



# MOVING FORWARD TOGETHER



MAGNET  
RECOGNIZED



AMERICAN NURSES  
CREDENTIALING CENTER

■ **MISSION**  
Nursing at UF Health Jacksonville collaborates to provide safe, compassionate and innovative care to patients and families in the diverse communities we have the privilege to serve. We make a difference.

■ **VISION**  
Nursing at UF Health Jacksonville will be a nationally recognized leader of innovation in patient care by exceeding benchmarks for the patient and family experience, quality outcomes, and nursing satisfaction.

■ **VALUES**  
**Integrity** — Doing the right thing even when no one is looking  
**Respect** — Providing dignity through open-minded, nonjudgmental professional care  
**Caring** — Showing compassion and empathy to those we serve  
**Positive Attitude** — Seeing the good and speaking the positive  
**Accountability** — Holding ourselves and others to a high level of excellence

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## A MESSAGE FROM THE CHIEF NURSING OFFICER

The past few years were incredibly challenging, but we overcame each obstacle together. We also discovered that despite the many negatives, the pandemic led to positive changes in our practices. As new challenges arose during our transition to a post-pandemic health care system, we again moved forward as a team, more resilient than ever and fully dedicated to providing high-quality care to our patients.

UF Health Jacksonville Nursing is proud that this level of commitment throughout the years has led to three consecutive designations as a Magnet hospital, considered by many to be the gold standard for nursing excellence, quality patient outcomes and innovations in professional nursing practice. We earned our first Magnet designation in 2011, a second in 2016, and our most recent in 2021. In this annual report, we feature several nurses who showcase the essence of that Magnet status every day with their amazing patient care. They are just a few examples of the many team members who embody excellence on a daily basis.

We've also highlighted the skillful ways our nurses create innovative best practices to improve patient outcomes and elevate our standard of care. In addition, you will read inspiring stories about nurses who make a difference by consistently going above and beyond to help fellow staff and the patients and families we serve.

As the fiscal year unfolds, I have no doubt that our Nursing team will pursue new avenues to deliver quality in nursing care, again helping to position our organization as the region's most valued health care asset. I am continuously honored to work alongside our nurses and our many other dedicated employees. I look ahead to a productive year as we continue moving forward together into a new era at UF Health Jacksonville.

**Patrice Jones, DNP, RN, NE-BC**  
Vice President and Chief Nursing Officer, UF Health Jacksonville





# NURSES WHO EXEMPLIFY MAGNET

Magnet designation is a recognition earned by health care organizations that exemplify nursing excellence, resulting in positive patient outcomes, high nurse engagement and interprofessional collaboration.

UF Health Jacksonville is proud to be a Magnet-recognized hospital with nurses who demonstrate strong leadership and exemplary professional practice in all they do. They are staunch advocates for improvements in nursing and patient care, and they excel in Magnet culture, using autonomous nursing practice as leverage to transform, develop and advocate for patients, nurses and the organization.

Here are examples of a few UF Health nurses who implement Magnet culture in their daily work.



## RUEWENNA PAIGE-PADGETT, BSN, RN

During the last two years, Paige-Padgett has focused on helping her nursing colleagues who are tired and stressed. Paige-Padgett introduced the concept of self-massage to her colleagues, which she uses as a licensed yoga instructor. The self-massage technique requires only a mat and/or yoga block. During breaks at work, Paige-Padgett would demonstrate these techniques to promote self-care and help staff release tension and muscle aches. By incorporating her love of yoga into her caring nature for her colleagues, Paige-Padgett exemplifies what it means to be a Magnet nurse at UF Health Jacksonville.



## JUN SANTOS, ASN, RN

Santos leverages his leadership by role modeling what it means to be a strong bedside nurse, as well as a dependable, consistent and knowledgeable charge nurse. Santos' nursing practice is based on evidence coupled with compassion. His exceptional leadership skills contribute to better outcomes and improved patient safety. Santos is recognized as a determined, focused and driven nurse by his patients and colleagues. He holds himself to a high professional standard in all that he does and advocates the same from those around him.



