

MOUNT SINAI SOUTH NASSAU



Committed to **NURSING EXCELLENCE**

2022 NURSING ANNUAL REPORT



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MISSION: To provide exceptional clinical experiences and outcomes for patients and families in the many diverse communities we serve through the advancement of nursing practice guided by unrivaled education, equity, leadership, innovation and scientific nursing research.

VISION: To be the place where nurses choose to work and patients want to receive their care.

**MSHS
VALUES:**

- Safety
- Equity
- Creativity
- Agility
- Teamwork
- Empathy



CNO Welcome Message



Dear Colleagues and Friends,
Welcome to the 2022 Mount Sinai South Nassau Department of Nursing Annual Report.

I have been reminded, enlightened, and continue my desire to recognize on a deeper level, the impact that every nurse makes every day. I want to foster that culture and support the continuation of the current environment that makes us who we are as a team. I am so incredibly grateful for the nurses and nursing staff who count on me to lead our professional impact on patients and our greater community.

Sincerely,

A handwritten signature in cursive script that reads "Stacey".

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 Mount Sinai South Nassau to look into the future in a systematic way, ensuring we remain responsive and connected to patient and community needs. It provides a clear and consistent focus. Our strategic plan aligns with the organizational and nursing system strategic plans and encompasses goals that will occur over a two-year period. We categorize goals and objectives into our five pillars. The Nurse Executive Council reviews the plan on an ongoing basis to identify our progress in achieving identified goals.



2022 Nursing Recognition

DAISY RECIPIENTS

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 six of our nurses with this special honor in 2022.



Q1 Daisy Award Recipient
Jan Von Glahn RN



Q2 Daisy Award Recipient
Lauren Engel RN



Q3 Daisy Award Recipient
Janet Rosario RN



Q4 Daisy Award Recipient
Carrie McMichael RN



Leadership Award Honoree
Elena Lobatch, DNP, RNC-OB, c-EFM, NE-BC



Lifetime Achievement Award
Madeline Cozzi-Gottlieb, FNP-C, RNC-OB, C-EFM



Extraordinary Nurses in Patient Safety
Janice Campbell, MSN, RN, LCCE, IBCLC
Lactation Coordinator

Mount Sinai South Nassau's 2022 nominee for Nassau-Suffolk Hospital Council Nurse of Excellence Award was Gretchen Kretkowski-Reiger, RN, an extraordinary nurse who advances nursing practice in Mount Sinai South Nassau's Women & Children's Service



Gretchen Kretkowski Reiger RN

Exemplary Advanced Practice Nurses

Mount Sinai South Nassau's Advanced Practice Nurses (APRNs) under the direction of Senior Nurse Practitioner, James Murphy DNP, RN, ANP-C, APNPC-AG, maintain 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 pivotal role in the decision-making process within the hospital and practice at the highest level of autonomy.



Our Advance Practice Nurses celebrate Nurse Practitioner Week

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

2022 was a year in which nurses continued to face the challenges of the aftermath of the Coronavirus pandemic. Education on how to provide evidence-based care for the patients continually evolved. Equipment and national supply chain challenges led to continuing education on how to use alternate products and integrate new technologies into practice.

- In 2022, 526 Patient Care Services Employees were hired and Oriented, more than any other year!
- 141 new graduate RNs successfully completed transition training programs
- Over 500 RNs participated in our Clinical Advancement Program
- MSSN Maintained Academic Affiliations with over 25 Schools of Nursing
- Nursing Student Placements were fully Resumed and included: Undergraduate placements, Capstone Students, and Graduate Nursing Students
- We conducted annual Mandatory Education Sessions for RNs, LPNs & Support Staff
- MSSN Sponsored online TCAR program to support Trauma Service Education
- We returned to live and integrated hybrid educational programs to meet PCS staff and specialty needs (Dysrhythmia, CPI, Stroke, Portfolio Workshops, varied specialty education programs)
- Educational resources for professional development of nursing staff included: ENA and AACN ECCO Modules for ED & Critical Care, Apex Stroke Modules for D2W, AWHONN Learning Modules for W&CH, CE Direct Online Learning, and ANCC Success Pays Certification Program
- MSSN Conducted a Summer Student Nurse Extern Program for 17 nursing students
- Nursing sponsored multiple RN Recognition Programs: Quarterly Daisy awards, Nurses' Day & Week Activities, & Certified Nurses Day
- Nursing Education continued training Agency Nurses to supplement ED, Critical Care, and Telemetry staffing
- We provided training of Virtual RNs and Virtual Safety Companions in the implementation of a new model of Virtual Nursing for D2E and D2W in September of 2022.

