said Heather, who looked up to see approximately 25 members of her family gathered in the back of the conference room, to witness her special moment. "It affirms that the hard work I put into my job is worth it and matters."

Heather serves as the charge nurse on Tower 5, a role that has afforded her the opportunity to get involved with strategic planning and decisions, and collaborate with other leaders. She has played an instrumental role in the planning and implementation of Contemporary Primary Care Nursing at MedStar Franklin Square, offering a "bridge" between leadership and bedside nurses.

"I have always enjoyed being part of process change and at this point in my career, I am really focused on helping my team be good, strong leaders in addition to excellent nurses," said Heather. "I have had some amazing mentors along the way, including both Larry Strassner and Chris Hupka. They truly helped me become the nurse leader I am today. I want to offer that same level of support and encouragement to my team."

Heather is married and she and her husband, Jeff, have two boys - Mason (age 9) and Maddox (age 6).



# Shannon Kalendek, RN, Named Associate of the Year



Shannon Kalendek, RN

As a transitional care nurse in MedStar Franklin Square's case management department, **Shannon Kalendek, RN**, follows high-risk patients throughout their hospital stay, and puts the right resources in place to help them avoid readmission to the hospital. Sometimes it's about making sure the patient schedules and presents for follow-up appointments. Other times it's about helping them manage symptoms, remain compliant with medications, or arrange for transportation.

Shannon's skills were put to the test earlier this year, when she followed her instincts and placed a follow-up phone call to a patient who discharged himself from the hospital, against medical advice. As soon as Shannon got the man on the phone, she knew she was dealing with a life-threatening emergency; the man was in acute respiratory distress, grasping for air and hardly able to speak. She acted quickly, remaining on

the phone with the patient while dialing 911 from a different phone and relaying critical medical information to the paramedics who responded to the call. The patient was transported to MedStar Franklin Square, and admitted to the intensive care unit. Shannon is credited with saving this patient's life.

"I went to the ICU to see him and he told me that he hadn't realized the severity of his condition," said Shannon, who joined MedStar Franklin Square's nursing team in August 2018. "He was extremely thankful and appreciative."

In recognition of her heroic act and level of persistence with this particular patient, Shannon was named MedStar Franklin Square's 2019 Associate of the Year. It's an achievement that has brought her an overwhelming amount of joy, while also reinforcing that her education and experience, combined, has paved the way for her career success.

"My job is to advocate for patients, educate them, and serve them holistically through the transitional care process," said Shannon. "But what I really love is just being able to help them; to take a few extra steps to make a positive difference for them as they are working toward better health. I have been motivated by the mission of this hospital since the day I was hired, and this just motivates me to be my best, even more."

# DAISY Awards Celebrate Extraordinary Efforts of Extraordinary Nurses

The DAISY Awards were introduced at MedStar Franklin Square Medical Center in November 2012, as a way of recognizing and celebrating the compassionate, lifesaving work that nurses do every day. Enthusiasm for the program has continuously grown over the years, with eight or nine winners announced annually, and more nominations submitted now than ever before. Winners receive a surprise presentation on their unit, at which time they are given a DAISY certificate signed by Debbie Kisner, RN, chief nursing officer at MedStar Franklin Square, a pin, a bouquet of fresh daisies, a commemorative stone statue, and some giveaways from the DAISY Foundation. Perhaps best of all, 48 cinnamon buns are delivered to the unit where the winner works, to share with his or her coworkers.

"The DAISY Award program is a wonderful thing," said **Patty Walker, RN**, who chairs MedStar Franklin Square's DAISY committee. "Nursing can be a very tiring and thankless job but this award gives patients, families, doctors, and coworkers an opportunity to acknowledge when a nurse goes above and beyond, and thank them for doing so."

The DAISY Award program was established years ago in memory of Patrick Barnes, who passed away after receiving superior nursing care while battling an auto-immune disease, ITP (Idiopathic Thrombocytopenia Purpura).

