



MedStar Franklin Square Medical Center



Making Our Mark Through Nursing Excellence and Compassion

Fiscal Year 2018 Nursing Annual Report

MedStar Franklin Square Medical Center At-A-Glance

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. 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 3,225 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.



Greetings!

We've known for quite a while now that the nursing team at MedStar Franklin Square Medical Center is extraordinary. The countless honors, awards, and recognitions we have received, including Magnet® designation, demonstrate that on paper. But in my opinion, the extraordinary talents and commitments of our nurses are most evident when I simply walk around our hospital, witnessing our team in action.

I see you working together to resolve issues. I see you going above and beyond to provide exceptional, team-based care for a patient, or comfort to a family member. I see you applauding one another's successes. I see you supporting one another on the tough days. I see you striving to be your best, because you know that when you give it your all, it makes a world of difference for the patients you are caring for. This is precisely how each and every nurse who works at MedStar Franklin Square is helping us make our mark as a hospital that is recognized for excellence in nursing.

Thank you. Thank you. Thank you.

This year in particular marked a time of great opportunity for our hospital, as we set our sights on becoming one of the few hospitals regionally and nationally to achieve Magnet designation for the THIRD time in a row. This is an accomplishment that some nurse leaders can only dream of. Here—because of the commitment you make every day—it's a goal that is very much within our reach.

I am proud to work alongside you each day. Please keep up the great work, and know how very appreciated you are.

Warm regards,

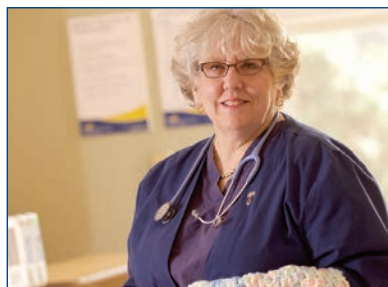
Debbie Kisner PhD, RN, ONOR, NEA-BC

Debbie Kisner, RN
Vice President and Chief Nursing Officer
MedStar Franklin Square Medical Center

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Three's a Charm

Working Toward Magnet® Designation ... Again

Magnet designation for a third time? Could it be done? Yes. Would it be even more difficult to achieve, then was the case in years past? Yes. But the nursing team at MedStar Franklin Square Medical Center was determined, and set out to make it happen. Together, a team of leaders and Magnet ambassadors worked tirelessly to compile evidence and data to present to the American Nurses Credentialing Center (ANCC), an affiliate of the American Nurses Association, by Aug. 1, 2017.

"Magnet designation is a nursing recognition, however it cannot be accomplished without a commitment from the entire hospital," said **Gina Shelley, RN**, Magnet program director at MedStar Franklin Square. "With each subsequent designation, the likeliness of achieving it goes down. We needed support from people and teams across the entire organization, and we got it. People here really understand and embrace the value of Magnet designation, and what it says about our hospital."



Pictured left to right: Justin Dusza, RN, Carol Carey, RN, Kristy Sarzynski, RN, Kelly Cates, RN, Gina Shelley, RN, Ruby Alimon, RN, Grace De Torres, RN, Josie Phillips, RN, Cynthia Card, RN, and Debra Burton, RN.

A total of 69 sources of evidence were submitted, along with demographic and nurse sensitive indicator data, and nurse leadership tables. As representatives from ANCC came back to request additional information and revisions, the Magnet ambassadors at MedStar Franklin Square continued to convene and respond, and also put much time and effort into preparing for and leading site visits.

"The amount of work that goes into this process is tremendous and it goes far beyond compiling stories and data," said Gina. "Educating our nurses, getting them talking about the great things happening here and why they are proud to work here, was a huge undertaking. We needed to make sure every nurse was prepared to answer questions, on the spot, when the time came for site visits with the appraisers."

"The process," said Gina, "is a positive reminder for many about the very special work nurses do each day."

"We want people to feel proud of the work they do," she said. "Taking a few minutes to talk about our accomplishments or what sets our hospital apart from others is a good use of our time. It reminds our nurses how valuable they are, and that they are part of an organization that is truly committed to doing it right."

Contemporary Primary Care Nursing

A New Approach to Delivery of Care



Contemporary Primary Care Nursing emphasizes the importance of teamwork and communication. In the photo on the left, (left to right), Jessica Thompson, RN, Ruben Maxey, RN, Ariel Woodward, RN, and Heather Lyon, RN, collaborate in reviewing a patient's latest test results. In the photo on the right, Natasha Maith, RN, provides compassionate care to her patient.