NURSE RESIDENCY PROGRAM

Mount Sinai South Nassau is committed to supporting newly licensed nurses embarking on the journey from a novice to expert RN through our Nurse Residency Program (NRP). We have partnered with the Vizient/AACN Nurse Residency Program® to provide evidence-based resources that helps new nurses gain confidence and increase competence during this 12-month program. The Nurse Residency Program provides a nationally recognized, standardized curriculum of seminars and simulation designed specifically to support the new graduate RN's transition into practice. Four cohorts of RN Residents graduated in 2022.



July 2022 Graduating Cohort of Mount Sinai South Nassau's Nurse Residency Program

Students from our school of nursing affiliates are the future of our profession. We support students through our summer Student Nurse Extern Program and throughout the year in Mount Sinai South Nassau's Student Nurse Club.



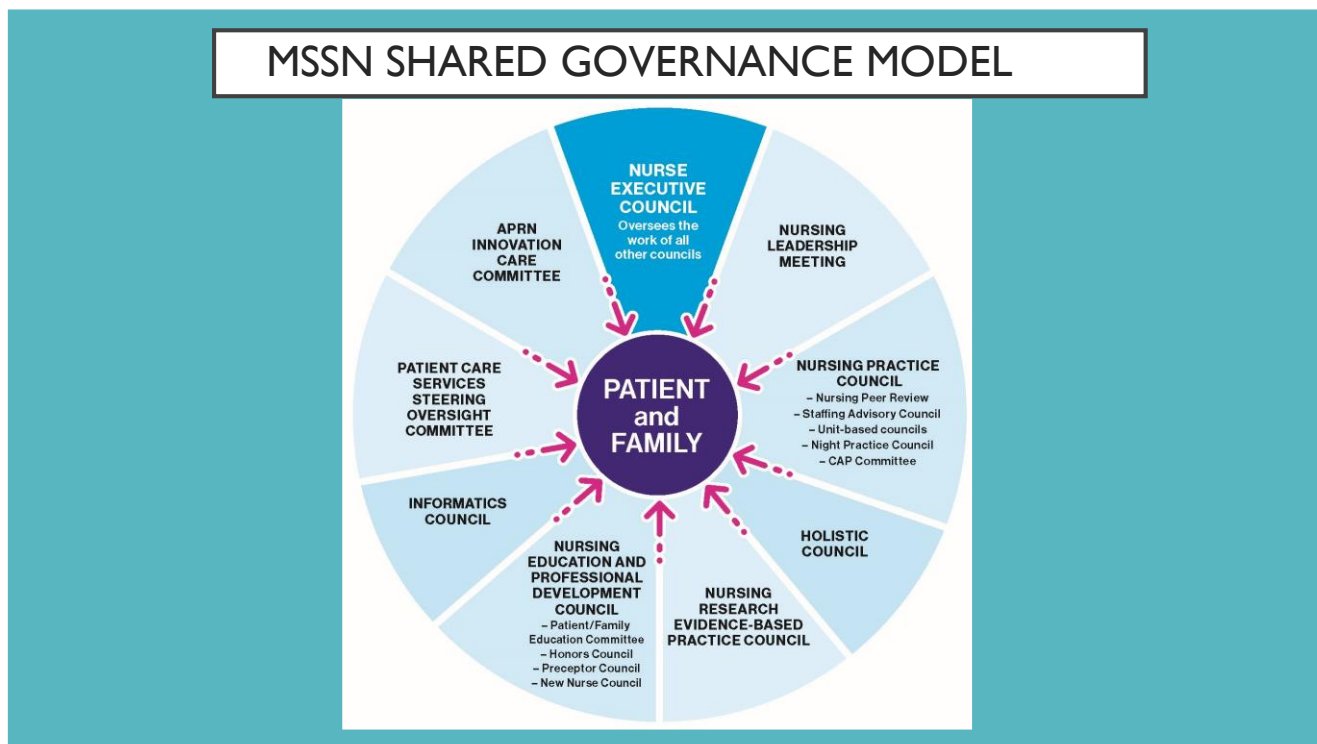
Our 2022 summer Student Nurse Externs.

