



MedStar Montgomery  
Medical Center



# Fiscal year 2020 nurses annual report.

June 2019–June 2020



## Message from Claire.

### 2020... The "Year of the Nurse" hero

The World Health Organization (WHO) deemed 2020 as the "Year of the Nurse," even prior to the pandemic. Interestingly, Florence Nightingale, born 200 years ago, influenced this idea for the WHO. In the 1870s, she had a premonition it would take 150 years for the world to understand the kind of nursing she envisioned. Talk about foresight! Florence saw a shift beyond our caring, trustworthy reputation to the absolute importance of human-centered care. It's the kind of care we strive to give our patients every day, and never has it been more important than it was this past year.

During FY2020, there were no acute care CLABSIs, no CAUTIs, and no serious safety events (SSEs). And yet, the very walls around each patient were changing - scrubbers added, semi-private rooms re-introduced, more PPE than one can remember - but you all did it safely. We closed units and shuffled to make sure we were staffed, stopped procedures and re-deployed, onboarded over forty travelers, shared best practices, and accepted 32 critically ill patients\* from our sister hospitals (from April to July) to provide safer care to those waiting. Everyone made huge sacrifices.

Be proud of the care you delivered every day, to over 270 COVID-19-positive patients\* who are now home with their families, for holding their hands, connecting virtually with loved ones during their stay, and fighting to save those we lost. We cannot recognize the many positives over this past year without also remembering the devastating losses we experienced.

The stories shared have been those of heroes. I heard many of you tell me you are not heroes, and you are just doing your job. A *hero* is defined as a person who is admired or idealized for courage, outstanding achievements, or noble qualities. Although nurses cannot fly, or leap over buildings in a single bound, and do not wear capes, I would argue nurses are much braver in the work they do, even without superpowers! Working tirelessly to save lives through a pandemic while still being human: **HERO**.

Thank you to all our MedStar Montgomery heroes. Gratitude cannot begin to express my appreciation for your efforts on behalf of our patients. You served as nurses, as family, and as friends to those who were alone. You learned new ways



Our mural, displayed in the ICU, was created in response to our resiliency over the past year and how we adapted to COVID-19.

to be a nurse, you coped, and you were steadfast. Hundreds of patients were cared for by you and are alive and well because of you. We have emerged stronger and more part of a team than ever. MMMC truly is where heroes come together.

Let's leap into FY21 with hope, vaccines, vacations, and celebrations. I'm so grateful to work with such an amazing team. Having met just a small few of you without wearing a mask, I hope to see all of your smiling faces soon!



Claire Piccirillo, DNP, MS, RN, Vice President of Patient Care and Chief Nursing Officer at MedStar Montgomery

\*Data reflects FY2020 (July 2019 to June 30, 2020)

# COVID-19: Our rapid response.

## How we adapted

On the same day that the MedStar Montgomery COVID-19 task force met on March 6, 2020, our emergency department received its first PUI. From then on, our pivot from pre-pandemic protocols to working in the midst of a fast-spreading novel virus was quick and unprecedented.

Within a month, we redeployed 120 employees, initiated surge planning, and requested and welcomed a crisis agency. Scrubbers went into the ICU and IMU as we increased ventilator supply, held PPE roadshows, and commenced Nurse Leader rounding. We became experts in prone positioning and wrapped social-emotional care into every treatment plan for our patients.

By May 4, our ICU capacity hit 29 and by May 9, our COVID-19 test-positive rate peaked at 60. Still, we persevered, taking every precaution to protect the safety of our patients, and working collaboratively across departments and throughout the MedStar system. We were able to shift gears as our understanding of the virus evolved. Our nurses met all these overwhelming challenges head-on with compassion, courage, and deep resilience.



The celebrated PACU team acknowledged for their dedication at the height of the pandemic last year.

