



 Penn Medicine
Chester County Hospital

Nursing

ANNUAL REPORT YEAR IN REVIEW 2018

Dear Colleagues, Patients and Community Members,



It is with great pride that I share with you the 2018 Chester County Hospital Nursing Annual Report. The report highlights our many accomplishments which are guided by our Nursing Strategic Plan and in alignment with the Magnet model domains of: Transformational Leadership, Structural Empowerment, Exemplary Professional Practice, and New Knowledge, Innovations and Improvement. Through shared governance and patient-centered care, our nurses are driving our strategic operating plan and goals forward resulting in an exceptional patient experience.

We proudly celebrated our fourth anniversary as a Magnet designated hospital this year on November 20, 2018 and submitted our re-designation document in October 2018. The pursuit for nursing excellence continues to be centered on the hospital's iCARE values of Innovation, Collaboration, Accountability, Respect and Excellence, combined with Kristen Swanson's Caring Theory, which provides the framework of the hospital's Nursing Professional Practice Model. Nursing at Chester County Hospital (CCH) practices in an environment which requires constant change and initiatives to exceed quality standards, balance tight budgets, and deal with competitive challenges while providing service excellence.

As we navigate this very complex and demanding world of health care we need to remember;

Success is to be measured not so much by the position reached in life, as by the obstacles overcome while trying to succeed.

BOOKER T. WASHINGTON

I am proud to say that both nursing leadership and clinical staff have achieved much success over this past year and have navigated many obstacles, as exhibited by the evidence-based outcomes we have realized, as well as the new technologies deployed to drive operational efficiencies.

I invite you to take a few moments to read the stories and accomplishments highlighted in this report, remembering they are just a few of the many meaningful moments that have been created for the people of the community. It is a privilege and an honor to work with the more than 650 professional and engaged nurses that make CCH an exceptional organization. I hope you enjoy reflecting on, as well as celebrating, the achievements of this past year. Thanks for all you do for CCH and the people we serve.

Sincerely,
Angela R. Coladonato DNP, RN, NEA-BC
Senior Vice President/ Chief Nursing Officer
Chester County Hospital

Nursing 18

ANNUAL REPORT YEAR IN REVIEW

Transformational Leadership

Transformational leaders stimulate and inspire others to achieve extraordinary outcomes. By helping followers grow and develop, the transformational leader provides vision, inspiration, motivation and influence. The chief nursing officer in a Magnet-recognized organization is a knowledgeable, transformational leader who has a strong vision and a well-articulated philosophy of nursing.

LEADING BY EXAMPLE

Southeastern Pennsylvania Organization of Nurse Leaders

The Southeastern Pennsylvania Organization of Nurse Executives was chartered in 1986 as an affiliation of the Pennsylvania Organization of Nurse Leaders (PONL). The name of the organization was changed to Southeastern Pennsylvania Organization of Nurse Leaders (SEPONL) to reflect a changing philosophy that focused on nursing leadership. The primary mission of the organization is to be a vehicle for networking and information exchange among nurse executives. The organization has evolved to include some 200 members, with the inclusion of all nurses in leadership positions being eligible for membership. SEPONL is a non-profit, personal membership society which promotes excellence in the practice of nursing administration. Angela Coladonato, DNP, RN, NEA-BC was elected as a member-at-large to the Board of this prestigious organization. She is also the Chair of the Special Projects Committee.

Chief Nursing Officer Council

Angela Coladonato is the co-chair of the University of Pennsylvania Health System (UPHS) Chief Nursing Officer (CNO) Council along with James Ballinghoff, MSN, MBA, RN, NEA-BC, Chief Nursing Officer/Associate Executive Director at Penn Presbyterian Medical Center. In this leadership position Coladonato and her co-chair develop and update the UPHS CNO Council strategic work plan with the other council members. Additionally, the CNO Council is a forum to share best practices across the UPHS system.

Assistant Dean for Clinical Practice

University of Pennsylvania School of Nursing

Angela Coladonato is the Assistant Dean for Clinical Practice at the University of Pennsylvania School of Nursing. In this role she works with the Dean and Associate Deans for academic programs, research, practice and policy. She serves as a preceptor and mentor for both Master of Nursing and Doctor of Nursing Practice students as requested.

To lead people, walk behind them.



LAO TZU

H.L. PERRY PEPPER LEADERSHIP AWARD

The annual H.L. Perry Pepper Leadership Award, established by the Women's Auxiliary in 2012, recognizes the outstanding qualities of Chester County Hospital (CCH) nurses. Directors and managers submit an essay describing how a direct-care nurse demonstrates the organization's iCARE values in his or her area of practice. Essays are then reviewed and evaluated by nursing directors and the chief nursing officer (CNO) using a consistent evaluation tool. Once chosen, the top three nominee names and essays are sent for consideration. The Women's Auxiliary president and secretary work with CCH's CNO and chief operating officer for final selection.

Kristin Taylor, RN, PCCN, from Critical Care Support, received the 2018 H.L. Perry Pepper Nursing Leadership Award. Taylor is a 1996 graduate of the Chester County School of Nursing and was awarded the Issac W. Chamberlin Humanitarian Award which is given to a graduate who demonstrates kindness, friendship, love and compassion. In addition, she also received the Stephen Johnson Award for demonstrating outstanding support and dedication in meeting the physical, psychological and spiritual needs of the patient from cancer and his/her family.

In 2002 she received the hospital's "Employee of the Year." In 2003 seeking to further enhance her own professional development, Taylor transferred to the Post Interventional Unit as a charge nurse allowing her to enhance her strong critical thinking skills. For the past eight years, Taylor has been a Critical Care Support Nurse whose responsibilities include all remote telemetry patients throughout the hospital as well as responding to Rapid Responses and Code Blues.

Taylor is a role model and exemplifies our iCARE values every day. Her upbeat positive attitude and sunny disposition make her a joy to work with and she is a proven leader within the hospital.



Great leaders are remembered for their impact on the organization beyond the bottom line. They are role models that others seek to emulate. These are the leaders people remember fondly for the influence they provided that helped shape their own personal journey and that is Taylor, her high moral values, and cultural diversity.

Taylor is highly regarded for her nursing skills and critical thinking, but more importantly is respected as a person that others admire and trust. She makes people feel comfortable whether it is a patient, a family member or a novice nurse. No question is ever looked down upon as she leads by example and sets the bar high.

L-R: Marie Robinson, First Vice President of The Women's Auxiliary, Kristin Taylor, RN, PCCN and Karen Smith, Secretary of The Women's Auxiliary

UNIVERSITY OF PENNSYLVANIA NURSING CLINICAL EXCELLENCE AWARDS

The University of Pennsylvania Health System (UPHS) Clinical Advancement and Recognition of Excellence Program Committee (CARE) recognizes outstanding direct care nurses throughout the Health System. In 2018, several CCH nurses were nominated by their peers and managers for their clinical ability. Winners were selected by the hospital's Professional Development Council. The winners, along with leadership, attended the UPHS CARE Awards Ceremony in April 2018.



