When you’re a nurse, you know that every day you will touch a life or a life will touch yours.

Unknown
A Message From the Chief Nursing Officer

2021 was a challenging and rewarding year. We faced many obstacles, and together, we overcame them. From the ongoing battle against COVID-19 to the rigorous process involved with earning our third Magnet designation, the team was resilient and dedicated to providing high-quality care to our patients.

One of our biggest accomplishments was achieving Magnet designation from the American Nurses Credentialing Center. Magnet designation is the nursing profession’s most prestigious recognition for nursing excellence, quality patient outcomes and innovations in professional nursing practice. We earned our first Magnet designation in 2011, followed by a redesignation in 2016.

The Magnet Recognition Program uses a rigorous process to designate the best health care organizations throughout the world. After COVID-19 delayed the scheduled visit in 2020, we began preparing for a new type of visit in 2021 — a virtual one. Through innovation and collaboration, we completed the virtual visit and earned our third consecutive designation. You’ll read more about the unique process inside the report. Only 9% of hospitals in the U.S. are designated as Magnet organizations, and I am so proud to say we are one of them yet again, thanks to the team’s hard work.

Inside this report, we’re also highlighting the success that comes from leaning on each other. Read inspiring stories about nurses supporting other nurses and how we took challenges and created opportunities.

I know the Nursing team will continue to pursue groundbreaking research, advance patient care and strive to be the region’s most valued health care asset. I am continuously proud to work alongside all of you.

I hope you enjoy reading this report and learning more about the many accomplishments of the nurses at UF Health Jacksonville.

Patrice Jones, DNP, RN, NE-BC
Vice President and Chief Nursing Officer, UF Health Jacksonville
Practicing Self-Care During COVID-19

Relationship-based care, or RBC, is the framework that supports the professional practice model for Nursing at UF Health Jacksonville. RBC is an evidence-based model that helps create a healing environment in health care organizations. The three key components in RBC are relationships with patients and their family members, relationships with colleagues and relationship with self.

The relationship with self can be managed by taking time to practice self-care and having self-awareness of personal needs. Nurturing one’s relationship with self is fundamental to maintaining optimal health, having empathy toward others and being a productive member of the care team. Building self-awareness is also vital to selecting and implementing self-care strategies that work.

At UF Health Jacksonville, nurses have experienced profound effects on their professional and personal lives from the ongoing daily exposure to human suffering, especially during the COVID-19 pandemic. In today’s dynamic health care environment, it is important for bedside nurses to monitor their quality of life. They must learn to identify experiences that potentially cause burnout and develop ways to counteract these experiences.

UF Health Jacksonville offers multiple tools for nurses to use, which have helped nurses tremendously after difficult shifts. For example, pet therapy can be an effective self-care method. Volunteers bring trained, compassionate dogs to interact with staff on a regular basis. Nurses enjoy this interaction and break from their workday.

Literature suggests that practicing gratitude improves the ability to overcome negative situations when faced with adversity. During COVID-19 surges, the medical intensive care unit, or MICU, staff created gratitude boards to help refill their “resiliency banks” every shift.

In addition, the Wellness Department provides various classes to promote better health. Specifically, staff can join a series of classes focusing on improving mental health and practicing mindfulness breathing. The breathing classes help the participant release tension and promote wellness and healing. The Center for Healthy Minds and Practice is also available for mental health support and therapy at no cost to staff.
Preceptors Supporting Nursing

UF Health Jacksonville Nursing trained more than 50 preceptors in 2021. Preceptors attend a formal course to become part of this elite team. The preceptor program is available to nurses, patient care associates, or PCAs, and clerical associates, or CAs. The preceptors provide exemplary onboarding processes and teach advanced skills to all levels of staff in the Nursing Department and in multiple units across the organization.

It takes a special person to be a preceptor. Preceptors understand the value of sharing and growing the next generation of experts. They support new staff by teaching helpful tips and showing them red flags to watch out for and avoid. Some of these tips are as simple as looking at the patient more than the computer and listening to what families say about their loved ones.

