

COMMITTED TO  
**nursing  
excellence**





Céad Míle Fáilte (Gaelic for “a hundred thousand welcomes”) to South Nassau’s 2012 Nursing Annual Report. I am Eileen Skehan, a staff nurse at South Nassau, and I was chair of the Nursing Practice Council in 2012. In addition, I chair the unit-based council on D3 and serve as one of three chairs of the Magnet Champions

Committee. This, plus 17 years of service at South Nassau, gives me keen insight into the day-to-day challenges and successes of our nurses. I am pleased to report that 2012 was a year of tremendous growth and positive changes for nurses at South Nassau.

In January we were fortunate to host nursing icon Marie Manthey, who reintroduced us to the Relationship-Based Care Model. This was extraordinarily helpful as our Nursing Practice Council, along with an interdisciplinary team, were in the midst of evaluating our Professional Practice Model (PPM). We ultimately chose to expand our PPM to encompass the nursing theories of Jean Watson’s Caring and Benner’s Novice to Expert and Relationship-Based Care as the foundation for professional nursing at South Nassau. In September, PPM education was rolled out by members of the Nursing Practice Council.

In support of our journey towards Magnet, our Magnet Champions Committee hosted our first Magnet Fair and many of our staff members participated in the making of “Magnet movies” as a fun and creative way to spread the word about Magnet. The two videos, “Magnet Man” and “Flash Mob: Magnet Status is the Way We Roll, We’re South Nassau and We Take Control,” debuted during the Nurses’ Day and Hospital Week celebrations.

Other nursing points of pride included:

- Nursing councils were developed or enhanced
- The Nursing Practice Council created the R.N. Peer Evaluation Tool and it has become an integral part of the staff R.N.’s annual evaluation
- In April we participated in the National Database for Nursing Quality Indicators (NDNQI®) survey and then, in the fall, the staff nurse members of the Nursing Practice Council developed action plans based on the global issues identified by the NDNQI results
- Unit-based councils were given the task of developing action plans to address unit issues
- During and after Superstorm Sandy, which severely impacted many of our staff, the nurses of South Nassau rose to the occasion, selflessly donating whatever was needed, not only working the Professional Practice Model but living it, as well

Reflecting on the past year, it is hard to believe all of the work that my colleagues and I accomplished. I am most proud of the camaraderie and sense of family among my co-workers and the support I receive from the hospital. Currently, I am a Perinatal Women’s Health Nurse Practitioner student at Stony Brook University and enrolled in South Nassau’s Pilot Program, which provides tuition reimbursement.

As we begin our new year, I look forward to continued growth as a professional and as an organization as we strive to fulfill our goal of achieving Magnet status.

All the best,

**Eileen Skehan, B.S.N., R.N.C.-OB, C.-E.F.M.**  
Chair, Nursing Practice Council





Welcome to the South Nassau 2012 Nursing Annual Report, which highlights some of our key nursing achievements from the past year. You will see how South Nassau nurses, on the journey to Magnet, practice innovatively, influence exceptional outcomes for our patients, continue their learning and endeavor to create an environment

where nurses choose to work and patients want to receive care. Our Magnet champions are active, our Magnet application was submitted in June and we're looking forward to a successful site visit in 2013.

Looking back at the past year, we're proud that our nurses' access to empowerment structures has grown substantially.

- Nurses are engaged in our Nursing Practice Council and Unit-Based Councils to promote evidence-based care for our patients
- The Nursing Practice Council has evolved to include an interdisciplinary patient care team, allowing us to effectively collaborate on transdisciplinary issues
- Nurse-sensitive indicators of acquired pressure ulcers, patient falls and patient restraints have all declined
- Our patient satisfaction measures related to nursing are above national means when compared to similar hospitals
- Nurses are actively engaging with the community through wellness programs by volunteering in the Lantern Project
- Design and implementation of our electronic medical record was accomplished with input and support from our direct care nurses

- The number of certified nurses and rates of those who achieved their B.S.N. and advanced degrees exceeded our goals as outlined in our strategic plan
- Our nursing research fellows have continued their studies and are pursuing their passions right here at South Nassau under individual mentorship with an advanced practice nurse

Considering all of this, we weren't surprised when the NDNQI R.N. satisfaction survey revealed that nurses at South Nassau are above the national mean in most areas including job enjoyment and work satisfaction. The survey also revealed areas that need improvement and our direct care nurses are participating in the plans to take action on these, for example, assuring that our nursing staff take their breaks.

The greatest impact on our hospital this year was Superstorm Sandy. We really lived the foundation of our Professional Practice Model in caring for our patients and our hospital family, many of whom had shattering losses yet continued to come to work and care for our patients. Quality, compassionate nursing care was provided to our patients, their families and each other during every single moment of this disaster. Their shining example inspires me now and always.

In good health,

**Sue Penque, Ph.D., R.N., A.N.P.-B.C., N.E.-B.C.**

Senior Vice President/Chief Nursing Officer, Patient Care Services



COMMITTED TO

# nursing excellence

Transformational Leadership

4

Structural Empowerment

8

Exemplary Professional Practice

16

New Knowledge, Innovation And Improvement

22

Empirical Quality Results

29



# COMMITTED TO transformational leadership



*Senior Nursing Leadership Team*

Transformational leaders are energetic. Their enthusiasm and passion are endless. On a daily basis, transformational leaders anticipate and embrace change and, in turn, motivate those around them to work together as a team that continually improves and moves their organization forward.

On every unit, throughout the hospital, our nurse leaders foster an environment that supports and nurtures innovation, excellence and interdisciplinary collaboration. Under their leadership, nurses are encouraged to use their unique perspective and extraordinary skill to improve clinical practice and outcomes throughout the hospital. And, every step of the way, our nurses find that they have the resources and support they need to keep South Nassau at the forefront of patient care.

## South Nassau Welcomes New Nurse Leader



South Nassau is pleased to welcome Joanne Newcombe, B.S.N., M.P.A., R.N., N.E.-B.C., as vice president of patient care services. “Joanne is known for her leadership and management expertise to set and maintain

standards that enhance performance and quality,” said Dr. Penque. “She has an innate ability to inspire her direct reports and to establish sound working relationships with medical staff.” Since starting in January 2012, Ms. Newcombe has successfully guided a number of new hospital initiatives that led to improvements in the care of our patients. Ms. Newcombe was recently voted in as an officer of the Greater New York Nassau Suffolk Organization of Nurse Executives. She assumed the position of secretary-elect for a two-year term beginning 2013.

## NICU Nurse’s Proposal Creates Easy Access To Life Saving Gift

NICU nurse Susan O’Donnell, B.S.N., R.N., is keenly aware that learning infant CPR can save lives. According to the American Heart Association (AHA), choking is the number one cause of unintentional death in infants. Inspired by her passion for babies and this sobering statistic, Ms. O’Donnell took a leadership role and proposed a unique item for the hospital gift shop that would help save infant lives. She collaborated with the gift shop manager to procure the AHA’s Infant CPR Anytime® kit which includes a learning program that makes it possible for anyone to learn how to relieve a choking infant and perform infant CPR. Thanks to Ms. O’Donnell’s creative thinking and initiative, our patients, their families and friends now have a practical and life saving choice of gift for our precious babies.



*Lori Edelman, R.N., director, emergency services with Commander Gray of the disaster medical assistance team*



*Superstorm Sandy command center*

## Nurses Rally In Response To Superstorm Sandy

On October 29, 2012, Superstorm Sandy arrived on Long Island with a direct and brutal impact on the south shore where our hospital is located and where many of our staff live. Our nurses, along with the entire staff of our hospital, worked around the clock to help prepare and protect our patients and the communities that were so severely affected.

Four days before the storm arrived, emergency preparedness went into full swing. Nursing leaders worked with managers of the patient care units to assure staffing was escalated, supplies were available and patients awaiting discharge were ready to go. Nursing leaders and administration created coverage schedules, hospital conference rooms were prepped to house staff if necessary and the Emergency Department geared up for a surge. The command center was readied and opened with Dr. Penque as incident commander.

The night of the storm, and in the weeks that followed, we saw crisis after crisis and the entire South Nassau team met each challenge with compassion and composure. Rising water levels had forced people out of their homes. Over 90% of Long Island lost power, creating dire emergencies for those dependent on oxygen, dialysis,

warmth or electric-powered medical equipment. The hospital’s census, which stood at 274 patients hours before the hurricane hit, climbed to almost 400 patients six days later. These numbers don’t include the countless residents who sought shelter with us because they simply had nowhere else to go.

We were inundated with community residents and patients in our Emergency Department, our conference rooms and our lobby. Through it all, our nurses, doctors and staff worked together tirelessly to comfort, reassure and provide care, even while their own homes suffered damage. Over half of our staff suffered significant loss and yet our hospital never faced a staffing problem during or after the storm.

Said Dr. Penque, “I believe everyone can testify that our practice of caring, learning and relationship-based care was evident in all areas. While Superstorm Sandy wreaked havoc on Long Island and New York City, the staff at South Nassau displayed extraordinary care, compassion, courage and dedication for our patients and each other. Countless examples are evident in each patient care department and I am so impressed with how each of our staff members found it in their hearts to give to others, while at the same time caring for themselves and their families.”



Joanne Newcombe, R.N., seated center, with our local partners in the Nursing Home Collaborative Group

## Enhancing Collaboration With Nursing Homes And Sub-Acute Care Facilities

Having identified a need to work in better partnership with sub-acute care and nursing home facilities, a collaborative group was formed to develop tools and opportunities for sharing best practices and improving quality care and communication. Joanne Newcombe, R.N. formed this group and it included the hospital's directors of nursing and nursing leadership staff from local nursing homes. As a result of this ongoing collaboration:

- Nursing home leaders were invited to attend the South Nassau Geriatric Steering Committee
- The handoff of care communication between the hospital and nursing homes was modified to provide more consistent patient information
- Team leader Joanne Newcombe, R.N. and Rita Regan, B.S., R.N., C.P.H.Q., director of performance management, visited the nursing homes to hold a heart failure educational seminar for their clinical leadership staff in order to reduce readmissions of patients with congestive heart failure from the nursing homes to the hospital

## Pediatric Bowling Night Raises Funds For Child Life Program

The Pediatric Nursing team held a bowling fundraiser to benefit the Child Life program. The event, organized by pediatric nurse Tricia Santaniello, R.N., raised \$580 through raffles of baskets donated by our pediatric nursing and medical staffs. Proceeds will fund the purchase of arts and craft supplies used for play and art therapy for our youngest patients.

## Nurse Leaders Organize Emergency Department Celebration

In March 2012, nurses in the Emergency Department, along with other staff and physicians, celebrated their contributions to patient care at a gathering organized by the department's nurse leaders. The day's theme focused on *The Starfish Story* by Loren Eiseley, a tale that underscores the impact that one person can have and reminded staff members that each of their thoughts, actions and level of enthusiasm directly impacts each patient.

During the celebration, the concept of Staff Branch Manager was introduced as a new communication tool. Specific staff members are now designated as Branch Managers and they are given information on events, initiatives



Emergency Department Celebration Day

and education requirements that they are responsible for disseminating, one-on-one, to specific staff members.