L-R Susan Cacciavillano, BSN, RN, RN-NIC; Karlie Scavicchio, BSN, RN, CEN; Anel Mata-Medina, BSN, RN, RN-BC; Billy Pezzotti, DNP, RN, CRNP; Angela Coladonato, DNP, RN, NEA-BC; Okie Taylor, MSN, RN, CMSRN

The Lillian Brunner Award for Clinical Judgment and Decision Making was presented to Okie Taylor, MSN, RN, CMSRN; Clinical Level 4, from West Wing Ground. Taylor's commitment to the iCARE values of accountability and excellence provide CCH with high quality and safe care thanks to her proactive approach.

The Rosalyn Watts Award for Nurse Patient/Family Relationship was presented to Anel Mata-Medina, BSN, RN, RN-BC from West Wing 2. Her nominator stated, "Anel is one of the kindest, sincerest, and most courageous RN's I have ever had the pleasure of working with. It is a privilege to have her

as part of my team and to witness her care for the people of our community. She exemplifies all of Chester County Hospital's iCARE values and I look forward to working with her for many years to come."

The Dianne Lanham Award for Clinical Leadership was presented to Karlie Scavicchio, BSN, RN, CEN, from the Emergency Department. Scavicchio has been instrumental as part of a team that has been training fifth and sixth graders on how to enact the cardiac chain of survival. This initiative aligns with the organization's strategic plan to better the community we serve.

The Helen McClelland Award for Clinical Scholarship was presented to Billy Pezzotti, DNP, RN, CRNP. Pezzotti advanced the science of nursing through his Doctorate of Nursing Practice Project, "Rapid Response Team (RRT) Utilization of Modified Early Warning Scores (MEWS) to Improve Effectiveness," an evidence-based practice pilot project.

The Victoria Rich Award for Transformational Leadership was presented to Susan Cacciavillano, BSN, RN, RN-NIC. This award is given to nurses in leadership/management positions that manage people, programs and/or processes and have a broad scope of impact on the organization. Cacciavillano strongly believes in high reliability organizations and transparency and her teams know they can count on her to always be a role model for our iCARE values.

University of Pennsylvania Health System Patient Safety and Quality Awards

Chester County Hospital had three teams honored at the 2018 University of Pennsylvania Health System Patient Safety and Quality Awards.



Overall Winner

Advanced Practice Providers Utilize a Pre-Catheterization Screening Tool to Decrease Contrast Induced Nephropathy

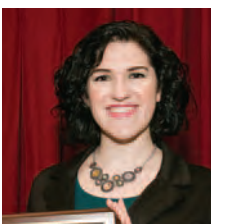


Operational Winner

Collaborative and Accountable Teamwork Results in Patient Satisfaction CCH Received 1.6 Million Dollars in Payments

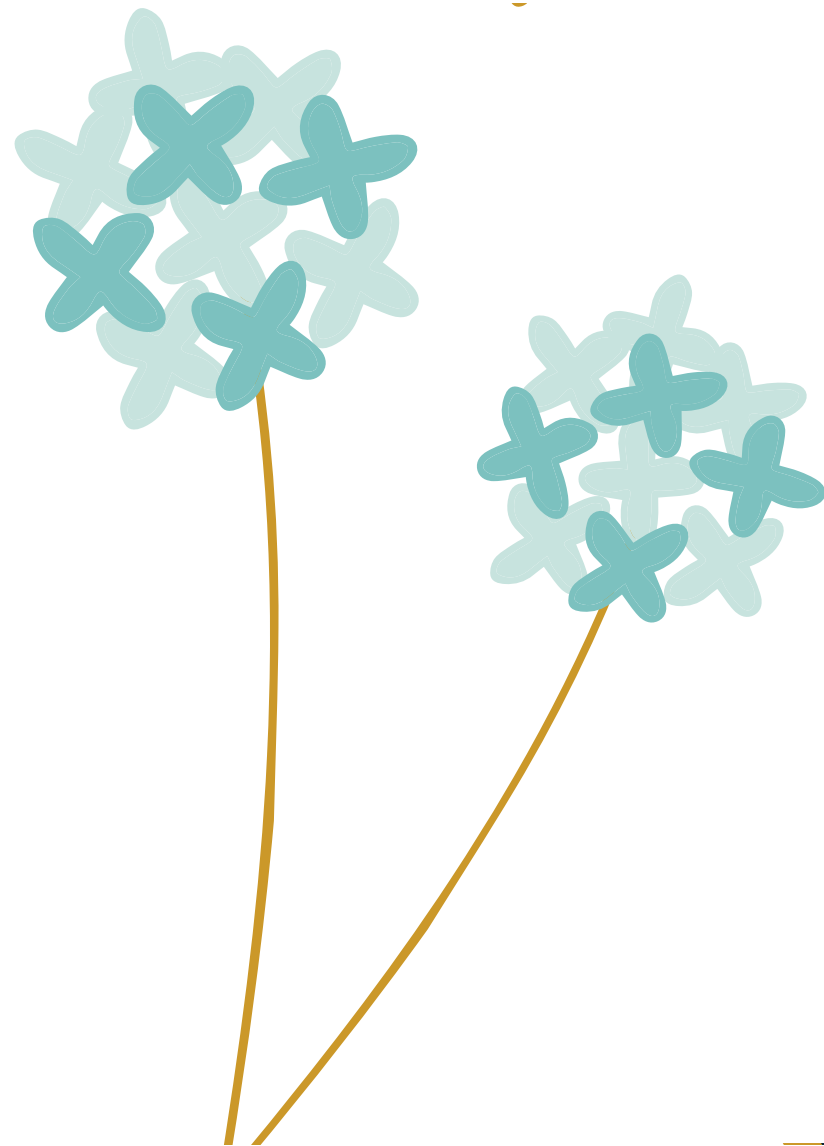
Honorable Mention

Day of Surgery Physical Therapy for Patients undergoing Total Hip or Knee Arthroplasty



Someone is going to do something amazing today, why can't it be you?

ANONYMOUS



Structural Empowerment

Structural empowerment is the process in which staff have influence over their professional practice. This is organizationally supported through staff participation on committees, councils, evidence-based practice projects, research opportunities and lifelong learning. Nurses throughout the organization are involved in self-governance and decision-making structures, as well as processes that establish standards of practice and address issues of concern, in order to empower patients and positively impact their outcomes.

