

SOUTH NASSAU COMMUNITIES HOSPITAL



MAGNET  
RECOGNIZED



AMERICAN NURSES  
CREDENTIALING CENTER

# Committed to **NURSING EXCELLENCE**

2016 NURSING ANNUAL REPORT





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# Welcome

## TO THE SOUTH NASSAU 2016 NURSING ANNUAL REPORT



### **NURSING MISSION**

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

### **NURSING VISION**

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

**I** continue to be in awe of South Nassau nurses. Their strength, skill and commitment to our patients and families are truly second to none. Relationship-based care is at the core of everything we do. So our nursing staff's genuine caring spirit and compassion epitomizes South Nassau's dedication to our patients, communities, employees and medical providers.

**Our culture of excellence includes these achievements in 2016:**

- **Designation as a Level II Trauma Center**
- **Baby-Friendly Designation**
- **Joint Commission Gold Seal for Heart Failure and Outpatient Dialysis**
- **Revision of our Professional Practice Model**
- **Expansion of our Clinical Ladder from 30 to almost 100 Nurses**

As you read the stories in this annual report, you will note that our nurses embody both the science and art of our profession. On any given day, South Nassau nurses may be leading a new evidence-based practice that saves the lives of tiny babies or organizing a community event so that people can benefit.

On behalf of the entire administration and board of directors, I thank them for all they do each day to ensure that we deliver on our promise to put patients and families first. I would also like to offer a special congratulations to all of our nurses who earned degrees in higher education or certification this past year.

With deep admiration,

**Sue Penque PhD, RN, NE-BC, ANP-BC**

Senior Vice President/Chief Nursing Officer, Patient Care Services, Spiritual Care Services and Infection Prevention and Control



## TRANSFORMATIONAL LEADERSHIP

At South Nassau, our excellent nurses are encouraged to be innovators. So we nurture an environment that generates professional growth and development through continued support, inspiration, encouragement and guidance. As a result, our nurses are leaders — bold harbingers of new challenges and creative opportunities.

*South Nassau's Patient Care Services Nurse Administrators.*

**Lucille Hughes, MSN/Ed, RN, CDE, BC-ADM, FAADE**, director of diabetes education, is a member of the Board of Directors of the American Association of Diabetes Educators (AADE). She is Past President NY Chapter/AADE as well as Chair Elect of the NYS Coordinating Body/AADE.

**Patricia Mulvaney-Roth, MSN, RN, PMHCNS-BC**, clinical nurse specialist, behavioral health, is a member of the American Psychiatric Nurses Association (APNA) Scholarly Review committee, evaluating abstract proposals that are submitted for acceptance at their national conference. She also judges posters for the APNA national conference.

**Joanne Newcombe, BSN, MHA, RN, NE-BC**, vice president for community health development, is a member of the board of directors, a regional committee member for the program committee and a member of the annual conference planning and participation committee of NYONEL. She is also a board member and program chair for the Greater New York Nassau Suffolk Organization of Nurse Leaders and Executives (GNYNSONEL).

**Margaret (Peg) O'Donnell, DNP, FNP, ANP-BC, FAANP**, senior nurse practitioner, is the Southern New York State Representative, American Association of Nurse Practitioners.

**Lori Raffaniello, MSN, RN, NE-BC**, director of patient experience, is the secretary for GNYNSONEL.

**Jacki Rosen, MS, RN, PMHCNS-BC**, clinical nurse specialist, holds the following positions with the APNA:

- Member - Scholarly Review Committee evaluating abstract proposals submitted for acceptance at their national conference
- Poster judge for the APNA national conference
- Member - Institute for Safe Environments Advisory Panel

## LEADERSHIP IN PROFESSIONAL ORGANIZATIONS

**Sue Penque PhD, RN, NE-BC, ANP-BC**, senior vice president/ chief nursing officer, patient care services, spiritual care services and infection prevention and control, is a member of the American Nurses Credentialing Center Magnet Committee. She is also a Magnet appraiser. In addition, Dr. Penque is a member of the education committee for the New York Organization of Nurse Executives and Leaders (NYONEL) and a reviewer for *Nursing Management, the Journal of Excellence in Nursing Leadership*.