## Our COVID-19 innovations highlights

### Emergency Department



Closed pediatrics to transition to mixed-age unit

- Set up EMS decontamination station
- Instituted new workflow for behavioral health patients
- Moved to on-call schedules for RNs/PCTs
- Commenced virtual onboarding of new hires and Zoom staff meetings
- Fixed nurse stations with plexiglass and moved supply and code carts outside of rooms

### ICU/IMU



- Tripled ICU capacity
- Installed IV pumps outside all ICU rooms
- Installed windows on doors and used baby monitors to keep watch over patients
- Proactively monitored all COVID-19 patients on pulse oximeter to catch early deterioration
- Placed treatment logs on ICU patient doors to track care
- Ensured 24/7 provider presence in the ICU
- Prepared COVID-19 packages and supplies to minimize time in patient rooms
- Introduced high-flow nasal cannula therapy
- Implemented new therapies—convalescent plasma, Remdesivir, and monoclonal antibodies
- Established regular resilience activities to boost morale

- Provided psycho/social support—entertainment, games, etc., to proning patients
- Translated proning instructions into Spanish

### Medical/Surgical

- Constructed anteroom as designated COVID-19 operating room to safeguard patients and staff
- Implemented processes to assure timely delivery of needed supplies and equipment throughout COVID-19 patient surgery without entry into the operating room
- Trained a new-to-practice nurse, to aide with all specialties including surgeons, anesthesia, and nursing, maximizing her exposure to the department in times of lessened volume
- Deployed personnel to multiple areas, gaining competencies in ICU helping hands, emergency department team nursing, and radiology transport
- Established COVID-19 nursery
- Created delivery and supply carts for vaginal deliveries involving COVID-19 patients
- Used video baby monitors to help new moms watch their babies

### PACU

- Conducted day-of-surgery antigen testing
- Gained EKG, PCR test, and antigen test competencies
- Redeployed team members throughout MMMC

# Encouraging clinical advancement.

## FY2020 professional nursing certifications

MedStar Montgomery nurses continue to pursue specialty certifications. We encourage activities that can improve patient care, enhance careers, and boost job satisfaction.

In FY2020, more than a dozen of our nurses became specialty-certified in areas including Critical Care Nursing, Emergency Nursing, Fetal Monitoring, Heart Failure, Medical/Surgical Nursing, Perioperative Nursing, Progressive Care Nursing, and Women's Health.

MMMC surpassed 100 certified nurses in 36 specialty areas!

### FY2020 Professional Nursing Clinical Advancement Recipients

#### Level IV

Allison Marine  
Lisa Ann Welsh

#### Level III

Jesenia Barillas  
Allison Bolling  
Hope Gonzalez  
Jamie Riley

#### Nurse Technicians

Amanda Corbin  
Charmaine Curley  
Anthony Rogers  
Ernestine Porsche  
Maureen Smith  
Olga Vasquez  
Bendu Ward  
Georgia Wint

## FY2020 Nurse Residency Completions



Residency cohort completing in August 2019. Nathaniel Bowman (ICU), Sandra Mensah, Maria Claver (ICU), Kathryn Kerner, Jade Raney (IMC), Veronica Reynolds, Suchita Bhattarai (3 West), Jessica Orellana (3 West).

### August 2019 cohort

Dividing into two teams, our August 2019 cohort completed projects relevant to patient care, including falls reduction and limiting supply waste.

- *Reducing Falls with Bedside Shift Report Alarm Checks* enhanced the use of standard work for bedside shift among participating units, resulting in four fewer falls than what occurred in the prior fiscal year.
- *No Patience for Waste: A Study on Patient Supply Care Waste and the Caregiver's Role* increased awareness of items remaining in associates' pockets at the end of a shift. An estimated \$600 of supplies were collected over a two-month period.

### March 2020 cohort

With our March 2020 cohort project - *Happiness Is No HAPIs* - we sought to learn whether implementing a HAPI supply bundle would decrease skin breakdown or prevent further skin injury for patients admitted to a medical/surgical unit with a Braden score of 18 or less and/or a wound present on admission. The results were affirmative: having these supplies in a ready-to-go bag saves valuable time.



Residency cohort completing in March 2020. Back row: Getrud Johnson (4th floor), Debra Warga, Carlyn Estacio-Miranda (ICU), Bernadette Jackson Richardson (ED), Emmanuel Okorie. Front row: Dejhani (DJ) Broxton (OR), Molly Fers (ED).

