# MOUNT SINAI SOUTH NASSAU





# Committed to **NURSING EXCELLENCE**

**2019 NURSING ANNUAL REPORT** 



#### **NURSING MISSION**

To provide quality, compassionate nursing care based upon mutual respect for our patients, their families and each other.

#### **NURSING VISION**

To empower nursing staff to practice innovatively, influence exceptional clinical outcomes, learn continuously, and to create an environment where nurses choose to work and patients want to receive care.

### **CNO Welcome Message**



Welcome to the 2019 Mount Sinai South Nassau Department of Nursing Annual Report. As you will see in the pages that follow, 2019 was full of accomplishments. As a Magnet<sup>®</sup> Recognized organization, our nurses are dedicated to remaining flexible and innovative, while providing the best possible care to our patients, their families and our community. These qualities, along with the nursing staffs' dedication to excellence, fosters collaboration and results in significant achievements.

This being my first year at Mount Sinai South Nassau, I spent the first few months of the year getting to know the nursing staff, as well as our interdisciplinary colleagues. The time spent getting to know everyone was very valuable and provided me with great insight into the culture of kindness and caring that exists both within Nursing, and across the entire organization. The hard work of the entire Department of Nursing is recognized from the bedside to the boardroom. This is evident in the many letters we receive from patients and families, the achievements we accomplish with our interdisciplinary colleagues, and the accolades we receive from the Board of Directors.

It gives me great pleasure to work with such a dedicated group of nurses and nursing staff. Please enjoy this brief look into some of the highlights of 2019.

Sincerely,

Stacy

Stacey A. Conklin, MSN, RN-BC, MHCDS, NE-BC Senior Vice President, Chief Nursing Officer

# **TRANSFORMATIONAL LEADERSHIP**

At Mount Sinai South Nassau, our nursing leaders are responsive, innovative, flexible and passionate about nursing. We empower our employees toward innovation and excellence in patient care. Nursing leadership is present and engaged in creating an atmosphere where employees thrive.



### **Nurses Leading the Way**

Strategic planning is an important tactic enabling South Nassau Communities Hospital to look into the future in a systematic way, ensuring our hospital remains responsive to patient and community needs. It provides a clear and consistent organizational focus. Our strategic plan aligns with the organizational strategic plan and encompasses goals that will occur over a two-year period. We categorize goals and objectives into our 5 pillars. The Nurse Executive Council reviews the plan on an ongoing basis to identify our progress in achieving identified goals.



# **2019 Nursing Recognition**

The Daisy award is an international program that rewards and celebrates the extraordinary, compassionate, and skillful care given by nurses every day. South Nassau is proud to be a Daisy partner and recognized four of our nurses with this special honor in 2019.



Chona Alasaas ANM RN D1



Christine Flood RN D2W



Melissa Mendell RN E2



Sandy Mathew RN D1



The Nursing Staff of D1 were recipients of the 2019 Annual DAISY Team Award as seen during our National Nurses Day Breakfast



Pictured with Town of Hempstead Supervisor, Laura Gillen, Kharolann Pierre RN, Float Team, received the Town of Hempstead Make a Difference Award

# **Exemplary Advance Practice Nurses**

Mount Sinai South Nassau's Advanced Practice Nurses (APRNs) established an Advanced Practice Innovation Care Committee for empowerment as a peer support, peer review, and forum for sharing best practices. The committee vision is that APRNs will assume a greater role in the decision-making process within the hospital and continue to practice at the highest level of autonomy. Under the direction of the Senior APRN, the committee holds an annual seminar and awards ceremony to recognize the contributions of APRNs in advancing patient care.



James Murphy was recognized as 2019 Nurse Practitioner of the Year

### **CELEBRATING OUR MAGNET REDESIGNATION YEAR**



Mount Sinai South Nassau Celebrates Magnet Redesignation at the 2019 National Magnet Conference.

# **STRUCTURAL EMPOWERMENT**

At Mount Sinai South Nassau, our nurses are confident, professionals integrally involved in shared decision-making and structures. We support our nurses in seeking ongoing opportunities for education, professional development and clinical advancement. Superior job performance is acknowledged and rewarded.

The Department of Patient Care Services supports and encourages continuing nursing education and provides financial support for ongoing formal academic preparation, seminar attendance, and specialty certifications. Our team of talented nurse educators promote professional development along the continuum from novice to expert.

