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.
South Nassau Communities Hospital
2010 Nursing Annual Report
Contents

2 Transformational Leadership
4 Structural Empowerment
10 Exemplary Professional Practice
16 New Knowledge, Innovation and Improvement
20 Outcomes
Welcome to South Nassau Communities Hospital’s 2010 Annual Nursing Report. It’s my pleasure to introduce you to an incredibly dynamic and extraordinary team of nurses, a team I had the pleasure of getting to know during my first year as the hospital’s chief nursing officer. As we look back at 2010, it’s clear South Nassau nurses have much to celebrate. In this report, you will learn about our many accomplishments, the myriad new programs and innovations spearheaded by our nurses and the positive effects our nursing influence had in the communities surrounding the hospital.

As one of the largest employers of health care workers on Long Island, South Nassau is committed to providing the highest level of patient care and excelling in clinical outcomes. Nurses play an integral role in achieving these goals. We impact patient care and clinical outcomes through assessments, plans of care, interventions and evaluations, and we are positioned to make a difference in each and every life encountered.

2010 was a year of many achievements, new ideas and positive patient outcomes. Nursing is to be congratulated for these successes. It is an honor to work at South Nassau as a nurse!

In good health,

Sue Penque, Ph.D., R.N., A.P.R.N.-B.C.
S.V.P./C.N.O. Patient Care Services
South Nassau Nurses are Leaders and Achievers.

Leadership is an essential element toward achievement of vision, goals and excellent outcomes. Leaders inspire, motivate and change practice. South Nassau nurses proudly and proactively assumed many leadership roles across all departments of the hospital in 2010. As leaders, they advocated for and implemented change when necessary to enhance patient care.

South Nassau Welcomes Sue Penque, Ph.D., R.N., A.P.R.N.-B.C. S.V.P./C.N.O. Patient Care Services

2010 was a year of transition for our hospital. We celebrated a fond farewell to Yvette Mooney, senior vice president, patient care services, whose 33 years of service to the hospital included many accomplishments. During Mrs. Mooney’s tenure, the hospital grew from a small community health care provider to a comprehensive, advanced medical center with a reputation for specialized patient care. She played an integral role in this transformation and we are grateful for her many contributions. The nurses of South Nassau would like to thank Mrs. Mooney for strengthening nursing practice at the hospital and offer gratitude on behalf of the thousands of patients whose care was influenced and enhanced by her.

As one door closes, another opens. It’s an honor to welcome our new Chief Nursing Officer, Dr. Sue Penque. Dr. Penque graduated from Lenox Hill Hospital School of Nursing and then went on to obtain her B.S.N. at C.W. Post, M.S.N. at Adelphi, and Ph.D. in Nursing and Spirituality at the University of Minnesota. Her doctoral dissertation research was a study on Mindfulness Based Stress Reduction for Registered Nurses. She has a depth and breadth of clinical and administrative experience, most notably in the care of cardiac patients as a clinical nurse specialist, nurse practitioner and as the chief nursing officer in a hospital system in Minnesota for many years.

Dr. Penque’s leadership as a patient-centered nurse has already been demonstrated. She is thoughtful and respectful, encouraging an open dialogue where differing points of view are welcomed. As an appraiser for the American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program, Dr. Penque realizes the importance of inclusion of the bedside nurse care giver. Developing the talents and gifts of each nurse is very important to her.

We are proud that Sue has chosen to lead the nurses of South Nassau. Patient care has already been enhanced by her presence and we look forward to many more years of continued success and achievement under her leadership.
South Nassau Improves Stroke Care
In 2005, South Nassau achieved designation by New York State as a Primary Stroke Center. This designation could not have been achieved without contributions from nursing. Mary Kramer, R.N. and Debra Winchester, M.S.N., R.N. were instrumental in coordinating stroke care improvements along with the interdisciplinary Stroke Committee led by Dr. Eric Hanauer. Our nurses implemented standards of care, staff education and stroke education for patients. D2West is designated as the unit where our nurses care for stroke patients. In 2010, D2West nurses developed protocols and assessment tools that further improved stroke care at the hospital. These protocols and assessment tools promoted early access to anti-thrombolytics in the Emergency Department and help to identify early signs and symptoms of stroke and treatment protocols.