Fun and meaningful team building exercises reinforced specific initiatives including those related to our Magnet journey. For example, a paper chain was created with each staff member's name to indicate the importance of each person as a link in the team and an important link in the chain. This chain now adorns the Emergency Department nurses station as a tangible symbol of teamwork and a remembrance of a special day.

## Team Formed To Lead Clostridium Difficile Prevention Efforts

According to the Centers for Disease Control and Prevention, "While most types of healthcare-associated infections are declining, one – caused by the germ *C. difficile* – remains at historically high levels."

South Nassau nurses continually strive to improve infection prevention efforts. To that end, an interdisciplinary team was created to assess current practice and review best practice literature to determine what could be improved to prevent the transmission of *C. difficile*.

As a result, several new patient safety initiatives were developed including a Train-the-Trainer educational session for all hospital management staff and a presentation to medical staff, all conducted by our infection control nurses.

Team leaders for the hospital's *C. difficile* prevention efforts were Joanne Newcombe, R.N., Susan Weiser, B.F.A., R.N., infection control coordinator, and Paula Zweig-Cohn, M.S., R.N., C.I.C., infection control practitioner.



Nurse leaders of the *C. difficile* team



## Sharing Ideas That Facilitate Change And Advance Nursing Practice

### Over 150 Nurses From All Levels Attend Annual Nursing Retreat

Nurses at South Nassau engaged in a thorough review of the nursing department strategic plan and past year's accomplishments during their annual Nursing Retreat held in January 2012. In order to maximize attendance and staff nurse input, two sessions were held during the daylong program. Retreat attendees set goals for 2012 that reflected their priorities for their patients and the community. Action plans were developed for service excellence, quality and patient satisfaction, operational efficiency and financial health.

### 2012 CNO Chats

In an effort to keep open lines of communication between nursing leadership and nursing staff, Dr. Penque and Joanne Newcombe, R.N. held two CNO chats with staff nurses in 2012. The format was town-hall style, questions and comments were welcomed and there were several sessions throughout each day to accommodate staff members from all shifts.

### Nursing Leadership Focuses On Shared Governance

On November 19, 2012, South Nassau's nursing leadership gathered for a conference to focus on teaching and reinforcing the concept of shared governance. Themed "The Core of a Leader," the goal of the session was to expand our knowledge about shared governance and to illustrate how we can best embrace the concepts, values, and ideals of a shared governance

leadership model in our nursing practice. Nurse leaders concentrated on managing, mentoring and motivating as essential leadership skills required for shared governance to be effective. The leadership team consulted with guest speaker Dr. Robert Hess, executive vice president of global programming for the Gannet Healthcare Group, about the design, implementation and evaluation of shared governance models at all levels including staff nurses, administrators and researchers.



Left: Tetla Lyn, R.N., ICU listens during Dr. Penque's CNO chat. Right: Dr. Penque collaborates with staff at our Nursing Retreat

### Direct Care Nurses Collaborate On The Design Of New Patient Care Unit

When the time came to renovate and redesign the E2 unit at South Nassau, our commitment to shared governance led us to include nurses every step of the way. Nurse manager Anita Fredricks, B.S.N., R.N., and unit staff nurses attended each design meeting and were integral to the decision making process. They worked closely with the design team on workspace configuration, workflow and determining the best products and systems.

E2 opened on October 22, 2012 with three decentralized nursing stations respective to each designated patient care area. Each station is equipped with state-of-the-art amenities, allowing nurses to walk shorter distances to access supplies. A quieter, more efficient nurse call system with patient risk identifiers replaced the traditional system with features enabling nurses to respond more quickly to patients.

Said Dr. Penque, "By empowering our front line staff to actively participate in the planning of the patient care environment and nursing professional environment, our nurses were able to influence changes that directly affected their ability to provide care while improving care delivery and nurse satisfaction."

### Improving Medication Distribution

An interdisciplinary LEAN team led by Joanne Newcombe, R.N., Lori Raffaniello, M.S.N., R.N., N.E.-B.C., director of nursing and Kathy Boyle, B.S.N., M.S., R.N., F.A.B.C., director of corporate education, was created to improve the medication distribution process. The team quickly implemented several changes that are having a positive impact including:

- Introduction of instant messaging between pharmacists and nurses to enhance communication
- Expansion of medication room access to unit clerks, after they are educated regarding the proper handling of medications, to achieve more efficient medication distribution

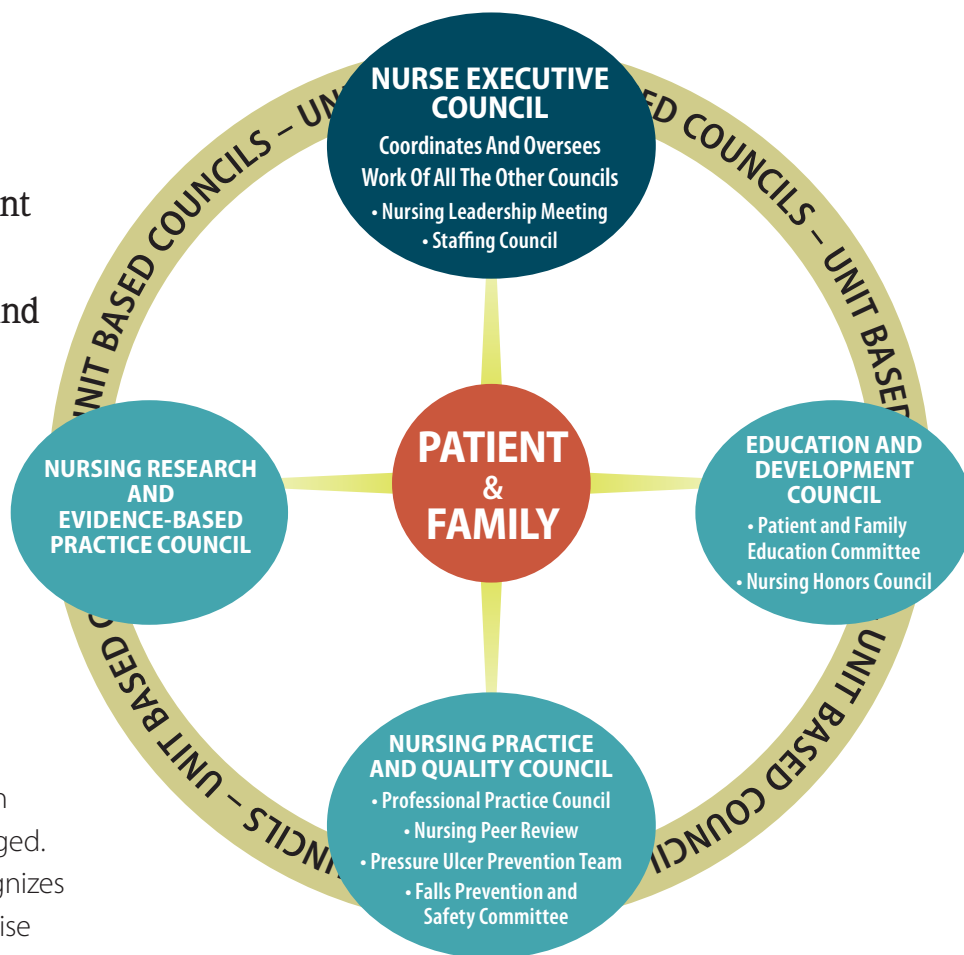
Additionally, a pilot process for medication distribution on two units was initiated and evaluated for expansion to other units.

COMMITTED TO

# structural empowerment

The structures and culture of South Nassau empower our nurses to practice innovatively and influence exceptional patient outcomes in an environment where nurses choose to work and patients want to receive care.

Decision-making is shared through a formalized structure of councils that brings together teams of nurses with the goal of strengthening professional practice and improving outcomes. Nurses have access to information, financial resources and continuing education opportunities. Community service and participation in professional organizations are encouraged. Above all, South Nassau regularly recognizes and rewards nursing excellence, expertise and compassion.







*Nursing Practice And Quality Council*

## **An Organizational Structure That Empowers Nurses With Shared Decision Making**

At South Nassau, we have council structures in place to facilitate shared decision-making and self-governance for our nurses. Through participation on the councils, our nurses have a voice and they are able to make decisions that directly impact clinical practice across all areas of the hospital. Our councils are responsible for developing and implementing many quality, safety and patient satisfaction initiatives.

### **Nursing Practice And Quality Council**

This council identifies nursing practice issues and develops standards of care, policies and procedures that are based on the most relevant and current research. In 2012, we restructured this council to incorporate the quality teams of pressure ulcer prevention, patient falls, restraint reduction and safety watch. The R.N. Peer Review process was also folded into this council's responsibilities. In the spirit of Relationship-Based Care, health care team members that include pastoral care, dietary, respiratory therapy, infection control, lab and risk management are invited to collaborate with this council. We know that when we work together, we strengthen interdisciplinary relationships and achieve exceptional outcomes of care for our patients.

### **Nursing Education And Development Council**

For South Nassau nurses, the learning never ends. This council is responsible for the development and implementation of educational standards and programs that promote professional growth, development and ongoing clinical competency for nursing staff. Also under the Education and Development umbrella is the Patient Education Committee and the Nursing Honors Council, which recognizes and highlights the achievements of our nursing staff, celebrating their accomplishments and our profession.

### **Nursing Research And Evidence-Based Practice Council**

The goal of this council is to create an institutional culture of nursing scholarship by promoting nursing research and evidence-based practice within interdisciplinary, academic and community collaboration and partnerships. The council disseminates knowledge of its nursing research and processes while mentoring and supporting nurses in these activities.

### **Nurse Executive Council**

The Nurse Executive Council coordinates and oversees the work of all of the other councils. It provides a formal opportunity for nurse leaders to communicate with each other regarding council activities, hospital and departmental strategic goals, staffing and our nursing vision.

### **Unit-Based Practice Councils**

The 14 Unit-Based Councils provide an opportunity for staff on every unit to become involved in the decision-making for patient care and processes on their unit. Some councils were restructured in 2012 to better reflect unit distinctions.

- Behavioral Health Council
- Critical Care Council
- Cardiac Services Council
- D2E Council
- D2W Council
- Dialysis Council
- Emergency Services Council
- G2 Council
- Medical Surgical Council
- Oncology Council
- Pediatrics Council
- Perinatal/Neonatal Council
- Perioperative Council
- Surgical Step-down Council

## Council Accomplishments And Achievements 2012

### Nursing Practice And Quality Council

- Developed nursing standards for all clinical areas and placed them on the intranet for easy accessibility
- Developed the R.N. Peer Review Tool and process
- Expanded our Professional Practice Model
- Developed a global NDNQI R.N. satisfaction survey action plan
- Adopted IOWA Model of Evidence-Based Practice to promote quality care

### Education And Development Council

- Drafted a Unit Education Resource Guide
- Conducted a comprehensive orientation redesign project
- Developed a forum for new graduate nurses
- Conducted Professional Organization Day
- Implemented nursing grand rounds

### Unit-Based Councils

The Unit-Based Councils participated in developing action plans based on their unit's NDNQI R.N. satisfaction survey results. Examples include developing methods to allow adequate time for staff breaks and exploring ways to increase time spent with patients. Other Unit-Based Council projects included:

- Emergency Department created staff rotations for triage/pediatrics and fast track areas to address staff fatigue in triage and expand pediatric exposure for new staff members
- Critical Care revised the tube feeding policy and addressed the expansion of visiting hours
- Perioperative developed a process for a unit huddle on the endoscopy unit to improve communication
- Surgical Step-down created quiet time for patients
- D2W developed a conference call process to increase participation in their council
- Pediatrics addressed the transportation of pediatric patients

### Nursing Orientation Is Redesigned Based On Staff Feedback

The Nursing Education And Development Council, including members of the Nursing Education: Professional Development, Practice and Research department, implemented a comprehensive project to redesign our Nursing Orientation Program based on feedback from the orientees and nursing leaders. The purpose of the orientation redesign was to improve the orientation process by streamlining documentation elements

(the core competencies and clinical pathway), revising our orientation policy, eliminating duplication of documentation in multiple locations, establishing timelines for unit-based orientation and implementing a welcome process to increase unit and preceptors' awareness of the orientees arrival. A schedule for ensuring an individualized experience for new nurses has been created and will be implemented in 2013.