COUNCILS ON THE MOVE

Our nursing Council structures at Mount Sinai South Nassau are built on the premise of teams coming together to create and implement actions that move us toward a 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:

- ✚ Nurse Executive Council
- ✚ Nursing Practice Council
- ✚ Nursing Education and Professional Development Council
- ✚ Nursing Research and Evidence Based Practice Council
- ✚ Holistic Council
- ✚ Informatics Council
- ✚ Unit Based Councils



Nursing Education and Professional Development Council

- Hosted a Certified Nurses Day Celebration with our highest certification rate - 49% of our eligible nurses having professional certification in their specialty.
- Developed an annual Learning Needs Assessment Survey to plan future educational programs for RN staff.
- Sponsored A Hybrid Model of Nurse-Driven Nursing Grand Rounds

Nursing Practice Council

- Reviewed and revised policies, procedures, and nursing standards
- Revised our RN Peer Review Tool
- Conducted reevaluation of how we operationalize our Professional Practice Model to align with our system Professional Practice Model of Relationship-Centered Care
- Collaborated with Unit-based councils on specialty-specific projects

Holistic Nursing Council

The holistic council is a shared decision-making forum 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 considered during all aspects of the nursing process (assessment, diagnosis, planning, intervention, and evaluation). The council promotes and supports holism as a key component of nursing practice. 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.

In 2022, council initiatives continued focusing on promoting self-care and stress management for staff and implementing alternate modalities for pain and stress like aromatherapy, for our patients.

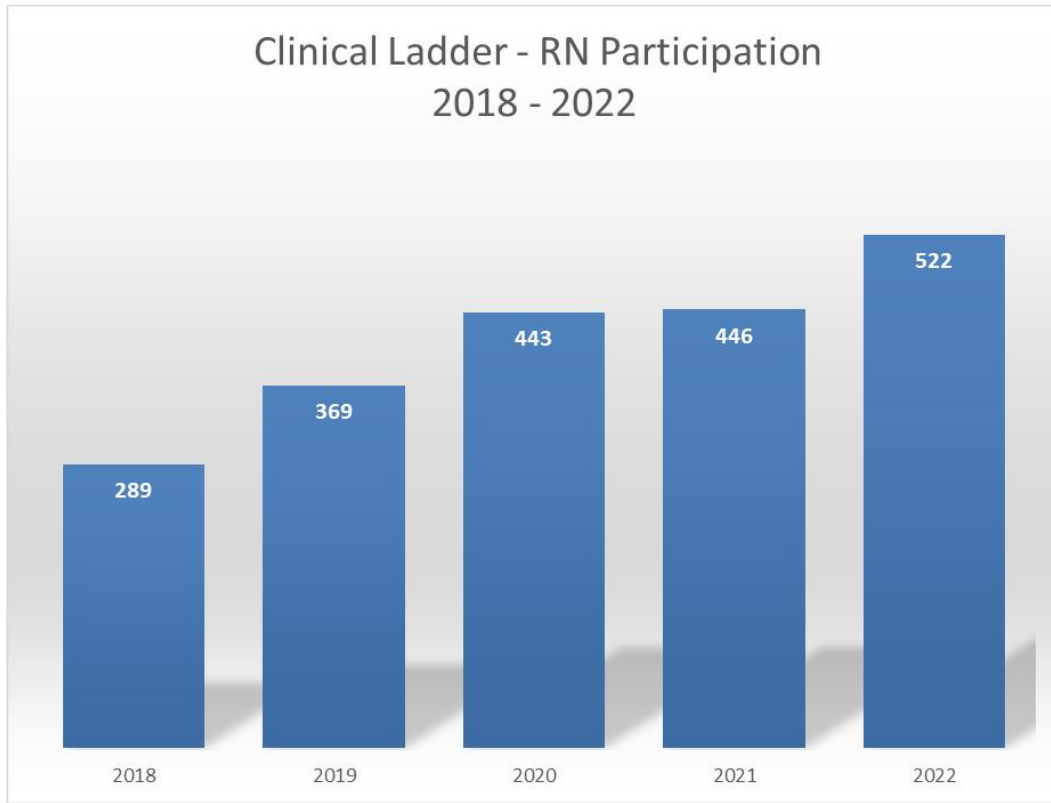
Patient/Family Education Council



Patient/Family Education Co-chairs Lynn Bert DNP & Charmaine Brereton, stroke coordinator.