## The following nurses were recognized as DAISY Award winners in Fiscal Year 2019:



Theresa Beltran, RN  
Tower 1  
August 2018



Susan Cottrill, RN  
Tower 2 / Emergency Room  
September 2018



Kathy Ellis, RN  
Internal Registry  
October 2018



Lyn Ward, RN  
Ambulatory Surgery Center  
November 2018



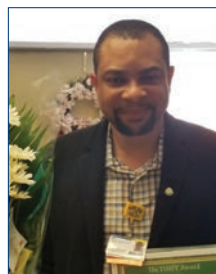
Shaniqua Owen, RN  
Tower 3  
January 2019



Irma Stockdale, RN  
Tower 5  
February 2019



Liz Sligh, RN  
Tower 1  
March 2019



Michael Okojie, RN  
Internal Registry  
April 2019



Sharon Ward, RN  
Tower 6  
May 2019

## 2019 Annual Service Line Nursing Awards



Every year, MedStar Franklin Square Medical Center presents a series of service line awards to nurses. These are nurses who exemplify our SPIRIT values and who go above and beyond the call of duty to provide our patients with outstanding care and a top notch experience. Nominees are recognized during our Nurses Week Awards event, and a winner representing each core clinical service line is announced. From that group, our Nurse of the Year is selected. Congratulations to all of our nominees, and winners, pictured to the left. Each is to be commended for their excellent service to our hospital and to our community!

### Ambulatory and Community Service Award

**Susan Haskell, RN**



"It feels good to be recognized for my hard work, but I honestly could never do this job without the great team of people who work alongside me. I am blessed to have such amazing co-workers."

### Behavioral Health Award

**Samantha Jones, RN**



"So many behavioral health patients don't have the support they need, and I want to be the one that makes a difference for them. Winning this award confirms that I am on the right path, and doing what I am meant to do."

## 2019 Annual Service Line Nursing Awards (continued)

### Critical Care Award

**Susan Cottrill, RN**



"I want to be there for the person who is scared or alone, at their times of good news or bad. There are no words to express how grateful I am to win this award and for the people who have helped me become the nurse I am today."

### Distinguished Nurse in a Support Role Award

**Leah Siler, RN**



"Informatics touches so many aspects of nursing but its behind the scenes. Winning this award validates how I feel about my work. It makes me feel like what I am doing is right and that I am doing a pretty good job."

### Nurse Resident Award

**Michaela Mrozinski, RN**



"Being part of the Nurse Residency Program is really helping me grow as a nurse. When they announced my name, I was shocked, but also felt really proud of myself. During my 12 hours shifts, I give it my all."

### Nurse Leadership Award

**Daishon McCollough, RN**



"I am just here to do my job the best I can. When they announce you as the winner and you hear all of the wonderful things people said about you, its overwhelming and humbling."

## 2019 Annual Service Line Nursing Awards (continued)

### Oncology Award

#### Mary Ridenour, RN



"Cancer patients are grateful for every single thing you do for them. You fight right along with them. You laugh with them. You cry with them. This is the most rewarding career there is."

### Supplemental Staff Award

#### Mary Rice, RN



"The skill set of the nurses working here is amazing and I wish every one of them could receive an award. It's extremely humbling to serve as a nurse, and especially to be recognized."

### Surgery Award

#### Missy Baumgardner, RN



"The moment they called my name as the winner of this award was very emotional. You realize all of your hard work is worth it and really makes a difference. I love being a PACU nurse."

### Women's and Children's Award

#### Bridget Edmunds, RN



"I love the opportunity I have to work with new moms and their babies, as well as my daughter, who is also a nurse here. I am very grateful to win this award and to be acknowledged for the work I do each day. It means a lot to me."

# Celebrating Our TOP NURSES, Named by *Baltimore* Magazine



(l-r) Barbara Chandler, RN, Mary Herster, RN, Rebecca Landreth, RN, Debbie Kisner, RN, Carolina Delacruz, RN, Rosine Castro, RN, Akira Swift, RN, Jessica Johnson, RN

In 2019, *Baltimore* magazine included seven nurses from MedStar Franklin Square Medical Center on its list of Top Nurses. Each has offered some insights on what it means to win this prestigious honor.



"Being a nurse has been a dream of mine ever since I was a little girl. I truly enjoy caring for others, and the indescribable feeling that occurs when your patient smiles, says thank you, and tells you they feel better. Being recognized as a Top Nurse by *Baltimore* magazine means the world to me. I dedicate this award to my father, who recently passed away, and who I know is smiling down on me. He preached the values of education, to never settle or give up, and to always strive to be better than yesterday. This award encompasses every value he instilled in me and I am the person I am today, because of him."