With higher turnover rates in hospitals across the country, having a trained team of preceptors is critical to the Nursing Department.
Managing With Resilience and Determination

During chaotic and challenging times, finding joy at work can seem difficult. However, in the midst of loss, sadness, anxiety, fear and exhaustion, UF Health Jacksonville nurse managers weathered the storm. They challenged themselves to be resilient during a time when loss sometimes overshadowed the wins and the COVID-19 pandemic continued its relentless fury.

Although discouraged at times, nurse managers inspired others to be mindful and take care of themselves and their families. They spent time addressing staff and patients’ fears and concerns, and providing information in a constantly changing environment. As pillars of support, nurse managers made personal sacrifices to ensure patients received the best care possible.

Overall, nurse managers tempered the difficult times by exhibiting generosity of spirit, kindness, humor, team spirit and gratitude for each moment. Nurse managers and staff rallied to support one another, knowing the work they do is important, valuable and worthwhile.
**Award Winners**

**Nurses Week 2021**

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**CLINICAL EXCELLENCE**

This award is presented to a nurse who exemplifies behaviors that contribute to clinical excellence in their own practice while influencing clinical excellence in the practice of their peers.

Melghan Harmon, BSN, RN

Melghan Harmon demonstrates clinical excellence in her own nursing practice by partnering with a physician leader who oversees medical management of early pregnancy loss and ectopic pregnancy. She trains new front desk staff and nurses and orients them to the type of patients who visit the clinic. Harmon is able to connect with patients and families and help improve outcomes.

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**VOLUNTEER AND COMMUNITY**

This award is presented to a registered nurse or licensed practical nurse who exemplifies the essential elements of Magnet culture.

Edna Villanueva, BSN, RN, MSNCB

Edna Villanueva is a humanitarian dedicated to volunteer work and community programs through her leadership with the Philippine Nurses Association of Northeast Florida. She has more than 30 years of experience as a nurse and uses her knowledge and skills to lead and support community efforts.

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**PARTNERS IN CARE**

This award is presented to a non-Nursing service employee, who demonstrates the power of a touch, smile, kind word, listening ear and honest good deed.

Alexandra Moore, BSN, RN

Alexandra Moore demonstrates joy and commitment to her patients, their families and her colleagues even during challenging times. Moore displays compassion, demonstrating the power of a touch, smiles, kind word, listening ear and honest compliment.

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**DAISY LEADER OF THE YEAR**

This award is presented to a direct patient care nurse who supports Nursing by stepping up as a leader and serving as a preceptor, on a committee, etc.

Barbara Scott

Barbara Scott is a knowledgeable and respected team member with over 25 years of service. She is a role model for high standards of professional conduct and contributions to patient and family care.

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**FLORENCE NIGHTINGALE**

This award is presented to a nurse who embodies traits of Florence Nightingale, the founder of modern nursing.

SaraJane Brownford, BSN, RN, CCRN, MSNCB

SaraJane Brownford is a leader who often takes on projects that exceed her responsibilities as a staff nurse. She cultivates professional development in peers and regularly serves as a preceptor for students, nurses and new employees. Brownford is a clinical expert, motivated leader and humble educator.

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**INNOVATION AND RESEARCH**

This award recognizes an exceptional staff member who generated, implemented and evaluated a new process, service or product in the clinical setting that had meaningful, measurable outcomes.

Elenita Quindoza, BSN, RN

Elenita Quindoza has contributed to numerous creative initiatives. Most recently, she led a process improvement project called “Interventions to Improve Supply Disposition Experience in MICU,” which was designed to meet the needs of COVID-19 patients.

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**ROSE RIVERS JOY**

This award is presented to a nurse who brings joy to the workplace, patients and families on a continuous basis by exhibiting a positive attitude and selfless good deeds.