NURSES MAKE PROGRESS IN CLINICAL ADVANCEMENT PROGRAM (CAP)

Mount Sinai South Nassau's Clinical Advancement Program achieved our highest level of participation in 2022, at 500 RNs. Our program is based on Benner's conceptual model *From Novice to Expert*. Reward and recognition are provided for professional accomplishments, engagement, and contributions. The program benefits patients, nurses, and our organization as it supports clinical nurses with the resources to develop ongoing expertise and advancement within our profession.



COMMUNITY SERVICE

Mount Sinai South Nassau's Nurses are integrally involved in community service. Community screening events, public education, and community fundraising activities returned during 2022.



MSSN Nurses participate in fundraising for the annual Cupid's Run

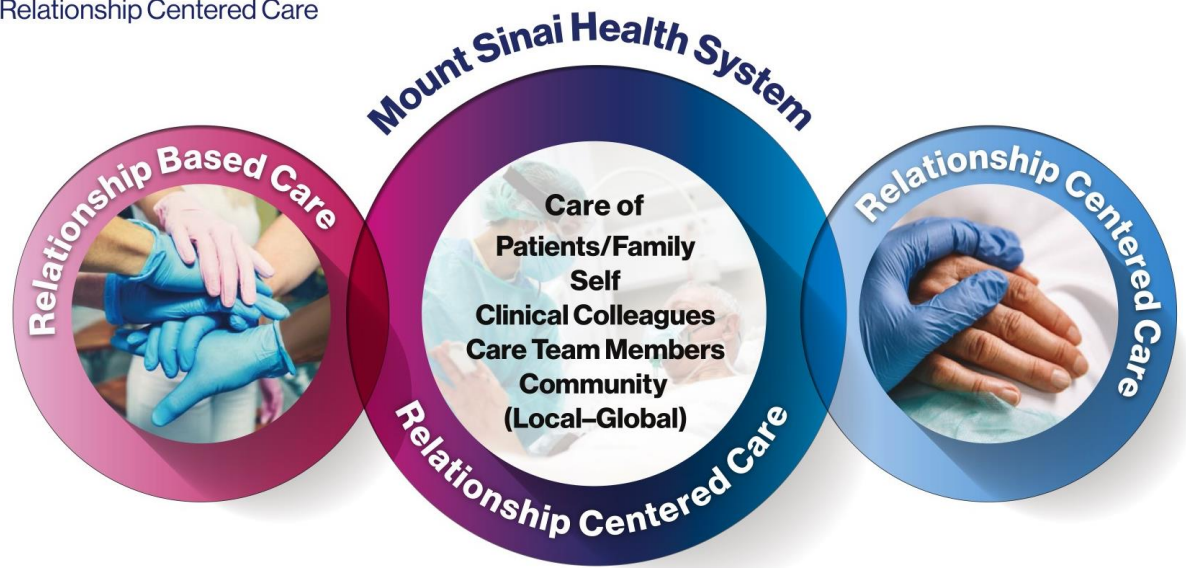
EXEMPLARY PROFESSIONAL PRACTICE

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.

As part of the Mount Sinai Health System, Mount Sinai South Nassau aligns with the system Professional Practice Model Relationship Centered Care (RCC). 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.

Professional Practice Model

Mount Sinai Health System
Relationship Centered Care



As the Flagship hospital for Mount Sinai on Long Island, the Flag on the map of Long Island reflects our commitment to relationship-centered care. It also contains our foundations of evidence-based practice and development along a continuum of novice to expert. We aspire to our STAAR Standards *Every Day, Every Shift, for Every Patient* as seen in the sky. Our nursing values are noted along the map of Long Island.



UNIT HIGHLIGHTS

EMERGENCY DEPARTMENT OCEANSIDE & LONG BEACH

The Emergency Departments (ED's) are staffed with a complement of skilled clinical staff which provides a high level of clinical expertise. Mount Sinai South Nassau maintains Level II Trauma Designation

CRITICAL CARE



Our Critical Care Nursing Team

The Critical Care Units are comprised of 22 beds with ‘closed’ oversight by MSSN’s Intensivists. Incorporated within these units are beds designated for critical surgical/Trauma patients who are assigned to the Surgical Intensive Care (STICU). The clinical expertise of the critical care nursing staff supported the continued expansion of services, care and treatment for patients who require crucial and specialized modalities for a myriad of medical illnesses, surgical interventions, and traumatic injuries.