Team of Nurses Lead the Way for Replacement of IV Pumps
Nurses at South Nassau identified a need to replace the hospital’s IV Pumps with Smart Pumps in order to improve the administration of IV solutions for patients. Eileen Mahler, M.S.N., R.N., director, women and children’s service, oncology and surgical telemetry and Karen Costello, M.S.N., R.N., nurse manager for education, development and research co-led a multidisciplinary team of nurse managers, pharmacists, biomedical engineering, materials management staff and nursing staff in the assessment and selection of the new IV pumps. They also developed the implementation plan including education for staff. As a result of this nurse-coordinated initiative, new pumps were purchased and implemented for all nursing units.

Nurses Spearhead Effort to Improve Care for Patients with Diabetes
Diabetes occurs in almost 1/3 of hospitalized patients and is a frequent co-morbidity associated with increased length of stay, high infection rates, longer healing times and increased overall complications following surgical procedures. Recognizing this problem, Lori Raffaniello, M.S.N., R.N., director, medical-surgical and critical care and Gina Kearney, M.S.N., R.N., director, education, development and research, took a major leadership role on a committee to improve the overall care for these patients.

Department of Patient Logistics Formed Under Leadership of R.N.
In 2010, the department was developed under the leadership of Sue Cannizzarro B.S.N., R.N. Patient logistics was created to improve and optimize patient flow at the hospital, through collaboration with staff nurses on the placement of patients. Nurse Cannizzarro leads an interdisciplinary team that was instrumental in implementing TeleTracking™, a bed management system that uses patient indicators to enhance the precision of patient placement within the hospital, getting the right patient to the right place… the first time. TeleTracking has greatly assisted staff with their decision making, resulting in improved patient, physician and nurse satisfaction.
When the Right Structure is in Place, Amazing Things Can Happen.

At South Nassau, structural empowerment creates an environment that supports professional nurses in the practice of nursing and promotes the advancement of nursing excellence in a variety of ways. Nurses at South Nassau are empowered to make decisions about their practice. With a model of shared governance in place, our nurses feel valued for their many professional contributions and know that they play a vital role in delivering positive patient outcomes.

Shared Governance Gives our Nurses a Voice

Shared governance is a structure that supports nurses in having a strong voice in nursing practice and improving patient care using evidence-based practice. In 2010, South Nassau’s Nursing Practice Committee researched various structures for shared governance with the goal of implementing a model that would fit patient care services. Ultimately we decided to develop a structure of unit-based practice councils as the foundation for shared decision-making.

By December 2010 each unit had established a unit-based council. Each council reports its activities and projects to the nursing practice council. Unit-based councils are led by a nurse chairperson and co-chairperson. They are assisted by a facilitator, a leader external to the unit, who helps the council to
collaborate with other disciplines and work through systems and processes. Decisions at the council level are achieved through consensus and are defined by established bylaws within a framework of professional practice. The result is shared decision-making and a team that works together to provide excellence in patient care. We have found that our unit-based councils improve outcomes and the practice environment by promoting decision making at the unit level and by providing an opportunity for participation by all staff. Since introduced, our unit-based councils have become critical for planning, maintaining and enhancing quality patient care throughout patient care services. These councils enrich nursing practice by allowing those who work most closely with the hospital’s patients to participate in the decision making process for their patients.

**Developing and Empowering our Staff Through Education**
Highly competitive training programs at South Nassau allow our nurses, and nurses from outside the hospital, to gain valuable career building skills.

