



MedStar Health

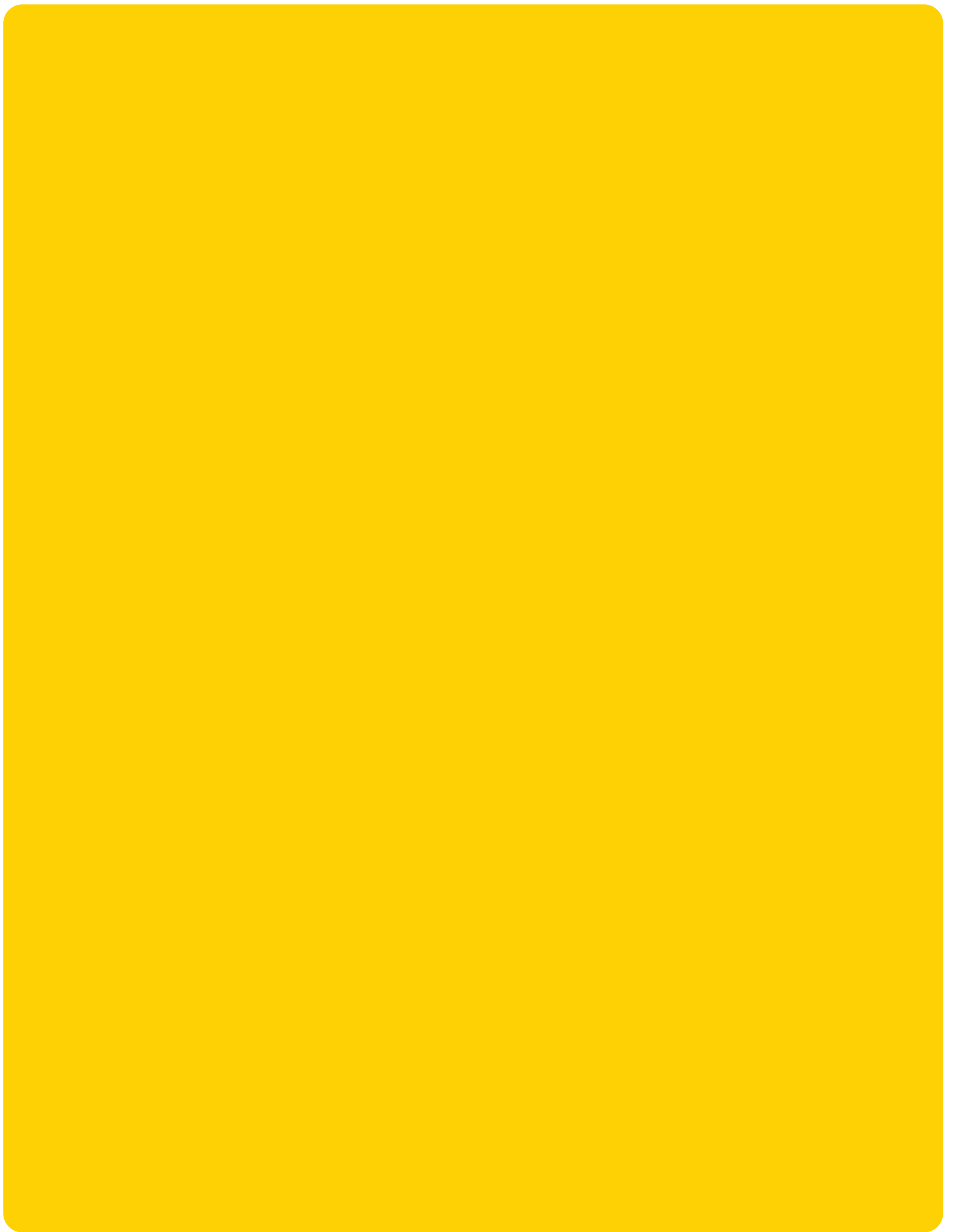


**One heroic team with extraordinary dedication and strength.**

MedStar Good Samaritan Hospital | MedStar Union Memorial Hospital

FY21 Nursing Annual Report

**It's how we treat people.**



## Our dedicated, resilient, and inspiring nursing team.

Our Nursing Team at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital continued to prove their dedication and resilience in caring for our patients and each other in the most inspiring ways throughout FY21.



With each patient encounter and through each COVID-19 surge, our team organized and delivered care through extraordinary circumstances that saw the daily averages for the number of patients in our hospitals reach historic high levels. Our Nursing Team was there for each and every one of these patients, no matter the diagnosis. While in the midst of meeting this unprecedented challenge, our Nursing Team answered the call to staff our Vaccination Centers so our associates, patients, and community members could receive a COVID-19 vaccine.

Our team's already strong partnerships with the medical staff, clinical teams, and support departments were enhanced as they worked together creatively to ensure our patients benefited from the highest quality and safest care. Though it all, our Nursing Team also was integral in launching new initiatives, supporting hospital reaccreditation, developing process improvements, mentoring new graduates, pursuing clinical advancements, and so much more that is highlighted in this FY21 Nursing Annual Report.

I am extremely proud of our entire Nursing Team whose dedication has been unwavering. Our team consistently rises to the occasion in caring for our patients and supporting each other. It is my privilege to lead such an incredible team.

In gratitude for our Nursing Team,

A handwritten signature in black ink that reads "Karen Owings". The signature is fluid and cursive.