## CAITLIN THOMPSON, MSN, RN

Thompson is a passionate advocate who leverages her leadership through shared governance by participating in both unit-level and nursing organizational councils. She uses her influence to help her unit thrive through challenges. During the height of the COVID-19 pandemic, Thompson collaborated with the unit council to implement a clever idea. Whenever a patient diagnosed with COVID-19 was extubated or discharged to go home, the song "Happy" by Pharrell Williams would play throughout the hospital. Playing the song created a boost in morale. Thompson also assisted in coordinating group counseling for the unit staff through the Wellness Center. These "Tea for the Soul" sessions by hospital chaplains helped promote staff well-being during stressful times.



## JENNIFER ROSENBLUM, BSN, RN

Rosenblum, a compassionate patient and family advocate, demonstrated leadership by supporting a pediatric patient and family involved in a devastating accident, resulting in the death of two siblings and the hospitalization of the mother and other sibling. Since the family was from Canada, Rosenblum gathered resources for them, including clothing, lodging and food. She rallied support for the family through online fundraising. Through her efforts, the family was supported during the most difficult time of their lives. Rosenblum also engaged Chaplain Services to support Emergency Department staff members effected by this tragic event.



## JAIME STRAKER, BSN, RN

Straker, a nursing practice advocate, leverages her leadership through the Acute Care Service Line Council, C.A.R.E. Fellowship, and her role as preceptor and charge nurse. During a season of atypical nurse turnover in her unit, she oversaw the recruitment of graduate nurses. Straker recognized that orientation for new nurses needed to be strengthened, as their clinical rotations were limited due to COVID-19. She focused on a project that streamlined orientation and transition to practice. She collaborated with clinical education specialists to develop one-page tip sheets for various processes and procedures. Her passion for empowering others positively impacted the knowledge and skills of new nurses, better preparing them to deliver high-quality patient care.



## TONYA BRIGMAN, BSN, RN, CMSRN

Brigman is a caring and generous advocate who often goes above and beyond expectations to encourage, comfort and cheer. While caring for a patient with a head injury, Brigman learned that the patient and her husband had been married nearly 58 years. The patient's husband told Brigman that their anniversary was just days away. Brigman came in the next morning and decorated the room so that the husband would smile when he came to visit his wife. Brigman then bought lunch for him and the staff to include everyone in the celebration. Brigman's altruistic actions in this example are just one way she has leveraged her leadership to attend to the well-being of others.





## IMPLEMENTING BEST PRACTICES IN NURSING

UF Health Jacksonville nurses continue to enhance their practice through innovation and creativity. In the face of many formidable challenges, clinical teams persevered toward excellence in evidence-based practice to improve patient outcomes.

The following are just two examples of nurses leading innovative initiatives with courage, boldness and integrity.



### TEAM MEMBERS

-  **Kristle Foster, BSN, RN, CMSRN**
-  **Brandy DeJesus, BSN, RN**
-  **Carol Murphy, MSN, RN, CCRN-K, LSSGB**
-  **Elenita Quindoza, MSN, RN, CCRN, LSSYB**
-  **Daphne Rinoza, MSN, APRN, NP-C**
-  **Liezl Saylon, MSN, APRN, NP-C, CCRN, LSSYB**
-  **Vandana Seeram, MD, FCCP**
-  **Alyssa Villamor, BSN, RN**

### EXTUBATION ROAD MAP IN MEDICAL INTENSIVE CARE UNIT: A QUALITY IMPROVEMENT AND EDUCATION INITIATIVE

The medical intensive care unit, or MICU, was experiencing an increasing number of unplanned extubations that compelled attention. With the understanding that unplanned extubations lead to increased mortality and longer hospital stays, the team decided to create an initiative. The goal was to decrease the occurrence of unplanned self-extubations in the MICU while elevating staff knowledge and satisfaction and positively impacting patient safety.

The team created the Extubation Road Map, which is a detailed guide to identify a patient’s readiness for safe and planned extubation to be implemented through staff training and education.

The road map indicated clinical signs of readiness as well as the nurses’ and respiratory therapists’ responsibilities. Once the road map was finalized, the team presented it to the unit with several classes. During this phase, nurses took an initial survey.