**Emergency Department Fellowship**
The Emergency Department Fellowship at South Nassau is a 16-week guided intensive program consisting of both didactic and clinical experiences designed to prepare registered nurses to work in an emergency room setting. Program (didactic) content consists of:

- Major physiologic systems/medical emergencies
- Interpretation of patient data (symptoms, physical assessment, lab results)
- Prioritizing patients’ needs and care within a multidisciplinary team approach

Classroom and clinical content are integrated into preceptor guided learning experiences in the clinical setting. Both internal and external candidates are considered for the program based on application and interview data.
Operating Room Training Program
South Nassau’s Perioperative Nursing Course 101 is a six-month program which guides nurses through 25 modules of basic didactic perioperative education (80 hours) and provides the novice operating room nurse with the rationale and theory needed to provide safe patient care. Participants also receive direct clinical supervision and training from a full-time preceptor. It is endorsed by the Association of Operating Room Nurses.

Progressive Care Orientation
South Nassau’s orientation program provides a comprehensive clinical orientation for the new nurse graduate. The orientation begins in the cardiac services unit (E1) and then transitions to a progressive care unit. Participants are able to develop assessment and organization skills and enhanced confidence prior to working in a telemetry unit. This orientation program truly gives our new nurses the foundation they need to succeed as telemetry nurses.

Keep it CLEAN
Collaborative Learning Experiences About National Patient Safety Goal #7 (CLEAN)/Reducing Hospital Associated Infections, was a multidisciplinary educational fair with several interactive booths. Over 1,000 staff members from many disciplines attended. The fair covered a great deal of important information including disinfection and cleaning of equipment, needle safety/safe injection practices, isolation/multiple drug resistant organisms, prevention of surgical site infections, central line associated bloodstream infections and ventilator associated pneumonia.

Nursing Education and Excellence Go Hand-In-Hand
South Nassau is committed to providing its nurses with professional development and continuing education opportunities. Our robust Nursing Education, Development and Research Department provides many opportunities for our nurses to learn and expand their knowledge base and skill sets while advancing and enriching their careers. Even better, our nurses are eager to take advantage of these programs so it’s a win-win for the hospital, our nurses and the patients. During 2010, South Nassau offered several outstanding educational programs for nurses and nursing assistants with topics ranging from giving legal testimony to stroke identification.

Defending Pressure Ulcer Treatment: Would Your Care and Documentation Hold Up in Court?
The hospital’s conference center was the setting for a mock trial which was attended by 62 staff members. Our South Nassau legal team presented a case dealing with skin assessment and documentation. As part of the trial, a nurse was questioned on the witness stand by both defense and prosecuting attorneys. Our nurses came away with a better understanding of how legal issues can affect their work, the seriousness of giving testimony and the importance of documentation in the medical record.
South Nassau is a Place to Grow

South Nassau has long been considered a hospital of neighbors working together to support the community. A vital part of that support is allowing our staff to grow while continuing employment at South Nassau. It is not uncommon for staff to fulfill one professional goal and move on to a second or third career goal. We encourage this in the Department of Patient Care Services where we are dedicated to fostering new opportunities and advancement for our staff. Here are two shining examples of the hospital’s commitment to career development for our nurses.

Michael Harman, R.N.

Michael Harman began his nursing career at South Nassau in 1988 and became one of an increasing number of men who entered the profession at that time. Mike’s transition into this new role was complemented by his sociable, approachable personality, creative problem-solving skills and his curiosity about how things work.

Mike’s first position in the hospital was staff nurse on a medical/surgical floor. In 1994 he became a nurse manager on a telemetry unit. Embracing the opportunity to further develop his clinical skills, Mike transferred to the CCU in 1999 as a staff nurse. Ever growing, Mike’s career path next led him to the cardiac services department in 2008, where he became part of the cardiac catheterization team and still works today. Mike has touched countless patients, families and co-workers in his 23 years at South Nassau. We are so proud of his many accomplishments and all that he has “grown into” during his tenure with the hospital.

Jason Basco, R.N.