Alexandra Moore, BSN, RN

Alexandra Moore demonstrates joy and commitment to her patients, their families and their colleagues even during challenging times. Moore displays compassion, demonstrating the power of a touch, smiles, kind word, listening ear and honest compliment.

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**SUNFLOWER**

This award is presented to a nurse who exemplifies professional practice, transformational leadership and staff engagement. Warden mentors staff participating in the C.A.R.E Fellowship and Walking in the Shoes of Leader programs and mentors many students.

Curtis Warden, MSN, RN, CEN, CPHiMS

Curtis Warden exemplifies professional practice, transformational leadership and staff engagement. Warden mentors staff participating in the C.A.R.E Fellowship and Walking in the Shoes of Leader programs and mentors many students.
De-Escalating Disruptive Behaviors in Patients

The behavioral emergency response team, or BERT, consists of specially trained rapid response team, or RRT, nurses who provide support to the clinical team when patients show aggressive behavioral tendencies. BERT was initially piloted in January 2020 to aid in the recognition of the deterioration of psychiatric behaviors and improve staff knowledge of and comfort with these behaviors while avoiding patient-staff altercations, restraints and security involvement. Due to the success of the program, BERT rolled out throughout UF Health Jacksonville in July 2020. It was later implemented at UF Health North in January 2021.

The BERT Process

When a patient becomes aggressive or is beyond control, the clinical team is encouraged to activate BERT by initiating Code Grey. The clinical team pages the location, unit and room number to an RRT nurse. The nurse then provides an interdisciplinary approach to help calm the disruptive behavior. The nurse will use strategies for de-escalating behaviors and, if necessary, will enlist the assistance of pharmacy support, the hospitalist, internal medicine team or a psychiatric nurse. BERT will also develop a care plan working closely with the clinical team and will provide continued rounding throughout the patient’s stay.

Not only do our BERT nurses work on active patient issues, they also watch for early signs of violent disruptive behaviors. The team does this by rounding, reviewing behaviors and initiating care plans consistent with staff interactions. BERT also holds weekly debrief sessions with the chaplain, quality management, case management, physicians and other senior leadership.

With the establishment of BERT, the clinical team also receives training in de-escalation, which improves safety for the patient and staff. By providing these skills to the clinical team, BERT believes the clinical team will be better trained to respond when the need arises.
Even during the COVID-19 pandemic, and when met with unparalleled challenges, the Nursing teams strived to meet the Magnet standards and remained resilient. The redesignation is a true testament to the hard work and dedication of our Nursing staff and administrators and everyone who supports them.


Dr. Haley served as CEO of UF Health Jacksonville and the dean of the UF College of Medicine – Jacksonville and tragically passed away in July 2021. His legacy continues to shine throughout the UF Health enterprise.
Reflecting on the Magnet Virtual Visit

The ANCC Magnet Recognition Program® is earned by health care organizations that provide nursing excellence resulting in positive patient outcomes, high nurse engagement and interprofessional collaboration. Only 9% of hospitals in the U.S. have achieved this honor.

Preparing for a Magnet survey requires collating documents that showcase a story of excellence. A dedicated team of nurses led by Susie Norman, MSN, RN, organized these documents. The nurse writers brought the story to life in a way that met all the requirements to provide the appraisers a sample of the culture and achievements attained at UF Health Jacksonville. After reviewing the document, the appraisers decided to validate contents in the document with a visit planned for April 2021.

Normally, a Magnet survey brings a great deal of excitement and fanfare. Due to the pandemic, this visit was virtual. To ensure the visit was as successful as previous visits, the Magnet team sought “virtual” expertise from the Media Center, Marketing, IT and Telehealth Departments. With this insight, the escort staff, who would accompany the virtual appraisers, learned the intricacies of Zoom and many other important elements necessary for a successful virtual visit.

Some of the escorts expressed fears of having technical difficulty with Zoom. However, this issue was remedied with long hours of practice and troubleshooting led by Kelly Ramey, DNP, RN, manager of Magnet and professional practice.