### **BOLSTERING OUR NURSES WITH EDUCATION**

Our nurses play a key role in the delivery of patient and family-centered care, so we are dedicated to supporting our staff in expanding their knowledge and skills throughout their careers. Transitioning nurses to the work environment and promoting professional development occurs in many ways. Among them are:

- In 2019 274 Patient Care Services Employees were hired and Oriented
- 69 new graduate RNs successfully completed transition training programs (14 were hires into ED, Critical Care and Telemetry)
- 133 RNs were trained as RN Preceptors
- 369 RNs participated in the Clinical Advancement Program
- We maintained Continued Affiliations with 24 Schools of Nursing
- Nursing Student Placements included: 888 Undergraduate placements, 60 Capstone Students, 21 Graduate Nursing Students and 10 RN Refresher Students
- Conducted 2 Biannual Mandatory Education Sessions for RNs, LPNs & Support Staff
- Conducted 2 onsite TCAR programs to support Trauma Service Education
- Conducted varied educational programs to meet PCS staff and specialty needs (Dysrhythmia, CPI, Stroke, Pediatric Update Class, Portfolio Workshops, varied specialty education programs)
- Continued to offer educational resources to staff for professional development (ENA and AACN ECCO Modules for ED & Critical Care, Apex Stroke Modules for D2W, AWHONN Learning Modules for W&CH, CE Direct Online Learning, CNA Learning Advisor Modules for TCU, and ANCC Success Pays Certification Program)
- Conducted Summer Student Nurse Extern Program for 17 nursing students
- Sponsored multiple RN Recognition Programs: Quarterly Daisy awards, Nurses' Day & Week Activities, Support Staff Recognition, & Certified Nurses Day Luncheon



2019 Nursing Education Team Members celebrating Certified Nurses' Day



2019 Student Nurse Externs with Program Coordinator, Joan Gallagher & CNO Stacey Conklin

### **RECOGNITION OF NURSES AT SOUTH NASSAU**

Our Magnet designated nursing staff members, are key to excellence in patient care and vital to our hospital's success. We had the chance to formally honor our exceptional nurses on National Nurses' Day with special recognition of nursing award recipients, senior nursing staff, and nurses who have achieved academic degrees over the prior year. Throughout the week there were other celebrations, among them the pinning of nurses on each patient care unit, Unit-based Nurses' Week Theme contests, and a nursing leadership tea.

# Nurses honored in 2019 for distinguished contributions and commitment to nursing practice included:

- Excellence in Clinical Nursing Practice Award: Robert Cornell RN, ED
- Excellence in Advanced Nursing Practice Award: Chasidy Vitale RN, NP
- Excellence in Nursing Leadership Award: Maria Alisie Sabau RN, ANM, Staffing Office
- Excellence in Nursing Education Award: Leticia Acevedo RN, Nursing Education
- Excellence in Nursing Research Award: Carrie McMichael RN, OPI
- Excellence in Community Service Award: Jane Devito RN, Home Care
- Excellence in Quality Award: Sandra Baracaldo RN, ED
- Novice Nurse Award: Colleen Schaefer RN, ED
- Nurse Hero Award: Shyvonne Allen RN, D2E
- LPN of Excellence Award: Elizabeth Vasquez LPN, Float Team
- Mount Sinai South Nassau's nominee for the Nassau Suffolk Hospital Council Nurse of Excellence: Lucille Hughes, RN, TITLE



Mount Sinai South Nassau's 2019 RN Graduates

# **COUNCILS ON THE MOVE**

Our nursing Council structures at South Nassau are built on the premise of teams coming together to create and implement actions that move us toward our vision to empower nursing staff to practice innovatively, influence exceptional patient outcomes, learn continuously and create an environment where nurses choose to work and patients want to receive care. They are the foundation for a commitment to shared vision and collaborative practice.

Our Councils include:

- **Wurse Executive Council**
- Nursing Practice Council
- Nursing Education and Professional Development Council
- Nursing Research and Evidence Based Practice Council
- Holistic Council
- **Unit Based Councils**

#### Members of the 2019 Nursing Research and Evidence-based Practice Council

#### **Nursing Education and Professional Development Council**

- Hosted Certified Nurses Day with our highest certification rate 45% of our eligible nurses having professional certification in their specialty.
- Hosted Support Staff Appreciation Day
- Assisted Honors Council in implementing DAISY Award program
- Developed annual Learning Needs Assessment Survey to plan future educational programs for RN staff

### **Nursing Practice Council**

- Revised Standards of Care & Practice for all specialty areas
- Reviewed and revised policies and procedures
- Revised RN Peer Review
- Conducted evaluation of Professional Practice Model
- Implemented Results Council Forum
- Collaborated with Unit-based councils on specialty-specific projects