In fiscal year 2018, MedStar Health set out to implement a new approach to patient care; one that would emphasize the importance of communication, collaboration, and continuity, as nurses worked to deliver relationship-based care to patients and their families. Contemporary Primary Care Nursing was developed by leaders at the corporate level, and introduced at each MedStar hospital to promote and deliver a more holistic approach to care.

“Contemporary Primary Care Nursing is designed to enhance the patient and family care experience, but it also offers our nurses a number of key benefits too,” said **Rosine Castro, RN**, who along with **Mary Herster, RN**, served as co-chair for the implementation process as the new model was introduced at MedStar Franklin Square Medical Center. “It increases professional accountability and streamlines the hand-off communication process that occurs among nurses. It empowers them and gives them an opportunity to spend more time with patients and their families, and form meaningful relationships during the process of care.”

The model of care revolves around six key principles:

- **Accountability**—clarifying that a patient’s designated primary nurse is responsible for the plan of care from the time of admission to the time of discharge
- **Delivery of nursing care**—promoting a holistic approach to evidence-based care, accounting for the views of the patient and his or her family
- **Care coordination**—encouraging a multidisciplinary approach to care to optimize progress and healing through shared decision making and coordinated discharge planning
- **Communication**—led by the primary nurse to facilitate open, honest discussion with patients, family members, and all members of the care team
- **Continuity**—to assure every patient is assigned a primary nurse to oversee the plan of care for the duration of his or her hospital stay
- **Patient and family education**—to assure that patients and family members are informed, and that their questions are answered regarding the illness or health condition being addressed, medications and treatments being administered, and the process of managing care after discharge

Closing Her Career as Nurse of the Year

Celebrating the Accomplishments of Terri Zeman, RN

Terri Zeman's first day as a nurse at what was then Franklin Square Hospital was on September 10, 1979. Her dream and goal was to work in labor and delivery, as she wanted nothing more than to be part of the process of bringing new people into the world. For the next two decades, her role changed and shifted, opening doors for her to work in the hospital's critical care unit, neonatal intensive care unit, and outpatient obstetrics and gynecology department. And while Terri enjoyed all of her nursing experiences, her heart always remained in labor and delivery. She eventually landed a clinical leader position in the hospital's mother baby unit in the mid 1990s, and when the new Women's Pavilion opened in 1998, a new kind of opportunity presented itself.

"Sometimes deaths occur in labor and delivery," said Terri. "And it was clear that our hospital needed education programs for clinicians. We needed to teach our people how to care for families who lost their babies."

Up for the challenge, a short while later, Terri led the foundation of the HUGS support group: *Healing and Understanding Through Group Support*, established for patients and families who experienced infant loss. Terri began planning and facilitating HUGS meetings with open arms, giving grieving families a place to turn for much needed love and support. The impact the group had on so many families motivated Terri to do more. She later launched an annual memorial service as a way for families to remember and honor their lost babies, as well as the Garden of Little Angels, positioned just outside the Women's Pavilion to give grieving patients a place of solace and peace.



"My job is my life," Terri said. "It's my joy. It gives me purpose and meaning. I feel like I am doing God's work by helping others heal."

It was during the hospital's 2018 Nurses Week celebration that Terri received the ultimate honor; she was named nurse of the year at MedStar Franklin Square. The honor came to her at a bittersweet time, just a few months away from her retirement date.

"It feels surreal to be named nurse of the year; in fact, I can't believe it," said Terri. "I am so honored to know that the people I have worked with value me this much—that they believe I am worthy of this award. It sets the bar high for everything I will do in my life from here on out."

Carole Anne Esche Practice Improvement Award

Donated Breast Milk for Newborns in Need



(Left to right) Jenny Chaney, RN, Linda Needel, RN, Gerri Petit, RN, and Fernando Mena, MD, were instrumental in bringing the donor milk program to our NICU.

It's no secret that breast milk is regarded as the safest and healthiest nourishment that a newborn baby can be given. It supports brain and internal organ development, and also contains antibodies that protect infants at a time when their immunities have not yet fully developed. The reality, however, is that not every new mom can breastfeed her baby. Some simply aren't able to produce enough milk to sufficiently nourish their newborns. Some are taking medications or have medical issues that minimize or eliminate the possibility of nursing.