### FY2020 Externship Program

Our externship program, with students from University of Maryland and Towson University, paired nurse externs with experienced RNs, providing mentorship, hands-on learning, and assimilation into the practice environment.

MMMC supports the professional development of our nurses through:

- Specialty-specific certification review courses
- Clinical advancement program
- Collaborative governance participation
- EdAssist
- MedStar Health certification preparation courses
- MedStar Health Elective Learning Platform
- Nursing organization conferences
- Nursing Scholarship Program
- Professional nursing organization memberships

**Nurse externs starting in June 2020: Gabriel Rosenbloom, John (Jack) Proper, Julieanne Haddix, Yentel McGlocklin, Allison McGowan, Dayann Garcia, Miriam Mallah, Vanessa Villalobos.**

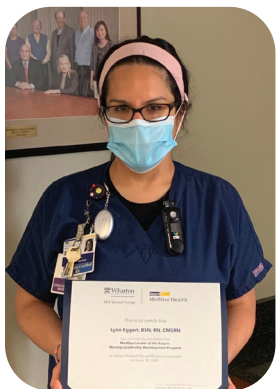
# FY2020 Nursing awards and recognition.

## MedStar leader of the future: Nursing leadership development program

Among our highest priorities is investing in nurse leaders and the continued development of new talent. Following a highly selective multi-step process, Cherri Walrath, Lynn Eggert, and Ann Serafenas were nominated and accepted into the highly competitive and comprehensive 18-month Nursing Leadership Development Program. They were among a select group of nurses who, through in-class and project-based work, learned strategies for leading in a constantly changing environment from experts at The Wharton School of the University of Pennsylvania, the McChrystal Consulting Group, and throughout MedStar Health.



**Ann Serafenas, RN**  
Senior Director  
of Nursing



**Lynn Eggert, RN**  
Clinical Team  
Coordinator on 4 East



**Cherri Walrath, RN**  
Director of Nursing  
Support Services,  
Patient Safety,  
and Risk Management

## MedStar Health Nursing Impact Award

### LaDonna Howell, RN

Clinical Nurse Educator

LaDonna's NICHE (Nurses Improving Care for Healthsystem Elders) work has been nationally recognized at the exemplar level for the fifth time.



## New nurse leaders

### Claire Piccirillo, DNP, MS, RN

Vice President of Patient Care and Chief Nursing Officer at MedStar Montgomery

Claire joins MedStar Montgomery from MedStar Georgetown University Hospital where she served as clinical director of Critical Care, Neurosciences, and Psychiatry. She brings over 20 years of nursing experience, including medical-surgical nursing, progressive care, recovery room, and psychiatry. A graduate of the inaugural "Nurse Leader of the Future" class, Claire earned a Doctor of Nursing Practice from Johns Hopkins University, a Master of Science in Integrated Health Systems from Georgetown University, and a Bachelor of Science in Nursing from York College of Pennsylvania.



### Robert Hawthorne, MSN, RN, CEN

Manager of Emergency Services at MedStar Montgomery

Robert oversees MedStar Montgomery's 40-bed adult and pediatric emergency department. He leads a team of about 75 associates, manages a 5-bed behavioral health Critical Evaluation unit, and serves as base station coordinator.

Robert holds a Master of Science in Nursing Administration and Leadership from the University of South Carolina and is pursuing his Master of Business Administration from the University of Memphis. He is a board-certified emergency nurse and member of the Emergency Nurse Association.



# FY2020 quality indicators.

	FY20	FY19	FY18	FY17
ICU Catheter-Associated Urinary Tract Infections (CAUTIs)	0	0	0	0
ICU Central Line-Associated Blood Stream Infections (CLABSIs)	2	0	1	1
ICU Clostridium Difficile (C. diff)	0	3	2	3
Acute CAUTIs	0	1	0	2
Acute CLABSIs	0	1	2	0
Acute C. diff	3	5	14	11
Hospital-Acquired Pressure Injuries (HAPIs)	82	57	65	44
Falls	147	115	124	142
Falls with Serious Injuries	0	1	1	1

## Advanced Certification as a Primary Stroke Center

In August 2020, under the leadership of Stroke Coordinator Nickie Miskell, RN, SCRNP, and the multidisciplinary Stroke Committee, MedStar Montgomery achieved the **Get With The Guidelines® - Stroke GOLD PLUS with Target: Type 2 Diabetes Honor Roll** award from the American Heart Association and successfully recertified as a Primary Stroke Center from The Joint Commission.