**Peter L. Fromm, MPH, RN, FAHA, FACHE**, service line administrator, Center for Cardiovascular Health, holds the following positions in the American Heart Association (AHA):

- Member - Emergency Cardiovascular Care Committee
- Chair - Systems of Care Subcommittee of the AHA
- Member - AHA Mission Lifeline Resuscitation Taskforce
- Member - National Telephone-CPR Workgroup
- Delegate-International Liaison Committee on Resuscitation, the Association of the Eight Resuscitation Councils of the world

## TRANSFORMATIONAL LEADERSHIP

### DIRECTOR OF NURSING SINGLED OUT FOR LEADERSHIP ADVANCEMENT



**Margaret Pfeiffer, MSN, RN, CCRN**, director of nursing, was chosen as an emerging leader in healthcare and attended *The Academy for Health Care Leadership Advancement*, a collaboration of the Healthcare Association of New York State (HANYS)

and Johnson Cornell University.

Margaret was supported in her selection by Dr. Penque and our chief executive officer, Richard Murphy. Among the issues discussed at the Academy: complex reimbursement systems, emerging health care technology and demands for improvement in quality and patient safety. Insights into these and other topics were provided by top business professors at Johnson Cornell and current healthcare leaders.

### NURSE EDUCATOR SELECTED TO PRESENT AT INTERNATIONAL CONFERENCE



*Dena Alberti presents her research to Dr. Jean Watson at the International Conference.*

**Dena M. Alberti, MSN, RN-BC**, nursing professional development specialist, was selected to present her research abstract at the Jean Watson, PhD, RN, AHN-BC, FAAN, 22nd International Caritas Consortium. Dena shared her abstract, *How Does Mindful Practice During Handwashing Affect Nurse's Perception of Self-care?* with

Dr. Watson, who is a 2013 American

Academy of Nursing Living Legend. Dr. Watson's Theory of Caring is a founding principle of South Nassau's professional practice model. Dena's research found that the RNs who experienced the mindfulness intervention had an increase in their Caring Factor Survey scores compared to the RNs who experienced the educational intervention.

### NURSE MANAGER NAMED OCEANSIDE "CITIZEN OF THE YEAR"



**Lynn M. Bert, MS, RN, NE-BC, AE-C, FNP-BC**, nurse manager of pediatrics and labor & delivery, was honored by the Oceanside Chamber of Commerce for her exemplary service to our community and beyond. Throughout her work with the Asthma Coalition of

Long Island, starting Project HELP (Hospitals Empowering Lifelines thru Peers), medical mission trips to Haiti and Jamaica as well as her current initiative, Nurse 2 B, Lynn has exhibited dedication and compassion to children and teens.

Lynn created the Nurse 2 B program to inspire local high school students who are interested in a career in nursing. The students are selected by their guidance counselors to attend the six-week program. Nurses from different specialties share their career path story and teach a clinical skill, such as donning Personal Protective Equipment, relaxation breathing or bathing a child. The students also participate in a community health event to expose them to the responsibility that nurses have to their communities.

### NURSE LEADS TEAM TO ESTABLISH DIABETES EDUCATION CENTER



The Diabetes Education Center was established in July 2016 under the leadership of **Lucille Hughes, MSN/Ed, RN, CDE, BC-ADM, FADE**, director of diabetes education, in collaboration with Kenneth Long, MA, vice president administration, and **Joanne**

**Newcombe, RN**. The Center was established to meet the needs of the growing number of people diagnosed with prediabetes, clinical diabetes and gestational diabetes each year. The Center underwent a thorough review and was accredited by the American Association of Diabetes Educators (AADE). Individual counseling and group classes are offered to all patients in addition to insulin pump and sensor training. Lucille is a certified pump trainer who has published in this area. She was named a Fellow of the AADE in 2013. Under Lucille's leadership, the Center has grown to include three locations in Nassau County and she envisions additional sites for 2017. The Center has had over 400 patient visits since it opened.