Jenny Chaney, RN, a lactation consultant in the NICU at MedStar Franklin Square Medical Center, decided to do something about these challenges. She knew donor breast milk was out there and available, but MedStar Franklin Square didn't have any processes in place to secure, store, and distribute it to patients in need. She worked tirelessly with administrative and clinical leaders to determine how to fund and facilitate a new program, and in June 2017, her efforts proved worthwhile when donated breast milk was given to a baby for the first time in the hospital's NICU.



Donated breast milk is now available for newborns in need.

"In that case, a mom delivered her baby prematurely and she was on a medication that prevented her from breastfeeding," said Jenny.

"But the baby really needed breast milk. It's the first example of how this program gave a family hope and allowed them to take a breath of relief. Their baby was being taken care of."

In recognition of the outstanding effort that was required to implement this program, and the positive patient outcomes that were immediately noted after its launch, Jenny and the colleagues who worked side by side with her to make it happen were presented with the hospital's annual Carole Anne Esche Practice Improvement Award.

"The families we care for are amazed that other moms out there are willing to donate their milk, and they are so grateful," said Jenny. "I am proud of what we have accomplished because I can see the results. Many of these babies get stronger and healthier each day, and eventually leave the NICU with their families. It's a reward I get to be a part of."

DAISY Awards

Celebrating the Many Ways Our Nurses Go Above and Beyond

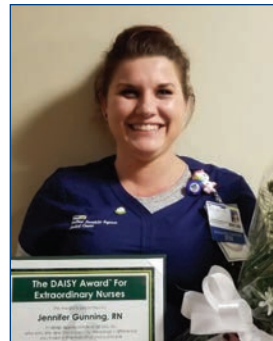
The DAISY Award is designed to recognize and celebrate the compassionate, lifesaving work that nurses provide, with a secondary goal to improve nurse job satisfaction and retention, teamwork, pride, and organizational culture. MedStar Franklin Square Medical Center accepts nominations for the award from staff members throughout the year, and presents DAISY Awards to nurses who go above and beyond the normal “call of duty” to optimize patient satisfaction and experience. The winners are selected by a DAISY Award Committee as well as nursing leadership.

The DAISY Award program was established years ago in memory of Patrick Barnes, who passed away after receiving superior nursing care while battling an autoimmune disease, Idiopathic Thrombocytopenic Purpura.

We applaud our fiscal year 2018 winners!



September 2017
Paula Fiorucci, RN
Labor and Delivery



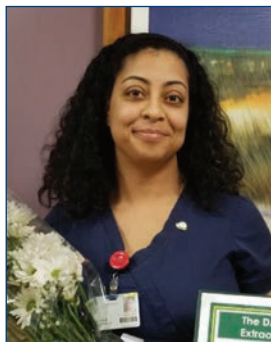
October 2017
Jennifer Gunning, RN
Tower 2



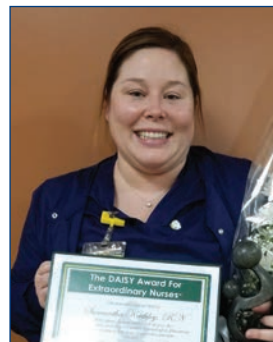
January 2018
Connie Tambini, RN
Tower 6



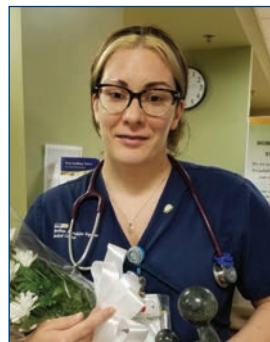
February 2018
Akira Swift, RN
Tower 4



March 2018
Hyon Imel, RN
Tower 6



April 2018
Samantha Keithley, RN
Tower 5



May 2018
Alexandra Dilley, RN
Tower 3

Oncology

Anita Gladstone, RN



Anita demonstrated just how much she cares about her patients when one needed to be admitted to the hospital from the Ambulatory Oncology Center, located across the street from the main

hospital. Knowing the patient was worried and the family was alarmed, Anita joined them in the car, escorting them over to the hospital and providing support and encouragement every moment of the ride. It is this level of commitment that inspired Anita's colleagues to nominate her for the oncology nursing award. "Some people ask why I chose to work in oncology, because they assume it's a sad place to be," said Anita. "But my focus always has been, and always will be, on helping my patients as they are putting up the good fight. I am inspired by my patients, not saddened by them. They give me perspective. I am who I am because of these people."