—Jessica Johnson, RN, Tower 1



"As a Nurse Navigator in the Breast Center, I have really learned why it was my calling to become a nurse. Every day I feel I truly make a difference in caring for patients who are going through a life-altering experience. Their courage and strength inspire me every day, not only to be a better nurse but also a better person. It is a huge honor to be recognized as a Top Nurse by *Baltimore* magazine because there are so many nurses that work hard every day and are also worthy of this recognition. To be selected is very humbling."

—Barbara Chandler, RN, The Breast Center



"As a nurse, it is a true blessing knowing I am making a difference in people's lives all around me. It is that blessing that keeps me going every day. I take this in honor of the handful of great nurses I have been so lucky to work alongside, and who have helped shaped me into the nurse I am today. This award is for them!"

**–Akira Swift, RN, Tower 4**



"I honestly couldn't believe it when I was first told I was selected as a Top Nurse. In fact, I checked *Baltimore* magazine's web site and when I saw my name on the list, I was overwhelmed with happiness and gratitude. The uniqueness of every person I encounter, in my day to day work as a nurse, is what makes my job very special. As a bedside clinician, I love being part of a medical team that collaborates to manage and treat a patient's illness and work toward improving their quality of life. As a nurse educator, I love being able to guide those who are new to practice and to provide support and mentoring to the ones who are currently in practice."

**–Carolina Delacruz, RN, Tower 2**



"I believe *Baltimore* magazine honors nurses because they are the backbone of healthcare. It takes a special person to be a nurse; you have to be sincerely compassionate and dedicated to the care of others. As a nurse leader, I have the pleasure of serving and leading nurses, an opportunity where I find my greatest award to be seeing others fulfill their life purpose. I am proud that I became a nurse and have devoted my career to this field for more than 20 years; that I matter and make a difference in other's lives. That's what keeps me going every day."

**–Rosine Castro, RN, Tower 1**



"I love seeing progress in our patients and knowing we are helping them lead better lives once they leave here. I love working with my team and being part of MedStar Health. I was very surprised to be recognized as a Top Nurse and felt overwhelmed with feelings of gratitude. Being recognized for something I am naturally passionate about re-energizes me to continuing working with a challenging and misunderstood population, in behavioral health."

**–Rebecca Landreth, RN, Behavioral Health**



"Being recognized as a Top Nurse was a special moment in my 41-year career. I have had a very diverse and exciting career that has allowed me to grow, and I feel honored to receive this award. I love applying the art and science of nursing as I am caring for patients and families who are experiencing a vulnerable time in their lives due to illness. I feel very blessed to be part of a healthy work environment where our multidisciplinary team comes together. These professional relationships and the strong sense of teamwork I have with my colleagues keeps me going, every day."

**–Mary Herster, RN, Tower 2**

# Giving Back to the Community

Nurses at MedStar Franklin Square Medical Center go above and beyond to serve our friends and neighbors in the community. Through the year, our nurses volunteer their time and energy to support a number of programs and initiatives, simply to give back. These include our annual backpack drive, drive-thru flu clinic, toiletry drive, and canned food drive, as well as our participation in the Honeygo Elementary School Wellness Event and Eastern Technical High School Nursing Forum.





# Champion Program Prioritizes Pain Management, HAPI Reduction, and Fall Prevention



(l-r) Gina Shelley, RN, Debbie Heaps, RN, Andy Klesyk, RN, Carolina Delacruz, RN, Angie Amig, RN, Debbie Kisner, RN, Jessica Johnson, RN, and Lynn Petty, RN.

In fiscal year 2019, MedStar Health launched the Champion Program, a system-wide initiative designed to improve patient safety, outcomes, and satisfaction scores. The goal of the program is three-fold: (1) improve HCAHPS scores for pain management, (2) prevent or reduce the number of Hospital Acquired Pressure Injuries (HAPI's), and (3) reduce or eliminate the occurrence of patient falls.

"We want to empower nurses to do more and to own the process improvement plans we are putting in place," said **Gina Shelley, RN**, MedStar Franklin Square's Champion Program representative at the corporate level.

A clinical director and educator were appointed to lead each core initiative that is part of the Champion Program. Each has been working to recruit nurses to be part of committees, focusing

on moving the needle in the right direction. Our Champion Program leaders are: **Debbie Heaps, RN, Andy Klesyk, RN, Angie Amig, RN, Carolina Delacruz, RN, Lynn Petty, RN, and Jessica Johnson, RN.**

The pain group is focused on continuous implementation of existing pain management techniques deemed most effective, while also identifying non-pharmacologic approaches that may provide an alternative to opioid use. The HAPI group is building on processes and protocols that have been in place for a long time to reduce Hospital Acquired Pressure Injuries. This group

is aiming to get more nurses involved, as a means of reducing skin injury statistics. The fall reduction group is also leveraging existing best practices but looking for strategies to improve. Its members were involved in implementation of the Roadrunner Mobility Project as well as development of a "safety kit" for patients over the age of 55, who have an increased risk for falls.