Road map implementation occurred from April to June 2022. Visual cues were used, such as a “Not On My Watch” sign on intubated patients’ doors. The clinical quality nurse leader was also involved in identifying factors that led to unplanned extubation occurrences. After the implementation period, nurses took a follow-up survey.

Initial survey results showed that 14% were not comfortable with extubating a patient, 9% were unaware of what to prepare before a planned extubation, 13% were unaware of what to include in pre-extubation education, and 95% agreed that a guide would be helpful to extubate a patient successfully.

Follow-up survey results showed 100% reported feeling comfortable extubating a patient, being aware of what to prepare before a planned extubation, knowing the signs of when to successfully extubate a patient, and agreeing that an extubation road map is useful. Lastly, 96% reported knowing what to include in pre-extubation education.

Three months after the project rollout, unplanned extubation decreased by 75%.





TEAM MEMBERS

- Kristiana Thompson, MSN, RN, CRN, IR Clinical Manager
- Natisha Howard, RN, IR Nurse Manager
- Karen Knight, RN, IR Staff Nurse
- Opal Luper, RN, IR Staff Nurse



**Interventional radiology nurses use proactive patient rounds and education initiatives to reduce central line-associated bloodstream infections, or CLABSIs, related to peripherally inserted central catheters, or PICC.**

IR nurses pursued proactive patient rounds and education with several goals: improve the quality of care provided to patients; provide nurses with useful, time-saving and evidence-based practices to implement at the bedside; and prevent or reduce the risk of PICC-associated CLABSIs.

The IR nurses began by instituting proactive rounds on patients with PICCs to assess their dressing and insertion sites and to perform dressing changes, if indicated, while simultaneously identifying nursing educational needs. Ensuring all PICCs are inserted by IR nurses limits the number of staff members involved in PICC procedures. Proactive patient rounds also afforded the opportunity to quickly identify issues and provided a better mechanism for tracking data.

Staff was educated on the proper technique for the procedure and dressing application, including the application of exterior pressure dressings.

Reducing unscheduled dressing changes provided better outcomes for patients and reduced supply cost. In addition, vendor-supported clinical providers trained physician staff on insertion techniques and troubleshooting.

As a result of their efforts, the IR team achieved and sustained zero PICC-associated CLABSIs from November 2021 through May 2022. The team experienced a slight CLASBI spike in June 2022. Although the spike was small, focused efforts returned CLASBI to zero. Additionally, the team reduced missed documentations from March 2022 to June 2022.



## 2022 JOYFUL NURSE AWARDS

Research shows that being a joyful nurse has a direct bearing on positive patient outcomes. Several UF Health Jacksonville nurses were selected as recipients of the National Restoring Joy to Leadership 2022 Joyful Nurse Award. The primary focus of this award is to recognize nurses who added joy to the work environment. The nurses who received the Joyful Nurse Award are:

- ☐ **Veneree Hall, BSN, CMSRN, CCRN**
- ☐ **Sarajane Brownford, MSN, RN, CCRN**
- ☐ **Tara Cornett, MSN, APRN, FNP-BC**
- ☐ **Brittany Moore, BSN, RN**
- ☐ **Paige Coggin, BSN, RN, MSNCB**

The nominated “joyful nurses” provided encouraging words during challenging times and reminded staff of the gift of the nursing profession — the privilege to care for patients during what are often the worst moments of their lives.

These nurses made the decision to face each day with a sense of hope and purpose. They radiated joy everywhere they went and shared positive energy, care and compassion with patients and other staff members.



FROM L TO R: TARA CORNETT, VENEREE HALL, SARAJANE BROWNFORD, BRITTANY MOORE, PAIGE COGGIN



## SMARTER SOLUTIONS USING LEAN SIX SIGMA METHODOLOGY

Lean Six Sigma, or LSS, is an efficient problem-solving method that relies on a collaborative team effort to improve performance. This is accomplished by systematically removing waste (extra steps that have no value) and streamlining processes (improving workflow), using the principles taught in LSS training. The LSS methodology focuses on sustaining high levels of quality, safety and satisfaction while reducing the burdens that patients and staff experience every day.