SHARED DECISION MAKING

Shared governance gives nursing a voice in decision-making processes that impact clinical practice. These councils are the cornerstone of Chester County Hospital's nursing foundation and challenge nurses to participate in achieving excellent patient outcomes. Through the shared governance model, each nurse is seen as a leader and valued for his/her unique contributions to excellent, patient-centered care. Governance is based on a councilor model that is centered on the iCARE values and reevaluated at regular intervals to ensure that the councils are meeting their stated goals.

Annual Nursing Retreat

The Nursing Retreat was held on October 11, 2018, at the Penn Oaks Golf Club in West Chester, PA, with 90 staff members in attendance. There were presentations on a variety of topics such as Chester County Hospital's market trends and strategic plan and other presentations focused on common themes around patient care, self-care and loneliness, as well as presentations on the opioid crisis and violence against health care workers.

Additionally, the Shared Decision-Making Councils shared their goals for the upcoming year, which help to frame the Nursing Strategic Plan.



L-R: Kathleen Adams, BSN, RN, RN-BC; Marianne Casale, MSN, RN, AOCN, CHPN; Dean Lashbrook, BSN, RN, CMSRN; Lindsay Rock, MSN, RN, CMSRN and Laurie Schiltz, MSN, MSM, RN, CEN, CPEN



Shared Decision Making Councilor Model



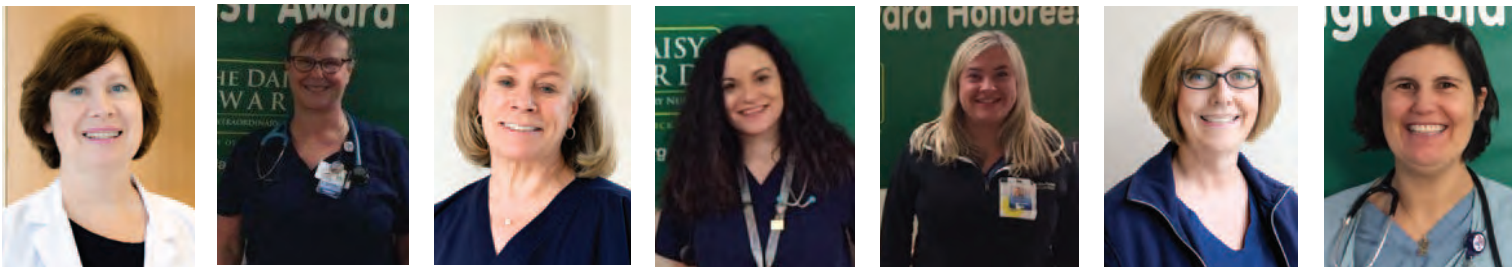
The DAISY Award is a national program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. The DAISY Foundation was established in 2000 by the family of J. Patrick Barnes. During an eight-week hospitalization, his family was awed by the care and compassion his nurses provided to Barnes and his entire family. They created the DAISY Foundation to recognize extraordinary nurses everywhere who make an enormous difference in the lives of so many people by the excellent work they do every day.

The hospital is proud to be a DAISY Award hospital partner by recognizing one of its nurses with this special honor every month. DAISY Award honorees personify the hospital's remarkable patient experience. To be considered for a DAISY Award a nurse must consistently demonstrate excellence through clinical expertise, extraordinary compassionate care, and be recognized as an outstanding role model in the hospital's nursing community.

THE FOLLOWING NURSES RECEIVED THE DAISY AWARD IN 2018



Eileen McGovern RN, PCCN Maggie Aveis BSN, RN Christy Evans BSN, RN Colleen Maloney BSN, RN, CPN Julie Litzke BSN, RN Kimberly Davis BSN, RN

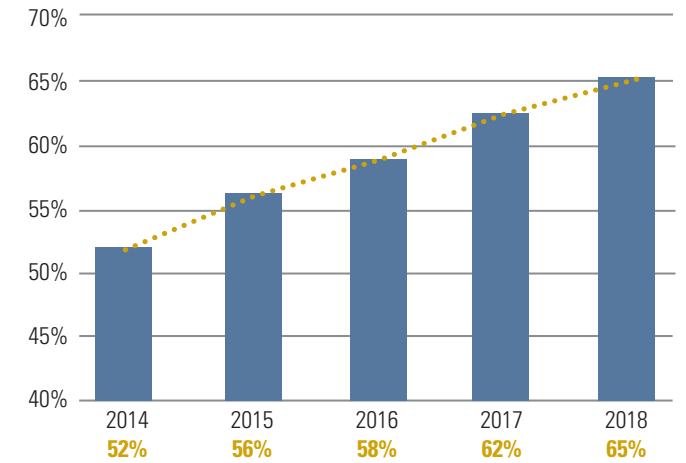


Michele Quigley BSN, RN, IBCLC Suzanne Geffre RN Patty Beam RN Nicole Pennistri RN Tiffany Plank BSN, RN, CMSRN Linda Hamilton RN Laura Alarcon RN

RN TO BSN OR HIGHER EDUCATION

The hospital empowers nurses at all levels to build on their knowledge base to enhance practice, education, administration and theory development. The hospital supports formal nursing education by providing education assistance, nursing scholarships, Professional Recognition of Initiative, Skill and Merit (PRISM) clinical ladder points, college fairs and open houses, flexible scheduling, academic partnerships, encouragement and goal setting through the performance appraisal process. A recommendation from The Institute of Medicine Report is for hospitals to have 80% of nurses with a baccalaureate degree in nursing (BSN) by 2020. As part of our Nursing Strategic Plan, and in an attempt to achieve this recommendation, a goal has been set to increase the percentage of BSN nurses at Chester County Hospital by 3% annually.

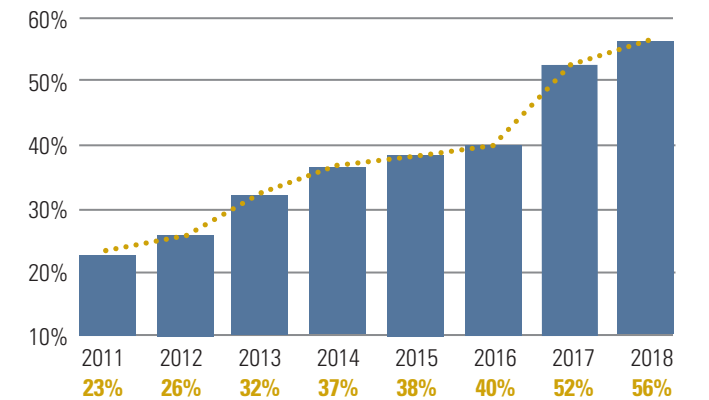
Percentage of Nurses with BSN or Higher Degree in Nursing



SPECIALTY CERTIFICATION

Obtaining professional certification supports the Professional Practice Model and allows nurses to show their ongoing commitment to their patients and to their profession. Certification of the expert knowledge they have achieved in their specialty area of practice sends a message to patients that the nurses caring for them are committed to excellence. The number of certified nurses continues to increase, which is a reflection of the hospital's commitment to enhance knowledge, skills and abilities. This initiative is supported through onsite preparatory classes, points on the PRISM clinical ladder and certification reimbursement for the test.