Members of the 2019 Holistic Council visiting Pediatrics

### **Holistic Nursing Council**

The holistic council is a shared decision-making forum at that promotes nursing practice that focuses on the principles of holism, unity, wellness and the interrelationship of human beings and their environment. The council promotes methodologies for nurses to integrate self-care, self-responsibility and reflection to recognize and care for the totality of the human being. The condition of the patient as a whole person is taken into account during all aspects of the nursing process (assessment, diagnosis, planning, intervention and evaluation). The council promotes and supports holism as a component of MSSN's professional practice model. A holistic approach to care is valued as a hallmark of nursing excellence and contributes to improved patient outcomes. Holistic methodologies are innovative and individualized to the specific patient. The holistic council fosters collegiality and interdisciplinary collaborating in achieving the goals of care for the patients we serve.

### Nursing Education: Professional Development, Practice & Research

- People: Provide programs that support individuals in their professional Development
- **Service:** Evaluate the educational development needs of the nursing department and implement programs designed to address those needs
- **Quality:** Collaborate with staff and leaders to support nursing department and organizational goals through implementation of programs and processes to improve outcomes.
- **Growth & Finance:** Implement programs supporting South Nassau's growth and achievement of targeted goals. Evaluate programs to optimize resources/decrease waste.
- 378 Patient Care Services employees were hired and Oriented
- 110 new graduate RNs successfully completed transition training programs
- 92 RNs were trained as RN Preceptors
- Affiliations with over 20 Schools of Nursing
- Nursing Student Placements included: 888 Undergraduate placements, 60 Capstone Students, 21 Graduate Nursing Students and 10 RN Refresher Students
- 2 Biannual Mandatory Education Sessions for RNs, LPNs & Support Staff
- 2 onsite TCAR programs to support Trauma Service Education
- Continuing education programs to meet staff development needs (Dysrhythmia, CPI, Stroke, Pediatric Update Class, Portfolio Workshops, varied specialty education programs)

### NURSES MAKE PROGRESS IN CLINICAL ADVANCEMENT PROGRAM (CAP)

Mount Sinai South Nassau's Clinical Advancement Program achieved our highest level of participation in 2019 at 369 RNs. Our program is based on Patricia Benner's conceptual model From Novice to Expert. Reward and recognition is provided for professional accomplishments, engagement, and contributions. The program benefits patients, nurses and our organization because it supports our clinical nurses with the resources required to develop ongoing expertise and advancement within the nursing profession.



# **COMMUNITY SERVICE**

Mount Sinai South Nassau's Nurses are integrally involved in community service. Nurses collaborate with our Community Education Department, participating in local health fairs, flu PODS, community screening events, public education, and community fundraising activities. These include events hosted at Mount Sinai South Nassau or by community partners at churches, civic organizations, senior centers, schools and libraries throughout our service area.



In June 2019, Mount Sinai South Nassau's Women & Children's Health Service partnered with Oceanside's Friedberg Jewish Community Center to hold a Pediatric Safety Carnival



In September 2019, Mount Sinai South Nassau's student nurse club & float team partnered to cook for 90 guests at Ronald McDonald House

# EXEMPLARY PROFESSIONAL PRACTICE

A top priority and core goal of our nurses is to provide patients with comprehensive, quality care in a safe, healing environment. Our Magnet nurses focus on teamwork, collaboration, communication and relationship building, not only with their outstanding health-care colleagues, but also with their communities, patients, and their patients' families.



Our PPM is a dynamic system which supports registered nurse control over the delivery of nursing care and the environment in which care is delivered. Subsystems of the PPM include core values, professional relationships, the patient care delivery model, leadership/governance structures, and recognition and reward. Our Nursing Practice Council and clinical advancement program nurses joined forces in 2019 to conduct surveys of clinical nurses and revealed that nursing staff overwhelmingly endorsed our existing professional practice model as we continue to *Soar to New Challenges and Heights*.

# **UNIT HIGHLIGHTS**

### **EMERGENCY DEPARTMENT OCEANSIDE & LONG BEACH**



The Oceanside Emergency Department (ED) is staffed with a complement of skilled clinical staff which provides a high level of clinical expertise. The total volume of patients for 2019 was 63,023 this represents a 4% increase from 2018. The total admitted volume of was 14,624 which is a 4.4% decrease from 2018, however, the treat and release volume for 2019 was 46,635 which is a 5.9% increase from 2018. The year-end 'Left Without Being Seen' (LWBS) rate was 2.2% which is an improvement from 2018, whereas the overall 2018 LWBS rate was 2.9%.