"We are seeing movement in the right direction in all of these areas, and that is what the Champion Program is all about," said Gina. "It's creating a platform for our nurses to share stories about what is happening on the units, ask questions and get answers, and be part of the process of forming solutions."

# Building the Next Generation of Nursing Professionals



(l-r) Lyndsay Rehak, RN, and her manager Holly Dempsey, RN.

In January 2019, MedStar Franklin Square Medical Center hosted a regional recruitment event, designed to attract new nurse graduates to clinical opportunities available at all Baltimore MedStar Health hospitals. Attendees were encouraged to interview for jobs on two units within the hospital, and 19 of those individuals ultimately accepted a job offer, and slot in the Nurse Residency Program, at MedStar Franklin Square.

“New graduates have the latest evidence-based education,” said **Debbie Kisner, RN**, chief nursing officer at MedStar Franklin Square. “They are enthusiastic, and eager to begin nursing practice. We have a strong nurse residency program in place, designed to help them successfully make the transition from nursing student to bedside nurse. It gives new grads a lot of exposure to many different aspects of the field of nursing.”

One of those new hires was **Lyndsay Rehak, RN**, a graduate of the Notre

Dame School of Nursing, who always knew in her heart that she wanted to work at MedStar Franklin Square—the hospital her family turned to for care as she was growing up. At the recruitment event, she had the opportunity to connect with **Holly Dempsey, RN**, nurse manager on Tower 5.

“Holly invited me to come back in to meet with her a few days later, and asked if I’d be interested in coming on board on her unit as a nurse extern, even though I was a few months away from graduation,” said Lyndsay. “I was thrilled! As soon as I started, I was able to work with and learn from a lot of different nurses. I could not have asked for a better transition or system of support, as I transitioned from nursing school into practice.”

Debbie says that Lyndsay’s experience exemplifies the goals and intended outcomes of MedStar Franklin Square’s Nurse Residency Program.

“New graduates are the future of nursing at MedStar Franklin Square,” she said. “Our experienced nurses serve as their preceptors and mentors, passing their knowledge and expertise down to this next generation of nurses.”



The regional recruitment event exposed new and soon-to-be nurse graduates to job opportunities available at MedStar Health, and opened doors for our staff to meet motivated candidates.

# Improving the Patient Experience



Anyone who comes to a hospital for medical care knows that the first and most important priority is patient safety and quality outcomes. But also perched toward the top of the priority list is the actual experience a patient has. The way we make patients feel, and the processes we put in place to assure they leave MedStar Franklin Square telling others that the way they were taken care of was “top notch” is equally important!

“Different things are important to different people,” said **Debbie Kisner, RN**, chief nursing officer at MedStar Franklin Square. “What we have to determine is what is important to each patient on each unit. This is best done by listening carefully to the feedback our patients provide during their stay and after they are discharged from the hospital.”

The hospital’s Patient Experience Steering Committee has taken the lead in analyzing opportunities to improve the patient experience, resolving barriers that need to be overcome, and making recommendations for positive change. This work has been accomplished through unit-based multidisciplinary teams led

by nurse-physician dyads. Massive improvements were noted in fiscal year 2019, in many cases due to small and simple changes that have the potential for big impact on the way we make our patients feel.

“Sometimes it’s as simple as asking a patient if they prefer the door to their room be open or closed,” said Debbie. “In the Patient Tower, we recently replaced thermostats, giving patients the ability to independently adjust their room temperature up or down, based on what makes them most comfortable.”

Debbie stresses that improving the patient experience is a work in progress.

“We know there is more work to be done and we are up for the challenge,” she said.

# Posters, Podium and Panel Presentations, and Publications

## Poster Presentations

**Evans, R. (2018, July).** Medstar smoking cessation program: quality improvement study. Poster session presented at the American College of Surgeons 2018 Quality and Safety Conference, Orlando, FL.

**Bulter, L. (2018, October).** Decreasing staff injury by implementing use of new equipment to acute crisis. Poster session presented at the 2018 ANCC National Magnet Conference, Denver, CO.