Percentage of Nurses with Specialty Certification



CERTIFIED NURSES DAY 2018



THE WOMEN'S AUXILIARY NURSING SCHOLARSHIPS

For more than 125 years the Women's Auxiliary has generously supported Chester County Hospital through donations, fundraising events and scholarships for nurses enrolled in nursing degree programs. A total of \$3,500 is distributed equally in the fall and spring semesters to help nurses at all levels achieve their educational goals. All eligible staff members are required to complete the Nursing Scholarship Application.

2016 Scholarship Recipients:

Melanie Dyszel, BSN, RNC-NIC – NICU
Elizabeth Evans, BSN, RN, CMSRN – WW2
Nicole Paul, BSN, RN, CPN – Pediatrics
Karlie Scavicchio, BSN, RN, CEN – In-house Registry
Linda Shepherd, BSN, RN – Emergency Department
Kady Willis, Tech, – Emergency Department
Aislynn Flynn, NA – 4 North

Susan Neubauer, RN – ACC
Kathy Varady, BSN, RN, CEN, CCRN
Casey Massimini, BSN, RN-BC – 4 Lasko
Mark Kramer, RN – 4 Lasko
Sonya Hash, MSN, RN, CEN – Staff Development
Rosanna Catania-Venuto, BSN, RN – Clinical Decision Unit
Michelle Stover- RN, CNOR – Central Supply

VOLUNTEERS GIVING BACK TO THE COMMUNITY



Career Fair

The Clinical Decision Unit and 3 North nurses Andrea Bobb, RN, and Emily Jones, BSN, RN, RN-BC, participated in a career fair at West Philadelphia Achievement Charter Elementary School. They spoke to kindergartners about what it is like to be a nurse. The kindergartners asked a lot of great questions and fun was had by all.

L-R: Andrea Bobb, RN; Emily Jones, BSN, RN, RN-BC; and student

National Eating Disorders Association Fundraiser

In April 2018 several members of the Unit Council Facilitators participated in the National Eating Disorders Association (NEDA) Fundraiser Walk at East Goshen Park. This project was spearheaded by Cathryn Millares, BSN, RN-BC, from 3 Lasko. Millares spends countless hours educating staff and the community on this important initiative that often gets overlooked. She spends her own money making posters, flyers, signs and giveaways to raise awareness. When the Unit Council Facilitators were looking for a group community project to embark upon this year, Millares immediately suggested the upcoming NEDA Walk for awareness and support. NEDA Walks are inspirational, community-building events where passionate walkers raise money to fund eating disorder education, prevention and support, as well as advocacy and research initiatives. The largest eating disorder awareness events in the nation, NEDA Walks are a celebration of hope and strength, filled with body-positive activities, motivational guest speakers and a short walk to symbolize unity in the fight against eating disorders.



L-R: Cathryn Millares, BSN, RN-BC and Tracey Borgstrom, BA, RN, CMSRN

Millares also organized a bake sale and worked with an area restaurant to donate 20% of their profits when Chester County Hospital (CCH) was mentioned with orders. Her enthusiasm and hard work paid off as CCH was recognized as the fifth largest fundraiser for the event. Millares single-handedly raised over \$500. Although the day was chilly, muddy and blustery it didn't dampen the enthusiasm of participants.

In addition to the NEDA Walk, Millares created two charity events to fundraise for "Blackbelts for Butterflies," which raises money for Autism Awareness, and for "My Bruises Are From," raising money for Domestic Violence Awareness.



In April 2018 the West Caln Township Police Department lost one of their own. This officer also served as part of Chester County's Emergency Response Team (ERT), commonly referred to as Special Weapons and Tactics (SWAT). He was a beloved friend, neighbor, husband and father of four. A fellow police officer and friend stated the 42 year-old was the picture of health and incredibly active- to the naked eye at least. He ran marathons, played hockey and appeared to be in great shape, however on April 12, 2018 he suffered a major heart attack and did not survive. There was no indication he was at risk for heart issues besides a strong family history, which was unknown to him.

His passing sent shockwaves through the tight-knit police, ERT and first responder family. Community member and ERT paramedic, Shiloh Kramer, vowed to turn this tragedy into action. She did research and found that police officers are at a 30% higher risk of dying from sudden cardiac death due to stressful situations they are often involved in. She knew that the Community Health and Wellness Department at Chester County Hospital offered a Heart Tracks Screening Program for the community and she approached cardiologists Timothy Boyek, MD, and Clay Warnick, MD, who agreed that this would be a great opportunity to give back to Chester County's first responders.



Warnick approached Chest Pain Center Coordinator, Ralph Smith, BSN, RN, CCCC, on how to operationalize this important initiative. Smith organized a multidisciplinary planning group consisting of Warnick, Boyek, Kramer, Darren Girardeau, MSN, BM, RN, PHRN, CCRN, CEN, CFRN, director of Emergency Services and Radiology Nursing, Valerie Dziados, MSN, RN, CRNP, Cardiovascular Services; Donna Taylor, MSN, RN, CCRN, Cardiovascular nurse navigator; Susan Pizzi, MS, RN, Community Health Education coordinator; and Julie Funk, MS, RD, CDE LDN, director of Community Health and Wellness Services. The plan was to offer heart health screenings to both the Central and Regional ERTs in Chester County. These would include measurements of blood pressure, cholesterol, height and weight, an electrocardiogram, and questions about diet, exercise, sleep patterns and family history. Smith recruited volunteers from the hospital to help with the screenings and held meetings delineating roles and responsibilities.



Through community partnerships to improve the health of first responders, sudden cardiac arrest among this population has decreased. At baseline, there was one sudden cardiac death in April 2018. A focused and multi-pronged intervention plan to partner with community members has resulted in zero cardiovascular deaths in this population since the screening program launch and these results continue to be sustained. The team is planning to publish their findings and expand the screening to other first responders including 911 Center employees, firefighters and EMS personnel in April 2019. The program has been so successful that other hospitals are modeling it for their communities.

Perfection is not attainable, but if we chase perfection we can catch excellence.

VINCE LOMBARDI



Exemplary Professional Practice

Exemplary Professional Practice is guided by a Professional Practice Model (PPM). The PPM, based on Kristen Swanson's Caring Theory, is the concept of relationship-focused care and the hospital's iCARE values. It supports the nurse's control over the delivery of care predicated on evidence-based practice and the environment in which care is delivered. The achievement of exemplary professional practice is grounded by a culture of safety, quality monitoring and quality improvement. Nurses collaborate with other disciplines to ensure that care is comprehensive, coordinated and monitored for effectiveness.