Anita has been part of the MedStar Franklin Square Medical Center team since 1985, pursuing a dream she'd had since her days as a little girl, when she used to "play nurse" and take care of her baby dolls. Her greatest inspiration was her mother, who underwent a leg amputation as a teenager, and often spoke of the wonderful care and support her nurses had provided during that trying time in her life.

"My mom's story made me want to help people in the same way that others had helped her," said Anita. "Working here I get that chance, every day."

Surgery

Joyce Berkley, RN



Joyce's career path was inspired by her aunt, a nurse who liked to share stories and insights about what it was really like to take care of patients. She earned her nursing degree and joined Franklin Square Medical

Center, first on the stroke unit in the early 1980s, and eventually transitioning to ambulatory surgery. She earned a masters degree in business management as well as CAPA certification, giving her the tools she needed to serve in various leadership roles as her career progressed. Joyce played a critical role in coordinating the Ambulatory Surgery Center refresh, with a goal to update the unit and increase cleanliness for patients and staff alike. As part of the Clinical Nursing Ladder, she was also active in encouraging fellow nurses to earn certifications in their areas of specialization.

"Earlier in my career, I felt like I was working in the background," said Joyce. "Being able to be part of programs that have helped the hospital improve, and encourage people to grow and be their best makes me feel like my work has brought out the best in me."

Joyce is recognized as a truly innovative nurse, and introduced the "Quarterback Sleeve" as part of the MInnovations project. Because of this creative idea, nurses in many units across MedStar Franklin Square now have a new tool available to store and quickly reference patient notes and key information, folded into the sleeve of their shirts.

"As I retire this year, I feel like I am going out like a shining star," Joyce said.

Leadership

Chris Hupka, RN



Chris was presented with the nurse leadership award for the year, in recognition of the many ways she has supported and led hospital initiatives and programs beyond the walls of her own unit. In addition to serving as a sponsor for the

Unit Secretary Committee and taking part in the hospital and corporate Product Value Analysis work group, Chris represented nursing on the Hospitalist Redesign Committee, providing perspective on how the changes made by the hospitalist team impact the role and day-to-day work of nurses. Chris' participation on these committees demonstrated her dedication to maximizing efficiency and effectiveness of care, process improvement, and teamwork within the hospital. "It was an honor to be recognized; it was exciting and special," said Chris. "As nurses, we all excel in different ways and I am glad to be doing my part to make a positive difference."

Chris joined MedStar Franklin Square Medical Center 18 years ago as a new graduate, after earning her nursing degree at Bloomsburg University. Over the years, she worked in various units, often stepping in as an interim nurse manager and leader during times of transition.

"Chris does not shy away from even the most difficult situations and takes every one seriously," noted her nominator. "Her goal is to reinforce the positives and address the negatives in a matter that maintains dignity. She helps guide, direct, motivate, and support her staff, and is known as one of the most respected leaders."

Advanced Practice

Carlie Pierorazio, RN



As a palliative care nurse, Carlie sees patients every day with life-limiting illnesses. She focuses on symptom management and education, with a goal to help her patients understand their options and plan

for what's to come as their medical condition continues or progresses. She has played an instrumental role in building and evolving the relatively new palliative care program at MedStar Franklin Square Medical Center. Part of that role has been supporting and educating nurses who are providing end-of-life care. She collaborates with the nurse managers on the units to provide in-services, with a focus on helping nurses understand palliative care and the role they play in advocating for patients who are facing serious, life-threatening illnesses.

Additionally, Carlie works with nurse practitioner students from the University of Maryland, ensuring they learn about the end-of-life process and how to manage the emotions that come along with it. For these reasons, Carlie was the recipient of the advanced practice award for the year—an honor that took her by complete surprise. "In advanced practice, you are not often recognized for the work you do," said Carlie. "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."

Distinguished Nurse in a Support Role

Mark Fisher, RN



Mark was recognized this year as the recipient of the distinguished nurse in a support role award. Serving as the specialty resource nurse in the emergency department (ED), Mark is challenged

to work through difficult, complex changes, including leadership of a cohort of new nursing graduates on the unit.

This year, Mark is credited with developing and implementing a new communication board for patient rooms in the ED, providing information for patients and their family members about the plan of care and updates. This enhanced communication is improving the patient experience. Mark was nominated for this award by Angie Amig, RN, who stated on her nomination form that Mark has been a stable and commanding force in the ED for many years, and is a person that staff always feels they can look up to for honest feedback and support.

"Throughout all of the changes in the ED, Mark has been one of the 'constants' who provides a sense of stability to the staff," stated Angie. "We thank him for all he does!"