Karen Owings, MSN, RN  
Vice President, Patient Care Services and Chief Nursing Officer

# Our nursing leadership team.



**Audrey Dickerson,  
BSN, RN**  
Director, Patient Care  
Services



**Barbara Garrity,  
MHA, RN**  
Director, Patient Care  
Services



**Ceci Pukacz,  
BSN, RN**  
Director, Patient Care  
Services



**Donna Stevens,  
BSN, RN**  
Director, Patient Care  
Services



**Carol Zeller,  
MSN, RN**  
Director, Patient Care  
Services



**Karen Droter,  
MSN, RN**  
Director of Nursing  
Practice and Innovation



**Carol Gambrill,  
MSN, RN**  
Director, Clinical  
Informatics



**Claire Gonder,  
MSN, RN**  
Director of Nursing  
Professional Development



**Shawn Mueller,  
DNP, RN**  
Director, Infection  
Prevention and Control



## Patient care managers and coordinators.

**Patricia Alsup**

Patient Care Manager,  
MGSH Sterile Processing

**Elizabeth Bender, BSN, RN**

Patient Care Manager,  
MUMH CCU/CHF (6EN)

**Jennifer Bidinger-Lyon,  
BSN, RN**

Patient Care Coordinator,  
MUMH CVOR

**Cita Brown, BSN, RN**

Patient Care Coordinator,  
MUMH OR

**Abby Brzezinski, BSN, RN**

Patient Care Manager,  
MGSH O'Neill 4

**Nancy Cimino, BSN, RN**

Patient Care Manager, MUMH ED

**Rae Fodel, BSN, RN**

Patient Care Manager, MGSH ED

**Latanya Gaddy, MSN, RN**

Patient Care Manager,  
MGSH SSU 4 East

**Kristina Gillis, BSN, RN**

Patient Care Manager,  
MGSH CCPC 3 East/3 West

**Sharon Griffin, BSN, RN**

Patient Care Coordinator,  
MGSH OR

**Melinda Godack, MSN, RN**

Patient Care Manager, MGSH  
PACU, PAT, ENDO Pre-Op

**Erin Godwin, BSN, RN**

Integrated Patient Care Manager,  
VAT

**Elena Guzovsky, BSN, RN**

Patient Care Coordinator,  
MUMH OR

**Jessica Hancock, BSN, RN**

Patient Care Coordinator,  
MUMH Ortho 8th Floor

**Carol Hiteshew, MS, RN**

Patient Care Manager,  
MGSH O'Neill 3

**Amy Keegan, BSN, RN**

Integrated Patient Care Manager,  
Float Pool/Per Diem

**Shawna Keiser, RN, CEN**

Patient Care Coordinator, MGSH ED

**JoAnn Kennedy-Hoyte, BSN, RN**

Patient Care Manager, MGSH ICU/CCU

**Jeannie Kenny, RN**

Patient Care Manager, MUMH Pre-Op,  
PACU, PAT, Inpatient Endo and Pain

**Connie Lance-Melton, BSN, RN**

Patient Care Coordinator,  
MUMH Observation/9 East/9 West

**Kitty Lewis, BSN, RN**

Patient Care Manager,  
MUMH Observation/9 East/9 West

**Lisa Leyrer, BSN, RN**

Patient Care Manager,  
MGSH Rehab 5th Floor

**Marietta Murphy, BSN, RN**

Patient Care Manager,  
MUMH Cardiac Telemetry 7 East

**Dawn Polaski, BSN, RN**

Patient Care Coordinator,  
MUMH CVRU/CCL/CVIR

**Autumn Puente, BSN, RN**

Patient Care Coordinator, MUMH PACU

**Linette Ratay, RN, CNML**

Patient Care Manager,  
MUMH 7 West and Ortho 8th Floor

**Susan Roberti, BSN, RN**

Patient Care Coordinator,  
MUMH CVICU/CVSD

**Emily Rockwell, BSN, RN**

Patient Care Manager, MUMH OR

**Anthony Sawyer**

Patient Care Manager,  
MUMH Sterile Processing

**Theresa Slicher, BSN, RN**

Patient Care Coordinator,  
MGSH Rehab O'Neill 5

**Susan Stansbury, RN**

Patient Care Manager, MGSH OR

**Brian Sturgill, RN**

Patient Care Coordinator, MUMH OR

**Daniel Unfried, BSN, RN**

Patient Care Coordinator, MUMH OR

**Kathleen Wenham, BSN, RN**

Patient Care Manager,  
MUMH CVRU/CCL/CVIR

**Michelle Wild, RN, BSN**

Patient Care Coordinator,  
MUMH CCU/CHF

# Awards for nursing excellence.

## Annual nursing award winners.

Nursing awards are presented annually at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital as the culmination of Nursing Week in May. While the pandemic continued to restrict large gatherings, the award ceremonies were taken directly to the units so the Nursing Teams could enjoy and participate safely in the recognitions.

### Nurse of the Year Award



**Marcia Shields, RN**  
MGSH SSU



**Darlene Williams, RN**  
MUMH 7 East

Caring and trusted, go above and beyond, practice with a commitment to the highest standards, and contribute to advancing the practice of nursing.

### Caring Nurse Award



**Joanne Clinton, RN**  
MGSH O'Neill 3



**Tina Van Splinter, RN**  
MUMH ED

Ensure patients are a priority every day, uphold a culture of excellence and safety, show a commitment to patients, families, and their teams while maintaining respect and open communication.

### Advancing Practice Nurse Award



**Kim Quadrini-Elliott, RN**  
MGSH Rehab



**Holly Wytko, RN**  
MUMH ED

Constantly expand knowledge through certifications, advancing degrees, and Clinical Ladder and council participation and produce the highest-quality clinical outcomes using evidence-based practice.