### **SIGNIFICANT ACHIEVEMENTS**

- Throughput remains a top priority in the ED. Proactively identifying patients who are *hallway candidates* if a 'Code Throughput' is initiated
- Clinical Decision Unit: When a patient is identified as CDU patient, they are moved to Annex area of the ED. This permits the constant flow of patients of throughout the unit.
- Opioid project has been implemented in ED. Staff training completed.
- Autism project implemented. The goal of the project is to improve the care provided to children with special needs.
- RN residency program in progress. Three candidates will be graduating the program in March 2019.
- Trauma: The ED is preparing for the Trauma recertification
- Sepsis remains a focus in the ED.



### **ED GREAT CATCH WINNER**

On the night of 3/1/19, Laura Papaliberios was taking care of a patient and who was brought in by EMS with hyperkalemia and ARF with no history. When Laura was assessing the patient, she noticed he had a facial grimace (he was nonverbal on a vent), was profusely sweating and severely tachycardic. The patient didn't seem to meet the criteria for sepsis, but when she felt his abdomen, it was rigid. Laura noticed that the urinary drainage bag was dry. She quickly changed the foley catheter, which then yielded 2500cc of dark urine, followed later by another liter of urine. The patient's diaphoresis subsided, his heart rate drastically lowered and his facial grimaces dissipated. The man was in ARF due to a clogged urinary catheter. By the next day, his condition was significantly improving. Laura's excellent assessment skills and critical thinking helped end this man's pain as well as promote an excellent patient outcome. Amazing work!!



### **CRITICAL CARE**

The Critical Care Units continue to increase their volumes and find creative ways to accommodate the needs of our patients. In 2017 volume increased to 1985. We have increased our ability to perform bedside procedures including Tracheostomy, Peg placement, and Bronchoscopy. We continue to grow and educate our staff on new and innovative procedures. Residency and fellowship programs are ongoing to meet the staffing needs of Critical Care.

#### **SIGNIFICANT ACHIEVEMENTS**

- 10 new graduates completed the 9 month residency program and have successfully integrated into Critical Care
- Fellowship programs in progress on a continuous basis
- Physician Assistant coverage expanded to 24/7
- Critical Care Registered Nurse Certification (CCRN) incentive programs continued

### **TELEMETRY**

#### D2W



D2W Nursing Staff celebrating Certification.

Tiffany Thalappillil Nurse Practitioner introduced to assist the units with patients admitted under private physicians. Communication between nurses and physicians significantly improved. Adding a Nurse Practitioner role has helped to facilitate care on the unit and decrease avoidable length of stay.

### **D2E**

Mount Sinai South Nassau retains designation as a Stroke Center, serving the south shore of Long Island. We were designated as a Gold Plus Member by the American Heart Association.

Progression of the Endovascular Neurosurgical Treatment processes and policies is ongoing. Expanded the discharge packet for stroke to include community outreach, and expanded the stroke pathway to include home care to reinforce the education of the discharged stroke patient



F1 Nursing Staff celebrating the 2019 Holiday Season.

F1 and E2, our Surgical Step down Units continue to expand the surgical population of patients they care for including: orthopedic, neuro, colorectal, bariatric, chiari, and gynecological surgeries. Both units work closely with the STICU team in caring for trauma patients.



E2 Nursing Staff celebrating the Daisy Award.

### Significant Achievements

F1:

- Successful recertification for Joint Commission Disease specific for Bariatric surgery July 2019
- F1 nursing team received a recognition by the Director of Thoracic Surgery for Nursing excellence at the Annual Nassau Surgical Society Dinner June 2019
- Ostomy/wound Committee was created in F1.

E2:

- Successful recertification for Joint Commission Disease specific for Orthopedic surgery December 2019
- A four-bedded stepdown unit opened in January 2019 and accommodates trauma patients and post-op neurosurgical patients
- New leadership team was created on the unit, including nurse manager and assistant nurse managers on both night and day shift.



D1 staff celebrates with Sandy Mathew RN, a recipient of the Daisy Award.

### **CARDIOVASCULAR SERVICES**



Cardiovascular Services Staff



Charmaine Brereton RN, Stroke Coordinator with Cardiovascular Services Nurses hosting Go Red for Women in February 2019

### **STAFFING OFFICE**

The Staffing office was developed to centralize the float pool and PD staff, which continues to play a significant role in supporting Nursing Services and providing quality patient care in a safe and cost-effective manner.