Finally, the big day arrived, and on April 27, 2021, the smiling and well-prepared escorts greeted the appraisers who appeared on the computer screens, which were on wheeled carts that allowed for mobility. The escort staff consisted of 11 nurses from the downtown and North campuses who were chosen for their knowledge and ability to educate the appraisers and introduce them to the staff.

In my 19 years at UF Health, being an escort was my proudest moment. I was able to brag to the surveyor about the fine nurses and exceptional care that is provided at UF Health.”

— David Martino, MSN, RN, CMSRN, nurse manager of 4 North.

“I enjoyed hearing from the groups of nurses as they gathered and shared what they knew from their hearts. I truly felt proud to be part of such an organization of nurses.”

— Jamie Straker, BSN, RN, charge nurse of 4 South.

“It was an eye-opening experience and I was amazed at the resilience of the staff. I truly believe this is what makes us Magnet.”

— Ashley Aderhold, BSN, RNC-NIC, CLC, nurse and chair of the NICU council.

“The stories they [nurses] shared, the way they answered the questions and the sincerity of their answers reflected the kind of leadership and culture the organization supports and perpetuates. This is one experience I will hold dear to my heart and will always remember, especially during this pandemic. We are definitely ‘Haley Strong’ and living the ‘Haley Legacy.’”

— Elenita Quindoza, RN, nurse in the MICU.
Dedicated nurses help to achieve Commission on Cancer accreditation.

After many years of preparation, the cancer program at UF Health Jacksonville was surveyed in February 2021 and granted the Commission on Cancer, or CoC, accreditation, a quality program of the American College of Surgeons. To earn the CoC accreditation, a cancer program must meet 34 CoC quality care standards and maintain levels of excellence in the delivery of comprehensive patient-centered care. Many of the required standards relate to specific quality indicators that are geared toward ensuring the best oncology care possible within accredited programs. They also relate to nursing, education and oncology-specific nursing certification requirements.

To ensure the nurses caring for cancer patients are equipped with specialized knowledge and skills, a specific number of oncology certified nurses, or OCNs, are required at the organization. For UF Health Jacksonville to qualify, we needed to significantly increase the number of OCNs within the organization. The OCN exam has limited scheduling opportunities and is also known for being difficult to pass, which often deters nurses from attempting to apply for examination. However, our dedicated nurses were up for the challenge.

We had nurses from all of our oncology clinics apply for testing within a short window of time. They supported each other and held study groups to review material. Their dedication to the program and their support of one another allowed us to exceed the requirements for accreditation.

Oncology nurses who are responsible for infusions of chemotherapy are also required to obtain the Oncology Nursing Society Chemotherapy/Immunotherapy Certification after demonstrating at least one year of experience in the administration of chemotherapy. All UF Health Jacksonville infusion nurses have obtained and maintained this certification. The dedication of our nurses in their efforts to gain the education and skills required for oncology-specific certification was one of the key components that allowed our cancer program to obtain the CoC accreditation.
UF Health Jacksonville has experienced the same type of employee shortages most hospitals have seen across Florida and the United States. Even during a pandemic, Nursing devised a plan to help overcome this challenge, as they had in many other difficult situations. Nurses on every unit, including nurses from ancillary departments and outpatient clinics, stepped up to offer support.

The leaders at UF Health Jacksonville also continued to bring new team members on board to stem the tide of the nurses leaving. Human Resources set up job fairs and scoured social media job boards to bring in new nurses.

Our nurses transitioned into a team-focused staffing model. This model allowed for an increase in the number of patients the nurses could safely care for during their shifts. The nurses on various units agreed to sign up for partial shifts and, when called on by their peers, they came in to support one another.