Fore Health Golf Miracles and Memories Dinner Awards

At the Miracles and Memories dinner, which followed the FORE Health Golf Invitational in 2018, four members of the Women's and Children's Health Services nursing team were honored for their outstanding contributions to the care of patients and the community. The FORE Health Invitational benefits Women's and Children's Health Services. Sponsorships were presented by the committee to the following honorees:



L-R Pic 1: Kate Pergolini and Lisa Drinker, MD | Pic 2: Tracy Breeding, RN and Susan Cacciavillano, BSN, RN
Pic 3: Susan Cacciavillano, BSN, RN, RNC-NIC and Linda Zickafoose, BSN, RN, CPN, CEN | Pic 4: Trish Ward, MSN, RN, RNC-OB, C-EFM and Margaret Keegan, BSN, RN

Charles Henry Benton Award

Tracy Breeding, RN
NICU

O'Hair Family Award

Linda Zickafoose, BSN, RN, CPN, CEN
Pediatrics

The Willistown Auxiliary Award

Margaret Keegan, BSN, RN
Maternity

The Mary Mears Award

Patricia Kennedy-McBean, BSN, RN
Labor and Delivery

Caregiver of the Year Award

Lisa Drinker, MD, Assistant Director
NICU

University of Pennsylvania Health System Days Free Awards

Numerous Chester County Hospital nursing units were awarded the University of Pennsylvania Health System's Days Free awards. These awards recognize nursing units that have been free from hospital-acquired infections. Many units received more than one award. Units recognized were:

- 4 Lasko
- PCU
- CCU
- West Wing II
- 3 North
- NICU
- 4 North

Professional Recognition of Initiative, Skill, and Merit

Chester County Hospital has a history of excellence in nursing practice. In 2010, in an effort to continue the advancement of nursing and to support frontline staff, the Professional Development Council instituted Professional Recognition of Initiative, Skill, and Merit (PRISM), a clinical ladder for nursing. The first recipients were designated in December 2011.

Direct-care nurses undergo a stringent application and interview process that includes professional recommendations, exemplars and the development of a professional portfolio. The PRISM Clinical Ladder program makes nurses feel valued and validates that their practice is acknowledged by their leaders

CLINICAL LADDER LEVEL 3

L-R – Nancy Mirarchi, MSN, RN, CNOR; Kirby Cannon, BSN, RN, CMSRN; Jennifer Keith, BSN, RN; Amber Shealy, BSN, RN, PCCN; Mary Jo Steffes, BSN, RN, CAPA; Angela Coladonato, DNP, RN, NEA-BC; Debra Quiroz, MSN, RN; Linda Sullivan, BSN, RN, PCCN; Linda Kelnock, BSN, RN, CMSRN; Mary Maurer, BSN, RN, CEN; Debbie Hetrick, MSN, RN, CNML

and peers. This program gives direct-care nurses an opportunity to develop their careers while remaining at the bedside.

The PRISM Pinning Ceremony was held on January 19, 2018 in the Board Room for 55 nurses who achieved their clinical ladder levels. Of those recipients, nine nurses are new to the program. Also, 16 interviews were completed for first and third year applicants.



GOOD CATCH AWARDS

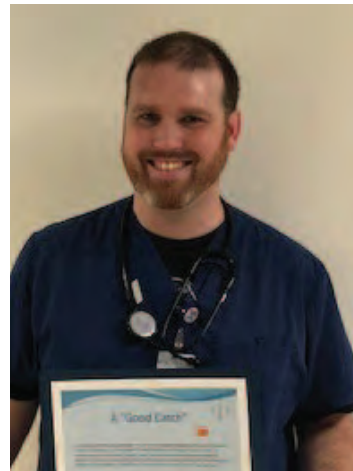
The Good Catch Award is given to staff members who are accountable for their professional practice and are committed to quality of care. The "Good Catch Award" examines all near misses reported each month. A near miss is an unplanned event that didn't result in injury, illness or death, but had the potential to do so if it reached the patient. The lessons learned from these events are then shared with the rest of the hospital.

Recipients are chosen every month by a multidisciplinary committee after reviewing the events reported, analyzing the report information for each event, and identifying "good catch" events.

The winner is determined by scoring in the following areas:

- Severity of the near-miss event
- Educational value
- Impact on organizational patient safety
- Following established practice
- Timeliness of reporting the event

THE 2018 NURSING RECIPIENTS ARE:



Ryan Matchett, BSN, RN
Emergency Department



Delbert Vannicolo, BSN, RN CCRN
E.P. Lab



Jennifer Brenneman, BSN, RN, CEN, CPEN
Emergency Department



Cheryl Wyatt, RN
ACC



Jennae Hamid, RN
Emergency Department

NATIONAL DATABASE OF NURSING QUALITY INDICATORS NURSE SENSITIVE INDICATORS

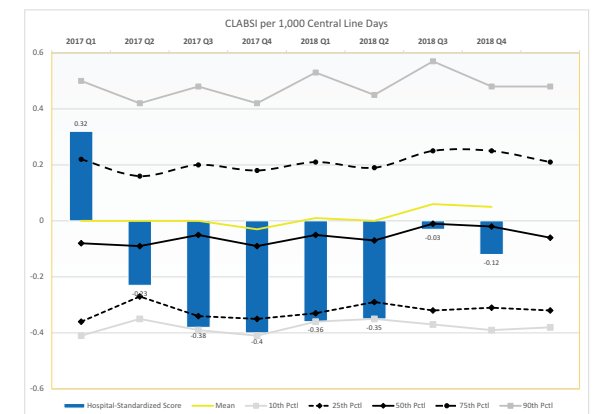
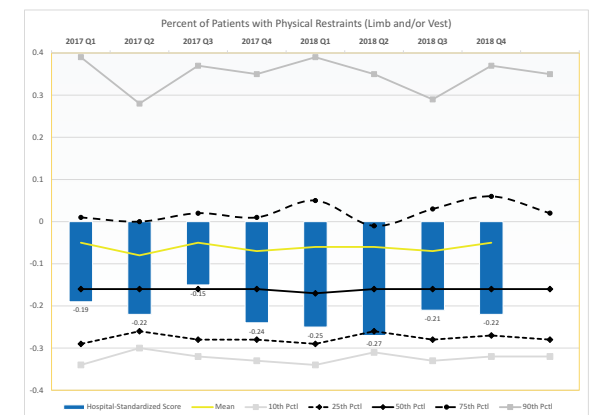
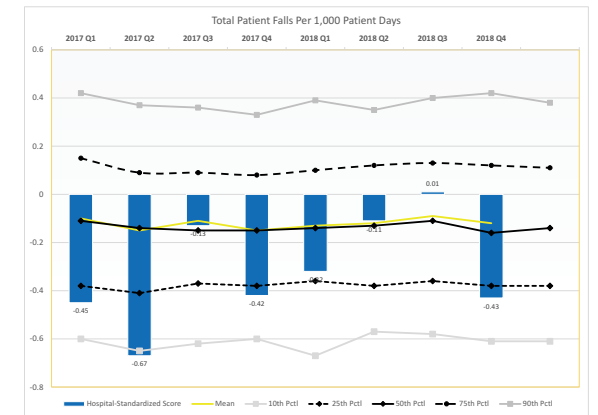
The hospital submits nurse-sensitive indicator performance data to the National Database of Nursing Quality Indicators (NDNQI) for patient falls, hospital-acquired pressure ulcers, ventilator-associated events (VAE), hospital acquired infections and restraint prevalence. The data are benchmarked against the mean of hospitals with Magnet designation to evaluate the quality of nursing care. Patient Falls, Central Line Associated Blood Stream Infections and VAE (see charts >) are aggregated at the organizational level.