In 1995, while studying nursing at Molloy College, Jason Basco, B.S.N., R.N., worked as a nursing assistant at South Nassau. Upon graduation from Molloy with a B.S.N. in 1996, Jason began his professional career as a night nurse in the medical/surgical float pool. After a year of floating, Jason joined the oncology team on F3, where he worked until 1999. He then left South Nassau for a brief stint in visiting nursing but returned to us 6 months later, and it was then that Jason began specializing in critical care. Jason worked in the ICU from 1999 to 2007, at which point he transferred into the Department of Education, Development and Research as a staff educator. Jason can now be found covering the critical care areas, supporting the staff as they too develop their nursing skills and knowledge. This year Jason obtained certification in critical care nursing (C.C.R.N.) and is a role model for both novice and expert staff.

ABCs of Ambulating Patients

Our nursing assistants participated in educational sessions about the dangers of prolonged bed rest and the importance of ambulation for patients. The nursing assistants also received hands-on experience in the proper methods of ambulating patients with Nancy Gessner, our chief physical therapist.

Lunch and Learns

Learning over lunch during a “Lunch and Learn” presentation has become very popular with our nurses thanks to a wide range of pertinent topics offered and the teaching style of Maryann Demeo, R.N., who is able to make the complicated seem so easy to understand. Nurse Demeo presented many topics in the 2010 “Lunch and Learn” series including: mitigation of surgical complications, urological emergencies, and recognizing a stroke.
Supporting Our Nurses as They Pursue Continuing Education

In 2010 there were 10 newly certified nurses at South Nassau resulting in a total of 72 nurses certified. This is a remarkable 16% increase over 2009. Our newly certified nurses are:

Gina Kearney, M.S.N., R.N., B.C.  
Professional Development

Joan Jacob, R.N., C.P.E.N.  
Certified Pediatric Emergency Nurse

Smitha Cyriac, R.N., B.C.  
Board Certified Medical-Surgical Nurse

Renee Griffith, R.N., B.C.  
Board Certified Medical-Surgical Nurse

Catherine Gipson, B.S.N., R.N., C.N.N.  
Certified Nephrology Nurse

Princymol Joseph, B.S.N., R.N., C.C.R.N.  
Adult Critical Care Nursing

Gretchen Kretkowski-Reiger, R.N., C.E.F.M.  
Electronic Fetal Monitoring

Carolyn Nelson, R.N., C.E.F.M.  
Electronic Fetal Monitoring

Siobhan Wulff, R.N., C.E.F.M.  
Electronic Fetal Monitoring

Mary Liz Simmons, R.N., C.E.F.M.  
Electronic Fetal Monitoring

Three nurses have earned degrees:
1. Janine Gorgone, B.S.N.
2. Eileen Skehan, B.S.N.
3. Kathleen Kellar, M.S.N.

Currently 54% of our staff nurses hold a B.S.N. degree, compared to the 38% benchmark-HANYS Long Island.

Professional Development for Student Nurses

The Student Nurse Intern (SNI) Program at South Nassau is an eight-week program for nursing students that takes place during the summer. Staff educators Joan Gallagher, B.S.N., R.N. and Kathleen Kellar, M.S.N., R.N., C.E.N. were the coordinators in 2010. This closely supervised program allows students to work with selected staff nurses who are designated preceptors. The SNIs are provided with an in-depth clinical experience in medical/surgical nursing and rotations to specialty areas of their choice. Many of the SNI graduates continue employment at South Nassau as nursing assistants in an expanded role while they complete their undergraduate education. Entry into the SNI program is highly competitive with only 25 students selected from over a hundred applicants.

Exceptional Nurses Graduate from Exceptional Nursing Programs

South Nassau is affiliated with several outstanding collegiate nursing programs including Molloy College, Nassau Community College, Adelphi University and New York Institute of Technology (NYIT). Additionally, members of our nursing staff serve as faculty at these programs. Among the professors are Bethuel Bayawa, Ph.D., R.N.; Marybeth Ryan, Ph.D., R.N.; Joanne Victor Fassman, M.S.N., R.N.; Patricia Mulvaney-Roth, M.S.N., R.N. and Joan Gallagher, B.S.N., R.N. Nurses from South Nassau attended the pinning ceremonies at Nassau Community College and NYIT. Additionally, our Senior Vice President Yvette Mooney, M.S.N., R.N., gave the keynote address at the 2010 NYIT graduation.
South Nassau Nurses Extend Their Influence to Community Groups

Community Service
South Nassau nurses are closely involved in partnering with the community. They value these opportunities to share in the hospital’s mission of community outreach. There were multiple hospital-sponsored or endorsed community programs throughout the year that involved education, health screening, fund raising and providing medical care during which our nurses gave their time and expertise.