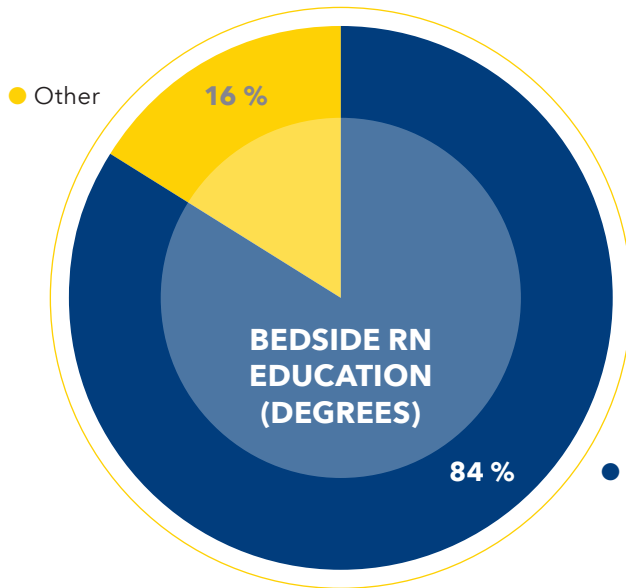
Our associates made this happen with their dedication to render timely, high-quality, patient-centered care to our stroke patients. We are able to offer patients advanced therapies to maximize recovery and reduce death and disability.

“For a small community hospital, I am very impressed with the stroke program and the strong collaboration with other MedStar hospitals. Your staff are very engaged and able to speak to processes; you have strong support from administration, leaders, and neurologists.”

- Tina Kirchner-Sullivan, ACNP, DNP,  
The Joint Commission

# FY2020 facts & figures.

July 2019 - June 2020



89



**NURSES BOARD CERTIFIED**

1,001



**ASSOCIATES**

604



**MEDICAL STAFF MEMBERS**

5,969



**INPATIENT ADMISSIONS**

90,080



**OUTPATIENT VISITS (EXCLUDING OUTPATIENT SURGERY)**

29,344

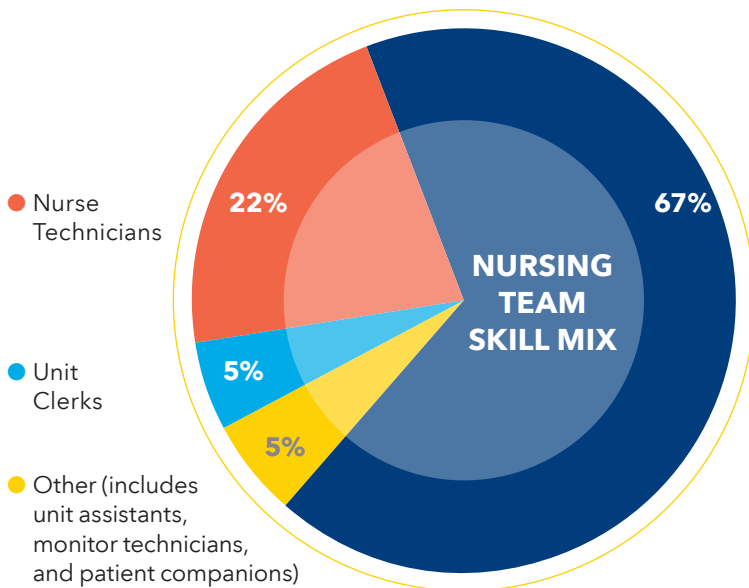


**EMERGENCY DEPARTMENT VISITS**

2,150



**OBSERVATION CASES**



In FY2020, MedStar Montgomery joined the **National Database of Nursing Quality Indicators (NDNQI)**, the only national quality measurement program to provide hospitals with unit-level performance comparison reports that measure nursing quality and aid in performance improvement.



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# Community support.

We are humbled and honored by the outpouring of support the community gave us during these challenging times.



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