### Rookie of the Year Award



**Jennifer Dickensheets, RN**  
MGSH O'Neill 4



**Melanie Kirk, RN**  
MUMH 9 East

With less than two years of experience, demonstrate developing competence and efficiency while expanding their knowledge, show commitment and compassion, and make patients their priority.

## Trusted Nurse Award



**Kim Davis, RN**  
MGSH CHF Clinic



**Kathleen Meren, RN**  
MUMH 9 East

Earn the faith and confidence of those around them by providing exceptional patient experiences, treating everyone with professionalism, dignity, and respect, and building relationships through open communication.

## Tech of the Year Award



**Calvin Mack**  
MGSH Rehab



**Teri Anderson**  
MUMH 7 East

Display the SPIRIT Values of Service, Patient First, Integrity, Respect, Innovation, and Teamwork every day and are role models for providing compassionate care to patients, families, and staff.

## Nursing Impact Award.

Stephanie McCorry, RN, from MedStar Good Samaritan Hospital, and Catherine Aumann, RN, from MedStar Union Memorial Hospital were recipients of the MedStar Health Nursing Impact Award in FY21. This award honors nurses who have led efforts at process improvement or practice development through their roles as representatives on nursing committees and councils and their involvement in communicating and implementing nursing goals. Each MedStar Health entity celebrates a nurse winner once a year.



Stephanie is Chair of the Professional Development Council, Co-Chair of the Clinical Advancement Program workgroup, Co-Chair of the Nursing Peer Review Committee, and a Stroke Champion. In her nomination submitted by Abby Brzezinski, RN, nurse manager on O'Neill 4, Stephanie is described as a forward thinker and one who encourages unit associates to think outside the box and be part of possible solutions.



Catherine is Chair of the Orthopaedics unit-based Patient Experience Committee, a TJC Disease Specific Performance Improvement lead, a member of MedStar Health's Research Council, a Skin Champion, and a Pain Champion. Described in her nomination by Linette Ratay, RN, nurse manager on 7 West/8 East and West, as an enthusiastic and goal-oriented individual with a great deal of initiative, Catherine created a curriculum for the yearly nursing competencies and educated staff using evidence-based materials from professional publication literature reviews.

Congratulations to Stephanie and Catherine for your commitment to advancing the practice of nursing at our hospitals.





**Baltimore** magazine's 2021 Excellence in Nursing Award winners John Broughton, Graham Dougherty, Bernadette Krol, Sara Manikhi, Amanda Mittelstetter, Mylene Myers (Paner), Kimberly Quadrini-Elliott, Barbara Richmond, Elizabeth Richmond, Sabanam Shrestha, Jacquelyn Snyder (Troska), Ellen Svehla, and Megan Van Hoy from MedStar Good Samaritan Hospital and Kay Ames, Xeamora Lynch, Valeriya Moroz, and Eliza Zencykiewicz from MedStar Union Memorial Hospital with Karen Owings, MSN, RN, vice president, Patient Care Services, and CNO.

## **Baltimore** magazine's Excellence in Nursing Award.

A combined total of 17 nurses from MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital were honored with *Baltimore* magazine's 2021 Excellence in Nursing Award.

"I am enormously proud of our Excellence in Nursing Award winners, who are remarkably talented and represent various nursing specialties within our hospitals," commented Karen Owings, MSN, RN, vice president, Patient Care Services, and CNO. "Once again, our Nursing Team has been extremely well represented for this prestigious award. It is a testament to the compassionate, patient-centered care they provide as well as to our innovative nursing practices."

For the past seven years, *Baltimore* magazine has conducted a survey seeking the best nurses in the region to be featured in a special issue dedicated to top nurses. This year, a total of 25 MedStar Health nurses in the Baltimore area were recognized with this annual award.



## The DAISY Award® for extraordinary nurses.

DAISY Award winners consistently demonstrate nursing excellence through their clinical expertise and extraordinary compassionate care. Nurses honored with this prestigious award are recognized as outstanding role models in the nursing community.

While MedStar Good Samaritan Hospital has been presenting Daisy Awards for many years, MedStar Union Memorial Hospital presented its first Daisy Award on August 21, 2020, to Chris Lamb, RN, on 4 West.

Congratulations to this year's DAISY Award winners who go above and beyond the call of duty to care for our patients.



**Nancy Adams, RN**  
MGSH SSU



**Chris Lamb, RN**  
MUMH 4 West



**Xeamora Lynch, RN**  
MUMH 9 West



**Elizabeth Svehla, RN**  
MGSH ED



*Safety Coach HeRO Award*  
**Connie Lance-Melton, RN**  
MUMH Observation 9 East and West



*Educator HeRO Award*  
**Johanna Romero de Slavy, RN**  
MGSH Nursing Professional  
Development Specialist



*HeRO Team Good Catch  
of the Year Award*  
**Tyra Thomas**  
MGSH Surgical Technician

## MedStar Health HeRO Award winners.

MedStar Health annually bestows HeRO Awards in various categories to associates and teams who advance our High Reliability Organization (HRO) journey. With COVID-19 restrictions in place since March 2020, the traditional awards banquet recognizing our 2019 HeROs was not held; however, these awards were presented virtually throughout the past fiscal year. Members of the Nursing Team at MedStar Good Samaritan and MedStar Union Memorial hospitals were honored with HeRO Awards recognizing their commitment to our HRO principles.

# Teamwork through COVID-19.

## Navigating the surges.

As the end of 2020 neared, many people were cautiously optimistic that the pandemic would soon be over. But it was not to be and the number of new cases surged again.

From November 2020 to January 2021, and again from March to April 2021, we saw more COVID-19 patients than in previous surges. Compounding the challenges of caring for these patients was the fact that we had resumed elective surgeries, so we were also caring for patients from our other service lines.