TELEMETRY: D2W, D2E & D1



The D2W Team – Time is Brain!

D2 West is a 36-bed medical/surgical telemetry unit that includes twelve (12) semiprivate rooms and twelve (12) private rooms. D2 West provides care for stroke, medical/surgical, telemetry, ventilator-dependent and Continuous Ambulatory Peritoneal Dialysis (CAPD) patients.

D2 East is a 38-bed telemetry unit with a complement of skilled clinical staff who provide a high level of clinical expertise to the heart failure patient population. The goals align with those of the institution with a focus of consistent excellence both in the clinical and patient experience sector.

D2E and D2W implemented a model of virtual nursing care in September of 2022. The addition of two Virtual RNs for each unit assists in decreasing RN workload, expands our workforce through technology, increases nursing presence at the bedside, and provides support to novice nursing staff. Implementation included installation of seventy-six SMART TV'S equipped with high-definition cameras.

D1 East is a 36-bed medical/surgical telemetry unit that specializes in the care of the geriatric population, aligning with the NICHE and Age Friendly vision for elder care. D1 maintains a hospitalist model and leads our organizations Mobility initiative by educating other inpatient units how the designated “rounder” (PCT) is utilized to ambulate our patients each day.

CARDIOVASCULAR SERVICES



Our Cardiovascular Services Nurses 2022

The Department of Cardiovascular Services consists of the Cardiac Cath Lab (2 Labs), Electrophysiology Lab (1 Lab), Non-Invasive, and E1 Pre/Post Recovery (18 Bays). MSSN Door to Balloon Time continues to exceed the National Benchmark of 90 minutes each quarter!

COMMUNITY OUTREACH

- Sponsored Go Red for Women Event.
- Participated in American Heart Association Wall Street Walk
- Participated in AHA Long Island Heart Walk.
- Co-sponsored National BP/Stroke Education Day.

STAFFING OFFICE & NURSING FLOAT TEAM

The staffing office continues to be the resource center for Patient Care Services. They continue to support our Labor Pool and a positive employee experience for internal and external staff. Our Float Team is central to providing resources to a wide variety of MSSN practice settings.

PERIOPERATIVE SERVICES



The Operating Room Team is at the ready

The Main Operating Room consists of 14 Operating Room Suites in a racetrack design with an inner core and an outer core module. The Ambulatory Unit, on E-3, consists of three Operating Rooms and one procedure room. The OR provides care to patients within the following clinical specialties: Orthopedics/Minimally Invasive Orthopedics, Podiatry, Thoracic/Minimally Invasive Thoracic, Pulmonary, Vascular, Gastrointestinal, Urological/Minimally Invasive Urological, Gynecological/Minimally Invasive Gynecological, Uro-Gynecology, Ophthalmic, Ear/Nose/Throat, Neurosurgical, Plastic Surgery, Trauma, Minimally Invasive Bariatric Surgery, Organ Donation, General Surgery/Minimally Invasive General Surgery, Minimally Invasive, Robotic Assisted Surgery and Pain Management. These represent both inpatient and outpatient populations.

ENDOSCOPY



PAIN MANAGEMENT

The Pain Management Unit provides care to patients that are afflicted with chronic pain. The patients represent both out-patient (ambulatory) and in-patient populations. Pain Management provides care for surgical patients throughout their perioperative period consisting of pre-operative admission and preparation, phase one and two recovery and discharge. The unit is located on E-3 and collaborates with E-3 to provide high quality patient care.

PACU, AMBULATORY SURGERY & PRE-SURGICAL EVALUATION

PACU and Ambulatory Surgery continue to provide high quality care. Specialty services include General Surgery, Thoracic, Vascular, Orthopedic including Total Joint Replacements, Spine, Neurosurgery, Gyn, Uro-gyn, ENT, Pulmonary, Plastics and Urology..