There are four basic certification belt levels of LSS: yellow, green, black and master black belt. Yellow is the first belt to be earned. During yellow belt classes, the employee participates on project teams and receives training to understand the basic LSS concepts. Yellow belts are taught basic LSS tool application, including how to identify root causes and how to select improvements to be implemented.

Green belt training is the second level, where employees apply the tools and principles learned during yellow belt training to manage or support projects. Green belts learn more about project-based application, how to measure the effectiveness of changes made and how to leverage LSS tools effectively to better focus improvement efforts.

Black belts have advanced LSS expertise and function as coaches, mentors and project leaders for other project teams. At this level, they are considered experts in LSS. A master black belt works with organizational leaders to identify gaps and select projects for LSS implementation and culture change.

Katherine Abelgas, MSN, RN, LSSYB, a clinical education specialist, and Derek James, DNP, RN, CCRN, ICU nurse manager at UF Health North, recently participated in yellow belt training. Applying LSS techniques, Abelgas and James were able to improve efficiency in the surgical intensive care unit, or SICU, by increasing compliance in the use of continuous lateral rotation therapy to prevent ventilator-associated pneumonia. They determined that a focus on staff education and bed functionality was a necessary change. In addition, multiple in-services were provided, signs were placed as reminders on every computer and daily monitoring was implemented. With these efforts, compliance rose to greater than 50%, exceeding the initial goal.

UF Health Jacksonville currently has more than 55 staff members who have earned yellow belt certification, while 42 have earned green belt certification. Susan Hendrickson, MHRD/OD, RN, CPHQ, FACHE, FNAHQ, division director of quality and performance improvement, shared that achieving a UF Health Jacksonville Yellow Belt Certificate demonstrates that the student has the knowledge and practical skills needed to define a problem and map a process. Data are used to measure the current performance of that process and then analyzed to identify the root cause of the problem. Effective solutions are then implemented, and students learn to control the process, ensuring that changes stay in place.

Yellow belt training is offered four times a year, and green belt training is offered twice a year. Classes are staggered throughout several months to allow students time to work on projects between classes, and projects are generally completed between 90-120 days.

“**CONTINUOUS IMPROVEMENT MEANS THAT WE NEVER PERCEIVE CURRENT SUCCESS AS OUR FINAL ACHIEVEMENT.**”  
— John Hunter





# SUPPORTING THE COMMUNITY

Being compassionate and wanting to improve the health of our hospitalized patients is just one of many priorities for UF Health Jacksonville Nursing. The Nursing staff advocates for improved health care and safety in the community. To aid in fostering a culture of improved health and safety, nurses participated in a variety of community activities.

## ■ STOP THE BLEED AND HANDS-ONLY CPR CLASSES

UF Health Jacksonville TraumaOne offers Stop the Bleed and Hands-Only CPR classes to members of the local community. Classes are taught by UF Health Jacksonville registered nurses and other certified nurse trainers. In 2022, more than 220 community members attended the six classes offered throughout the year. The classes focused on layperson trauma care and hands-only CPR.

## ■ GATE RIVER RUN

UF Health Jacksonville TraumaOne is a medical sponsor for the annual Gate River Run 15K, which hosts more than 10,000 competitive and recreational runners. Each year during the run, more than 100 nurses, physicians, residents and other staff members volunteer to assist with medical needs. The event is considered one of “the top U.S. road races for the last 20 years” by Runner’s World Magazine.



## ■ OUT OF THE DARKNESS

The Out of the Darkness Community Walk is a journey of remembrance, hope, courage and support for those with mental illness. The event was initiated by the Unit Council of Nursing and is sponsored by the American Federation of Suicide Prevention, the provider of the national suicide hotline and education to prevent suicide nationwide. Because of increasing needs for mental health community resources, UF Health Jacksonville became a corporate sponsor in 2020. The Out of the Darkness Community Walk unites our community and provides an opportunity to acknowledge how suicide and mental health conditions have affected our lives and the lives of those we love and care about. During the 2021 walk in November, more than 50 nurses, along with other staff members, physicians and residents from UF Health Jacksonville, joined with loved ones to raise approximately \$5,000 toward educational and mental health resources for patients and families in our community.