- South Nassau’s Multicultural Health Fair and 5K Run/Walk for Cancer
- Flu vaccination, health screenings, education and fall prevention programs for local senior citizens
- Smoking cessation education for staff and the community
- Breast Cancer education for staff and the community.
- Carla Jackson, R.N., nurse manager D4, led a monthly diabetes support group

In addition, South Nassau is proud to report that:

- The Employee Food Bank assisted several employees this year
- South Nassau nurses provided missionary work in Africa, the Philippines and Haiti

South Nassau nurses also made sure to support the many national organizations that fight to cure disease:

- Our nurses participated in Go Red for Women Day sponsored by the American Heart Association
- South Nassau nurses were among the walkers in the Long Island 2-Day Walk for Breast Cancer
- South Nassau pediatric nurses participated in the American Lung Association Asthma Walk

Emergency Preparedness
South Nassau nurses contribute in essential ways to preparing for a disaster in our community. In 2010, we participated in several exercises guided by the Nassau County Office of Emergency Management and New York State Department of Health. Internally, we led drills to test and evaluate the hospital’s responsiveness to a disaster. Each of these scenarios was followed by a “hot wash” to evaluate our performance and plan for improvement in our readiness. Several staff nurses were involved in the planning and implementation of these events.

Teddy Bear Clinic a Huge Success!
The South Nassau Teddy Bear Clinic strives to reduce anxiety in children ages five and six when faced with a hospital admission. Common procedures such as casting, nebulizer treatments and suturing are demonstrated to the children by health care employees and nurses as these procedures are often what bring children to the ER. A teddy bear or stuffed animal, which is brought to the hospital by the child, is treated in a fun and interactive way.

A total of 670 children from the Rockville Centre and Oceanside school districts attended the Teddy Bear clinic in 2010. The response was overwhelmingly positive and many children expressed that South Nassau was their favorite field trip.
Exemplary Professional Practice

Going Beyond Excellence.
South Nassau is committed to the establishment of strong professional practice within nursing and what that professional practice can achieve through multidisciplinary collaboration. At South Nassau, our nurses don’t work alone. They are diligent about working with other disciplines to ensure that patient care is comprehensive.

Exemplary professional practice is evident at South Nassau. Our nurses achieve excellent patient outcomes, enhance care and win awards acknowledging their achievements. They also maintain a strong culture of safety, quality monitoring and continual improvement.

We are honored to have such an accomplished team of nurses at South Nassau and are proud to know that the hospital has supported their many efforts to go beyond excellence.

Cardiac Services Team Honored
The South Nassau cardiac services nursing team received honorable mention recognition from ADVANCE for Nurses in their Best Nursing Team contest. The staff received a plaque and they were featured in an issue of the magazine.
Nursing Excellence Ceremony Honors Outstanding Achievers
South Nassau’s Nursing Excellence Ceremony was held on June 17, 2010. All nursing staff nominated and receiving awards from May 2009 to May 2010 were honored at a hospital reception. Sharon Eriksen was recognized as our Nurse of Excellence. Millicent McCaw, Lisa Williams, Laura Hummel and Eileen Mahler were acknowledged for being honored at Nursing Spectrum’s Nursing Excellence Awards Gala. Teams honored included the IV Team, Cardiac Services, Infection Control, The Nightingales, FMEA team, Long Term Home Health Program and the F4 Team.

Nurse of Excellence Sharon Eriksen, R.N.
South Nassau’s 2010 Nurse of Excellence was Sharon Eriksen R.N., a pediatric staff nurse who clearly demonstrates excellence in practice and is an inspiration to her colleagues. Sharon fosters a positive image of nursing in serving both her local and global community through volunteerism and missionary trips to Haiti. Sharon was also nominated for the Long Island Health Care Heroes Award in 2010.