The ASU FASTTRACK area is designed to accommodate patients who meet criteria to fast track from the OR to phase II recovery, enhancing throughput in PACU. The Fasttrack area also accommodates the phase II patient after a phase I in PACU. Patients are observed and discharged directly from the Fasttrack area upon meeting criteria for phase II discharge. This process has led to improvement in discharge of recovering ASU patients within one hour. Fasttrack has decreased utilization of the transport department as patients are moved directly from PACU to Fasttrack.

INTERVENTIONAL RADIOLOGY



Interventional Radiology Nursing Team in 2022

WOMEN & CHILDREN' S SERVICE



Women & Children's Services Nursing Staff

Women and Children's Services (WCS) interdisciplinary team provides care to a diverse population of obstetric and gynecological, neonatal pediatric and medical surgical patients admitted to Labor and Delivery (L&D) and Mother Baby units, Pediatrics, and Level II Neonatal Intensive Care Unit (NICU).

SURGICAL TELEMETRY: F1 & E2

E2 and F1 are medical surgical units that accommodate patients after orthopedic, neuro, colorectal, bariatric, head-and-neck, gynecological surgeries as well as a variety of medical and trauma patients. Four step-down beds on each unit accommodate patients downgraded from Critical Care and requiring sub-acute care.



F1 Nursing Staff.

F1 holds two bariatric certifications: Joint Commission disease-specific for bariatric surgery and the American Society of Metabolic and Bariatric Surgery accreditation by the American College of Surgeons. Bariatric services continue to expand, and the F1 team cares for post op bariatric patients from four different practices and welcomed new surgeons from Mount Sinai Healthcare System.



E2 Nursing Staff

E2 delivers evidence-based care through specially trained surgical nurses for the Orthopedic, Neurosurgery, and Trauma patient population. E2 continues to maintain Joint Commission Disease Specific certification in Total Joints. The unit continues to expand on its knowledge of managing Chiari malformation patient population and is fast becoming the Center for a robust Chiari and Ehlers-Danlos Syndrome management.

DIALYSIS SERVICE

Our inpatient and outpatient dialysis services provide compassionate services to patients with kidney disease. Our nurses play an important role in helping patients manage their condition through diet and lifestyle management.

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, monoclonal antibody infusions, and blood transfusion administration.

TRANSITIONAL CARE UNIT



The TCU nursing team in 2022.

TCU services continue to grow to meet the demands for sub-acute and rehab services post-acute care hospitalization. Our nurses help prepare patients and families for a smooth transition from hospital to home.