## ■ TURKEY TROT 5K

Tony’s Annual Turkey Trot trotted off with more than 2,500 participants on Nov. 25, 2021. The event, hosted by UF Health Jacksonville, raises funds for traumatic brain injury awareness. Nurses, residents, physicians and other UF Health Jacksonville staff members set up two medical tents, where they aided participants with medical needs.



## ■ KINDNESS CLOSET

During Nurses Week 2022, Nursing Services held a raffle to raise funds to buy clothing for the Kindness Closet at UF Health Jacksonville and UF Health North. The Kindness Closet aids patients who come to one of our hospitals with worn or torn clothing or no shoes. Any patient who has a need can benefit with the help of their nurse or a staff member. Nurses were able to raise enough to buy \$1,000 worth of clothing and shoes to stock the Kindness Closet for adults and children in need.



## ■ BIKE RODEO

Partnering with the Awana Club, the TraumaOne Flight Services Team provided a bike safety course for children and youth in Lake City. The team consisted of 15 nurses as well as four pilots and 15 medics. During the 2022 event, UF Health Jacksonville also donated more than 120 bike helmets.



## ARMING STAFF WITH SKILLS AND KNOWLEDGE: CLINICAL EDUCATION SPECIALISTS

The clinical education specialist is a pivotal role at UF Health Jacksonville. Those who serve in this position help to ensure staff members are armed with the skills and competency needed to care for our patients. Clinical education specialists bring their clinical expertise to the forefront in committees and councils and through learning development.

UF Health Jacksonville clinical education specialists have consistently risen to tackle any needs of the organization. Throughout the past year, they have secured support and onboarding for weekly orientation. This has been critical to the organization's staffing needs.

**Behind the scenes**, they work on fellowship development, conferences and many other duties that support staff learning and development. Gladys Bruno-Rodriguez, MSN, BS, RN, a diabetes educator at UF Health Jacksonville, is always seeking new ways for staff and patients to have access to the latest research. She shares information through her positivity and passion for diabetes education.

Clinical education specialists are also highly motivated. They continue to raise the bar and seek advanced certification to validate their expertise. Lacey Castiglione, MSN, RN, CMSRN, a wound care specialist and diabetes educator, and Rhonda Toothman, MSN, RN, CMSRN, a diabetes educator at UF Health Jacksonville, sought and attained advanced specialty certifications to better support their new roles as soon as they became eligible.

**Teamwork** is another great strength of clinical education specialists. During times of transition, clinical education specialists Lee Ann Sessions, MSN, RN, CMSRN, and Kelly Denson, MSN, RN, OCN, were able to band together and cover additional units to help with onboarding and staff support.

Through this teamwork, expertise, positive motivation and overall support, clinical education specialists play an important and vital role in nursing at UF Health Jacksonville.



“**TEAMWORK: COMING TOGETHER IS A BEGINNING; KEEPING TOGETHER IS PROGRESS; WORKING TOGETHER IS SUCCESS.**”  
— Henry Ford





## MAGNET MOMENTS AT UF HEALTH JACKSONVILLE

When a patient reaches out to highlight the excellent care our nurses and team members provided to them, we call this a “Magnet Moment.” As a Magnet-designated facility, we take pride in providing quality care to our patients, and we celebrate when our Nursing staff is living proof of what it means to be Magnet at UF Health Jacksonville.



### ■ SHOWING KINDNESS AMID TRAGEDY

The staff members in the med-surge progressive unit in the Clinical Center at UF Health Jacksonville were recognized after they cared for an elderly patient during her last days before she passed away. The patient’s grandchild wrote a letter thanking the team members for what they did:

“I wanted to let you know what a wonderful staff you have and how they made that difficult time much easier for my family. Each day that we visited, they greeted us with a smile, and the hugs they gave us still warm my heart.”



### ■ A PATIENT WITH A PHOBIA FINDS PEACE

A UF Health North patient wrote a heartfelt letter to administration and upper management, addressing the highest level of care he received from Andy Torres, PCA.