The nursing shortage was not isolated to bedside care nurses. There was also a need for nurse educators. The Professional Practice team jumped in to support one another and covered areas with shortages. The nurse educators worked to identify nurses who were accelerated learners and met competency requirements for the role, and then moved the appropriate staff to help provide high-quality patient care. The educators developed training sessions for the nontraditional nurses to obtain the competencies needed to work side by side with the primary assigned nurses.

In addition to bringing in new staff to bridge the gap from the shortage, the nurse managers completed “stay interviews” with current staff to see how they were doing and talk to them about staying if they were considering leaving. Holding these one-on-one sessions further ensured that staff members’ nurse manager was available to them and truly cared about their work satisfaction.

During these meetings, many staff members also shared opportunities for their unit to implement. In that regard, these conversations were productive for both the staff and manager.

All of these efforts showcased the spirit of hope, collaboration and resilience the UF Health nurses demonstrated during a very trying time for the health care field.
Nursing informatics is a technology field that combines nursing science with computer and information technology. By working with Nursing staff, nursing informatics teams can produce software documentation changes that impact patient care outcomes and staff satisfaction.

Nursing informatics collaborates and supports staff along with other informatics teams within UF Health Jacksonville, such as perioperative informatics, laboratory informatics, rehab informatics, etc. Nursing informatics also assists with departments or units that do not have a designated informatics representative and supports various councils within the organization, such as the Clinical Practice Council, Acute Care Service Line, Multidisciplinary Critical Care Council, Nurse Pharmacy Council and Accreditation Steering Committee. Collaboration is key to help ensure electronic workflows run smoothly across the organization.

One of the main goals of nursing informatics is to improve the documentation process. Nursing informatics has implemented many safety checks and identified redundancies within the electronic health record system. For example, nursing informatics played an instrumental role during the onset of the pandemic, including instituting new workflows and testing algorithms, planning for new treatment spaces and working on a charting policy during disaster scenarios. By improving the documentation process, staff members are able to complete it more efficiently and have more time with patients.

Additionally, nursing informatics responds to requests from nurses to change a documentation requirement. Requests are adequately vetted and routed through approvals by a Professional Practice member and Nursing Committee. If a request is approved, nursing informatics engages Information Technology to implement the change.

In addition to upgrades to documentation and other computer programs, nursing informatics works alongside Professional Practice to help ensure nurses know all relevant policies required by The Joint Commission and other regulatory agencies. The team is accessible 24/7 for any questions, and nurses are free to call for assistance.
Improving Quality of Care

UF Health North nurses successfully lower the number of hospital-acquired conditions to zero.

Quality of care is a phrase used throughout most health care settings. The Nursing teams at UF Health Jacksonville were tasked by leadership to reduce hospital-acquired conditions to zero. There are many units that have done fantastic work eliminating the existence of catheter-associated urinary tract infections, or CAUTI, and central-line associated bloodstream infections, or CLABSI.

At UF Health North, the fifth-floor medical surgical unit has been consistent in their pursuit of excellence, as indicated by their outcomes of zero CAUTIs and zero CLABSIIs for the entire 2021 fiscal year (July 1, 2020, to June 30, 2021). The fourth-floor progressive care unit was also successful in completing the fiscal year with zero CAUTIs. It is noteworthy that both of these units were able to maintain this high-level quality of care while also becoming COVID-19 patient care units.

Even when both of the units were faced with staffing difficulties during the pandemic, the staff was committed to excellent nursing care that resulted in successful quality of care outcomes.
Shifting to Online Education

Professional Practice and Nursing Education Departments quickly pivoted from in-person learning to virtual learning because of safety precautions in place due to COVID-19. The goal was to continue with staff education and orientation while promoting staff safety through physical distancing. Dan Wright, nursing education manager and coordinator of nursing orientation, worked with speakers to modify content and incorporate it into HealthStream modules.

The Critical Care Nurse Fellowship shifted all didactic content to voiceover PowerPoint presentations. Online learning was combined with hands-on stations every other month to reinforce virtual topics and allow for fellows to learn equipment and concepts not conducive to a lecture format.