IV TEAM

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

F3

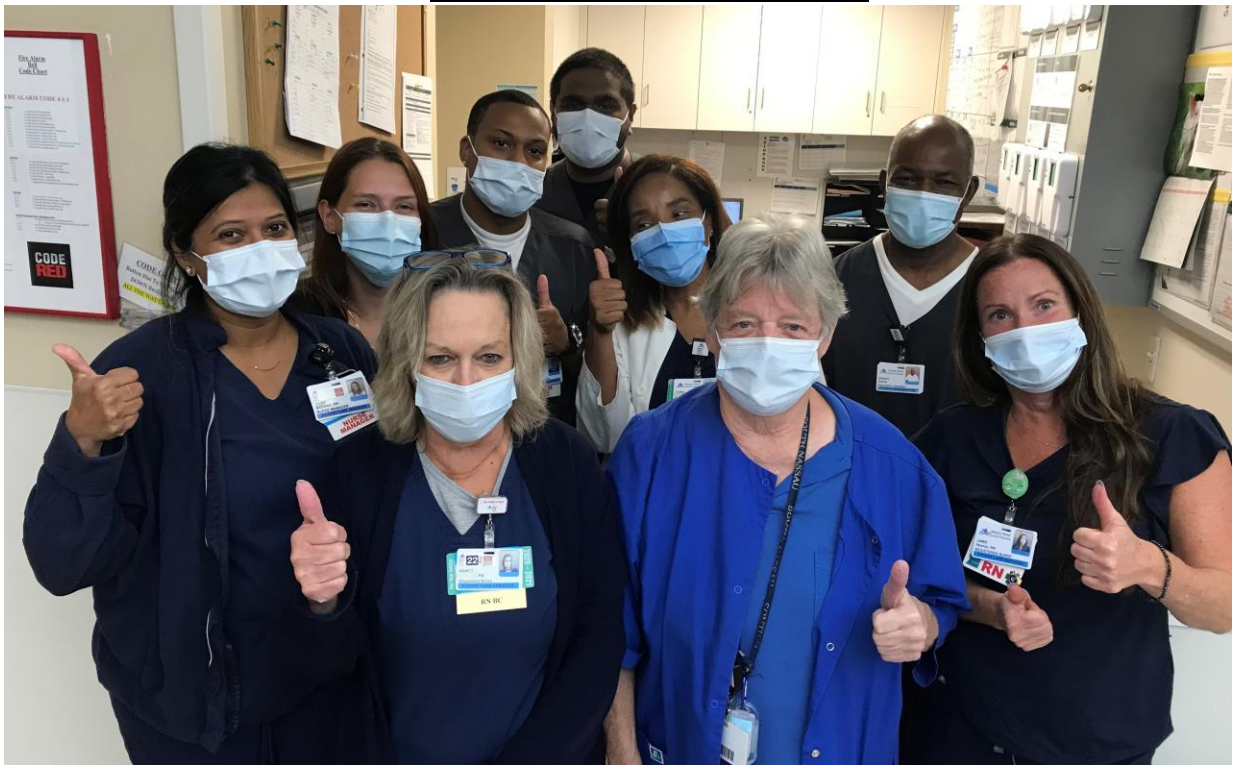


F3 is a 38-bed unit that provides care to Medical-surgical and oncology patient populations. Our nursing staff focuses on the importance of mobility in prevention of hospital acquired conditions.

G2/RCU

G2 is a 27-bed unit with the capacity to surge one additional bed to total 28 beds. The Respiratory Care Unit (RCU) is an 8-bed progressive telemetry unit, caring for the medical and surgical patients who have been downgraded from the ICU/ CCU, but require ventilator weaning and or specialized respiratory care. In addition, the RCU accepts patients from various areas of the hospital who may require specialized respiratory care and meet the admission criteria to the unit. Each of the eight private rooms is monitored on the unit and via a central monitoring station and concurrently monitored remotely by the Monitor Room. In addition to providing care and meeting the needs of the telemetry patient, RCU provides specialized respiratory care to the ventilator dependent patients requiring continuous pulse oximetry.

D4 BEHAVIORAL HEALTH



D4 is a 36-bed unit that provides services for Behavioral Health patients. During 2022, the unit continued to focus on improving safety and providing the best compassionate quality care for our patients. Our goals included improving communication, documentation, and education to maintain a safe and therapeutic environment for our patients. Many initiatives have been put into practice this year in order to meet our goals.

Our nurses practicing in off-campus settings provide exemplary care to patients in a variety of specialties and services. No matter what setting, our MSSN nurses seek to advance nursing practice through education, equity, leadership, innovation, and research, finding the way to promote health and wellness in the diverse communities we serve.



Our Hicksville nursing staff celebrate Nurses' Day 2022.

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 evidence-based 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

2022 Poster Presentations

Nursing Research Poster Presentations
<p><i>Virtual Nursing Impact on Workload Reduction to Increase Retention</i> September 13, 2022 NYONEL Margaret Pfeiffer, MSN, RN, NE-BC, CCRN Meghan Reilly, MSN, RN</p>
<p><i>Fostering the Emergence of Clinical Judgment in New Graduate RNs: A Case Study</i> September 13, 2022 NYONEL Eileen Mahler PhD, rN-BC, NE-BC</p>

Acquiring New Technologies

Enhancing patient safety & improving nursing workflow



Virtual Nursing Impact on Workload Reduction to Increase Retention

Margaret Pfeiffer MSN, RN-BC, CCRN, Jaclyn DiBari MSN, RN, NE-BC, Patrick Bowler BSN, RN, SCRNP



INTRODUCTION

Nurse staffing during the COVID Pandemic has deteriorated as many RNs have left the bedside due to burnout, stress, and inability to cope with the current pace of care delivery. Hospitals are struggling to manage retention and recruitment of nursing staff and must explore new strategies to surmount current workforce challenges.

PURPOSE

To implement a care delivery model blending traditional and virtual nursing to decrease nursing workload. "Patient safety outcomes can be enhanced by ensuring adequate RN staffing and reasonable workloads, as well as redesigning responsibilities so nurses have time to complete necessary and important care activities" (Thomas-Hawkins et al., 2020).