IV Team Recognized for Patient Care Improvements
The South Nassau IV team was recognized in the cover article of the October edition of ADVANCE for Nurses. Margaret Hempstead, nurse coordinator of the South Nassau IV Team, is proud of the team’s efforts to improve patient care. In 2010, the team performed over 85,000 procedures and inserted over 450 PICC lines.

Yvette Mooney Receives Mary Pearson Award
South Nassau recognized Yvette Mooney, Senior Vice President, Patient Care Services upon her retirement at several events throughout the year. Mrs. Mooney was the recipient of the Mary Pearson Award at November’s Carnation Ball at the Cradle of Aviation.

Yvette Mooney receiving Mary Pearson Award

Exemplary Professional Practice
Interdisciplinary Plan of Care Rounds are held on each unit daily. During this time, the collaborative team consisting of an R.N., case manager, social worker and dietician meet to discuss each patient’s goals as they work towards discharge. When necessary, the team will bring in a home care nurse, pharmacist, physical therapist or respiratory therapist; it all depends on the patient’s needs. Working together in this way greatly improves patient care. Consider the story of a traumatic brain injury patient on F1 who recently returned home to his family thanks to the many efforts of his interdisciplinary team. This patient’s injury prevented him from making his needs known, but his team was so deeply invested in his recovery that they not only worked with him to help develop his cognitive skills and recover his memory, they celebrated his birthday complete with a cake and presents. This talented and dedicated team was eventually able to find the patient’s family and arranged for him to travel home to another state.

In 2010, South Nassau adopted “LEAN” thinking in an effort to reach operational goals. LEAN principles help organizations develop greater efficiencies and add value even when fewer resources are available. In August 2010, over a five-day period, staff members of the Emergency Department, D2East, F4, Environmental Services, Human Resources, Education and Transportation set out to find a better way to facilitate timely patient movement throughout the organization using the LEAN principles. Nurse contribution to this effort was critical and the result was a shared awareness of problems related to patient flow and the introduction of new processes to enhance patient movement.

Kathy Boyle R.N., Dawn Keiley, R.N. and Lori Raffaniello, M.S.N., R.N. are key members of the South Nassau Ethics Committee. In 2010, this team performed numerous ethics consults and then shared their knowledge of these situations with the nursing staff while developing a plan for an outcome acceptable to the patient, family and the health care team.
Nurses Play a Vital Role in Improving Patient Safety

A robust Patient Safety Program led by Maureen McGovern, R.N., patient safety officer, focused on the National Patient Safety Goals. Among the goals of the Safety Program are:

- Identify and promote the reporting of errors and near-miss situations
- Foster a non-punitive environment for reporting
- Institute evidence-based best practices and procedures that are designed to reduce errors and potential risks and improve outcomes to patients

Compliance data has been tracked for several years by Nurse McGovern and the Nursing Leadership Team. Improvements were measured in the areas of patient identification, hand washing and hand-off of care.

Nurses also played a key role in the development and implementation of South Nassau’s 2010 “Ticket To Ride” safety initiative which provides for accurate identification of patients as they are transported to other departments throughout the building.
Celebrating Our Nurses During Nurses Week 2010

The best work is achieved in an environment of respect and open-minded discussion. Nurses at South Nassau know that their contributions and ideas are welcomed and valued. The hospital shows its appreciation for the nursing staff and honors the practice of nursing annually during Nurses Week. In 2010, Nurses Week activities at South Nassau included:

- Nurses Day breakfast and pinning ceremony
- Singing performances by the Nightingales
- Lobby display of nursing uniforms and memorabilia
- Nursing unit poster contest
- Remembrance Ceremony and Blessing of Hands
- Presentation of the annual Nursing Assistant of Distinction Award. This year’s award winner was Mayra Batista from F1
- Radio and print advertisements were placed to thank South Nassau nurses
- Our nursing units were visited by the South Nassau Nursing Leadership Team to congratulate and distribute special pins to 73 nurses who had reached 5, 10 and 15 years of nurse service at South Nassau