*Nursing Education And Development Council*

## Maintaining A Strong Community Presence

South Nassau has collaborative relationships with many community organizations, ranging from schools to charities, and our nurses are involved in both educational and service initiatives and ongoing efforts to address the health needs of the populations we serve locally and even globally. Our nurses are encouraged to participate in local, state and national organizations. We also work closely with nearby colleges and universities to support their nursing programs.

### Family Medicine Center Nurse Elected To Office

Jeanine Cappello, L.P.N., prenatal nurse coordinator of South Nassau's Family Medicine Center, was elected Treasurer of the Nassau County Perinatal Services Network Executive Advisory Board. Ms. Cappello has been a member of the Network since 2008. She is currently involved with expanding access to services including screening, evaluation and treatment for women facing perinatal mood disorders.

### The Lantern Project

Created in 2012 by community health clinical nurse specialist Gina Kearney, M.S.N., R.N.-B.C., A.H.N.-B.C., C.S., director of community education, The Lantern Project offers an opportunity for South Nassau nurses to "give back" by participating in health and wellness activities provided to the residents of our surrounding communities. Activities this year included health fairs and community events where nurses were able to share their expertise as health teachers for cardiovascular health and risk reduction, conducted community health needs assessment surveys and assisted with health screening activities. In its inaugural year, 24 R.N.s volunteered for The Lantern Project. Volunteers receive recognition as a "Keeper of the Flame" with a personal thank you letter and a listing in the Nursing Newsletter. Our first four "Keepers" were able to assist Community Education in helping 338 individuals at various activities during the summer of 2012.

### South Nassau Nurses Caring For The Community... Locally and Globally

In 2012, under the direction of Gina Kearney, R.N., South Nassau participated in 36 community lectures/education seminars that were provided to over 3,000 people on topics including heart health, fall prevention, smoking cessation, diabetes, cancer prevention and treatment, stroke prevention, stress reduction and communicating effectively with your health care provider. Lobby displays were created addressing topics such as suicide prevention, colorectal and breast cancer awareness and "Go Red for Women" with over 600 people taking away valuable health information and resources. Free community screening programs were offered to raise awareness and provide early detection for prostate cancer, head and neck cancer, and skin cancer along with a new program developed by Ms. Kearney called "CATCH" which stands for "Check in And Take Charge of your Health." This latest innovation is designed to provide assessment as well as information regarding prevention and risk reduction for weight-related problems such as diabetes and heart disease.

In addition to the Department of Community Education's efforts, South Nassau nurses could be found offering their expertise in both local and global health and educational initiatives including, but not limited to:

- Emergency Medical Services Council
- Medical missions to Haiti and India
- Teddy Bear Clinics with the Oceanside and Rockville Centre school districts.
- Asthma Coalition of Long Island

## Nurturing Knowledge Acquisition And Skill Development

The South Nassau Nursing Education: Professional Development, Practice and Research department, along with Human Resources, hosted an on-site college fair to provide staff with information regarding academic programs to further their development. Among the institutions participating were Adelphi University, Chamberlain College of Nursing, Hofstra University, Long Island University, Molloy College, St. Joseph's College and SUNY Empire State College.

As a teaching hospital, South Nassau encourages and nurtures knowledge acquisition and skill development in order to provide evidence-based practice in the delivery of care. To that end, South Nassau is currently affiliated with Adelphi University, Molloy College, Nassau Community College and the New York Institute of Technology. These collaborations support our Professional Practice Model foundation of Novice to Expert.

Led by Dr. Penque, our nurses continually cultivate these partnerships with local colleges. Dr. Penque teaches "Current Issues in Professional Nursing" in the Masters Program at Molloy College. Several other nurses also serve as adjunct faculty:

**Bethuel Bayawa, B.S.N., M.A.H.A.D., D.O.T.T., R.N.**

Administrative Nursing Supervisor

**Regina DeMasi, M.S.N., R.N.**

Nursing Professional Development Specialist

**Lori Goodstone, M.S.N., R.N.**

Staff R.N., Endoscopy

**Genimfa Lancero, M.S.N., R.N.**

Staff R.N., CCU

**Patricia Mulvaney-Roth, M.S.N., R.N., P.M.H.C.N.S., B.C.**

Clinical Nurse Specialist Behavioral Health

**Joanne Victor-Fassman, M.S.N., R.N., P.M.H.C.N.S., B.C.**

Staff R.N., Behavioral Health





Nominees for the Nursing Assistant of Distinction award

## Opportunities For South Nassau Nurses To Learn And Grow

South Nassau is committed to helping our nurses advance their professional practice. We make it easy for nurses to continue their education and enhance their skills by offering professional development seminars, certification assistance, financial support and more.

### Raising Funds For Nursing Education

For the first time, South Nassau's Education and Development Council is partnering with the hospital's Ladies Auxiliary to sponsor events that will contribute to the Nurses Education Fund. The fund was established to enable South Nassau to expand educational offerings for nursing staff throughout the year. This is a perfect alliance that promotes nursing education programs that result in the advancement of care to our patients.

### Critical Care Nurses Form Study Group For Certification as C.C.R.N.s

Nydia White, coronary care unit staff R.N., established a study group for nurses in the critical care areas studying for the C.C.R.N. exam. The group meets one night each week and of 11 participating nurses, four have successfully obtained their certification so far. Group participants include:

**Leslie Abohwo  
Kellene Fisher  
Tersha Griffith  
Veronica Miranda  
Jamuna Muniraju  
Stephanie Rabel  
Kalpana Ranganathan  
Katherine Savarese  
Nelson Serrano  
Tameka Wallace  
Nydia White**

### New York State Grants for ACLS And Tuition Reimbursement

South Nassau nurses were the beneficiaries of a grant from the New York State Department of Labor, which funded a training program for advanced cardiac life support (ACLS) instructors. Eleven nurses completed the education and will begin teaching our ACLS courses in 2013. They are:

**Rhada Boodram  
Charmaine Brereton  
Kristine Deblois  
Catherine DeLarosa  
Kellene Fisher  
Mike Kates  
Kathy Kellar  
Gilbert Marquez  
James Murphy  
Cheryl Rosner  
Ebenezer Thangavelu**

### Educational Offerings At South Nassau

Following is a small sampling of educational offerings available to nurses at South Nassau:

- Nursing Grand Rounds: Evidence-Based Practice, A Paradigm Shift in Health Care
- Nursing Grand Rounds: Staying Current on the Nursing Care of Our Cardiac patients
- Advisory Board "Instilling Front Line Accountability"
- EMR Super-user and End-user Training
- Neuroscience Case Review Sessions with Jonathan Brisman, M.D.
- Neuroscience Nursing Update
- Bedside Rounding
- Human Dynamics Course by Dr. Penque
- Library Research Series for Evidence-Based Practice
- AIDET Communication Training
- Student Nurse Intern Program



*Dr. Sue Penque with Jonathan Altus, M.D., co-director, division of pulmonary medicine and critical care, and the ICU staff on Nurses Day*

South Nassau also received a tuition reimbursement grant through the New York State Department of Labor for nurses who are enrolled in a B.S.N. program approved by the New York State Department of Education. Almost \$200,000 is available and it has been partially distributed to 15 South Nassau nurses currently attending school. This compensation is in addition to funds provided by the South Nassau Tuition Reimbursement Program.

### **Improving Training Efficiency And Effectiveness**

South Nassau recently adopted HealthStream Learning Management System to track and deliver online learning for our staff. The initial offerings included EMR training and the 2012 mandatory education.

### **Professional Nursing Organizations**

The Nursing Education and Development Council created a lobby display to bring awareness to staff nurses about professional organizations and specialty groups. Information was displayed from many different professional organizations and nursing specialty groups and nurses were encouraged to get involved at all levels by participating in the organizations and obtaining recognition in their nursing specialty. Additionally, a special luncheon was held this year to recognize all of our currently certified nurses.



### **Inaugural Emergency Department Residency Program A Success**

Eight new graduate nurses embarked on a journey unlike any other at South Nassau that culminated in their “graduation” as fully independent Emergency Department nurses. Supported by trained preceptors, the residents were provided with a rigorous clinical and academic curriculum and then transitioned into a 16 week Emergency Department fellowship. The program integrated rotations through the performance improvement department and with the management team, providing the nurses with a global understanding of the impact of patient care initiatives and proper documentation. Residents conducted research projects and shared what they learned with poster presentations at their graduation ceremony.





## Recognizing Nursing Contributions And Saying “Thank You” For A Job Well Done

### R.N. Clinical Advancement Program Kicks Off

The Clinical Advancement Program provides a way to formally recognize professional, clinical, full-time and part-time nurses for their expertise. Through the program, nurses analyze their own practice and seek recognition for the level of practice at the bedside that they have achieved. Promotion in the program is based on Patricia Benner’s conceptual model “Novice to Expert” and provides rewards and recognition for the professional accomplishments and contributions of nurses who excel as professional clinicians, mentors and leaders. Each level of advancement comes with new responsibilities and extra prestige. The program benefits patients, nurses, physicians and the organization as it supports the direct care nurse with the resources required to develop his/her expertise within the nursing profession.

### Recognition for Excellence in Nursing

South Nassau nurses who were nominated or received awards throughout 2012 were celebrated at a ceremony in September. Family, friends and colleagues were all invited to join the festivities and families, in particular, were acknowledged for their support of these nurses. South Nassau recognizes that “it takes a village” and that our nurses could not excel without a strong support network provided by their families.



*Dr. Sue Penque and Joanne Newcombe, R.N., congratulate pediatrics nurse manager Lynn Bert, R.N., South Nassau’s Nurse of Excellence*

The following nurses were honored:

- The South Nassau candidate for the **Nassau Suffolk Hospital Council Nurse of Excellence** was Lynn Bert, B.S.N., R.N., N.E.-B.C., nurse manager, pediatrics, who was nominated for her compassion and dedication to children and teens
- Scholarship awards, funded by the South Nassau medical staff, were awarded for:
  - **Transformational Leadership:** Mary Liz Simmons, B.S.N., R.N.C.-OB, C.E.F.M.
  - **Excellence in Nursing Practice:** Nydia White, B.S.N., R.N.
  - **Excellence in Community Service:** Deidre Kuster, B.S.N., R.N.
  - **Excellence in Nursing Education:** Pamela Reilly, M.S.N., R.N., C.W.O.C.N.