The New Nurse Fellowship took a similar path in revamping the four-week residency. All didactic content was moved to online or Zoom presentations, and fellows were given additional time to spend on the clinical units with their preceptors. Skills sessions were combined and presented earlier to allow fellows the opportunity to learn the equipment and skills needed for patient care.

Nursing Education and Professional Practice were able to quickly pivot to meet the needs of the organization while maintaining staff safety. Today, there is a combination of virtual learning opportunities and limited in-person interaction with necessary precautions in place.
Nursing research is a vital part of UF Health Jacksonville. Creating, advancing and sustaining an environment grounded in evidence-based practice and research is essential to achieving Magnet status. Research studies establish clinical practice standards and require Institutional Review Board approval, while quality improvement projects improve a process or performance and do not require that approval.

Nursing at UF Health Jacksonville provides opportunities for clinical nurses through the Professional Recognition Program, C.A.R.E Fellowship, Bright Ideas Program, journal clubs and Nursing Research Council. These programs have removed many of the barriers that prevent clinical nurses from conducting research. UF Health Jacksonville provides clinical nurses with the designated time, supervision, knowledge and support needed to work on research projects.

Most research ideas come from direct clinical experiences. For example, after being discharged with proper skin assessments complete, some patients were later returning to UF Health Jacksonville with wounds after being cared for at home or other institutions. Karen Obermiller, BSN, RN, CWS, wound care team member became concerned after observing these cases and wanted to do something about the readmission rates of these patients. Obermiller knew she had to find out the answers to the following questions: Why were they returning? What type of follow-up care had they received, if any? Was there a problem to solve?

“As nurses, we sometimes focus on fixing things one patient at a time,” Obermiller said. “But research generates new knowledge and generalizes the findings, which makes it better for all patients.”

Nurse leaders also hold the key to advancing nursing research through mentoring relationships with clinical nurses. Juanita Williams, BSN, RN, CMSRN, credits Dawn Thompson, MSN, RN, CMSRN, with getting her involved in research. Thompson encouraged her to get involved in the unit-based council and to apply to the organization’s Professional Recognition Program.

Thompson mentored Williams to take the next step and to turn their length-of-stay performance improvement project into a research study called “EARLY: Early Ambulation to Reduce Hospital Length-of-Stay.” Today, Williams passionately encourages other clinical nurses to get involved and reassures them that there are many leaders here at UF Health who can help.
Journal Articles Published by UF Health Jacksonville Nurses

Nurses at all levels, from the CNO to bedside nurses, contributed to research studies published in medical and science journals.

- **Infant Testicular Torsion With Cryptorchidism Case Study**
  - Published December 2020 in Urologic Nursing
  - Kiala Latta, DNP, MHA, BSN, RN

- **Tele-rehabilitation for Individuals with Multiple Sclerosis and Mobility Disorders — A Feasibility and Pilot Study**
  - Published November 2020 in Telehealth and Medicine Today
  - Wayne Hodges, BSN, RN
  - Jessica Peters, BSN, RN, AMB-BC

- **Recognizing Opioid Addiction and Overdose: An Interprofessional Simulation for Medical, Nursing and Pharmacy Students**
  - Published September 2020 in the Journal of Interprofessional Education & Practice
  - Patrick Nobles, DNP, FNP-BC, CNL

- **Development of a Staff Nurse to Chief Nursing Officer Succession Planning Program**
  - Published June 2021 in Nurse Leader
  - Patrice Jones, DNP, RN, NE-BC
  - Rose Rivers, PhD, RN, NEA-BC
Quality Improvement Projects

Clinical quality improvement projects help advance evidence-based practices. Alongside colleagues in all disciplines, we are working to enhance patient care and safety through clinical practice within all units.