The patient had a history of being severely fearful of hospitals but shared that he was pleasantly surprised at how comfortable Torres made him feel. He shared that Torres went “above and beyond and made the stay more than just bearable. The patient described Torres as polite, friendly and kind, and said he “shared the power of impeccable mannerism, sincerity and genuine concern.” According to the patient, Torres is “the real deal,” and it was “a pleasure” to be in his care.



### ■ GOING ABOVE AND BEYOND

Nurse manager Brandy DeJesus, BSN, RN, and ICU staff members provided exceptional care during one patient’s stay. A thank you letter stated that the staff was kind, caring and knowledgeable. Calls were quickly answered, and responses were given with care and concern. The writer appreciated how all of the staff handled a difficult situation with kindness, calm and compassion. Appreciation was also expressed to the physicians who remained calm and compassionate while giving heartbreaking news and who took the time to have one-on-one private conversations.



## SUPPORT BEYOND THE BEDSIDE



Leadership succession is a major priority for Nursing at UF Health Jacksonville. With the use of the FOCUSED program, organizational leaders take a personal interest in nurses' growth and development at all levels. FOCUSED stands for Fostering Organizational Change Using Structured Education and Development. Nursing's FOCUSED program is a deliberate and systematic effort to ensure nursing leadership continuity in key positions, retain and develop future leaders, and encourage professional development and advancement.

### FROM BEDSIDE TO LEADERSHIP: A QUESTION-AND-ANSWER SESSION WITH TARA CORNETT AND AUSTIN GROVES

While Austin Groves, MSN, APRN, FNP-BC, CCRN, TCRN, was working as a staff nurse in the surgical intensive care unit, or SICU, his manager, Tara Cornett, MSN, APRN, FNP, saw his

potential for growth. Early on in his career at UF Health Jacksonville, Groves inquired about different positions available and programs offered to help him grow. Cornett saw a passion for education in Groves, which led her to believe he would be a good fit as a clinical quality nurse leader, or CQNL.

A CQNL is a front-line leader focused on implementing evidence-based practice at the unit level to promote quality patient outcomes and staff-family partnership. Every day, CQNLs ensure that patients and staff are supported.

After completing the FOCUSED program and obtaining his master's degree in nursing, Groves applied for a CQNL role in the Trauma Administration Department. He received the promotion, and today he works as CQNL in the SICU and the pediatric intensive care unit.

### Cornett and Groves shared more details about their experience:

#### Q: WHAT WAS THE MENTORING PROCESS LIKE FOR YOU AS THE LEADER?

Cornett: Earlier on as a staff nurse, Austin would inquire about different positions and programs offered. We would talk about goals and things he was interested in. I recognized that Austin had a passion for education. Other staff recognized it and wanted him in the CQNL role. I facilitated open discussions and goal appraisals to spark Austin's growth.

#### Q: HOW ABOUT FOR YOU, AUSTIN, AS THE RECIPIENT?

Groves: Tara always had an open door, was available to discuss career options, listened and provided comfort. She provided keen insight into what the CQNL role would be like and the path that could be forged at UF Health Jacksonville. This was a beneficial time of reflection and decision-making for me and ultimately led to my current path.

#### Q: TARA, WHAT TOOLS DID YOU USE IN THE MENTORING PROCESS?

Cornett: I utilized performance management tools to grow Austin in his role and discussed his participation in the C.A.R.E Fellowship once his advanced education was completed.

#### Q: DO YOU FEEL LIKE THE TOOLS TARA USED HELPED YOU GROW, AUSTIN?

Groves: The way Tara mentored me was beneficial and set me up for success in my role as a CQNL.

#### Q: WHAT WERE THE EXPECTATIONS FROM THE MENTORSHIP PROCESS?

Cornett: Initiating the mentoring relationship happened naturally because Austin wanted to expand his career, and I was there to support his path. When we started to focus on the transition to the CQNL role, I established clear communication and made it clear that mentorship did not guarantee selection for the position.

Groves: My expectation was clear communication and continued support, whether the position was filled or remained open. I appreciated how the process was facilitated, and when other candidates were being interviewed, I was notified and felt assured that my growth would continue.