Additional awards included:

- **Excellence in Nursing Research:** Marybeth Ryan, Ph.D., R.N.
- The inaugural award for **Excellence as a Novice Nurse** was presented to Trudy O’Brien, R.N., F4. This award was created to recognize a new graduate R.N. who demonstrates outstanding performance and potential
- **Nursing Assistant of Distinction:** Maria DiLorenzo
- **Outstanding Unit Clerk:** Tamika Stewart



*Mary Liz Simmons  
B.S.N., R.N.C.-OB,  
C.E.F.M.*



*Nydia White  
B.S.N., R.N.*



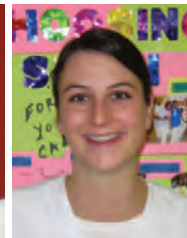
*Deidre Kuster  
B.S.N., R.N.*



*Marybeth Ryan  
Ph.D., R.N.*



*Pamela Reilly  
M.S.N., R.N.,  
C.W.O.C.N.*



*Trudy O’Brien  
R.N., F4*



*Maria DiLorenzo and  
Tamika Stewart*





Tricia Santaniello, R.N. poses with a life-size cut out of Florence Nightingale on Nurses Day



Nurse of Excellence reception

### National Nurses Recognition Week

At South Nassau, the practice of caring and developing mutually respectful, collaborative relationships are central to nursing. They are two of the foundations of our Professional Practice Model (along with Novice to Expert) and these ideals guide every decision that is made in relation to our nurses and their patients.

Each year during National Nurses Recognition Week, South Nassau makes extra efforts to honor the hospital's relationship with its nurses and to turn the caring inward by recognizing our nurses for their dedication, commitment and contributions. Appreciation for the value of all South Nassau nurses is formally expressed throughout the week.

The American Nurses Association theme for 2012, Nurses: Advocating, Leading, Caring, truly epitomized the South Nassau nurse. Some of the week's activities planned by the Nursing Honors Council were:

- Breakfast celebration, including recognition of our senior nurses
- Lamp-lighting ceremony
- Lobby display of historical nursing memorabilia
- Blessing of Hands led by hospital chaplain Allen Siegel
- Unit poster contest
- "Taking a Chance on Research" event sponsored by the Nursing Research and Evidence-Based Practice Council
- Nursing Leadership luncheon
- Remembrance Ceremony led by Chaplain Siegel and The Nightingales
- Nurses Breakfast sponsored by Assemblyman Brian Curran
- Nurses Day Dessert Reception for the evening shift
- Hidden Mysteries sponsored by the Nursing Education and Development Council



"Taking a Chance on Research" event attendees



The Nightingales

# COMMITTED TO exemplary professional practice

- A professional model of care
- The availability of resources along with experts and advanced practitioners for consultation
- Nurses who practice autonomously, serve as teachers and engage in collaborative working relationships that improve patient outcomes

These are the hallmarks of exemplary professional practice and they are the foundation for the exceptional nursing care provided at South Nassau.

## Our Professional Practice Model

The South Nassau Professional Practice Model identifies three characteristics that embody how South Nassau nurses live our mission and vision: the practice of caring, learning through novice-to-expert competencies and relationship-based care. It was expanded in collaboration with the Nursing Practice Council and colleagues from case management, lab, pastoral care, wound care, food & nutrition and pharmacy.

### Jean Watson's Theory of Caring

According to Watson, caring is at the heart of nursing and it is a part of a professional nurse's identity. Our nurses understand that nursing is both art and science and they go above and beyond to establish truly caring relationships with their patients.

### Relationship-Based Care

Cultivating individual, caring relationships with patients is just one part of relationship-based care, a theory that is grounded in the belief that the best nurses engage patients, families, members of the health care team and themselves in mutually respectful and collaborative relationships. Teamwork, cooperation and personalized care are all central to nursing practice at South Nassau.

### Novice To Expert

South Nassau is a teaching hospital and our nurses are encouraged to serve as teachers and mentors. Benner's Novice to Expert Theory explains how nurses acquire and develop skills with a focus on concrete experience over theoretical models and our training and mentoring programs reflect these ideas.



## Soaring to New Challenges and Heights

### Understanding The Model

The visual depiction of our Professional Practice Model includes images of the South Nassau cupola and a high-flying kite. The cupola stands upon a foundation of caring, relationship-building and novice-to-expert skill acquisition and development, which underscores everything we do at South Nassau. Building blocks of evidence-based practice, competence, education, research, communication, leadership, and shared governance help us to provide the highest quality care and the best possible outcomes for our community, patients and their families – who are appropriately at the apex, because they are our priority. The cupola also has two windows that represent our deep respect for spirituality and diversity and a weather vane that is symbolic of the presence of change and the possibility of new directions.

Soaring high above the cupola is a kite that visualizes our quest to rise above the challenging and dynamic winds of healthcare as we strive towards new heights and health, wellness and excellence in outcomes for our patients, families and the community. The bows on the kite's tail represent our cherished values.

As part of our Professional Practice Model, we also adopted a motto, “**Soaring to New Challenges and Heights.**” Whenever we think of **South Nassau Communities Hospital**, we can easily remember our guiding principle and allow it to direct our efforts to achieve exemplary professional practice.



Lori Saunders, B.S.N., R.N., O.C.N., nurse manager, center, with the F3 Oncology Unit staff

### Exemplary Professional Practice In Action

#### Nurses Help South Nassau Earn Prestigious Commendation

The American College of Surgeons Commission on Cancer (ACoS CoC) has awarded a three-year accreditation with commendation to the Gertrude & Louis Feil Cancer Center at South Nassau. The accreditation with commendation was earned following a rigorous on-site evaluation by an ACoS CoC surveyor to confirm that South Nassau is in compliance and deserving of commendation in each of the ACoS CoC's seven standards.



In order to earn this accreditation, the oncology unit must have a 25% R.N. certification rate. Our F3 oncology unit boasts a 31% rate. Additionally, oncology nurses and interdisciplinary team members collaborated with hospital Chaplain Allen Siegel in the development of the “No One Journeys Alone” program model. Our Spiritual Care Program recruited and trained volunteers to serve as a reassuring presence to patients at the end of life who have no family or friends available to them. The program was then expanded to patients not just at the end of life but those experiencing serious illness who were also without family/friends.

#### National Culture Of Safety Survey

For the second year in a row, South Nassau staff voluntarily participated in a validated National Culture of Safety Survey that was offered through the New York State Partnership for Patients. Participation in the survey was coordinated through our risk management department, led by Maureen McGovern, B.S., R.N., patient safety officer and Meg Gambale, M.B.A., R.N., assistant risk manager. Questions were asked pertaining to our staff's perceptions of patient safety in our hospital in 12 domains. South Nassau scored above the state mean in all 12 domains and scored above the national mean in 10 of the 12 domains.





Certified nurses of the Endoscopy Unit



Tricia Santaniello, R.N., with Marzieh

### Endoscopy Unit Meets Nursing Certification Goal In Less Than A Year

The full time nurses in the Endoscopy Unit set an ambitious goal in early 2012... 100% C.G.R.N., Certified Gastroenterology Registered Nurse certification for all of their full time nurses. Less than a year later, Endoscopy has become the first nursing unit in South Nassau to have all of its full-time nurses certified. They achieved this goal so quickly thanks to their individual preparation, study groups and the support they received from South Nassau.

### Heart Failure Workgroup Advances Patient Care

Heart failure affects five million people and is the leading cause of hospitalization for people over 65. Nationally, one in four people discharged from the hospital with heart failure will return to the hospital within 30 days. Evidence tells us that certain best practice interventions can reduce that number.

Recognizing this problem, South Nassau nurse Peter Fromm, B.S.N., M.P.H., R.N., F.A.C.H.E., F.A.H.A. service line administrator, Center for Cardiovascular Health and Lawrence Kanner, M.D., F.A.C.C., director, Electrophysiology/Arrhythmia Services, formed a multi-disciplinary workgroup to assess current practice and implement best practice interventions.

Patients are identified early in their hospitalization using daily clinical reports and receive education from the interdisciplinary team about their disease including nutrition counseling, weight monitoring to detect fluid retention, medication instruction, and action plans after hospitalization. Our cardiologists see patients within three days of discharge. We encourage home care, and patients receive a follow up phone call after discharge to home. Results are encouraging with an improvement in core measure compliance and a decline in readmission rates.

### South Nassau's Cardiac Care Program Earns Gold

The cardiac care program recently earned the American Heart Association's Gold designation in its Get With the Guidelines program for hospitals, in the area of Coronary Artery Disease (CAD). The Gold designation is the highest achievable for this program.



The American Heart Association recognizes South Nassau Hospital for achieving at least three years of 85 percent or higher adherence to all Get With the Guidelines<sup>SM</sup> program quality indicators to improve quality of patient care and outcomes for coronary artery disease. The ACTION

Registry-GWTG is a quality-improvement program that helps hospitals provide cardiac and stroke care in accordance with the most up-to-date guidelines and recommendations.

### Direct Care Nurses Provide Input At Staffing Council

The Staffing Council at South Nassau was formed to evaluate staffing effectiveness. The council meets twice monthly to

operationalize the American Nurses Association Principles of Nurse Staffing. It is also a forum for direct care nurses to provide feedback and suggestions on how we can best achieve quality patient care outcomes, meet organizational goals and ensure the quality of nursing work life.

### Afghan Girl Gets Life Changing Surgery At South Nassau

The South Nassau perioperative and pediatric teams collaborated with Dr. Kaveh Alizadeh, plastic surgeon and president of the international organization Mission: Restore, to operate on Marzieh, a 6-year-old Afghan girl, who was shot in the face by the Taliban after witnessing the execution of her father and younger brother. Nurses on South Nassau's pediatric unit cared for Marzieh during the pre- and post-operative periods.

### Outpatient Dialysis Program Rated Excellent by CMS

The End-stage Renal Disease Quality Incentive Program for renal dialysis patients is a Centers for Medicare and Medicaid Services (CMS) initiative to improve the quality of care for these patients. There are two sets of standards: anemia management and dialysis clearance. The South Nassau Outpatient Dialysis Center had a perfect score in both standards, obtaining an overall perfect score of 30 out of 30. This perfect score directly reflects the excellence in standards and quality of care that the outpatient dialysis center nurses provide to our patients.

## Ensuring Patient-Centered Care For Older Adults

To meet the needs of our aging population, South Nassau established a Geriatric Support Services Steering Committee led by nurse Laura Hummel, M.S.N., R.N., C.H.P.N., clinical nurse specialist, and Russell Porter, M.D., F.A.A.F.P. Membership is multidisciplinary to reflect the diverse medical requirements of the geriatric population, and includes nurses from many specialty areas. Functional decline and negative outcomes in the elderly are reduced through education of nursing staff and collaboration with local nursing homes. The team is also committed to improving care at the end of life through early identification of palliative care needs.

## Enhancing Tools And Strategies For Constant Observation

Patients on constant observation or safety watch have special needs. A team formed by clinical nurse specialists Jacki Rosen, M.S.N., R.N., P.M.H.C.N.S., B.C., and Patricia Mulvaney-Roth, M.S.N., R.N., P.M.H.C.N.S., B.C., developed team rounding, protocols and assessment tools to improve care. They also educated support staff about communication, observation, interventions and safety concerns with this patient population.