**Andreasik, G., David, A., & Wheeler, K. (2018, November).** Decreasing narcotic prescribing in post-operative bariatric population in a community. Poster session presented at the 2018 American Society for Metabolic and Bariatric Surgery Annual Meeting, Nashville, TN.

**Andreasik, G., David, A., & Wheeler, K. (2019, May 10).** Decreasing narcotic prescribing in post-operative bariatric population in a community. Poster session presented at the 2019 MFSMC Nursing EBP & Research Internal Poster Session, Rossville, MD.

**Falcone, V. & Bui, T. (2019, May 10).** Anemia management in adult preoperative elective procedures. Poster session presented at the 2019 MFSMC Nursing EBP & Research Internal Poster Session, Rossville, MD.

**Hallock, K. (2019, May 10).** Implementation of a checklist-based oxytocin protocol to standardize administration. Poster session presented at the 2019 MFSMC Nursing EBP & Research Internal Poster Session, Rossville, MD.

**Johnson, J., Castro, R. & Crescini, H. (2019, May 10).** Let's move to improve: A solution for progressive mobility in the medical surgical NICHE. Poster session presented at the 2019 MFSMC Nursing EBP & Research Internal Poster Session, Rossville, MD.

**Stephenson, J. K., Kinsey, S., Landreth, R., Limmer, J. A., Cates, K., & Tanasescu, D. (2019, May 10).** MInnovations: Assessment team strategy for fostering innovation and patient safety. Poster session presented at the 2019 MFSMC Nursing EBP & Research Internal Poster Session, Rossville, MD.

**Falcone, V. & Bui, T. (2019, May 30).** Anemia management in adult preoperative elective procedures. Poster session presented at the 2019 MedStar Health-Georgetown University Research Symposium, Bethesda, MD.

**Stephenson, J. K., Mustapha, S. O., Harris, L. M., Bardsley, J. K., Hancock, J. M., McCabe, P., Sherbert, B., Greene, S., Aneni, J., & Dean, C. (2019, May 30).** A system-level approach to improving nurses perceptions of evidence-based practice. Poster session presented at the 2019 MedStar Health-Georgetown University Research Symposium, Bethesda, MD.

## Podium Presentations

**Cvach, K. & Reynolds, K. (2018, July).** The leaders of today: How to prepare nurses to be unit leaders in the charge nurse. Podium session presented at the Association for Nursing Professional Development 29th Annual Convention, Lake Buena Vista, Florida.

**Mack, K. M., Henry-Thomas, N. F., & Nolan, A. D. (2018, September).** Geriatric pain intervention pilot (G-PIP) program: A geriatric resource nurse-led pain. Podium session presented at the American Society for Pain Management Nursing (ASPMN) 28th National Conference, Bonita Springs, FL.

(continued from page 18)

**Isenock, T. (2018, October).** ConnectFest! Partnering to provide for a community in need. Podium session presented at the 2018 ANCC National Magnet Conference, Denver, CO.

#### Panel Presentations

**Evans, R., McQuaige, M., Torr, P., & Brown, S. (2019, February).** Roles of the nurse in oncology. Panel presented at the 2019 Maryland Association of Nursing Students Annual Convention, Columbia, MD.

**Crutchley, S., Stephenson, J. K., Ross, T. J., Wood, C., Handy, K., & Dawson, L. (2019, April).** Transition to practice. Panel presented at the 2019 Nursing Student Professional Development Workshop, North East, MD.

## “Unity 10” Exercise Prepares our Team for Crisis Response

Emergency and crisis preparedness is important in the hospital setting. Staff at MedStar Franklin Square experienced that fully during “Unity 10.” This exercise was designed to give them some practice in exactly how to respond and what to do, in the event that a mass casualty event occurred locally and diverted patients to our emergency department for critical care.

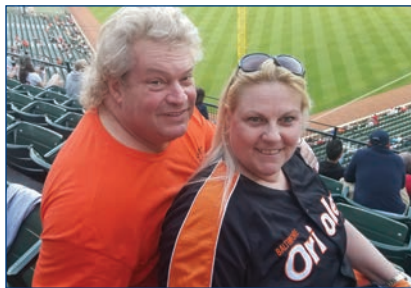
“We use an all-hazards approach to training and responding to disasters. This means a majority of our response protocols will be the same, regardless of the specific issue or emergency,” said **Loreal Froat**, assistant director of emergency management for MedStar ER One. “But practice is important. It motivates us to look at our plans to make sure they are realistic, make adjustments if needed, and also come up with new ideas.”