“The level of responsibility nursing took on throughout this pandemic, and especially during these surges, was huge,” says Bradley S. Chambers, president of MedStar Good Samaritan

Hospital and MedStar Union Memorial Hospital. “But they embraced the challenges, and I could not be more proud. They truly are the heart and soul of our hospitals.”

“I can’t say enough about the nurses,” adds Stuart Bell, MD, vice president, Medical Affairs, for both hospitals. “Their efforts were amazing and the teamwork that occurred was extraordinary. It will have a positive effect on our hospitals for years to come.”

When the pandemic first started, there was a lot of uncertainty and fear among all providers. Thankfully that had changed by the time the number of cases started to increase again.

“By the time the first surge hit, we had grown so much. We knew what to expect. We understood MedStar Health’s approach and were well-versed in PPE use. So, we had a higher comfort level when it came to caring for these patients,” says Kristina Gillis, BSN, RN, manager, Patient Care Services, CCPC, MedStar Good Samaritan Hospital. “But we had to get creative in terms of staffing because many members of the Nursing Team had returned to their original roles since normal operations had resumed.”



To address staffing, all of the MedStar Health hospitals turned to a team nursing model of care. This model allows for non-critical care staff and providers from other areas to be redeployed to perform ancillary elements of care for critically ill patients, while staff with critical care experience focus specifically on patient care.

“Many members of our Nursing Team became nurse extenders, assuming tasks that did not require critical care experience. This gave those with that experience more time to spend with patients,” says Beth Bender, BSN, RN, manager, Patient Care Services, CCU, MedStar Union Memorial Hospital. “While some units were apprehensive at first about delegating or giving up responsibilities, we did a good job as a team. Many found it to be a great experience...an opportunity to learn different things and meet new people.





We all got to respect each other a lot more.”

Improving patient flow was another priority that was accomplished through the establishment of a dyad system at each hospital, guided by members of our integrated leadership team.

“Our goal was to figure out how to move patients through the system as safely and quickly as possible,” says Ceci Pukacz, BSN, RN, director, Patient Care Services, who worked closely with Bernard Ravitz, MD, associate medical director, to enhance throughput at MedStar Good Samaritan Hospital. “We have dyad teams on every unit—teams that include case management and social work. They are responsible for determining when it is appropriate to transition a patient to a lower level of care, such as home health care. Truly difficult cases are escalated to me and Dr. Ravitz.”



Barbara Garrity, MHA, BSN, RN, CCRN, director, Patient Care Services, led the dyad initiative at MedStar Union Memorial Hospital along with Alex Yazaji, MD, FACP, associate medical director. “The dyad system made us much more efficient,” she says. “It heightened awareness regarding certain processes and

how we could improve them, and it empowered our Nursing Team to ask more questions so issues could be resolved immediately. We’re now doing things we never thought we could do. It’s improved the system in general and it has helped us take better care of all of our patients.”

### Nurse featured in *Baltimore Sun* article.

Shannon Queen, RN, who works in the SSU on 4 East at MedStar Good Samaritan Hospital, was featured in the *Baltimore Sun* article, *As Maryland hospitals again fill with coronavirus patients, weary front-line workers push through to care for them*, which was in the print edition on Sunday, Dec. 6, 2020, and on the website at <https://www.baltimoresun.com/coronavirus/bs-hs-coronavirus-front-lines-20201203-klscqee6xbf3pMohrpyhysefim-story.html>.





## The turning point.

Since the onset of COVID-19, our Nursing Team has been selfless in answering the call to care for others. The arrival of the COVID-19 vaccines represented a pivotal moment in the pandemic and both MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital were ready with comprehensive plans in place to distribute them.

On December 18, 2020, associates and medical staff from both hospitals began receiving their vaccines at dedicated on-site Vaccination Centers. While there were some concerns, as there are for any new vaccine, most individuals



were excited to be vaccinated. "There were docs taking selfies to share with patients to show how important it was," says Sally Steadman, RN, who administered vaccines and served as an observer in MedStar Good Samaritan Hospital's Vaccination Center. "I was a bit hesitant at first, but their enthusiasm helped me make the decision to get my shot."

A little over a month later, on January 20, 2021, the Vaccination Centers were opened to eligible members of the public. "There was huge demand from the community," notes Christopher Riley, BSN, RN, assistant director of nursing, MedStar Union Memorial Hospital. "We were scheduled for six-hour shifts but sometimes they turned into eight hours. It was good to see that so many people saw it as a way to stop COVID. Most of those who got the vaccine were extremely grateful, and gracious."

According to Sally, the setup of the Vaccination Centers contributed much to the success of the clinics. "It flowed really well...people were in and out in 30 minutes. So many people came in, it was challenging to keep the room at the right capacity. But everyone pitched in. We had nursing assistants, OR techs, and others cleaning chairs and surfaces constantly to help keep the area COVID-free."

MedStar Health also partnered with the Baltimore City Health Department to bring vaccinations directly to at-risk communities, specifically those experiencing gaps in vaccine access due to limited or lack of internet capabilities, transportation, and vaccine education. One of these initiatives, called the COVID-19 Vaccine Clinic in a Box, enabled clinical teams from both hospitals to take the vaccine and information directly to senior and low-income housing facilities and community-based organizations throughout the city.

"Going out into the community was particularly rewarding," says Latanya Gaddy, MSN, RN, a patient care manager at MedStar Good Samaritan Hospital. "It made me feel like I was really making a difference. People were very grateful that





we were coming to them where they lived.”

“It felt good doing something so proactive to prevent illness for a change,” adds Sally, a nurse since 1981, who works in the CCPC. “Most of the time I work with people who are really sick. It was actually a lot of fun.”