Behavioral Health

Rachel Baldus, RN



Rachel was presented with the annual behavioral health nursing award, being recognized as a nurse who advocates for "doing what is right for patients and their families" even when it requires challenging the status quo or

thinking out of the box to come up with solutions. Her colleagues see her as not only an advocate, but also an educator and leader, serving as a key member of the CAPS team and often found in Interdisciplinary Model of Care rounds, collaborating directly with the medical director to review each patient's case and make adjustments to treatment plans as needed. She takes the time to fully investigate and learn policies and laws that impact her work, and is known to look at situations from different angles to ensure she never misses a beat.

One example of this was when Rachel was caring for a patient who was very resistant to the idea of treatment. She took the time to meet with the patient's psychotherapist, collaborating to think of new ways to communicate with the patient and convince her that with the right care plan, she would not have to live the rest of her life depressed and as a "psych patient." The process worked, and the patient began to see things differently. She was eventually discharged with newfound hope. In the words of her nominator, "Rachel is a well-rounded and very knowledgeable nurse who has high expectations and causes others to rise to their highest potential too."

Supplemental Staff

Tina Beck, RN



Years ago, Tina learned first-hand just how important nurses are when her husband of 18 days was involved in a tragic accident and spent an extended period of time being cared for at a trauma center. She was inspired by

the caring nature of the nurses, so much so that she started talking with them about pursuing the profession and the steps she could take to make it happen.

Tina first joined MedStar Franklin Square Medical Center in 2005 as an intern, eager to gain some practical experience as she worked toward her nursing degree at Harford Community College. Upon graduation, she was officially hired at MedStar Franklin Square, and served as an ICU nurse for 10 years, before eventually shifting gears and becoming an interventional staff member.

Today, Tina works in various areas of the hospital, depending on where extra hands are needed. As a "floater," she has the flexibility to pick and choose her shifts, and loves the diversity that comes along with working in the oncology center one day, the ICU another, and radiology the next (although she does spend the majority of her time these days in oncology). "I am glad I received this award while working in oncology," said Tina. "It's the most hopeful, upbeat, happy place, even though the patients being cared for there are sometimes at their worst. They are so appreciative of our work."

Medicine

Akira Swift, RN



Akira works on the telemetry unit at MedStar Franklin Square Medical Center and has often demonstrated that being a nurse is not limited to what a job description says or even to just the clinical skills of nursing. On

one occasion, she delivered lancets to a patient's home, who required them to properly use the insulin pen that was prescribed by his doctor. On another, she purchased a scarf from the hospital gift shop for a patient who was suffering from cancer and losing her hair. For these reasons, and so many others, Akira was nominated for and selected as the winner of the annual nursing award for medicine. She is seen as an exemplary role model for the Tower 4 team.

"Akira is a phenomenal nurse," stated her nominator. "She has been an exemplary role model for her unit, leading the way in caring for all patients with dignity and compassion. She is an advocate for her patients and families, making sure communication between all disciplines is effective based on her patients' needs. Akira doesn't just talk the talk ... she walks the walk."

Critical Care

Christine Foice, RN



As a nurse on the IMC unit, Christine knows just how important it is to provide compassionate care for not only her patients, but their family members too. In fact, she says one of the most personally fulfilling parts of her job is when she

is taking care of a 75-year-old mom, and the daughter realizes that it is okay to go home to take a shower, or take a little break from being in the hospital—simply because she knows her mom is in good hands. Christine’s commitment to compassionate care—even on days when she is off work—is why she was selected for the critical care nursing award this year.

For example, when Christine learned that an elderly patient she had been caring for was being transferred to hospice, but had no family, she went above and beyond the call of duty to provide him comfort and companionship during his final days. Knowing the end was near, she visited the man she hardly knew, and stayed at his bedside until he passed, simply so he would not be alone when he died. Christine says the team she works with inspires her to be her best. “No one here functions alone,” she said. “When someone gets tired or stressed on the job, we all pick each other up. There is so much support here and it’s a testament to the group effort that takes place at this hospital every day.”

Ambulatory and Community Health

Susan Haskell, RN



From the time she was a child, Susan knew she wanted to become a nurse someday; in fact, her parents joked that she used to “fake” injuries, just to have an excuse to go to a hospital. Then, she had a premature baby, who was ultimately cared

for in the NICU, and her personal experience further solidified her dream to become a nurse. After earning her associate degree in nursing from Harford Community College, Susan joined the NICU team at MedStar Franklin Square Medical Center and loved her job. But when the new Women’s Pavilion opened, so did a door for Susan to expand her career potential.