NATIONAL DATABASE OF NURSING QUALITY INDICATORS NURSE SATISFACTION SURVEY

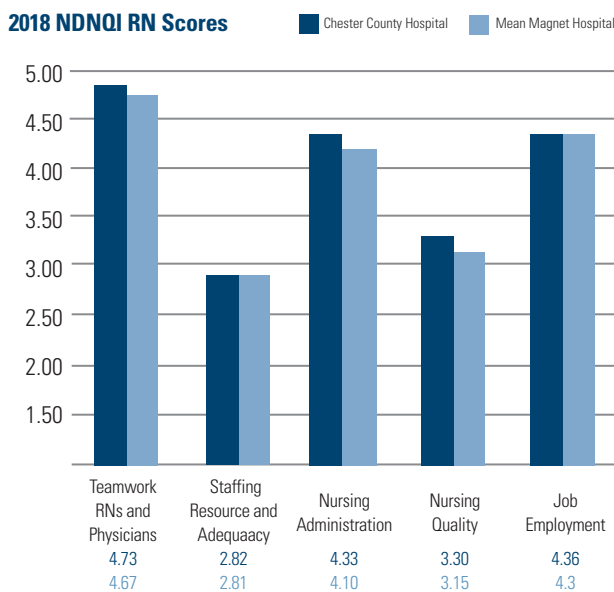
The Department of Nursing administers the NDNQI survey biannually to determine nurse satisfaction. The survey helps nurse leaders and clinical nurses identify needs, improve the work environment and enhance retention and recruitment for the units and the hospital. Staffing issues, unit needs and the work environment are continually being assessed to identify strengths and weakness.

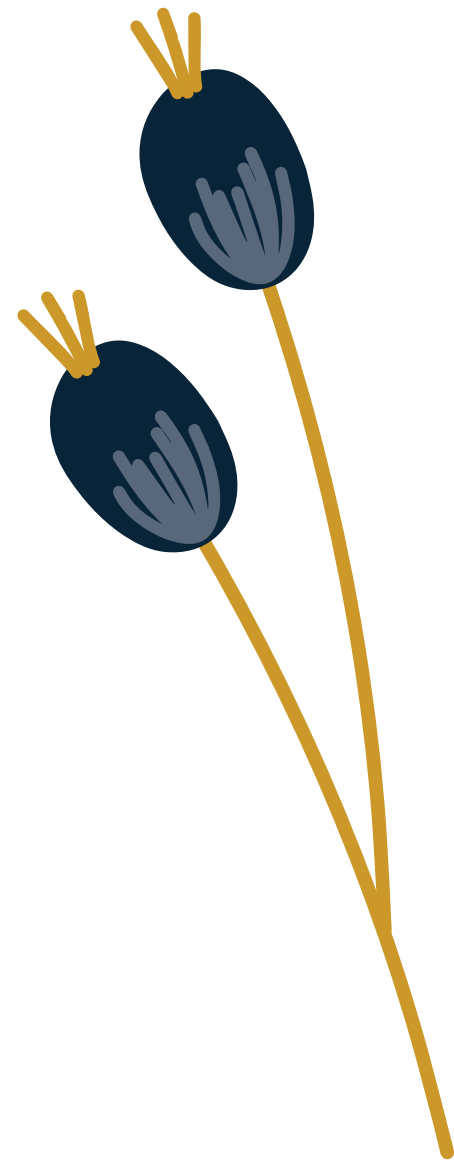
The professional, engaged environment and culture of the hospital remain the driving forces behind successful recruitment and retention strategies. The hospital's mission to "attract, retain and educate the best and brightest health care professionals" is evident in its low vacancy and turnover rates.

Through these staff satisfaction surveys, the Department of Nursing will continue to address areas needing improvement to maintain the highest standards of quality and promote a rewarding work environment for the nursing staff.



2018 NDNQI RN Scores





You must do things you think you cannot do.

ELEANOR ROOSEVELT

New Knowledge, Innovations and Improvements

Evidence-based practice and research are conscientiously integrated into clinical and operational processes. Nurses are educated about evidence-based practice and research, enabling them to appropriately explore the safest and best practices for their patients and practice environment, and to generate new knowledge.

National Magnet Conference 2018

The American Nurses Credentialing Center (ANCC) held its 2018 National Magnet Conference in Denver, Colorado. The theme of this year's conference was "Educate, Innovate, Celebrate." ANCC's goal is to inspire and galvanize nurses to transform health care. Chester County Hospital sent 10 nurses to the conference. Staff had opportunities for learning and networking with colleagues from across the world from 20 different countries. The general session topics focused on leadership, teamwork, work/life balance and global health care challenges. There were 70 insightful concurrent sessions and 150 poster presentations. Upon return, each nurse gave a presentation on what they learned to either the Executive Coordinating Council or the Magnet Ambassador's Council. Next year's conference is being held in Orlando, Florida.