## Patient and Family Education Committee Expands

The Patient and Family Education Committee increased its membership to include admission/discharge R.N.s and staff R.N.s, whose daily experiences contribute immensely to the committee's work. The team also expanded the available patient education offerings on patient televisions and streamlined the process for discharge packets. Heart failure discharge teaching materials were upgraded and finalized in coordination with the Heart Failure Workgroup.

## Passionate About Nursing



Katherine Savarese, M.S.N., R.N., staff nurse, CCU (standing, right), was recognized with the Long Island Health Network Shining Star Award for her enthusiasm, spirit of inquiry and optimistic demeanor, which inspires her patients and colleagues. Ms. Savarese is a South Nassau nursing research fellow.



Florence Lannan, R.N., staff nurse, home care (standing, right), received the Long Island Health Network Shining Star award. She was noted for being a caring professional and a dedicated patient advocate whose advice is often sought by her colleagues. Ms. Lannan is a mentor to staff new to home care.



*Abigail Corona, R.N., employee of the first quarter, with the D2W team*

Abigail Corona, R.N., staff nurse on D2W, was recognized as South Nassau's employee of the first quarter. She demonstrates initiative, is diligent and has exceptional interpersonal skills. Ms. Corona serves as the chair of the unit-based Nursing Practice Council.



*Patricia Falero-Strickland, R.N., employee of the third quarter, celebrates with her D3 co-workers and members of hospital administration*

Patricia Falero-Strickland, R.N., staff nurse, labor and delivery, was recognized as South Nassau's employee of the third quarter for her positive attitude and outlook and constantly seeking to improve her skills. Ms. Falero-Strickland is a Magnet champion.



Lynn Bert, R.N., was recently named "Nurse Hero" and honored by Long Island Business News with a "Health Care Heroes" award for outstanding leadership and commitment. Ms. Bert extends her caring and expertise into the community through a number of innovative programs to improve the health and wellness of children.



## Heroic Home Health Care Nurses

South Nassau's home health staff truly embody the ideals of compassionate, caring nursing that are the foundation for our Professional Practice Model. This was made evident in the aftermath of Superstorm Sandy, when many of our staff selflessly worked to overcome barriers presented by this natural disaster.

While enduring their own personal sadness and loss, our staff members persevered and went above and beyond to reach our patients and ensure their well being. Nurses drove into evacuation zones, around downed trees and wires, through flooded areas with non-working traffic lights. They never gave up.

There were many commendable acts performed by our home health care staff during Superstorm Sandy. Here are two:

the first, patient Mr. P, lives in a community accessible only by a bridge, which was closed to motorized traffic after the storm. His South Nassau home health aide cooked food for him at her home, took it on the bus with her and then walked over the bridge each day to his apartment until his out-of-state family came to help.

The second patient, Mr. V, is a dependent patient with overwhelming care needs and many electric adaptations to accommodate his physical needs. Despite the fact that his home health aide suffered tragic personal loss from the storm, she continued her daily service and even relocated to a nearby two-room apartment in Freeport where she lived with 21 people and slept in a rocking chair so that she would be close enough to provide care.

The home health care staff acted with heroism and resolve to provide much needed care for a vulnerable population.

## Home Health Care Ranked Among Best Nationwide

For the seventh consecutive year, South Nassau Home Care has earned a spot in the prestigious HomeCare Elite™ Top 500 Agency listing of top home health care providers in the United States. "South Nassau's ranking as a Top 500 Agency demonstrates the commitment of our staff to provide superior care for patients and their loved ones and that this care is among the nation's best" said Nancy Helenek, M.S.N., M.B.A., R.N., F.A.B.C., administrative director of the care continuum.



## Our Journey To Magnet Excellence

### South Nassau Nurses Attend Magnet Conference

The 2012 American Nurses Credentialing Center National Magnet Conference was held in Los Angeles, California. Over 7,000 nurses gathered from around the world to attend this showcase of best nursing practices. Among them were South Nassau nurses:

**Karine Austin, M.S.N., R.N., C.B.N.**  
Director of Nursing

**Elizabeth Newbery, B.S.N., R.N.**  
Nurse Manager, D2E

**Katherine Savarese, M.S.N., R.N.**  
Staff R.N., CCU

**Tracy Thorn, B.S.N., R.N., C.E.N.**  
Staff R.N., Emergency Department

**Abigail Corona, M.S.N., R.N.**  
Staff R.N., D2W

**Christina Kyriacou, R.N.**  
Staff R.N., G2



South Nassau nurses at the national Magnet conference in Los Angeles

### Spreading The Magnet Message

South Nassau nurses are diligent about strengthening Magnet education throughout the hospital.

Our Magnet Champion Team consists of 83 staff nurses and nurse leaders who foster staff engagement in activities, projects and programs that promote nursing excellence. They meet twice a month to learn about Magnet standards and plan educational activities.

Each Magnet Champion is responsible for educating the nurses in their unit and maintaining Magnet bulletin boards for their unit. They are easily identifiable by a special Magnet shirt that features our Professional Practice Model logo

and motto. As part of their efforts, our Magnet Champions created a very high visibility flash mob and Magnet video that debuted during Nurses Week. Nurse leaders of this group are Eileen Skehan, R.N., Mary Liz Simmons, R.N., and Eileen Mahler, M.S.N., R.N.C., N.E.-B.C., director of nursing education: professional development, practice and research, Magnet program director.

In support of the efforts of our Magnet Champions, every Monday at South Nassau is Magnet Monday. On this day, the Magnet Program Director sends an e-mail to all nursing staff members focusing on a Magnet topic of the week.



## Award-Winning And Proud

### South Nassau Earns Four Prestigious Certifications In 2012

The Joint Commission awarded disease-specific care certification to South Nassau for the following programs:

- Long Island Joint Replacement Institute for knee and hip replacement surgery
- Advanced Stroke Center
- Wound Care Program



South Nassau Communities Hospital is fully accredited by The Joint Commission.

These achievements are the direct result of South Nassau's commitment to attaining and maintaining the highest standards in safety, quality and service and the dedication of our direct care nurses and nurse leaders, who continue to advance the care of our patients through adherence to these standards.

### Team Efforts Lead To Gold Plus Award For Stroke Care

South Nassau is proud to be the recipient of the American Heart Association/American Stroke Association's Get With The Guidelines® – Stroke Gold Plus Performance Achievement Award and the Target: Stroke Honor Roll. The award recognizes South Nassau's commitment and success in implementing a higher standard of stroke care by ensuring that stroke patients receive treatment according to nationally accepted standards and recommendations.



The American Heart Association and American Stroke Association recognize this hospital for achieving 85% or higher adherence to all Get With The Guidelines® Stroke Performance Achievement indicators for consecutive 12 month intervals and 75% or higher compliance with 6 of 10 Get With The Guidelines Stroke Quality Measures to improve quality of patient care and outcomes in addition to achieving IV rtPA door-to-needle times ≤60 minutes in 50% or more of applicable acute ischemic stroke patients (minimum of 6) during one calendar quarter.

Nurse leaders of the stroke team, Karine Austin, M.S.N., R.N., C.B.N., Elizabeth Clarke, M.S.N., R.N., F.N.P. and facilitator Mary Kramer, R.N., collaborate with the team's leader, Dr. Eric Hanauer, and other interdisciplinary providers to deliver optimal stroke care.

South Nassau has a dedicated patient unit, D2West, to care for patients with a stroke diagnosis and nurses receive specialized training in the care of stroke patients. "Staff nurses instruct stroke patients about their disease process, discuss their thrombolytic agents and the importance of adhering to a low sodium diet," said Clarke.

### Orthopedic Excellence

South Nassau has been designated with:

- Aetna Institute of Quality® Care Facility for total joint replacement
- Blue Distinction Center for Knee and Hip Replacement by Empire Blue Cross Blue Shield



## Certified Nurses Honor Roll

South Nassau recognizes the value of certification as an objective measure of a nurse's specialty knowledge and its demonstration of an exceptional commitment to patients. R.N.s who have maintained certification in their specialty are:

Salomy Abraham	Dana Lewis
Patricia Arana	Ofelia Llaguno
Karine Austin	Susan Ludwikowski
Liz Bachoo Garib	Joanne Magrino
Farah Berrios	Eileen Mahler
Zapora Burillo	Meridith Maiorino
Christine Campisi	Millicent McCaw
Carolyn Candela	Joanna Midy
Vicki Chiprut	Misako Miller
Antoinette Church	Ebonique Milton
Leanne Cipolla	Argyle Monteverde
Madeline Cozzi-Gottlieb	Jacqueline Moore
Smitha Cyriac	Patricia Mulvaney-Roth
Camille D'Amato	James Murphy
Lori Edelman	Carolyn Nelson
Christine Elias	Joanne Newcombe
Carolyn Engel	Donna Pandolfi
Elaine Engros	Mariefel Paqueo
Patricia Falero-Strickland	Joan Pellegrino
Nancy Feger	Sue Penque
Mary Fernandes	Margaret Pfeiffer
Frederick Foelsch	Margaret Pomerico
Jean Folchetti	Brigit Ponnaiya
Joan Gallagher	Lori Raffaniello
Alison Gelfand	Ani Rajeev
Debra Giannitsis	Diane Rattan
Catherine Gipson	Rita Regan
Prema Gowder	Kathleen Reidy
Theresa Groder	Pamela Reilly
Debra Guerrini	Janice Renda
Barbara Guy	Joan Riggs
Maria Herbst	Debra Rinder
Linda Herman	Jacquelyn Rosen
Kathleen Hertzman	Sarah P. Ryu
Joanne Hudkins	Sarah Jane Sansaet
Lois Jean Iavarone	Lori Saunders
Wilma Ingreso	Caroline Schulman
Carla Jackson	Jennifer Schwartz
Joan Jacob	Miriam Sereno
Dorothy Jervas-Wolff	Kathleen Seroski
Debbie Jonason	Mary Elizabeth Simmons
Mi-Suk Joo	Eileen Skehan
Maureen Kallman	Barbara Marie Sobey
Gina Kearney	Gayle Somerstein
Jane Kearns	Manjula Stanislaus
Rosemarie Keating	Francine Stevens
Kathleen Kellar	Jeanne Tetro
Sheila Kitt	Heather Vanikiotis
Gretchen Kretkowski-Rieger	Smijamol Varghese
Joan Kuchmak	Debra Winchester
Dierdre Lamb	Christina Woram
Paula Larocchia	Kathy Zummo
Kathleen Lehmann	Paula Zweig-Cohn

## COMMITTED TO

# new knowledge, innovation and improvement

On a daily basis, nurses at South Nassau demonstrate their ability to acquire, adapt and disseminate new knowledge in an effort to improve the efficiency and effectiveness of their practice. They research, publish, present and contribute to the identification and implementation of evidence-based practice with a vision of advancing the science of nursing. In the past year, nurse-inspired innovations have improved patient safety, satisfaction and outcomes.