#### Q: WHAT INSIGHT WOULD YOU GIVE TO OTHERS PURSUING THIS PROCESS?

Cornett: UF Health Jacksonville grows its own, and I would encourage those interested to seek the opportunities available to them. I was provided the same growth opportunities that allowed me to transition from staff to CQNL to manager. I know the process firsthand. As a leader myself, I am always looking for that spark in a person who is seeking an opportunity.

Groves: Education is the key to strengthening your skills and the profession of nursing. If you want it, go get it!



Several programs are available to nurses, including the C.A.R.E Fellowship, the STEP Leadership Development Program, the LEAP Program, Lean Six Sigma, the Professional Recognition Program and nursing research and fellowships.





## STRONGER TOGETHER

UF Health Jacksonville Nursing staff members put in many long and grueling hours during the past year to provide care for our patients and community. Fortunately, Nursing never had to fight the battle alone. Through our connection with our ancillary partners, we persevered and now stand stronger than before.

Nurses collaborate with many departments throughout the hospital to provide the full scope of care to our patients. From pharmacy to physical therapy to food and cleaning services, we could not serve our patients fully without the support of our partners.



**■ PHARMACY**  
Nurses worked tirelessly with the pharmacy team to ensure that patients continued to receive the correct doses and combinations of medications. Alongside our pharmacists, nurses also assisted in administering countless COVID-19 vaccines.

**■ DIETARY AND ENVIRONMENTAL SERVICES**  
The Dietary and Environmental Services teams are an essential part of patient care. Both provide a vital element to keep our patients healthy and thriving. The Dietary department prepares nutritious meals not only for our patients but also for staff as well. Environmental Services representatives are there day and night to perform high-level room turnovers.

Lemia Youngblood, PCA, shared, "I am grateful for all of our support staff that help us keep our unit running. EVS staff Lenora Thomas go above and beyond to help keep our unit neat and clean."



**■ PHYSICAL THERAPY**  
When it comes to interdisciplinary teamwork, the Physical Therapy department is second to none. Not only do physical therapists take great care of our patients and play a role in recovery, they also take the time to teach the Nursing staff skills, such as techniques for safely transferring patients.

"Physical therapist Chris Grant, PT, DPT, is a shining example of a great interdisciplinary team player. Chris has a passion for the work he does and always takes time to answer our questions and teach us new skills," said Chandra Ward, BSN, RN, CMSRN.

*continued on next page*





■ **INFORMATION TECHNOLOGY**

Our in-house information technologist works tirelessly to streamline the delivery of vital information needed on the front lines to keep our staff safe and informed at the click of a button.

■ **SUPPLY CHAIN**

Our supply chain members stabilized our inventory by adopting creative purchasing strategies and resourcefully found solutions to our PPE needs — for example, handcrafting full face masks until our official supply was replenished during the height of the COVID-19 pandemic.

When we were about to run out of isolation gowns, our purchasing team found reusable cloth gowns and partnered with Nursing to establish a process for daily use and cleaning.

**RESPIRATORY**

- Due to the COVID-19 pandemic, respiratory ailments were rampant, and our supplies were in high demand. Our respiratory teams developed a system to display our daily volumes of available ventilators and other respiratory supplies. There were days when they traveled between hospital locations to meet the needs of our patients. Our staff couldn't thank them enough for what they did.