Virtual Nursing allowed us to leverage technology and implement a new way to deliver care to our patients. Our goal was to support our nursing staff through the addition of virtual nurses who could decrease workload by completing documentation allowing the bedside RN to focus on the delivery of care to our acute population. Decreasing nursing workload also provides experienced and novice staff with the opportunity to effectively apply knowledge and clinical reasoning rather than focusing on tasks to be completed.

Promoting increased time at the bedside is essential for nurse satisfaction and quality outcomes for patients.

IMPLEMENTATION

In September 2022 we launched virtual nursing on two thirty eight bed medical surgical/telemetry units. The virtual care system combines technology with Banyan supplied 24/7 Virtual Nurses and Virtual Safety companions to provide staffing solutions and improve patient outcomes. Implementing virtual nursing decreases RN workload, expands our workforce using technology, increases nursing presence at the bedside and provides support to our novice nursing staff.

Implementation included the installation of seventy-six new SMART TV'S, equipped with high-definition cameras. Workflow assessments were conducted to identify tasks that could be delegated to virtual RN staff. Development required onboarding education and EMR training. This included documentation protocols. Education was developed for bedside nurses so they could better understand the new staffing model and daily interaction with the virtual RNs. Virtual nurses can complete tasks including admissions, discharges, education, medication reconciliation, MRI screenings, and second RN verification for medications and wound staging. Training was provided on patient rounding, to enhance the patient experience.



OUTCOMES

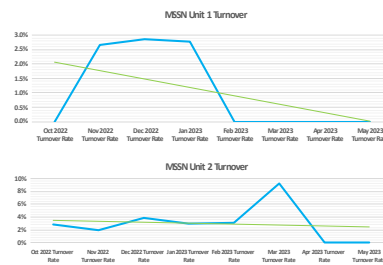
Staff were surveyed prior to the launch of the program in August 2022. This aided in measuring staff opinions on virtual nursing and its effects on decreasing workload. Staff were resurveyed 6 months after implementation.

Results:

- 81% improvement in Clinical RNs' perception that VRN positively impacts the patient experience (from 48% to 87%)
- 25% improvement in Clinical RNs' perception that VRN will effectively assist with patient admissions (from 80% to 100%)
- 35% improvement in Clinical RNs' perception that VRN will improve patient safety.
- 35% improvement in Clinical RNs' perception that distributing workload between virtual nursing (VRN) and clinical staff will increase job satisfaction (from 44% to 60%)
- Patient Education and Assisting with Discharges are now our focus and showed a decline of 29% and 35% respectively, in the post implementation staff survey.
- Moderate stress perceptions increased by 25%, however extreme stress levels decreased by 44%.
- We also monitored turnover rates post implementation of Virtual Nursing as graphed below:

MSSN Banyan Pilot Results – RN Turnover

- Banyan was piloted on two units, D2E and D2W, and went live on September 13th, 2022



April and May have had ZERO RN turnover on both units (June is trending the same)



CONCLUSIONS

The decrease in workload allows our already stretched RN's more time to focus on our patients' complex care needs. When a nurse can provide the hands-on care, he/she was trained for, they experience an increase in job satisfaction as evidenced by our results. Satisfaction comes from the nurse feeling she was able to provide the care the patient needed.

Nurses are expressing their relief and are verbalizing their ability to spend more time giving direct care to their patients.

LESSONS LEARNED

- Getting the staff involved from the start and gaining an early buy-in assists in the transition.
- Do not overpromise on results, as there are many bumps along the way to get the project up and running smoothly.
- EMR training for the virtual staff cannot be underestimated.
- Develop SMART GOALS and a way to measure productivity for the Virtual RNs.
- Communication is imperative. There is always a lesson to be learned. Open communication between the Hospital, Virtual Nurses and leadership builds a strong future for the program's success.

NEXT STEPS

As the model for nursing continues to evolve, we have added LPNs and mobility aids to our teams. It continues to be the health care leader's responsibility to hear our nurses' concerns and consider alternative methods to meet the future needs of our patients and nursing staff.

REFERENCES

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Mobile Heartbeat

MSSN implemented our Mobile Heartbeat Platform using secure smartphones to improve clinical workflow and team communications, delivering better patient care at a lower cost. Mobile Heartbeat consolidates clinical communications, including alarms and notifications, pertinent patient information, lab data, texting, voice, and photography.





BACK COVER