## Putting New Knowledge And Evidence-Based Care Into Practice

### Patients, Families And Nurses Participate In Change Of Shift Report

Our patients and families are now an integral part of the team at change of shift report. Best practice and evidence-based care indicates that the consistent process of nurses having change of shift report at the bedside improves patient safety, patient and family satisfaction and patient outcomes. Patients are reassured that nurses work as a team, there is improved communication among caregivers, and the patient and family are included in the plan of care.

### Reducing Hemolyzed Lab Specimens

A review of patient satisfaction and patient throughput barriers uncovered an unacceptable rate of hemolyzed laboratory specimens drawn by Emergency Department staff. In response, a collaborative investigation was launched which included direct care nurses and laboratory staff members that produced a change of process and, ultimately, a substantial reduction in the amount of hemolyzed specimens as well as a positive influence on patient throughput and patient satisfaction.

### Keeping Patients Warm Preoperatively

Best practice indicates that warming patients before surgery is essential to ensure normothermia postoperatively. Nurse leaders Rita Regan, R.N., and Kathleen Seroski, B.S.N., R.N., C.P.A.N., C.A.P.A., nurse manager, P.A.C.U. and A.S.U., along with nurses in the perioperative service advocated for the equipment needed to keep patients warm. As a result, additional warmers were purchased and the warming process was initiated with patients waiting for surgery and continued postoperatively in P.A.C.U.





D3 team

### Nurses Assist In Successful EMR Rollout

South Nassau nursing staff ensured a successful introduction of our new electronic medical record (EMR). Phase one rolled out in June 2012 with over 100 nursing staff members trained as Super Users who were designated to mentor their colleagues in this endeavor. Implementation was effective and South Nassau was able to obtain “meaningful use” statistics within one week. Phase two of the EMR will roll out in 2013.

EMR implementation was planned for over two years and included the input of Dr. Penque along with other hospital and nursing leaders. Direct care nurses contributed to the development of the clinical documentation.

### Nurse Leader Finds Project To Help Prevent Teen Suicide

Suicide is the third leading cause of death among 15-24-year-olds. Too often, teens tackling emotional issues confide in their friends – and not their parents or teachers. Project HELP, Hospitals Empowering Lifelines Through Peers, is a program founded by Lynn Bert, R.N., nurse manager of pediatrics, to prevent teen suicide and to provide adolescents with the hotline number of the Long Island Crisis Center, which connects callers to trained counselors. “When kids are in crisis, they turn to their friends, but kids don’t have the resources to guide them to assistance,” said Bert. Teenagers are instructed to store the hotline number in their cellphones and then share it with three friends.



Dr. Penque and Lynn Bert, R.N., on the left with the interdisciplinary Project HELP team

### Baby Friendly Initiative

On March 7, 2012, International Board-Certified Lactation Consultants Day, South Nassau kicked-off a hospital-wide campaign to pursue Baby-Friendly™ designation. This campaign coincided with the grand reopening of our newly refurbished employee lactation station, a comfortable and private room designed for staff members and visitors who wish to pump breast milk.

Baby-Friendly Hospital designation is an international quality improvement and recognition program sponsored by the World Health Organization and UNICEF to ensure that hospitals become centers that promote breastfeeding. In support of our journey towards becoming baby-friendly, the hospital has a multidisciplinary Breastfeeding Committee tasked with creating an environment that promotes, protects and supports breastfeeding. In 2012, direct care nurses on D3, the maternity unit, collaborated to develop new breastfeeding crib cards, a night-time feeding plan worksheet and a rooming-in safety guidelines poster to further educate patients on 24-hour rooming-in, a practice that is strongly correlated to exclusive breastfeeding. The nurses also developed a patient bulletin board with information on successful and exclusive breastfeeding.

Nursing leaders of our baby-friendly initiative are Dr. Penque, and the nurse leaders of the Women and Children’s Service. In addition, one of the nursing research fellows, Laurel Book, B.S.N., R.N., is conducting a study: *Attitudes and Beliefs of Perinatal Staff Nurses Regarding Implementation of the Baby-Friendly Hospital Initiative at South Nassau Communities Hospital.*





Dr. Marie Manthey at South Nassau in January 2012

## Learning To Provide Better Nursing Care

It was a privilege for South Nassau to host a full-day seminar featuring distinguished nursing leader Dr. Marie Manthey. Best known for her work on primary nursing, Dr. Manthey spoke to our nurses about her lifelong passion... relationship-based care, a cornerstone of our Professional Practice Model.

According to Dr. Manthey, nurses need to understand just how critical the nurse-patient relationship is and its potential for healing. She said, "You have to see what supports that relationship and what interferes with that relationship, then enhance what helps, minimize what hurts."

Dr. Manthey asserted that relationship-based care is essential for the nursing profession and is the absolute foundation of nursing practice. She explained that while nurses must be involved in therapeutic relationships with their patients, they must also have healthy interpersonal relationships with patients and among colleagues to support a culture where nurses thrive.

## End-of-Life Nursing Education

The two-day End-of-Life Nursing Education Consortium (ELNEC) program was presented by South Nassau nurse Laura Hummel, R.N. Eight of our direct care nurses, as well as other team members, received education on the philosophy of palliative care, ethical principles and pain management along with other topics related to the care of patients with advanced, life-limiting illnesses. Attendees gave the program high marks in their evaluations and greatly benefitted from the new knowledge that helps them to contend with difficult end-of-life issues.

## Current Nursing Research Projects And Presentations

### Current Nursing Research Projects

**Lynn Bert, B.S.N., R.N., N.E.-B.C.**, nursing research fellow – Study: *Project HELP Initiative*

**Laurel Book, B.S.N., R.N.**, nursing research fellow – Study: *Attitudes and Beliefs of Perinatal Staff Nurses Regarding Implementation of the Baby-Friendly Hospital Initiative at South Nassau Communities Hospital*

**Madeline Cozzi-Gottlieb, M.S.N., R.N.C.-O.B., F.N.P.-C.**, nursing research fellow – Study: *The Effects of Oral Intake of Clear Fluids During First Stage Labor on Maternal Satisfaction and Neonatal Hypoglycemia*

**Joan Gallagher, B.S.N., R.N., B.C.**, nursing professional development educator and **Rose Schecter, Ph.D., R.N.**, associate dean of undergraduate nursing Molloy College – Study: *Dedicated Educational Unit: Fostering Nursing Student Competence, Confidence and Commitment*. This study is measuring whether baccalaureate nursing students gain increased competence and confidence in having their clinical nursing education on the same patient care unit.

**Gina Kearney, M.S.N., R.N.-B.C., A.H.N.-B.C., C.S.**, director, community education and **Sue Penque, Ph.D., R.N., A.N.P.-B.C., N.E.-B.C.**, senior vice president/chief nursing officer, patient care services – Study: *Nursing Presence*. For this study, nurses on F4 implemented a nursing research study using "Presence" as an intervention. There were statistically significant positive changes post intervention in patient satisfaction.

**Katherine Savarese, M.S.N., R.N.** and **Nydia White, B.S.N., R.N.**, nursing research fellows – Study: *Nurses in Critical Care Units Taking Grief Support into Their Own Hands*.





Authors Roxanne Rosario, clinical research coordinator, Oncology Services; and nurse scientist, Dr. Marybeth Ryan



Gina Kearney, R.N., with co-author Dr. Penque



Clinical Nurse Specialists Patricia Mulvaney-Roth, R.N. and Jacki Rosen, R.N. with their poster

## Published Articles

- **Marybeth Ryan, Ph.D., R.N.**, nurse scientist and **Roxanne Rosario, B.S.**, clinical research coordinator, Oncology Services, “Creating Staff Confidence in Distinguishing Between Performance Improvement and Research Studies: A User-friendly Worksheet.” *Journal of Nursing Administration* 2012 Jul–Aug; 42(7-8): 369-74
- **Gina Kearney, M.S.N., R.N.-B.C., A.H.N.-B.C., C.S.**, director, community education and **Sue Penque, Ph.D., R.N., A.N.P.-B.C., N.E.-B.C.**, senior vice president/chief nursing officer, patient care services, “Ethics of Everyday Decision Making” *Nursing Management (Harrow)* 2012 April: 19 (1); 32-6

## Presentations

- Patricia Mulvaney-Roth, M.S.N., R.N., P.M.H.C.N.S., B.C.**, presented “Promoting Patient and Workplace Safety in a Behavioral Health Setting,” based on work done in collaboration with **Carla Jackson, M.A., R.N.-B.C.**, nurse manager, behavioral health unit, as a poster at:
- Molloy College Doctoral Forum Research Lecture: “Connecting Evidence and Research with Policy”
  - Farmingdale State College Research Forum: “QSEN: Bridging the Gap between Academia and Practice”
  - Adelphi University School of Nursing in partnership with Sigma Theta Tau International Eighth Annual Nursing Leadership and Research Conference, “Nursing Leadership: Enhance your Patient Safety Dashboard Through Research and Leadership”

And, on the podium at:

- Wagner College Evelyn L. Spiro School of Nursing in partnership with Sigma Theta Tau International Honor Society of Nursing: “March into Collaborative Research Evidence-Based Nursing Practice Expo”

## Clinical Nurse Specialists

### Collaborate To Improve Patient Care

Clinical Nurse Specialists **Patricia Mulvaney-Roth, M.S.N., R.N., P.M.H.C.N.S., B.C.**, and **Jacki Rosen, M.S.N., R.N., P.M.H.C.N.S., B.C.**, were awarded second place in the practice division at the 26th annual national American Psychiatric Nurses Association conference, “Fighting Stigma,” Pittsburgh, PA. November 7–10, 2012. Their presentation, *Creating a Therapeutic Alliance and Improved Outcomes in the Patient Experiencing Alcohol Withdrawal Syndrome in a General Hospital Setting by Empowering Nurses to Intervene with a Nurse-Driven Evidenced-Based Assessment Tool* was based on work done at South Nassau.

## Our Nurses Are Experts In Their Fields

These South Nassau nurses were called upon to serve as expert sources for articles in journals and magazines:

- **Sue Penque, Ph.D., R.N., A.N.P.-B.C., N.E.-B.C.**  
Senior Vice President/Chief Nursing Officer, Patient Care Services
- **Nydia White, B.S.N., R.N.**  
Staff R.N., CCU
- **Nancy Helenek, M.S.N., M.B.A., R.N.**  
Administrative Director, Care Continuum
- **Alyson Ornstein, B.S.N., R.N.**  
Nurse Manager, Obstetrics/Gynecology
- **Lynn Bert, B.S.N., R.N., N.E.-B.C.**  
Nurse Manager, Pediatrics







*Nursing Research/Evidence-Based Practice Council*



*Joan Gallagher, R.N., left and Dr. Marybeth Ryan, right, South Nassau's nurse scientist, collaborate with Dr. Rose Schecter, associate dean of undergraduate nursing at Molloy College on the "Dedicated Education Unit" research study*

## Nursing Research/Evidence-Based Practice Council (NREBPC)

Chaired by Marybeth Ryan, Ph.D., R.N., nurse scientist, and Jacki Rosen, M.S.N., R.N., P.M.H.C.N.S., B.C., clinical nurse specialist, the mission of the NREBPC is to create an institutional culture of nursing scholarship by promoting nursing research and evidence-based practice within interdisciplinary, academic and community collaboration and partnerships. The NREBPC has approximately 22 members, including direct care nurses from 11 units, who receive dedicated time to attend monthly meetings. There are also two academic liaisons from Adelphi University and Molloy College.