ACHIEVING ZERO IN OUR MOST VULNERABLE ADULT TRAUMA POPULATION
Kristen Ray, MSN, RN, CCRN, TCRN, CLSSGB

THROUGHTPUT INITIATIVES FOR OPTIMIZING PATIENT FLOW STEERING COMMITTEE
Angela Prince, MSN, RN, ACM
Keisha Anderson, MSN, RN, CMSRN, CLSSYB
Patrice Cushion, MSN, RN, CMSRN, CLSSGB
Genevieve Lanouette, MSN, RN, CMSRN, CLSSYB

IMPLEMENTATION OF A STANDARDIZED REPORT TOOL TO IMPROVE NURSES’ SATISFACTION IN QUALITY OF COMMUNICATION DURING NURSE TO NURSE HAND-OFF IN THE CARDIAC INTENSIVE CARE UNIT
Lindsay Catrie, MSN, RN, CCRN

“WALK IT OUT, WRITE IT OUT” — PROMOTION OF AMBULATION AND DOCUMENTATION TO DECREASE LENGTH OF STAY
Rebecca Brittian, MSN, RN, CCRN, CLSSYB

Clinical quality improvement projects help advance evidence-based practices. Alongside colleagues in all disciplines, we are working to enhance patient care and safety through clinical practice within all units.

INTERVENTIONAL RADIOLOGY LENGTH OF STAY
Kristiana Thompson, BSN, RN, CRN

MINIMIZING HYPOGLYCEMIC EVENTS IN NON-INTENSIVE CARE ADMITTED PATIENTS RECEIVING INSULIN THROUGH A MULTIDISCIPLINARY APPROACH
Carol Murphy, MSN, RN, CCWRN-A, CLSSYB
Keisha Anderson, MSN, RN, CMSRN, CLSSYB
Amanda Coleman, MSN, RN
Genevieve Lanouette, MSN, RN, CMSRN, CLSSYB
Amanda Ratliff, MSN, RNC-OB, CLC, CLSSGB
Tina Williams, MSN, MBA, RN, CLSSGB

INCREASE TWO RN SKIN ASSESSMENT ADHERENCE BY UTILIZING AN AUTOMATED ALERT SYSTEM — THE FOUNDATION FOR HOSPITAL-ACQUIRED PRESSURE INJURY (HAPI) PREVENTION
Lisa Smith, MSN, RN, BC, CPAQ, CLSSGB
Karen Claar-Miller, BSN, RN, CLSSG

INTERVENTIONAL RADIOLOGY BIOPSY TURNAROUND TIME
Kristiana Thompson, BSN, RN, CRN

INTERVENTIONS TO IMPROVE SUPPLY DISPENSING EXPERIENCE IN MICU
Sharon Quinonez, BSN, RN, CCRN
Lizel Taylor, MSN, APRN, NP-C, CCRN, CLSSYB

TEAMSTEPPS® APPROACH TO IMPROVE EMERGENCY DEPARTMENT THROUGHPUT IN LOWER ACUITY AREAS
Aimee White, BSN, RN

WOMEN’S ACUTE CARE WORKFLOW AND STAFFING PERFORMANCE IMPROVEMENT PLAN
Amanda Ratliff, MSN, RNC-OB, CLC, CLSSGB
Shantice Matthews, MSN, RN, CLSSYB
Christina D’Mello, ASN, RN
Karen Shand, ASN, RN
Kathleen Sloan, ASN, RNC-OB
Pam Turner, BSN, RN

Clinical quality improvement projects help advance evidence-based practices. Alongside colleagues in all disciplines, we are working to enhance patient care and safety through clinical practice within all units.

Registered nurses currently holding an office or board position

Nurses participated in the Professional Recognition Program

Ancillary staff currently enrolled in a college or university

Nurses completed Lean Six Sigma Yellow Belt training

Nurses served as academic partnership unit clinical instructors

Clinical quality improvement projects help advance evidence-based practices. Alongside colleagues in all disciplines, we are working to enhance patient care and safety through clinical practice within all units.
Thank you to all of the nurses and staff who contributed to the creation of this annual report.

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