As of June 30, 2021, more than 15,000 associates, physicians, and community members had been vaccinated thanks to the efforts of the many dedicated individuals working in the Vaccination Centers and out in the community.



## Community thanks for vaccinations.

Our Nursing Team was mentioned in various thank you notes our community members wrote expressing their gratitude for the COVID-19 vaccine and the outstanding service provided at our hospitals' Vaccination Centers.

- “And the nurse, whose name I did not get, was also very warm and reassuring. When she administered the injection, I literally didn't feel it go in. Very impressed with her ability to give injections and I told her so.”
- “The nurse in the 15-minute waiting room after was great.”
- “Our interaction with every single person...to each of the nurses involved with the vaccination itself to the nurse in the observation room, was so professional and personable, that we were simply taken aback. Even though MedStar Good Samaritan is a large hospital, the preparations were so thorough and well thought through....”
- “I got my first vaccine shot at MedStar Union Memorial. The organization of vaccine delivery was efficient, and the nurses were terrific.”



## Celebrating our ADONs.

Our Assistant Directors of Nursing (ADONs) were honored during a dinner at The Center Club in Baltimore hosted by Bradley S. Chambers, president of MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital, Stuart Bell, MD, vice president of Medical Affairs, and Karen Owings, MSN, RN, vice president, Patient Care Services and Chief Nursing Officer.

“I am extremely grateful for our ADONs who are critical in managing COVID-19 not just for nursing but throughout both our hospitals,” said Karen. “They consistently ensure our hospitals run smoothly. From expertly handling challenges with patient throughput and addressing nursing unit concerns to attending to codes and working with our operations teams, our ADONs demonstrate teamwork and putting our patients' needs first.”



like this pandemic for the past decade,” explains Neil MacDonald, vice president, Operations for both hospitals. “We were fortunate to have an emergency cache of supplies in storage including masks, face shields, gloves, and PAPRs. So, we were better prepared than most hospitals in the area from the start.”

## A partnership in caring.

A strong relationship between nursing and operations has always been important. During the pandemic, it has been essential.

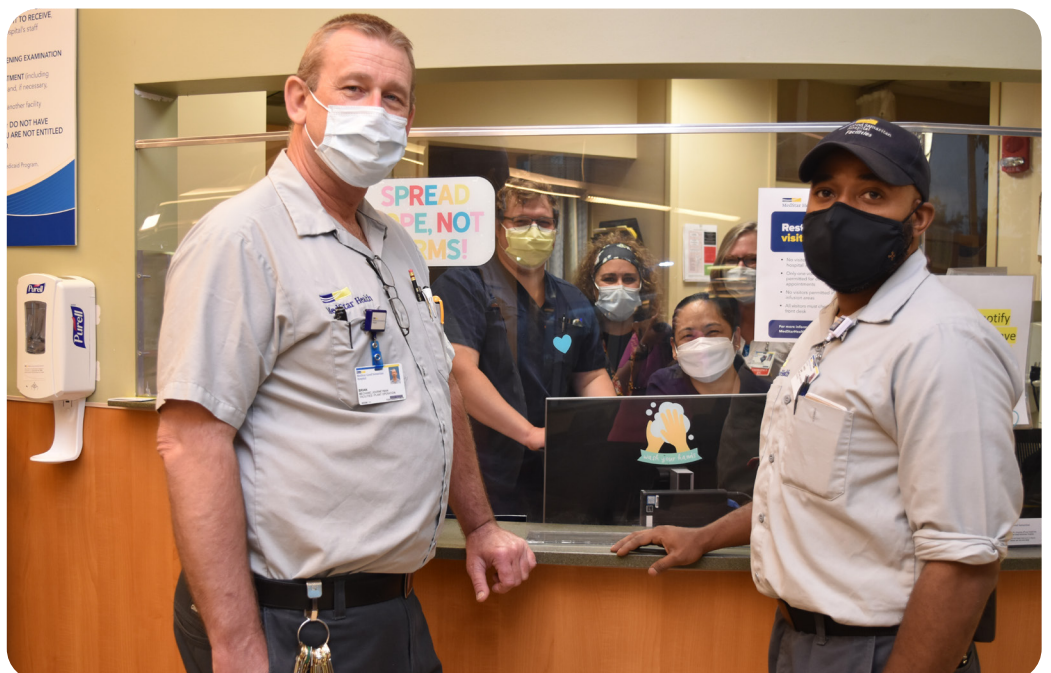
“The Nursing Team could not do what they do without Operations,” says Karen Owings, MSN, RN, vice president, Patient Care Services and Chief Nursing Officer for MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital. “They impact so much of what we do. During this crisis we have been so blessed to collaborate with the Operations Team. It’s been a true partnership.”

Nursing and Operations began working even more closely at the start of the pandemic and continued to do so throughout the surges. Together, they worked to set up specialized

units to house COVID-19 patients, change workflows to adjust to the demands of caring for these patients, set up donning and doffing areas, and implemented numerous other quality and safety measures.

“Emergency preparedness, which is part of Operations, had been anticipating something

“Early on, every Operations department was in constant contact with our nurse leaders... facilities, security, dietary, environmental services, transport...the teamwork was great,” Karen notes. “Leaders from Nursing and Operations were holding virtual meetings daily to share system and hospital updates. This incredible teamwork to keep







communication open was key to enable everyone to quickly address any changing protocols, solve problems, and implement changes immediately and in real time.”

Interdepartmental interactions occurred frequently and ranged from transport running COVID-19 swab specimens to the lab for the nursing team, to process changes that ensured the availability of enough PPE

or box lunches, to the efficient and effective cleaning of rooms between patients, and to the maintenance of equipment and safety barriers. Through it all, nursing and operations ensured that patients came first.