### Guiding Nurses To Use Evidence-Based Practice

Recent results from the Nursing Education: Professional Development, Practice and Research Department's Nursing Assessment Survey indicated that our staff wanted to learn how to better implement evidence-based practice on their units. In response, the Council held an Evidence-Based Practice Fair during Nurses' Week that focused on research and evidence-based practice strategies. Council members also educated nursing staff about the NREBPC's mission and purpose during a series of mandatory Nursing Education Days.

### Council Activities

The NREBPC encourages renewal of the professional spirit through inquiry and reflection by:

- Educating, mentoring and supporting nurses in their pursuit of research and evidence-based practice activities
- Changing and advancing nursing practice by conducting research and evidence-based practice projects
- Promoting the work of the NREBPC

Recent educational sessions presented to Council members were:

- Cozying Up to a Nursing Research Article
- An Analytic Critique of a Nursing Research Article

Information about the Council is available to staff on South Nassau's intranet. The NREBPC is currently planning for the creation of a Nursing Research/Professional and Publications Database.

### Disseminating New Knowledge

The NREBPC supports publication and presentation of research studies and evidence-based practice projects in a variety of forums including:

- Nursing Grand Rounds
- Nursing Research Conferences at South Nassau
- South Nassau's Nursing News monthly Research Column
- SNCHWEB Nursing Notes
- Nurses' Podium and Poster Presentations at local, state, national and international professional conferences
- Nurse authored nursing research articles in professional journals

Additionally, Dr. Ryan is a member of the Protocol Review Committee, the body that reviews proposed research studies at South Nassau. The Ethics Committee is available to nurses who have research-related concerns about human subjects' rights.





*Nursing Research Fellows*

## Helping Nurses Gain New Knowledge

### Nursing Research Fellowship Program

The Nursing Research Fellowship Program allows nurses who have identified a relevant clinical nursing question/problem, the dedicated time to conduct a nursing research study and receive one-to-one mentorship from an advanced practice nurse. Participating nurses increase their research knowledge and skill base while advancing nursing practice at South Nassau.

### Nursing Certification Contributes To Better Patient Care

South Nassau is committed to increasing the number of certified R.N.s as one measure of the quality care provided to patients. To make it easier for nurses to achieve certification and find study support with their colleagues, the hospital hosted two nursing certification review courses this year:

- The Adult Progressive Care (P.C.C.N.) certification review, presented by Ann Brorsen, M.S.N., R.N., C.C.R.N., C.E.N.
- The Critical Care R.N. (C.C.R.N.) certification review course, presented to 17 of our critical care nurses by Laura Gasparis Vonfroli, Ph.D., R.N., C.C.R.N.

Also notable, all team members in the Central Sterilization and Reprocessing department, led by Caroline Schulman, B.S.N., R.N., C.N.O.R., C.R.C.S.T., nurse manager, earned certification as Central Supply Certified Registered Technicians.

## Continuing Education/ Advanced Degrees

Driven by our mission to provide quality, compassionate nursing care and as part of our Magnet journey and nursing strategic plan, in 2012 we focused on increasing the percentage of our R.N.s who hold a B.S.N. as well as those who hold professional certification. By year-end 2012, we met both goals.

- **55%** of South Nassau's R.N.s hold B.S.N. degrees as compared with 36% statewide and 41% on Long Island (HANYS 2012 Workforce Survey Report)
- **24%** of our nurses have attained professional certification in their field

Patient Care Services currently has 46 R.N.s enrolled in B.S.N. programs, 22 enrolled in Masters level programs, 8 R.N.s enrolled in nurse practitioner programs and 6 R.N.s pursuing doctoral degrees. Additionally there are per-diem staff members at South Nassau who are pursuing all levels of nursing degrees at local colleges and through online programs.

We commend the following R.N.s who received academic degrees in 2012:

<b>Nancy Adler, B.S.N.</b>	<b>James Murphy, M.S.N.</b>
<b>Rhonnie Bowerbank, B.S.N.</b>	<b>Marsha Niles, M.S.N.</b>
<b>Abigail Corona, M.S.N.</b>	<b>Ayana Richins-Peters, B.S.N.</b>
<b>Madeline Cozzi-Gottlieb, M.S.N.</b>	<b>Katherine Savarese, M.S.N.</b>
<b>Eileen Giangrasso, B.S.N.</b>	<b>Manjula Stanislaus, M.S.N.</b>
<b>Dawn Giordano, B.S.N.</b>	<b>Betsy Thomas, B.S.N.</b>
<b>Tersha Griffith, B.S.N.</b>	

Twenty seven staff members passed the R.N. licensing exam in 2012. From this group, 25 have been accepted into R.N. positions at South Nassau and two have applied for upcoming vacancies. We are proud to welcome them as registered nurses:

<b>Lashanda Belfort</b>	<b>Ivonne Mateo Bonilla</b>
<b>Katherine Borodina</b>	<b>Carrie McMichael</b>
<b>Christine Burd</b>	<b>Ashlyn Merovee</b>
<b>Moises Caraballo Rivera</b>	<b>Kathleen Monahan</b>
<b>Jennifer Cordova</b>	<b>Laura Papaliberios</b>
<b>Lauren DeRiggs</b>	<b>Edwin Perez</b>
<b>Jaclyn Di Bari</b>	<b>Nancy Peterson</b>
<b>Nathalie Duroseau</b>	<b>Linda Phillips</b>
<b>Joseph Gemmo</b>	<b>Jennifer Principe</b>
<b>Jennifer Kempton Marcellino</b>	<b>Suzanne Reichert</b>
<b>Francisco Machado</b>	<b>Megan Siemer</b>
<b>Catherine Maguire</b>	<b>Cassandra Sylvain</b>
<b>Grace Manza</b>	<b>Tilu Thyophilose</b>
<b>Theresa Marra</b>	

## Nurse Certification Increased to 24%

South Nassau is focused on influencing exceptional outcomes for our patients and continuous learning for our nurses. Specialty certification demonstrates a commitment to excellence in nursing practice and South Nassau nurses are supported in their pursuit and attainment of certification. Certified nurses display a gold badge indicating their specialty certification. Congratulations to the following newly certified South Nassau nurses:

**Cecilia Aguaviva, B.S.N., R.N.-B.C.**  
Psychiatric Mental Health Nursing

**Maria Aguil, B.S.N., R.N., C.C.R.N.**  
Adult Critical Care Nursing

**Dena Alberti, B.S.N., R.N.-B.C.**  
Nursing Professional Development

**Janice Alkire, R.N., C.N.O.R.**  
Perioperative Nursing

**Arlene Aragona, R.N., C.A.P.A.**  
Certified Ambulatory Perianesthesia Nurse

**Belen Bautista, B.S.N., R.N., P.C.C.N.**  
Adult Progressive Care Certified Nurse

**Angela Baval, R.N., C.C.D.S.**  
Certified Clinical Documentation Improvement Specialist

**Joanne Beksinski, B.S.N., R.N., H.C.S.-D**  
Home Care Coding Specialist-Diagnosis

**Lynn Bert, B.S.N., R.N., N.E.-B.C.**  
Nurse Executive- Board Certified

**Marlene Bilello, R.N., C.W.C.N.**  
Certified Wound Care Nurse

**Charmaine Brereton, M.S.N., R.N., C.C.R.N.**  
Adult Critical Care Nursing

**Cecilia Carey, B.S.N., R.N.C.-N.I.C.**  
Neonatal Intensive Care Nursing

**Maureen DeNicola, R.N., C.W.C.N.**  
Certified Wound Care Nurse

**Patricia Desrosiers, R.N., V.A.-B.C.**  
Certified Vascular Access Professional

**Anna Escamilla, R.N., C.N.O.R.**  
Perioperative Nursing

**Irene Ficaro, B.S.N., R.N., C.G.R.N.**  
Certified Gastroenterology Nurse

**Gurdarshan Gill, R.N.-B.C.**  
Cardiac Vascular Nursing

**Prema Gowder, B.S.N, R.N., C.A.P.A**  
Certified Ambulatory Perianesthesia Nurse\*

**Michael Harman, R.N.-B.C.**  
Cardiac Vascular Nursing

**Margaret Hempstead, B.S.N., R.N., V.A.-B.C.**  
Certified Vascular Access Professional

**Wilma Ingreso, B.S.N., R.N.-B.C.**  
Adult Cardiac Medicine Nursing\*

**Jebachitra Jasper, R.N., O.C.N.**  
Oncology Certified Nurse

**Julia Jordan, R.N., C.G.R.N.**  
Certified Gastroenterology Nurse

**Joanne Kuplicki, M.S.N., R.N., C.C.R.N.**  
Adult Critical Care Nursing

**Robert Marino, R.N., C.N.O.R.**  
Perioperative Nursing

**Anitha Mathew, R.N., C.E.N.**  
Certified Emergency Nurse

**Khadeen McNeal, B.S.N., R.N., C.C.R.N.**  
Adult Critical Care Nursing

**Diane McDevitt, R.N.-B.C.**  
Cardiac Vascular Nursing

**Renee Mirando, R.N., V.A.-B.C.**  
Certified Vascular Access Professional

**Donna Moeller, R.N., O.C.N.**  
Oncology Certified Nurse

**Jamuna Muniraju, B.S.N., R.N., C.C.R.N.**  
Adult Critical Care Nursing

**Nancy O'Brien Bicocchi, R.N., O.C.N.**  
Oncology Certified Nurse

**Josephine O'Connor, B.S.N., R.N., C.E.F.M.**  
Certified Electronic Fetal Monitoring

**Susan Penque, Ph.D., R.N., A.N.P.-B.C., N.E.-B.C.**  
Nurse Executive-Board-Certified\*

**Alison Quaranta, B.S.N., R.N., C.C.D.S.**  
Certified Clinical Documentation Improvement Specialist

**Pamela Raimondi, R.N., C.W.C.N.**  
Certified Wound Care Nurse

**Sarah Ryu, R.N., C.D.N.**  
Certified Dialysis Nurse

**Sarah Jane Sansaet, B.S.N., R.N., C.C.R.N.**  
Adult Critical Care Nursing\*

**Sharon Schambery, R.N., C.G.R.N.**  
Certified Gastroenterology Nurse

**Donna Szadok, R.N., C.G.R.N.**  
Certified Gastroenterology Nurse

**Julie Tesoriero, R.N., C.G.R.N.**  
Certified Gastroenterology Nurse

**Renee Thompson, B.S.N., R.N., C.N.N.**  
Certified Nephrology Nurse

**Tracy Thorn, B.S.N., R.N., C.E.N.**  
Certified Emergency Nurse

**Diane Wigand, B.S.N., R.N., V.A.-B.C.**  
Certified Vascular Access Professional

**Seena Varghese, B.S.N., R.N., C.E.N.**  
Certified Emergency Nurse

(\* 2nd Certification)

## COMMITTED TO

empirical  
quality  
results

A commitment to nursing excellence cannot be realized without an evaluation of nursing-sensitive patient outcomes and nursing job satisfaction. Nursing satisfaction and nurse-sensitive indicators at South Nassau are measured using the National Database for Nursing Quality Indicators (NDNQI) as a benchmark.