# TRANSFORMATIONAL LEADERSHIP

## NURSES LEAD SUCCESSFUL EFFORT TO DECREASE INFECTIONS



*The interdisciplinary CAUTI team (not pictured, Paula Zweig-Cohn, RN, MS, CIC, director, infection prevention & control)*

**S**eventy-five percent of urinary tract infections acquired by hospitalized patients involve a urinary catheter, according to the CDC. Therefore, reducing catheter associated urinary tract infections (CAUTI) is a priority for our staff and patients. To address this issue, nurse leaders **Paula Zweig-Cohn, RN, MS, CIC**, director, infection prevention & control, **Christine Parks, MS, RN**, director of performance improvement, and **Margaret Pfeiffer, MSN, RN, CCRN**, director of nursing, created and led a team of nurses and physicians tasked with decreasing the rate of CAUTI for our patients in the critical care units.

These are among several measures that the team implemented to meet their goal:

- Education of physicians and nurses
- Monitoring by the nurse manager of Foley insertion technique
- Revision of the decision algorithm to determine the necessity of a Foley catheter
- Mini root cause analysis of every CAUTI

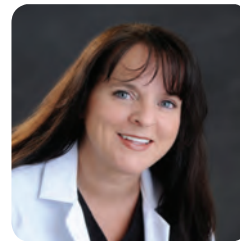
The team's ongoing success is demonstrated by a 24% reduction in CAUTI in the critical care units.

## NURSE MANAGER NAMED GEM FINALIST



**Elizabeth Clarke, MSN, RN, FNP, SCRNP**, nurse manager, was named a finalist in the 2016 Nursing Excellence GEM award in the management category. Elizabeth was honored as a leader, mentor and educator and for her exemplary clinical skills.

## TRANSFORMATIONAL LEADER MARGARET PUYA IS HONORED



**Margaret Puya, BSN, RN, CEN**, trauma program manager, was named South Nassau's nominee for the 2016 Nassau-Suffolk Hospital Council Nurse of Excellence Award. Margaret was awarded this honor for projecting a knowledgeable, compassionate and

compelling image of a professional nurse who thrives on challenges and consistently achieves excellence. She also received the following awards:

- **Long Island Business News** Achievement in Health Care Award for her contributions to advancing the quality of health care on Long Island
- The South Nassau Cupola Award for exemplifying the mission and spirit of service of the hospital
- Carnation Ball clinical honoree for her work in helping to lead the effort to achieve designation by the American College of Surgeons as a verified Level II Trauma Center

## STRUCTURAL EMPOWERMENT

At South Nassau, it's no accident that our nurses are confident and intrepid professionals. These qualities are essential to the present and long-term goals of our excellent health care system. Therefore, we are steadfast in ensuring that our nurses have ongoing opportunities for education, professional development, advancement and achievement. And we make certain their resulting superior job performance is acknowledged and rewarded.

## BOLSTERING OUR NURSES WITH EDUCATION

**O**ur nurses play a central role in the delivery of our patient and family-centered care, so we are dedicated to supporting our staff in expanding their knowledge and skills throughout their careers. Transitioning nurses to the work environment takes place in many ways. Among them are:

- Three new fellowships added this year in Labor and Delivery, Critical Care and Obstetrics, with 20 RNs participating in these inaugural programs
- Affiliations with 23 colleges and universities
- Two dedicated education units
- Clinical rotations for 727 students, including graduate students and refresher RNs, who experienced our Magnet culture

The Department of Patient Care Services supports and encourages continuing nursing education and provides financial support for ongoing formal academic preparation, seminar attendance and specialty certifications.



*For the 11th consecutive year, South Nassau's Home Care has been named to the prestigious Home Care Elite listing of the top 25 percent of home care providers in the U.S.*

## EMERGENCY DEPARTMENT NURSE IS 2016 TOWN OF HEMPSTEAD PATHFINDER



*Grace Moran, RN, fourth from left, with South Nassau nurse leaders, administrators, staff and local politicians.*

**Grace Moran, RN**, Emergency Department, was honored by the Town of Hempstead with the Pathfinder Award in the health services category for making a difference in the lives of the sick and impoverished with her missionary work in the US and overseas. Additionally, Grace is active in several local community organizations.