Today, she is a triage nurse in the Family Health Center, and is recognized among her colleagues for her commitment, compassion, and enthusiasm every day on the job. In addition to caring for patients with a wide range of illnesses and levels of urgency, Susan has been actively involved with special committees geared toward improving patient care and outcomes. She is a member of the Family Health Center’s Operations Committee as well as the Community Outreach Group, which provides support to school nurses who are responsible for caring for students with asthma during the course of the school day. Susan says winning the ambulatory and community health award is a meaningful honor. “I am just doing my job the best I can, but this makes me feel like that patients I care for appreciate me. It’s a good feeling.”

Nurse Resident of the Year

Kerry Grohman, RN



Following graduation from nursing school at the Community College of Baltimore County in Essex, Kerry joined the Mother/Baby unit at MedStar Franklin Square Medical Center in February 2017. Immediately she not only demonstrated superior clinical skills, but also a commitment to working with her team to provide the best possible care for new moms and babies. Her co-workers say Kerry is among the first to offer to help, even taking the time to check in to see how her patients are doing on her days off. She has handled the stresses that go along with being a first-year nurse with courage and determination, always eager to learn more and go above and beyond the normal call of duty. Kerry believes she has the best job in the world; she loves having the opportunity to care for new moms and babies, and witness the bond that forms between families when a new child is

brought into the world. "Winning this award encourages me to stay on the path I am on. I work very hard and I love my job. I am proud that others see it."

Named "Top Nurses" by *Baltimore Magazine*

Monique Samuel, RN, and Nicole Willie, RN



Each year, *Baltimore* magazine publishes a list of the area's Top 50 Nurses. In 2018, MedStar Franklin Square Medical Center was represented on that list, with both Monique (top photo) and Nicole earning the honor.

Monique joined MedStar Franklin Square five years ago, and works on the telemetry unit.

"When Deb Kisner called me to congratulate me, I was so emotional," said Monique. "It didn't really sink in until that moment what a big deal it was. Being selected as a Top Nurse solidifies that I am meant to be a nurse, and that I am doing something right. Every patient I care for is someone's family. Those moms, grandfathers, sisters, and uncles are depending on me and I love being there to help them."



Nicole has been part of the MedStar Franklin Square team for nearly 15 years, specializing as an ICU nurse.

"Nurses don't go in to this line of work looking for awards and accolades, so when something like this happens, it's important to take it all in," said Nicole. "It's incredibly humbling to be selected, and one of the most exciting moments for me was when I told my family that I won. They have supported me so much that it's their award too!"

MInnovations: A System Designed to Encourage the Sharing of Practical Solutions

When an organization wants to put new processes or systems in place to improve, one of its greatest sources of information is its own people. Some of the most valuable insights and ideas can be collected from the people who are living it and breathing it every day. And that is precisely why MedStar Health developed and implemented MInnovations.

MInnovations is a system-wide program that solicits innovative ideas from associates. It's a platform to identify and share solutions that may help associates do their jobs better or more efficiently, reduce errors, or improve the patient experience. Associates, including nurses, are encouraged to participate by submitting ideas they have come up with and have implemented in their own day-to-day work, that they believe could be beneficial for others.

"We want our nurses to realize that if they are doing something in a way that others could use, it's worth a submission to MInnovations," said **Jennifer Stephenson, RN**, a clinical nurse specialist in evidence-based practice and research. "It doesn't have to involve technology; in fact, much of what we see happening is very simple, but also very practical. This program gives our nurses a platform to share good ideas, and then celebrate when those ideas lead to new systems that help everyone do their jobs better or safer."



Berkley Nurse Sleeve

Sometimes nurses need a quick and easy way to remember critical information in a pinch. Notes jotted down on a scrap piece of paper and placed in a scrub jacket pocket can be lost or accidentally thrown away. The quarterback play sleeve gives nurses a spot to store patient information for quick reference without the need to go back and forth to a computer station.