The 2012 NDNQI R.N. Satisfaction Survey revealed that our nurses are more satisfied in their jobs than their counterparts at other hospitals. Additionally, South Nassau nurses have made significant progress in reducing the nurse-sensitive indicators of patient falls, hospital acquired pressure ulcers and restraints. This means patients at South Nassau have a decreased likelihood of falling, acquiring pressure ulcers or being restrained than patients in similar hospitals with whom we are compared. These results are directly related to the efforts of three nurse-led teams who implemented several new processes to help our patients avoid injury during their hospitalization. These teams are now combined with and reporting to the Nursing Practice Committee every month for a more comprehensive collaboration.

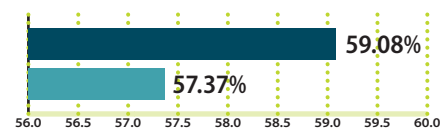
## NDNQI R.N. Staff Satisfaction Survey Has Extraordinary Participation Rate

A remarkable 97% of South Nassau direct care registered nurses participated in the National Database of Nursing Quality Indicators (NDNQI) R.N. Satisfaction Survey, which took place in April 2012 over a period of three weeks. At other hospitals, the average participation rate is 74%.

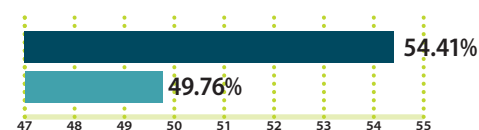
Results compare the responses of South Nassau nurses with those of nurses from 128 other hospitals across the nation who participated in the survey at the same time.

Survey results revealed that South Nassau nurses rated above the national mean in most areas including job enjoyment and work satisfaction. Staff satisfaction is closely aligned with excellent patient care and staff retention. Based on each unit's results, the staff nurses defined 2-3 goals for their unit and developed action plans for improvement with the support of the nursing education team.

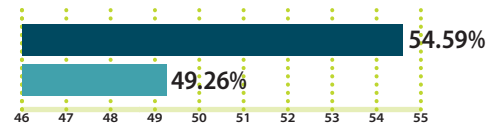
### R.N. All Units Job Enjoyment



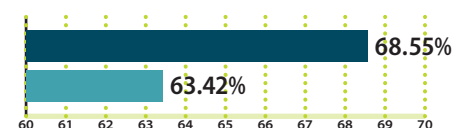
### R.N. All Units Work Satisfaction



### R.N. Satisfaction with Management Policies and Practices Related to Decision Making



### Individual R.N. Job enjoyment



■ SNCH results  
■ NDNQI mean



## Service Excellence Committee

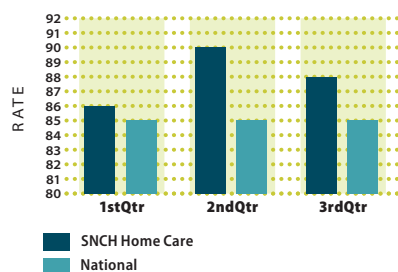
Our Service Excellence Committee, led by Dr. Penque and Joseph Lamantia, executive vice president and chief operating officer, spearheads the hospital's efforts to increase the satisfaction of our patients and staff. Among the team's accomplishments this year:

- Four Leadership Institutes held
- Implementation of AIDET communication
- Implementation of senior leader rounding
- "Thank You" notes to home for staff
- Wellness programs
- Updated "Thank You" notes for patients

The Service Excellence Committee also chooses the winner of the quarterly Journey to Excellence award. This honor is presented every quarter to the unit team that has made a significant impact on continually improving patient satisfaction. Recent recipients are:

- D2W – first quarter 2012. Scored in the 92nd percentile nationally in patient satisfaction
- F2 – second quarter 2012. Showed a significant improvement in nurses listening carefully to patients
- D1E – third quarter 2012. Achieved the 90th percentile nationally in patients reporting that their pain was well-controlled

### 2012 Home Care HH-CAHPS Patient Satisfaction Survey Results

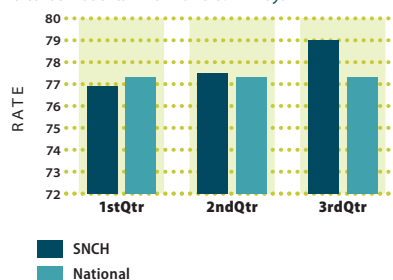


\*HH-CAHPS (Home Health Care Consumer Assessment of Healthcare Providers and Systems) is a federal mandate regulated by the Centers for Medicare and Medicaid Service (CMS) requiring Home Health Agencies to collect standardized patient satisfaction data. The vendor that administers the data for the South Nassau Home Care Service is OCS Home Care.

### 2012 Inpatient HCAHPS Patient Satisfaction Survey Results

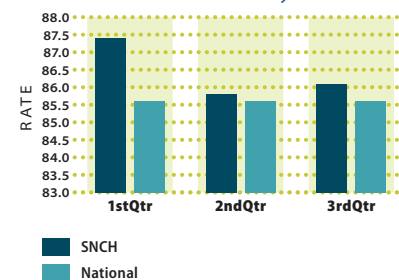
#### Nurses explained new medicines

Percent of Patients Who Answered "Always"



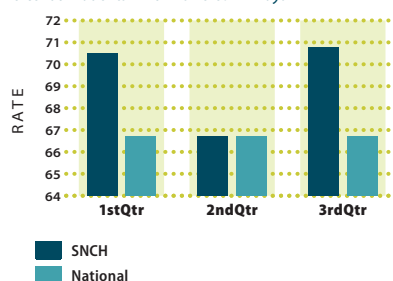
#### Nurses were courteous and respectful:

Percent of Patients Who Answered "Always"



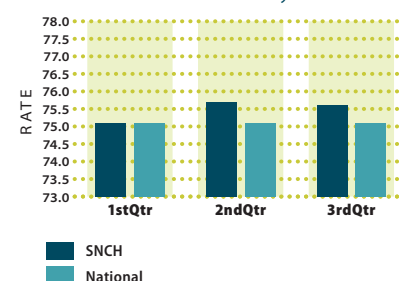
#### Pain was well controlled:

Percent of Patients Who Answered "Always"



#### Nurses communicated clearly:

Percent of Patients Who Answered "Always"



\*HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a national, standardized survey of hospital patients created to publicly report the patient's perspective of hospital care. The survey asks a random sample of recently discharged patients about important aspects of their hospital experience. HealthStream is one of the organizations hospitals can choose to administer the HCAHPS survey on their behalf. There are currently 606 hospitals that utilize Healthstream for the HCAHPS survey.



D1E Journey to Excellence Award third quarter 2012



F2 team, Journey to Excellence winner second quarter 2012

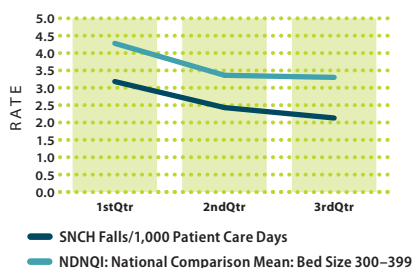


D2W Journey to Excellence Award first quarter 2012

## Decline In Patient Falls

The Falls Prevention Team set a goal to reduce the number of patient falls in 2012. This multidisciplinary committee includes nurses and nursing assistants and is led by Karine Austin, R.N., director of nursing, and Elizabeth Clarke, R.N., nurse manager. After careful research, the team chose to implement several new

### Patient Falls All Units Combined Falls with NDNQI Comparison



initiatives and saw the number of patient falls decline. New initiatives included:

- Revision of the falls prevention patient/family education brochure
- Utilization of our teletracking system to communicate to all departments which patients are at risk for falling
- Collaboration with pharmacists to identify patients at risk for falls due to polypharmacy
- Purchase of bed/chair alarms, accomplished due to the advocacy of the committee
- Multidisciplinary review of patient falls at the committee
- Fall prevention signs to increase awareness by all departments
- Documented hourly rounding at the patient's bedside

## Pressure Ulcer Prevention/Management Committee

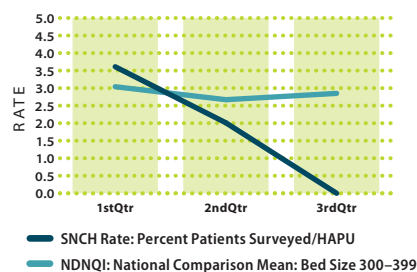
The multidisciplinary Pressure Ulcer Prevention/Management Committee, led by our wound care clinical nurse specialist, Pamela Reilly, M.S.N., R.N., C.W.O.C.N., and Lisa Williams, M.S.N., R.N., A.N.P., nurse manager, launched a new initiative early in the year, "New Directions in Pressure Ulcer Prevention and Management." As part of this initiative, evidence-based clinical guidelines and policies to reduce and

prevent pressure ulcers were expanded and nurses and nursing assistants attended classes together to gain an appreciation of each other's role in the prevention of pressure ulcers. Interventions included:

- Ongoing classroom education of nursing staff and bedside tutorials by the certified wound and ostomy care nurse
- Revision of the nursing orientation curriculum
- Annual mandatory education of the nursing staff including pressure ulcer prevention and management
- Education of all clinical nursing students.
- Monthly pressure ulcer prevalence surveys
- Purchase of specialty beds for the critical care areas

As a result of these interventions, hospital acquired pressure ulcers have progressively declined in 2012.

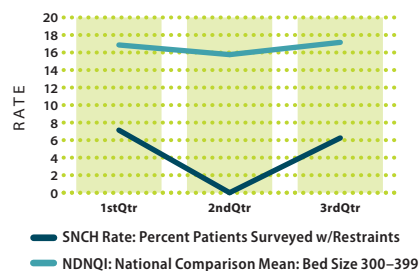
### 2012 Hospital Acquired Pressure Ulcers All Reporting Units Combined with NDNQI Comparison



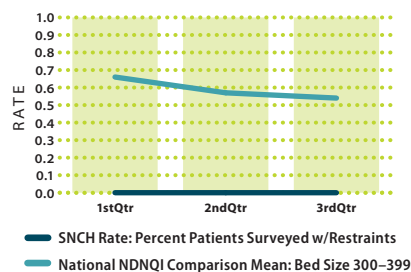
## Restraint Reduction

The Restraint Reduction Team has been leading an ongoing nursing initiative to reduce the use of restraints on patients throughout South Nassau. Interdisciplinary team members include nurse leaders and direct care staff as well as a pharmacist and a respiratory therapist. Year after year, our restraint numbers decline. In order to collaborate more effectively, late in 2012, the Restraint Reduction Team joined with the Falls Prevention Team and became the Falls Prevention and Safety Committee. This committee now reports at the Nursing Practice Committee. Our 2012 comparison with the NDNQI database revealed that patients at South Nassau are much less likely to be restrained than their counterparts at comparable hospitals. This success is due to the dedication of our nurses, who are committed to maintaining the highest level of safety while restraining our patients as infrequently as possible.

### 2012 Critical Care Restraint Prevalence Rate with NDNQI Comparison



### 2012 Adult Med-Surg Units Combined Restraint Prevalence Rate with NDNQI Comparison



**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.



One Healthy Way, Oceanside, NY 11572

1-877-SOUTH-NASSAU | [www.southnassau.org](http://www.southnassau.org)