### PERIOPERATIVE SERVICES



The staff and leadership of ASU



The PACU staff celebrate Christmas with a visit from Santa

### WOMEN & CHILDREN' S SERVICE



The NICU Nursing Staff

Women & Children's Services provide care to a diverse obstetric and gynecological, neonatal and pediatric patient population on Pediatric, Level II Neonatal Intensive Care (NICU), Labor and Delivery (L&D) and Mother Baby units. In 2019, the service achieved L&D and Mother Baby Units accommodated 1839 deliveries and 2686 outpatient visits (4525 perinatal patients total). In addition, Mother Baby staff cared for 135 post-operative gynecological patients and 83 high risk antepartum patients in 2018. Level II NICU had 251 admissions, with average daily census of 4.45 patients. In 2018 our Pediatric unit had 409 pediatric and adolescent patient admissions, 108 ambulatory surgery pediatric patients and 108 adult admissions.



Dr. Elena Lobatch & Lynn Bert presented at the 2019 AWHONN National Conference. Shown with President Dr. Cheryl Roth





WOMEN & CHILDRENS' SERVICE STAFF

### **DIALYSIS SERVICE**



The Dialysis Team Celebrating Thanksgiving

# **OUTPATIENT INFUSION**



The skilled and compassionate infusion services nursing team provides a comfortable, quiet and patient-focused environment for patients receiving infusions. The staff at the center works with a diverse population of patients and patient needs. This dedicated team specializes in intravenous (IV) treatments such as chemotherapy and blood transfusion administration.

### IV TEAM



The Infusion & Vascular (IV) Department continued to provide excellence in the delivery of IV care to the patients of SNCH as well as continued education to staff, patients and families.





Interdisciplinary teamwork on G2/RCU ensures the best outcomes for Respiratory Patients.

# NEW KNOWLEDGE INNOVATION & IMPROVEMENT

Mount Sinai South Nassau's advancement is driven by our outstanding nurses. Our staff take the lead in acquiring new nursing knowledge, implementing evidencebased practice, and conducting innovative nursing research. Our nurses' enthusiasm, passion for learning, and willingness to share findings with colleagues ensures a culture where a spirit of inquiry and scholarship thrives.

# **NURSING RESEARCH & EVIDENCE-BASED PRACTICE COUNCIL**



Members of the 2019 Nursing Research & Evidence-based Practice Council

# 2019 Podium and Poster Presentations

| Presenter                                   | Presentation   |
|---|--|
| Dena Alberti MSN,<br>RN-BC                  | Transforming Healthcare through Innovative Partnerships, Integrative Healthcare<br>Symposium, Co-Presenter, February 22-24, New York City – Podium Presentation<br>Integrative Nurse Coaching: Illuminating the Journey toward Organizational Change, One<br>Nurse, One Patient at a Time. Co-Presenter, American Holistic Nurses Association National<br>Conference, June 7 and 9, Niagara Falls, New York – Podium Presentation  |
| Jacki Rosen MSN,<br>RN, PMHCNS-BC           | Creating Initiatives That Engage and Inspire: A Virtual Nursing Journal Club and Nursing<br>Research Fellowship Program, Co-Presenter, New York Organization of Nurse Executives and<br>Leaders, 2018 Annual Leadership Conference, March 18-20, Tarrytown, New York – Poster<br>Presentation  |
| Madeline Cozzi-<br>Gottlieb MSN, RNC-<br>OB | The Effects of Oral Intake of Clear Fluids during First Stage Labor on Maternal Satisfaction<br>and Neonatal Hypoglycemia, South Nassau Communities Hospital's Nursing Research<br>Conference, April 5, 2017 – Podium Presentation   |
| Marybeth Ryan PhD,<br>RN                    | Creating Initiatives That Engage and Inspire: A Virtual Nursing Journal Club and Nursing<br>Research Fellowship Program, Co-Presenter, New York Organization of Nurse Executives and<br>Leaders, 2018 Annual Leadership Conference, March 18-20, Tarrytown, New York - Poster<br>Presentation  |
| Eileen Skehan MSN,<br>RNC-EFM, RNC-OB       | The Effect of the Birthing Peanut Ball on Reducing Cesarean Section Rate,<br>Adelphi University College of Nursing and Public Health/ Alpha Omega Chapter, Sigma<br>Theta Tau International, Annual Leadership Conference, April 12, 2018, Garden City, New<br>York – Poster Presentation<br>The Effect of the Birthing Peanut Ball on Reducing Cesarean Section Rate, 2 <sup>nd</sup> Annual<br>AWHONN-NY Conference, September 26, 2018, Tarrytown, New York – Poster Presentation |