American Organization of Nurse Executives Advocacy Day

In September 2018, Cathy Weidman, MPA, RN, CNML, Paula Sinclair, BSN, RN, CCRN, and Brooke Elliott, BSN, RN, traveled to Washington, D.C., to talk directly to legislators and their staff about the challenges facing patients and our communities. The American Organization of Nurse Executives (AONE) is the voice for nursing leadership. This organization looks at global health care topics in this country. Some key issues discussed were:

- **FY 2019 Appropriations Request**
These programs bolster nursing education programs from entry-level to graduate study.
- **Support Title VIII Workforce Reauthorization Act of 2017**
This legislation would re-authorize and improve workforce programs under Title VIII, such as advanced nursing education, diversity programs, nurse faculty loan forgiveness, etc.
- **Reduce Administrative Burden in Health**
AHA reported health systems, hospitals, and post-acute providers must comply with 629 mandatory regulatory requirements.
- **Protecting Job Opportunities for Borrowers (JOBS ACT)**
This legislature seeks to protect professionals from losing their license if they default on student loans.
- **Some additional discussion focused on opioid crisis, HCAPHs questions, and requesting senators and congressmen to join the nursing caucus.**
- **Nurses have a powerful voice to affect change in health care. Nurses are the voice and advocate for patients and staff.**

Nurse Residency Program

The Nurse Residency Program at Penn Medicine is a 12-month program designed to support baccalaureate nursing graduates as they transition into their first professional nursing role. The program consists of a series of work and learning experiences that emphasize and develop the clinical and leadership skills necessary for the advanced beginner nurse to become a successful part of the health care team. The Nurse Residency Program participates in the Vizient/AACN Nurse Residency Program™ curriculum, which utilizes Patricia Benner's well known theoretical framework from her book *From Novice to Expert: Excellence and Power in Clinical Nursing Practice*. The program includes an emphasis on:

- Critical thinking
- Patient safety and minimizing risk
- Leadership
- Communication
- Evidence-based practice
- Patient- and family-centered care
- Professional development

The Nurse Residency Program project focuses on the quality improvement process as part of the curriculum. The residents use the PICO format to frame the project. Nurses completing the residency program in 2018 shared their evidence-based practice projects with the Executive Coordinating Council:

Is There Another Weight
Phuong Judkins, BSN, RN
Abby Wilson, BSN, RN

Bedside Report: Are You in or Out?
Nicole Callahan, BSN, RN
Robin Zuba, RN

Pillow Talk (Improving Patient Satisfaction with RN-RN Bedside Report)
Ashley Powers, BSN, RN

The Silent Treatment
Cody Wright, BSN, RN

Annual Nursing Symposium

The annual two-day Nursing Symposium was held September 27 and 28 at the West Chester Graduate Center. It is geared toward nurses who care for adults and nurses in management, education, case management and other roles that support patients and the clinical team. It was used to disseminate best practice and research on a variety of topics including ABG interpretation, penicillin allergies, sepsis hypothermia, stroke, teamwork and genomics. Keynote addresses were given by Carol Fleischauer and Colonel Art Athens. Participants could earn 13.75 accredited CEUs.

Publications, Presentations and Grants

Amy Luckowski, PhD, RN, CCRN, CNE, of PACU, presented "Suicide and Trauma Assessment" at the Sexual Assault Nurse Examiner conference in State College, PA, on June 8, 2018 with her husband, Mark Luckowski, BSW, a psychiatric rehabilitation caseworker.

On November 3, 2018, Valerie Dziados, MSN, RN, CRNP, presented at the Pennsylvania Coalition of Nurse Practitioners (PCNP) Annual Conference on "Acute Coronary Syndromes, Diagnosis and Management." The PCNP is a state-wide organization that promotes and protects the practice of over 12,400 certified registered nurse practitioners. The conference was well-attended with 530 participants and spanned over three days.

On November 13, 2018, Ralph Smith, BSN, RN, CCCC; Jen McCullough, MSN, RN, CRNP, and Timothy Boyek, MD, FACC, FSCAI, presented through WebEx for a national ACC conference on the topic of: "Advanced Practice Providers Utilize a Pre-Catheterization Screening Tool to Decrease Contrast Induced Nephropathy." The presentation discussed how advanced practice providers are employing a pre-procedure screening tool to decrease acute kidney injury.

The Pennsylvania Chapter of the American Academy of Pediatrics and the PA Department of Health have awarded Amy Latyak, BSN, RN, CCE, CBC, a grant for the Tanita Infant/Toddler Scale for the Breast Feeding Support Group. Utilizing this scale in an outpatient setting can be an important tool in supporting breastfeeding mothers and infants, especially when results are taken in the context of the patient's history and firsthand observation and support of breastfeeding.


Jen McCullough, MSN, RN, CRNP, and her team published an article in *Cath Lab Digest* Jul 19, 2018, Volume 26, Issue 7 on Screening patients pre catheterization to prevent acute kidney injury. This was presented at the American College of Cardiology in March 2018.

Cindy Brockway, MSN, RN, CCRP and Cheryl Monturo, Ph.D, RN presented at the Christiana Research Conference and Brockway, Monturo and Rebecca Mountain, DNP, RN, CEN, CPEN presented at the UPHS Research Conference.

Athena Fernandes, DNP, RN-BC, was a keynote speaker at the 6th Annual Med-Surg Tele Symposium on October 3, 2018. Her presentation was entitled "Communication... The Right Balance."

Angela R. Coladonato, DNP, RN, NEA-BC, published a Practitioner Application: "The Effect of the Magnet Signal on Hospital Financial Performance" in the November/December 2018 Issue of *The Journal of Healthcare Management*.

Amy Hitchcock-Light, BSN, RN, has been selected to present her Nurse Residency Evidenced-Based Project entitled, "Quiet: Put a Plug in it" at the 2019 Vizient Nurse Residency Conference in Orlando in March 2019. They received 253 submissions and only accepted 38 for presentation.



The best
preparation
for tomorrow
is doing your
best today.

H. JACKSON BROWN, JR.

KEY

AOCN	Advance Oncology Certified Nurse
CAPA	Certified Ambulatory Peri-Anesthesia
CCCC	Certified Chest Pain CENter Coordinator
CCE-	Certified Childbirth Educator
CCM	Certified Case Manager
CCRN	Certified Critical Care Nurse
CCRP	Certified Cardiac Rehab Professional
CCRP	Certified Clinical Research Professional
CDE	Certified Diabetes Educator
C-EFM	Certified Electronic Fetal Monitoring
CEN	Certified Emergency Nurse
CFRN	Certified Flight Registered Nurse
CHRN	Certified Heart Failure Registered Nurse
CLC	Certified Lactation Consultant
CMSRN	Certified Medical Surgical Registered Nurse
CLNC	Certified Legal Nurse Consultant
CN-BN	Certified Nurse Breast Navigator
CNE	Certified Nurse Educator
CNML	Certified Nurse Manager Leader
CNOR	Certified Nurse Operating Room
CPAN	Certified Post Anesthesia Nurse
CPEN	Certified Pediatric Emergency Nurse
CPN	Certified Pediatric Nurse
CRNI	Certified Registered Nurse of Infusions
CRNP	Certified Registered Nurse Practitioner
CSC	Cardiac Surgery Certification
CWCN	Certified Wound Care Nurse
CWS	Certified Wound Specialist
IBCLC	International Board Certified Lactation Consultant
NE-BC	Nurse Executive Board Certified
NEA-BC	Nurse Executive Advance Board Certified
OCN	Oncology Certified Nurse
PCCN	Progressive Care Certified Nurse
PHRN	Pre-Hospital Registered Nurse
SANE	Sexual Assault Nurse Examiner
RN-BC	Board Certified Registered Nurse
RNC-MNN	Certified in Maternal Newborn Nursing
RNC-NIC	Certified Neonatal Intensive Care Nurse
RNC-OB	Certified Inpatient Obstetrics Nurse
WHNP-BC	Women's Health Nurse Practitioner Board Certified