Emergency preparedness drills are a MedStar Health corporate initiative and are held system-wide, annually. “It’s a great team building and learning experience, because an event like this could happen at any time,” said Loreal.



It's important for staff to learn and practice how to respond in the event of a crisis.

# Four Million Reasons to Celebrate ... A Collection



# of Photos from Our 2019 Nurses Week Events



# Fiscal Year 2019 Nursing Leadership Directory



**Debbie Kisner, RN**  
Vice President,  
Chief Nursing Officer  
443-777-7660 PHONE



**Angie Amig, RN**  
Administrative  
Director, Med/Surg,  
Critical Care, ED  
443-777-7022 PHONE



**Sharon Bonner, RN**  
Director,  
Clinical Informatics  
443-777-8813 PHONE



**Kathy Grzeskiewicz, RN**  
Administrative Director,  
Critical Care,  
Emerg. Med  
443-777-7653 PHONE



**Andrea Klesyk, RN**  
Administrative Director,  
Surgical Services  
443-777-7388 PHONE



**J. Lynn Petty, RN**  
Administrative Director,  
Nursing Administration,  
Behavioral Health  
Women's and Children's  
443-777-2418 PHONE

## PATIENT CARE MANAGERS

Medical and Surgical and Critical Care



**Rosine Castro, RN**  
T1 Med/Surg/Renal  
443-777-6206 PHONE  
443-777-8451 ASCOM



**Princess Deal-Cooke, RN**  
T2 ICU  
443-777-2465 PHONE  
443-777-4757 ASCOM



**Anna Wilsman, RN**  
T3 IMC/Observation  
443-777-6140 PHONE  
443-777-6368 ASCOM



**Priscilla Appleby, RN**  
T4 Telemetry  
443-777-6237 PHONE  
443-777-2776 ASCOM



**Holly Dempsey, RN**  
T5 Neuro-Tele/Med/  
Surg  
443-777-7405 PHONE  
443-777-6375 ASCOM



**Daishon McCullough, RN**  
T6 Med/Surg/3SB Oncology  
443-777-7619 PHONE  
443-777-6383 ASCOM

## Behavioral Health



**Rebecca Landreth, RN**  
2SB, CAPS, CIS  
443-777-8449 PHONE  
443-777-6370 ASCOM



**Grace De Torres, RN**  
ASC, PACU, PAT, IRU  
443-777-7214 PHONE  
443-777-2530 ASCOM



**Megan Cullum, RN**  
Manager of the Operating  
Room and Endoscopy  
443-777-6372 PHONE  
443-777-6372 ASCOM



## PATIENT CARE MANAGERS

### Emergency Services



**Kari Mimnaugh, RN**  
Emergency Department  
443-777-2861 PHONE  
443-777-2710 ASCOM

### Women's and Children's Services



**Natasha Belanger, RN**  
Labor and Delivery  
443-777-8136 PHONE  
443-777-6486 ASCOM



**Gerri Petit, RN**  
NICU  
443-777-2248 PHONE  
443-777-4542 ASCOM



**Cathy Ramsey, RN**  
Mother/Baby, Perinatology,  
Women's Health Center  
443-777-8231 PHONE  
443-777-4712 ASCOM

## LEADERS

### Magnet Program



**Gina Shelley, RN**  
Director, Magnet Program  
443-777-8408 PHONE  
443-777-6380 ASCOM

### Ambulatory and Community



**Erika Akers, RN**  
Director,  
Ambulatory Oncology  
443-777-2339 PHONE



**Patricia Isenock, RN**  
Administrative Director,  
Population and  
Community Health  
443-777-8246 PHONE

**MedStar Franklin Square Medical Center**

MedStar Georgetown University Hospital  
MedStar Good Samaritan Hospital  
MedStar Harbor Hospital  
MedStar Montgomery Medical Center  
MedStar National Rehabilitation Network  
MedStar Southern Maryland Hospital Center  
MedStar St. Mary's Hospital  
MedStar Union Memorial Hospital  
MedStar Washington Hospital Center  
MedStar Ambulatory Services  
MedStar PromptCare  
MedStar Medical Group  
MedStar Visiting Nurse Association  
MedStar Family Choice  
MedStar Institute for Innovation  
MedStar Health Research Institute

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