“What we learned at the beginning of this crisis put us in a much better position to respond when the surges hit in November and March,” Neil adds. “When the first surge hit,

we were just getting back to some semblance of normalcy and had resumed elective procedures. The challenge during the surges was our ability to safely care for all patients. Capacity became a concern. But everyone worked hard to ensure we were able to care for COVID patients while maintaining normal operations. We learned more, got smarter, and outcomes got better. Everyone rose to the occasion.”



# New programs and accomplishments.





## Promoting wellness: it's more important than ever.

Nurses were in the frontline of care delivery throughout the pandemic, and lauded for their hard work, expertise, commitment, and professionalism. Yet despite these accolades, the impact of caring during this crisis took its toll on the well-being of many healthcare workers. That is why focusing on wellness is more important than ever.

“MedStar Health, as a system, has long recognized the need to be proactive in addressing the wellness needs of all associates,” says Ceci Pukacz, BSN, RN, director, Patient Care Services, at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital. “Many of the initiatives implemented in response to the demands of the pandemic are here to stay.”

For example, at both MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital, Wellness Rooms were established in the midst of the pandemic to keep associates safe and well. Designed to be comfortable places to retreat for a few moments of relaxation and decompression, these lounge-like spaces provide amenities such as snacks and

beverages, a television usually tuned to the meditation channel, and more. Kudos boards installed in each room give associates a place to write a quick note of encouragement or gratitude to their colleagues as well.

carts stocked with snacks and diversions, such as therabands to encourage a few minutes of exercise, were developed as well to raise awareness of the importance of self-care during Wellness Rounds, which are held daily. Plus, the gyms at both sites



“Leadership understood that what we were being asked to do was hard and that having a place to unwind and connect with others was important, so they made the Wellness Rooms a priority,” Ceci says.

Nurse Serenity Rooms at both hospitals provided a quiet place for members of the Nursing Team to take a breath. Wellness Wagons, three-tiered

have been made available for associates to use free of charge.

“We now talk about wellness all the time,” says Ceci, who notes there is a Wellness Committee at each hospital charged with getting the topic on everybody’s radar screen. “We have to be well ourselves to deliver the best possible care. All of these initiatives ultimately benefit our patients.”

## Nursing plays key role in TJC reaccreditation.



MedStar Good Samaritan Hospital once again earned the

Gold Seal of Approval® for Hospital Accreditation from The Joint Commission (TJC) in late 2020...no small feat considering everything else that was happening. While many individuals in the organization played a role, nursing was instrumental to making sure the survey process, which occurs every three years, ran smoothly.

"The Gold Seal is a symbol of quality that reflects a healthcare organization's commitment to providing safe and quality patient care," says Karen Owings, MSN, RN, vice president, Patient Care Services and Chief Nursing Officer for MedStar Good

Samaritan Hospital and MedStar Union Memorial Hospital. "Providing the level of care required to meet TJC's rigorous standards on an ongoing basis is challenging enough. Going through the survey process to demonstrate compliance is particularly demanding... especially during difficult times. I am grateful to our Nursing Team for their patience and support."

A big part of the survey process is an onsite review during which a team of TJC reviewers, including a nurse surveyor, visit all patient care areas to evaluate compliance with hospital standards spanning several areas including emergency management, environment of care, infection prevention and control, patient records,

medication management, and rights and responsibilities of the individual.

"To prepare for the survey, we used a lot of checklists ahead of time to ensure that there were no deficiencies...especially in areas such as environment of care and infection prevention and control," explains Robin Craycraft, MSN, BSN, RN, CPH-Q, performance improvement manager for the hospital. "The review of patient records was another area where our work prior to the survey was key because we had to be able to show proof that we were meeting all the standards in patient charts. In short, it was an intensive process, and we appreciate all the extra time that nursing and many others put in to help us earn this achievement."

## Ensuring access to end of life care when patients need it most.



A new program launched late last year at both MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital is ensuring that hospitalized patients nearing the final days of their lives can do so in comfort and with dignity.

Through a partnership with Gilchrist, long noted for its hospice services, these patients now have the option of transferring to hospice care

while still in their assigned hospital room. To designate that a patient has been transferred to hospice, a butterfly is placed on the hospital room door.

During this time, measures are taken to control pain and other symptoms while also offering emotional and spiritual support to both the patient and their family.

"Sometimes a patient is ready for hospice care before they can be

transferred to a hospice setting at home or to a care facility. We want to make sure patients are as comfortable as possible when it is most timely," says Chris Cox, MS, RN, NPD-BC, CLC, CHC, a nursing professional development specialist at MedStar Union Memorial Hospital.

"At times like these, the patient stays in the hospital, but is officially discharged and immediately admitted to Gilchrist's hospice care," Chris explains. "To ensure continuity

of care, our hospital nurses and other providers continue to provide care in collaboration with the Gilchrist physician and hospice nurse. Even though they are still physically in the hospital, the patient and their loved ones also receive all the benefits of Gilchrist's hospice program."

The program is ideal for patients who are too sick or weak to be safely transferred elsewhere. Interventions to ease pain and discomfort are provided so that patients have the opportunity to

make the most of the time they have left with their families and loved ones.

"The goal is to get them into an inpatient hospice facility within 24 to 48 hours," Chris notes. "But sometimes the timing doesn't work out. So, we have created a program that empowers us to intervene sooner with a patient in need of hospice services. Patients deserve it and their families deserve it."