PRISM CLINICAL LADDER NURSES**LEVEL II**

Paula Axenfeld, BSN, RN
 Kathleen Cassidy, BSN, RN
 Danielle Downing, BSN, RN
 Leslie Hodgson, RN, CMSRN
 Mindy Italiano, RN, PCCN
 Mary Frances Keating, BSN, RN, CCRN
 Ashley Knowles, BSN, RN
 Marcella Kubovsak, RN, OCN
 Mary Ellen Lakis, RN CCRN
 Gail Livingston, BSN, RN, RN-BC
 Casey Massimini, BSN, RN, RN-BC
 Catherine Mcfadden, BSN, RN
 Tracy Shields, BSN, RN
 Theresa Smith, BSN, RN
 Maria Springer, BSN, RN, PCCN
 Kristin Taylor, RN, PCCN
 Marcia Vantassel, BSN, RN, CPN
 Brenda Vickers, RN, CEN, PHRN
 Jaclyn Wright, RN, CEN
 Amy Zak, RN, CBC

LEVEL III

Tiffany Aceto, MSN, RN, RNC-OB
 Kim Andrien, BSN, RN, RNC-NIC
 Jennifer Brenneman, RN, CEN
 Kirby Cannon, BSN, RN, CMSRN
 Nichole Coleman, BSN, RN, PCCN
 Shannon Curley, BSN, RN, CEN
 Dana Gadebusch, BSN, RN, CEN
 Jennifer Grayson, BSN, RN, CMSRN
 Linda Hopfer, BSN, RN, PCCN
 Gianna Hyland, BSN, RN, CMSRN, CAPA
 Emily Jones, BSN, RN, RN-BC
 Jennifer Keith, BSN, RN
 Linda Kelnock, BSN, RN, CMSRN
 Carly Kurfis, BSN, RN, CMSRN
 Sharon Larson, BSN, RN, CLCN, CMSRN
 Mary Maurer, BSN, RN, CEN
 Cathryn, Millares, BSN, RN, RN-BC
 Nancy Mirarchi, MSN, RN, CNOR
 Colin O'neill, BSN, RN, PCCN
 Debra Quiroz, BSN, RN, CCRN
 Linsey Rock, MSN, RN, CMSRN

Karlie Scavicchio, BSN, RN, CEN
 Kendra Senn, BSN, RN, RN-BC
 Mary Jo Steffes, BSN, RN, CAPA
 Linda Sullivan, BSN, RN, PCCN
 Okie Taylor, MSN, RN, CMSRN
 Patricia Wollner, BSN, RN, CMSRN, PCCN
 Linda Zickafoose, BSN, RN, CPEN, CPN

LEVEL IV

Jill Doyle, BSN, RN, CEN
 Melanie Dyszel, BSN, RN, RNC-NIC
 Kathleen Hubbard, MSN, RN, CPAN
 Colleen Hurley, BSN, RN, RNC-NIC
 Kimberly Johnson, MSN, RN, RNC-NIC
 Sharon Kirkby, MSN, RN, RNC-NIC

CERTIFIED NURSES

Amanda Abdala, BSN, RN, CMSRN
 Mini Abraham, MSN, RN, CRNP
 Tiffany Aceto, MSN, RN, RNC-OB
 Kathleen Adams, BSN, RN, RN-BC
 Kimberly Andrien, BSN, RN, RNC-NIC
 Lisa Armand, BSN, RN, CNOR
 Patrice Arrell, BSN, RN, CAPA
 Margaret Aveis, RN, RNC-OB
 Bonnie Baker, BSN, RN, CNOR
 Janice Baker, MSN, RN, CEPS, CCRN, NEA-BC
 Kerwin Barden, MSN, RN, RCES
 Nancy Baumgartner, MSN, RN, RNC-OB
 Patricia Beam, RN, CMSRN
 Angela Bittner, MSN, RN, CPAN
 Kathleen Bizal, RN, RNC-OB, C-EFM
 Joanne Black, RN, CNOR
 Nona Blauvelt, MSN, RN, OCN
 Elizabeth Blow, BSN, RN, CPAN
 Theresa Boate, MSN, RN, CMSRN
 Rebecca Boehnke, BSN, RN, RNC-NIC
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 Lucy Brakeall, MSN, RN, CCRN
 Diane Breen, BSN, RN, CCRN
 Pamela Breiner, BSN, RN, RNC-NIC
 Jennifer Brenneman, BSN, RN, CEN
 Pat Bria, BSN, RN, CEN

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 Colleen Carney, RN, AOCN
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 Kelli Cuneo, RN, CEN
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 Anne Dabrow-Woods, DNP, RN, CRNP
 Janet Daily, RN, CAPA
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 Kristen Tuma, BSN, RN, CNOR
 Robert Turoski, BSN, RN, CCRN, CEN
 Sharon Udy, BSN, RN, CNOR
 Kathy Urbine, RN, CPN
 Donna Vagnoni, MSN, CRNP

Olivia Vanderbraak, BSN, RN, RN-BC
 Delbert Vannicolo, BSN, RN, CCRN
 Marcia VanTassel, BSN, RN, CPN
 Christina Vile, RN, CCE
 Lara Wagner, BSN, RN, RN-BC
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 Patricia Waltz, RN, OCN
 Patricia Ward, MSN, RN, RNC-OB, C-EFM
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 Liz Waterhouse, RN, RNC-OB
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 Jane Wolfarth, BSN, RN, CCRN, CSC
 Aida Wolfgang, BSN, RN, CEN
 Cheryl Woolley, RN, CNOR
 Patricia Wollner, BSN, RN, CMSRN, PCCN
 Jaclyn Wright, RN, CEN
 Kseniya Yashchenko, BSN, RN, CNOR
 Amy Yurasitis, BSN, RN, CWCN
 Amy Zak, RN, IBCLC
 Dee Zduniak, RN, CEN
 Lou Zelli, BSN, RN, CNOR
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 Linda Zickafoose, RN, CPEN, CPN
 Mark Zimmer, RN, CNOR
 Kathy Zopf-Herling, MSN, RN, RN-BC

Chester County Hospital Department of Nursing looks forward to the challenges and opportunities the upcoming year will bring.



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