MInnovator: Joyce Berkley, RN



Mesh Underwear Bra

Bras with underwire can present safety concerns for female behavioral health patients. Mesh hospital underwear presents a solution when you cut the middle area to create a mesh "ring" that can be used as an elastic bra. **MInnovator: Rebecca Landreth, RN**



Bed Frame Cable Holder

Devices with cords can create a tripping hazard for patients, families, and staff. A urinal container can be cut to form a "U" shape and set on the bed frame, to suspend cords up off the floor. **MInnovator: Helena Crescini, RN**

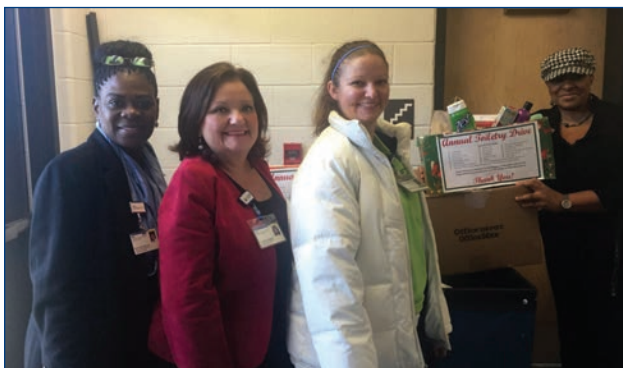
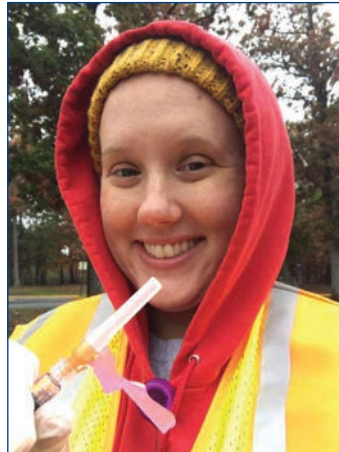


Medication Organizer

The pharmacy sends multiple medications through the tube system at one time, which are ultimately placed on the counter in the medication room. The addition of an inexpensive, labeled organizer allows the medications to be pre-sorted by room number. The pre-sort saves a lot of time! **MInnovator: Karen Murdy, RN**

Giving Back to the Community

Nurses at MedStar Franklin Square Medical Center extend their commitment much further than just their assigned work shifts. In fiscal year 2018, our team came together to support several community initiatives, including the annual backpack drive for a local school, the annual toiletry drive to support a local homeless shelter, and our annual drive-through flu clinic, located on the Community College of Baltimore County Essex campus. Below are some snapshots that demonstrate the positive impact we are having on so many people outside the walls of our hospital!



MedConnect 3 Streamlines and Automates the Process of Administering Medications



Carlos Romero, RN, demonstrates how technology has changed the process of administering medications for patients.

Documenting how and when medications are administered to patients was historically a manual process. At the patient bedside, a nurse had to spend time reviewing documentation to confirm the right patient was receiving the right dosage of the right medication at the right time. Technology—specifically, MedConnect 3—has changed that, automating the process and at the same time eliminating the possibility of human error.

“Now our team simply scans the patient’s bracelet, scans the medication pump, and presses start,” said **Sharon Bonner, RN**, director of clinical informatics at MedStar Franklin Square Medical Center, who has played an instrumental role in the implementation of all phases of MedConnect 3 hospital-wide. “Medication orders are programmed, so our nurses are tapping into a library that eliminates the guesswork and also allows them to be proactive in replenishing medications as needed.”

MedConnect 3 was originally introduced and piloted in the hospital’s critical care units, and then rolled out hospital-wide in fiscal year 2018. Nurses attended a two-hour training session, where they had the opportunity to interact with the technology and practice using it, as well as ask questions.

Nurse managers were asked to identify “super users” who understood the system well and who could support nurses on the floor throughout the implementation process. To provide additional around-the-clock support, the clinical informatics team also set up a command center, which remained active 24/7 in the early days, to help nurses as they made the transition and began using MedConnect 3 at the patient bedside.

Leah Seiler, RN, nurse informatics specialist, says there was a learning curve associated with the introduction of MedConnect 3, but one worth investing in.

“As our nurses have become more comfortable with the technology, they have seen that it actually simplifies their work,” Leah said. “They can rely on the data, so it goes a long way in helping them be organized with validated orders. Once they get past that learning curve, most nurses feel very positive about it.”

Improving patient safety and compliance is, of course, the number one priority of this initiative.

“This adds another layer of complexity to nursing jobs. However, I believe our nurses see the value in it and that it goes a long way in improving patient safety,” said Sharon. “That is what matters most, and we appreciate the commitment our nursing team has made to this important process.”