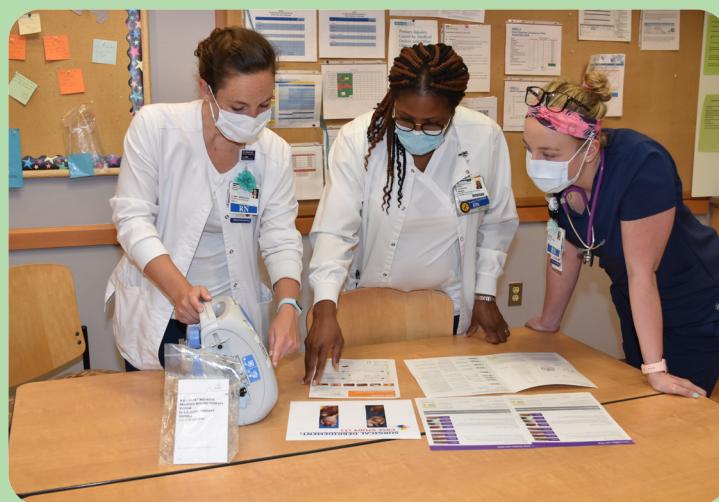
## Specialized training leads to optimal care for limb salvage patients.

Limb salvage was added to the wound healing and hyperbaric medicine program at MedStar Good Samaritan Hospital two years ago. Since then, the program has taken off with more and more people turning to the hospital's multidisciplinary team of specialists for limb salvage surgery in order to prevent limb loss and improve their quality of life.

But caring for these patients post-op can be challenging, requiring special knowledge and skills. Providing that education is the focus for our team at MedStar Good Samaritan Hospital.

"Since many of our patients are discharged to a skilled facility or to home after limb salvage surgery, we wanted to ensure that the care they were provided was optimal," says Cleo Manuel, MSN, RN-BC, a nursing professional development specialist at MedStar Good Samaritan Hospital.

The initiative, launched in late spring, includes basic training regarding what limb salvage is as well as



hands-on experience changing dressings, caring for patients with wound vacs, managing pain and discomfort, and more.

"Our goal is to provide the knowledge and skills to prevent infections and avoid the need for these patients to be readmitted to the hospital," Cleo explains. "That's what we hope to accomplish."



# Nursing professional development.

## Shared governance: advancing the practice of nursing.

In FY21, our Shared Governance Councils continued to work together to advance the practice of nursing at both MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital. Bringing our nursing teams together to talk, share best practices and resources, and learn from each other has enhanced the quality of care we provide and empowered us as healthcare providers. Following is a summary of each council's key accomplishments in FY21.

### Professional Development Council

*Rickeia Stem, RN, Co-Chair*

*Madeline Sliwka, RN, Co-Chair*

- Opened the Serenity Room at MedStar Union Memorial Hospital
- Conducted Nursing Week activities
- Conducted a community service project focused on GEDCO House residents

### Nursing Practice Council

*Christine Artman, RN, Co-Chair*

*Alice Slavik, RN, Co-Chair*

- Reviewed and revised a total of 35 policies
- Partnered with Skin Champions to disseminate a HAPI Evidence Guiding Practice document
- Worked to modify the allergy verification screen
- Implemented use of sitter cam (baby monitor) to remotely monitor COVID-19 positive patients who required sitters
- Updated the requirements for vasopressor use
- Revised the process for ordering and delivering safety trays to patients at risk for suicide and to forensic patients

### Patient and Family Education Council

*Rachel Downing, RN, Co-Chair*

*Angela Pope, RN, Co-Chair*

- Continued work to promote InFocus to nursing staff for video-based patient education
- Maintained system level goal for FY21 release of COPD videos to InFocus
- Continued to promote healthcare literacy and the teach back method to nursing staff to foster patient and family education

### Diabetes Resource Nurse Council

*Chandra McNutt, RN, Chair*

- Attended the virtual Diabetes Symposium in April
- Created a new Diabetes-to-Go PowerPoint for nurses to utilize when providing patient and family education
- Received education on the InFocus learning platform as an additional option to provide Diabetes Education to patients and families
- Showed improvement in nurses documenting support staff reporting critical blood glucose levels in EMR

### Nursing Quality and Safety Council

*Naomi Rawlings, RN, Chair*

- Continued to review quality outcomes monthly for CLABSI, CAUTI, HAPI, and falls and disseminated best practices for improvement
- Reviewed TJC findings and ongoing performance results related to pain assessment/management, IPOC target dates, strict I&O documentation, and expired supplies
- Evaluated audit results and identified improvement opportunities



## Nursing Informatics Council

Kaley Corrigan, RN, Chair

- Assisted with the dissemination, implementation, and adoption of the TC-51 device in collaboration with the Nursing Informatics Corporate Council.
- Continued to work with the Nursing Informatics Corporate Council for their goal of standardizing nursing informatics online resources
- Continued to serve as a resource to peers for I-Aware education and Smart Pump compliance
- Focused on downtime documentation and the development of a tool to assess downtime readiness

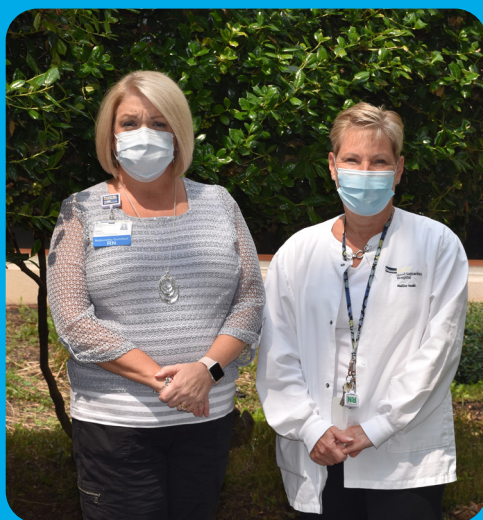
## Articles and poster presentations.