■ **RAPID RESPONSE TEAM**

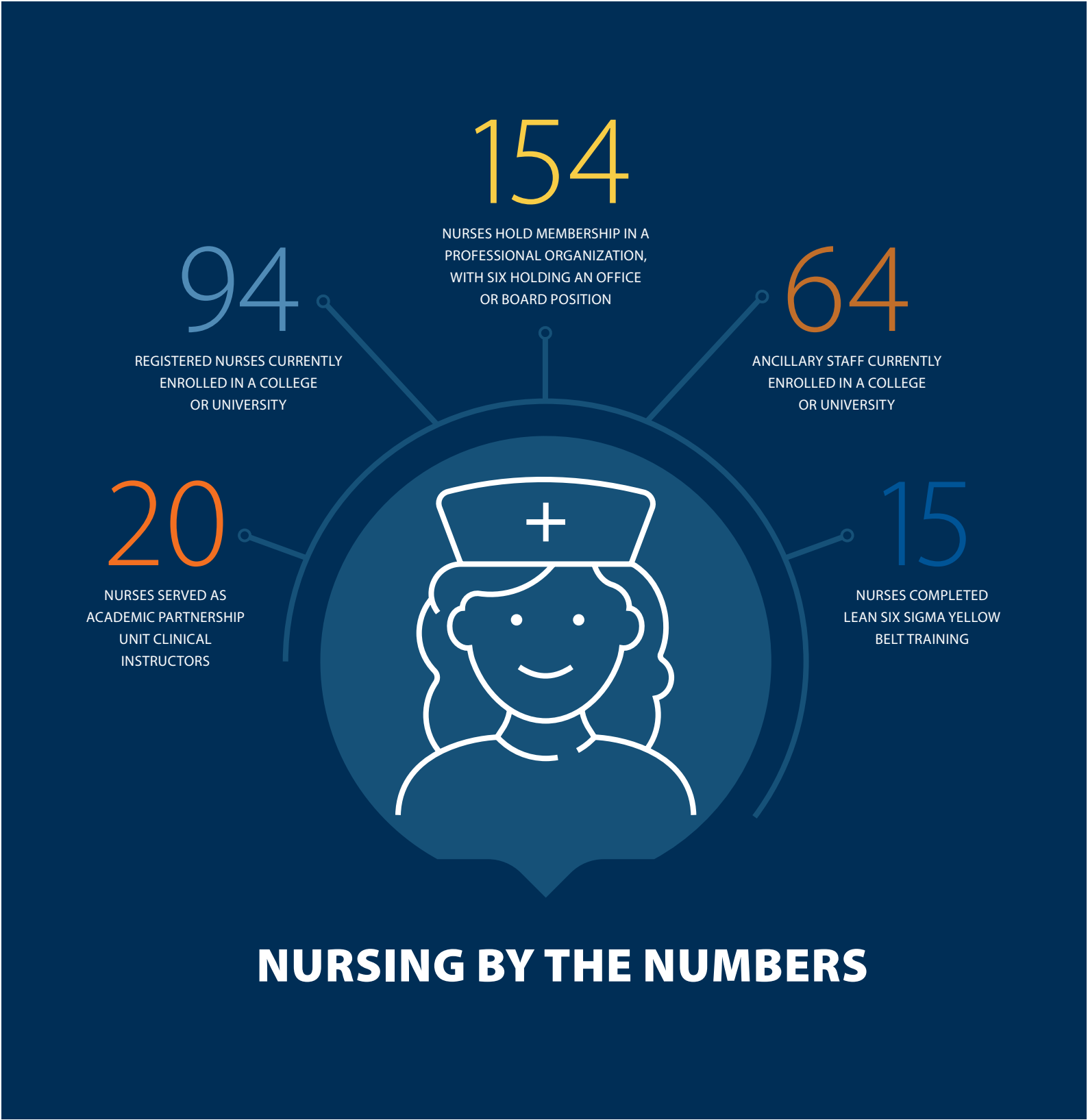
The Rapid Response Team is made up of specially trained registered nurses who provide critical care expertise to the bedside nurses.

"Rapid Response adds an additional layer of support for nursing staff. In times of uncertainty, they are available for education and guidance to ensure the safety of the patient and provide aid to the nurses," said Cynthia Burnett, BSN, RN, CMSRN.

■ **INCIDENT COMMAND CENTER**

Our hospital incident command center held meetings daily at the height of the pandemic. Today, they continue to meet weekly to review our "hot spots" as we navigate the post-COVID-19 surge processes. Nursing is thankful for this team and the collaborative work that is constantly propelling us forward.

So many other teams are vital to providing excellent patient care, including microbiologists and laboratory technicians who work behind the scenes to obtain specimen results necessary to provide appropriate care for our patients. Biomedical technicians keep vital equipment up and running, and the Radiology team performs and reads radiological tests needed to map a care plan for patients. These examples are just a glimpse of the incredible teams Nursing works with daily, and we are grateful to have such wonderful ancillary partners.





Thank you to all of the nurses and staff who contributed to  
the creation of this annual report.

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