Snapshots From Nurses Week



Nursing Leadership Directory



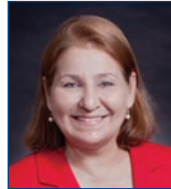
Debbie Kisner, RN, CNOR
Vice President,
Chief Nursing Officer
443-777-7660 PHONE



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



Sharon Bonner, RN-BC
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, NE-BC
Administrative Director,
Nursing Administration,
Behavioral Health
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, MHA
T4 Telemetry
443-777-6237 PHONE
443-777-2776 ASCOM



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



Daishon McCullough, RN, CCRN
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

Surgical Services



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

PATIENT CARE MANAGERS Emergency Services



Jillian Grzeskiewicz,
RN, CEN
Emergency Department
443-777-2861 PHONE
443-777-2710 ASCOM

Women's and Children's Services



Natasha Belanger,
RNC-OB
Labor and Delivery
443-777-8136 PHONE
443-777-6486 ASCOM



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



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

LEADERS Magnet Program



Gina Shelley, RN
Co-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,
NEA-BC
Administrative Director,
Population and
Community Health
443-777-8246 PHONE

Posters, Podium and Panel Presentations, and Publications

Poster Presentations

Biewer, D. (2018, May).

Simulation and competency assessment for medical assistants in ambulatory settings. Poster session presented at the 2018 Annual Institute for Healthcare Improvement and NPSF Patient Safety Congress, Boston, MA.

Ebelein, C., and Butler, L. (2018, April).

Decreasing staff injury by implementing use of new protective equipment. Poster session presented at the 2018 American Association of Occupational Health Nurses National Conference, Reno, Nevada.

Doerfler-Evans, R., Thrush, N., Polite-Lamma, K. R., and Wieczynski, L. (2018, April).

MedStar smoking cessation program: a quality improvement project. Poster session presented at the 2018 Annual MedStar Health Research Symposium, Bethesda, Maryland.

Petty, L., Young, J., Stephenson, J., and Thomas, N. (2018, April).

Nurse-driven mobility protocol: the road to improved patient outcomes and therapy utilization. Poster session presented at the 2018 Annual NICHE Conference, Atlanta, Georgia.

Podium Presentations

Krohn, V. (2017, October).

Advanced preceptor skills. Podium session presented at the Chesapeake Bay Society of Perianesthesia Nurses Seminar, Baltimore, Maryland.

O'Bara, A. N. and Brown, J. K. (2017, November).

Guided imagery and pain control in hospitalized patients. Podium session presented at the 2018 MedStar Health Pain Summit, Baltimore, Maryland.

Yi, S.Y., Auerbach, M., Gold, D.L., and Falcone, V.A. (2018, January).

MedStar Franklin Square Medical Center: Bloodless Medicine and Surgery Still Transforming Healthcare. Podium session presented at the 2018 MedStar Franklin Square Medical Center Bloodless Medicine and Surgery Program Community Seminar, Baltimore, Maryland.

Panel Presentations

Shankle, C., Stephenson, J., Toone, K., and McKie, C. (2018, March).

Getting your nursing project started. Panel presentation at the MedStar Washington Hospital Center 2018 3rd Annual Nursing Evidence-Based Practice and Research Conference, Washington, D.C.

Publications

Rhodes, B., and Burgess, A. (2018).

An innovative educational intervention to improve nursing students' knowledge, attitudes, and skills surrounding breastfeeding. *Teaching and Learning in Nursing*, 13197-201. doi:10.1016/j.teln.2018.05.003

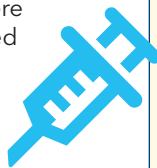
Stephenson, J. K., and Cosme, S. (2018).

Instruments to evaluate Nurse Residency Programs: A review of the literature. *Journal for Nurses in Professional Development*, 34(3), 123-132. doi:10.1097/NND.0000000000000444

2018 Facts and Statistics

950

flu shots were administered in our fall drive-thru flu clinic



\$ 515,736

in grant funding was acquired to support nursing initiatives and continuing education

536

backpacks were distributed to support students at Deep Creek Elementary School

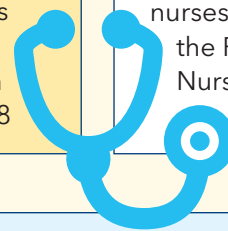


33

nurse residents began their careers here in fiscal year 2018

41

nurses were on the Professional Nursing Ladder



4319.8

continuing education hours were documented



321

certified nurses are part of our outstanding team



107

nurses were nominated for our prestigious Nurse of the Year award

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

[MedStarFranklinSquare.org](https://www.MedStarFranklinSquare.org)



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Medical Center