Long Time Nursing Service Recognized

The 2010 South Nassau Senior Nurse Recognition Ceremony for 135 senior nurses was the hospital’s opportunity to thank these nurses for their many years of outstanding service. At this event all “new” 20- and 25-year nurses received their “years of service” pin and corsage and pictures were taken to commemorate the event. After Nurses Day, the photos were used to create a senior nurse poster which was sent to each senior nurse along with a special thank-you letter.
New Neurosurgical Step-Down Unit Allows for Intensive Monitoring
This past year resulted in the creation of a four-bed neurosurgical step down unit. Under the leadership of Anita Fredricks, nurse manager F2, four beds were identified and wired for telemetry. Nurse Fredricks worked with Dr. Michael H. Brisman to establish criteria for admission of patients. She reached out to other hospitals for guidance in establishing order sets and educational plans. Nursing staff on F2 were educated in the care of the neurosurgical patients with the help of our critical care nurses. In November 2010, the neurosurgical step-down unit opened. As a result of this new initiative, the unit has maintained a census of three patients per day.

Nurse Manager Ensures Rigorous Oncology Standards are Maintained
The F3 nurse manager, Lori Saunders, R.N., B.S.N., and the F3 nursing staff participate in multidisciplinary meetings to ensure oncology standards for patient care have been implemented. As a result, the F3 unit, along with oncology services, achieved a three-year accreditation by the American College of Surgeons Commission on Cancer. Additionally, Oncology Services received the prestigious Outstanding Achievement Award from the Commission on Cancer.

Nurse-Led Projects Contribute to Quality of Patient Care.
South Nassau nurses are committed to contributing to patient care, the hospital and the health care profession. They continuously evaluate nursing practice in order to ensure that the highest standards are met and maintained. They develop new processes, implement innovative strategies and utilize evidence-based practice to bring about improvements and enhancements to patient care. Their contributions are invaluable and appreciated.
Cross Training Nurses Increases Staffing Flexibility While Improving Care
For years, South Nassau’s G2 staff has specialized in the care of patients with respiratory disorders. This past year, several of the G2 nursing staff cross-trained to the four-bed Respiratory Care Unit (RCU), a suite within the G2 unit. This has enabled enhanced staffing for the RCU and it has increased the skill set of the G2 nurses.

Enhanced Perioperative Services Leads to Performance Improvements
The Center for Ambulatory Services opened on E3 in 2009. Fran Strauss, M.B.A., M.H.A., B.S.N., R.N., C.N.O.R., N.E.-B.C., director of nursing for perioperative services, continues to lead a team of nurse managers and nursing staff in the selection of equipment, education plans for patients and staff, and quality improvement indicators for measurement. Inclusive in these improvements were the development of the World Health Organization safe surgery checklist, ORSOS upgrade, sleep apnea protocol, and revised skin antisepsis protocol. These initiatives have resulted in numerous improvements for patient and staff safety. E3 has been recognized three quarters in a row for excellent patient satisfaction, achieving the highest ratings for the top box score.
Surgical Step-Down Unit D1E Streamlines Care
In September 2010, the orthopedic post-surgical population was migrated to D1E. The goal was to have all post-surgical patients cared for on this unit. Staff nurses underwent educational classes on care of the orthopedic patient including Cryocuff and CPM devices. The nursing assistant model was elevated to a patient care technician model in order to meet the more complex needs of this post-surgical patient population.

South Nassau Medical Library Visits Nursing Units
One of the most important foundational elements to advanced nursing practice is having library services and resources available. In 2010, Claire Joseph, medical librarian for South Nassau, held educational sessions on the units for nursing staff so that nurses would be aware of how to use the library as a tool for implementing evidenced-based practice and to better understand nursing research.