*System-wide Evidence-based Practice Changes: A Nursing Research Council's Approach to Collaborative Support*

- Submitted to the *Journal of Nurses in Professional Development* by the Corporate Research Council
- Contributing authors: Jennifer Aneni, RN; Catherine Aumann, RN; Stephanie Greene, RN; Jessica Hancock, RN; Brittany L. Sherbert, RN; and Robin Vandervoort, RN

*Can Increased Hand Hygiene Compliance Reduce More Than Health Care Associated Infections*

- MedStar Health - Georgetown University Research Symposium (Virtual; May 2021)
- Presenters:  
Shawn Mueller, DNP, RN, Director, Infection Prevention and Control;  
Debbie Huber, MSN, RN, Infection Preventionist

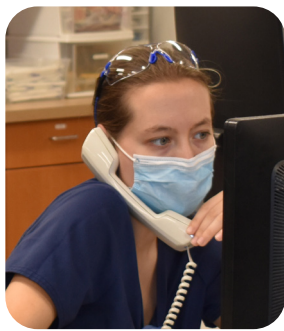


## Nurse Leadership Development Program.

Karen Droter, MSN, RN, director, Nursing Practice and Innovation, and Carol Zeller, MSN, RN, director, Patient Care Services, completed the Nurse Leadership Development Program in June 2021. This program is part of MedStar Health's commitment to providing nurse leaders opportunities for professional growth and strategic skills development. Congratulations to Karen and Carol for being selected to participate in this program.

## Mentoring externs to excel as nurses.

The Nurse Extern Program at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital gives nursing students the opportunity to be mentored in the profession and learn firsthand the behaviors of teamwork, coordination of care, and patient advocacy from our exceptional team. Through this program, many of our Nurse Externs have remained employed with our hospitals and have become leaders, charge nurses, resource nurses, preceptors, educators, and researchers.



Following the completion of the Nurse Extern Program in December 2020, Madeleine Law, RN, began working in the ED at MedStar Union Memorial Hospital. Reflecting on her extern experience, Madeleine says “I love the nurse extern program. I feel like it gives you a leg up in confidence building. As a nursing student, everything in the nursing world seems kind of daunting, but it takes time

and experience to get physically and mentally ready for what nursing requires. The program also allows you to explore different units to see what might be your best fit. It is so nice to be able to do that without judgment.”

Jennifer Dickensheets, RN, who was hired as an extern at MedStar Good Samaritan Hospital in January 2020, became a registered nurse in October 2020, and works on O’Neill 4, is a champion for the nurse extern program as well. “Looking back at my experience so far in my young nursing career, there is one thing that stands out that prepared me beyond all else for my career today. That is my externship at Good Samaritan Hospital,” explains Jennifer. “I would recommend externship to anyone in nursing school because they give you a chance to practice skills in a live setting and grasp what the actual day-to-day life as a nurse entails. We are taught skills, symptoms, and prioritization in school – but time management is the skill that may be the hardest to teach and learn and time management is what I was able to begin practicing as an extern. Thanks to my externship, I already knew my unit, my coworkers, the MedStar policies, and had been given a chance to practice my bedside skills and learn how to keep my head under pressure.”



## Keeping the entire team informed.

To keep every member of our Nursing Team informed about the wide range of initiatives taking place throughout the department, our Nursing Professional Development Team publishes a monthly newsletter, *Nursing Department Updates*. Along with news and updates, it features a front-page message from Karen Owings, MSN, RN, vice president, Patient Care Services and Chief Nursing Officer, that provides in-depth details on various topics, including achievements, strategic initiatives, and new programs, as well as offers encouragement and gratitude.

“This newsletter is very well received by our Nursing Team,” says Claire Gonder, MSN, RN, director of Nursing Professional Development. “It provides them information about topics being discussed in the nursing councils, updates on policies and procedures, quality and safety metrics, and unit updates. Being equipped with this knowledge enables our team to be part of the process to effectively provide care.”



# Nursing spirit of giving.

## Going above and beyond for our patients, team, and community.

The Nursing Team at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital is dedicated to our patients, fellow team members, and our neighbors. They always are looking to find ways to provide support and lift spirits.



During the holiday season, the Nursing Team collected gifts and wrote notes for the residents at Stadium Place Nursing and Rehab Center. Sarah Ragan, RN, and Amy Godat, RN, delivered them to the residents.



Since holiday celebrations and potlucks could not be held, the Nursing Team created "baskets of cheer" that they shared with each other.



The Nursing Team contributed to a food drive that benefited the Hampden Family Center, which provided groceries for their neighbors since their annual holiday event was cancelled.



Debbie Heckler, RN, stroke coordinator, recognized the Nursing Team for their hard work in caring for patients suffering from strokes during the holidays.



The Nursing Team was creative in supporting Heart Walk 2020. MedStar Good Samaritan Hospital's CCPC walked the hospital's campus and MedStar Union Memorial Hospital's team from 6 East walked Loch Raven Reservoir.



# Facts at a glance for FY21.

## Advanced education

**208**



Total certified nurses

**26**

Received nursing certifications



**23**



Received new nursing degrees

Clinical advancement program

**21 level 3 RNs**  
**5 level 4 RNs**

**89**

Completed new to practice nurse residency program

**73**



Nurse externs



## Quality and safety

Falls Champions **33**

**10** NICHE Champions

Pain Champions **18**

**27** Skin Champions

*Thanks to our Champions who promote quality and safety.*



MedStar Health