Nursing Research Team Initiatives:
The nurses at South Nassau engaged in various research and related projects in 2010. Their goal was to improve clinical practice and ultimately enhance patient care. These are some of the research activities of the team:

- A Guide to Evidence-Based Practice: Questions and Answers
- Performance Improvement/Research Differentiation Form
- Project Review and Determination Form
Presentations, Publications and Awards in 2010

Our nurses presented and published on a variety of issues. They served as ambassadors for South Nassau, proving time and again that our nurses are at the forefront of clinical excellence.

Podium Presentation at the American Organization of Nurse Executives National Conference
Lisa Williams, R.N., Lori Raffaniello, R.N., Karen Aloe, R.N. and Marybeth Ryan, R.N. were privileged to be chosen for a podium presentation this year at the American Organization of Nurse Executives national conference in Indianapolis. Their presentation, “The Creation of an Intermediate Respiratory Care Unit to Decrease Critical Care Bed Utilization” reflected practice changes that had been instituted in the care of South Nassau patients who are on ventilators.

South Nassau Nurse Published in Respected Nursing Journal
Gina Kearney, R.N., director of education, development and research, was published in the Journal of Holistic Nursing, December 2010. The article was entitled “We Must Not Forget What We Once Knew – an Exemplar for Helping Nurses Reconnect with Their History and Rediscover Their Passion for Nursing.” This article reflected Nurse Kearney’s presentation which she gives during South Nassau's new nurse orientation.

Pediatric Asthma Program Poster Presentation
Lynn Bert, R.N., pediatrics nurse manager and Eileen Mahler, R.N., were selected to conduct a poster presentation on South Nassau’s Pediatric Asthma Program at the New York Organization of Nurse Executives (NYONE) annual meeting in November 2010. Several other Long Island hospitals are implementing Pediatric Asthma Programs based on our model.

Nurse Manager Recognizes Need to Care for the Caregiver
South Nassau understands the unique challenges that its nurses face. In an effort to support nurses emotionally and spiritually, Lori Saunders, R.N., B.S.N., nurse manager of oncology, established South Nassau’s Caring for the Caregiver Respite/Meditation Program for the nursing staff. We are thankful for her leadership and innovation.
Evaluating Our Care Delivery Model.

South Nassau supports transformational leadership and has developed solid structures and processes designed to help our nurses learn more, contribute more, assume leadership roles and do their best work. As a result, the hospital has benefitted from improved clinical outcomes that are directly related to the contributions of nursing.

Our nurses are committed to lifelong learning and continual improvement. They set high goals for quality patient care and used evidence-based practice to achieve those goals. They are not afraid to look at their processes and protocols with a critical eye. By doing so, they are able to make changes and enhancements that result in improved outcomes.

Additionally, our nurses pay close attention to the personal care and service that they provide our patients with. Our many satisfied patients and families are yet another positive outcome that can be directly attributed to the excellent communication and high level of nursing care delivered at South Nassau.

Monthly Restraint Data Improvements

The focus in 2010 was on restraint reduction in the critical care units and in Patient Care Services (PCS). As a result, our restraint rate has declined steadily.
Outcomes

What Our Patients Say….

Patient satisfaction is the essence of nursing. South Nassau measures patient satisfaction through a survey conducted by HealthStream Research when patients are discharged. Patients are asked to rate their hospital experience using a scale of, “always, usually, sometimes, or never.”

In 2010, five units were recognized for reaching or exceeding quarterly goals. Four units earned certificates of achievement from HealthStream for reaching or exceeding their goals over the course of a year.

The improvement in patient satisfaction is the result of numerous initiatives implemented within and among departments. The focus has been on teamwork with all staff members working towards common goals while providing care to patients and families that meets and exceeds their expectations.

Patient satisfaction leads to patient referrals and increased admissions as patients and their families rally to support “their” hospital. We are keenly aware of how nursing impacts patient satisfaction and will continue to find ways to improve our patient satisfaction levels.

Fall Rates/Pressure Ulcer Rates

Patient falls are within the control limits for 2010. A change in definitions and in our reporting system led to a slight increase in acquired pressure ulcers.