## STRUCTURAL EMPOWERMENT

### CELEBRATING OUR NURSES DURING NATIONAL NURSES WEEK

Our Magnet designated nursing staff members, all of them dedicated and innovative, are key to our excellent patient care and they are vital to our hospital's success. We had the chance to formally honor our exceptional nurses on National Nurses' Day. Our nurses' devotion to continually improve practice and distinguish themselves was proven in 2016 by designations such as NICHE, ACS Trauma Level II and Baby-Friendly. Several nurses were honored for their distinguished contributions and commitment to their particular areas of practice.

Our traditional lamp-lighting ceremony to honor the image of Florence Nightingale as "The Lady with the Lamp" was led by Dr. Penque and the Florence Nightingale Pledge closed the ceremony. Throughout the week there were other celebrations, among them the pinning of senior nurses on each patient care unit, Yoga sessions and a nursing leadership luncheon.

### EXCEPTIONAL NURSES HONORED AT CEREMONY

- Excellence in Nursing Practice Award: **Meghan Evans, RN**, Emergency Department
- Excellence in Advanced Nursing Practice Award: **Dr. Tara Cleary**
- Excellence in Nursing Leadership Award and GEM Award Nominee for Clinical Nursing Excellence: **Debbie Jonason, RN**, Cardiac Services



*Honorees with their awards at the Nurses Day celebration.*

- Excellence in Nursing Education Award: **Joanne Kuplicki, RN**, Nursing Education and Professional Development
- Excellence in Nursing Research Award: **Irene Ficaro, RN**, Endoscopy
- Excellence in Community Service Award: **Karen Arcamona, RN**, Cardiac Services
- Excellence in Quality Award: **Abigail Corona, RN**, Performance Management
- Novice Nurse Award: **Kharolann Pierre, RN**, Float Team
- LPN of Excellence Award: **Robyn Goldstein, LPN**, Float Team
- Magnet Nurse of the Year Nominee: **Eileen Skehan, RN**, Labor & Delivery
- GEM Award Nominee for Education & Mentorship: **Meghan Costigan, RN**, Diabetes RN Coordinator
- Mentoring Award from the Alpha Omega Chapter of Sigma Theta Tau International: **Dr. Marybeth Ryan**
- South Nassau's nominee for the Nassau Suffolk Hospital Council Nurse of Excellence: **Margaret Puya, RN**



*Dr. Penque celebrates with our senior nurses on Nurses Day*



## STRUCTURAL EMPOWERMENT

Our structure of nursing councils is key to our shared governance model. It is the method by which decision-making is shared, collaboration is promoted and professional practice is enhanced.

### Patient and Family Education Committee Accomplishments 2016

- Educated staff on the pCare Interactive TVR System for patient education which was installed on all inpatient nursing care units
- Created Exit Care education for patients with an assessment of alcohol use
- Revised Pediatric Vaccine education



Members of the Nursing Education and Professional Development Council and the Patient Family Education Council.

### Nursing Education and Professional Development Council

- Hosted patient care technician/nursing assistant Appreciation Day in collaboration with Nurse Managers
- Assisted Honors Council in implementing DAISY Award program
- Created a Halloween Happening, "The Hospital Room of Horrors" as a learning and fun experience for the staff
- Developed a Learning Needs Assessment Survey to plan future educational programs for RN staff



Nursing Practice Council.

### Nursing Practice Council

- Evaluated and revised our Professional Practice Model (PPM)
- Collaborated with Magnet Champions to educate staff on PPM revisions

- Streamlined communications with the hospitalist team
- Conducted a gap analysis of the unit-based council structure
- Recommended implementation of single-tray Foley catheters to promote a decrease in CAUTIs

### Holistic Nursing Council

- An Integrative Nurse Coach education was provided by Deborah McElligott, DNP, ANP-BC, HWNC-BC, CDE. In this role, the nurse acts as a facilitator to assist the patient in identifying health goals and changing behaviors to promote a healthy lifestyle and disease management
- Reiki training classes, including Level III training, for the health care provider
- Council chair **Dena Alberti, RN**, shared the results of her research study on mindfulness
- Council members offered mindfulness and meditation practices to various unit

### SELECTED ACCOMPLISHMENTS OF UNIT-BASED COUNCILS:

- Endoscopy developed a process to keep patients informed of delays
- Home Care and D2E developed a "Home Care Hand-Off Communication Tool" for heart failure patients
- Pediatrics implemented a policy, Oral Sucrose for Procedural Pain, and held a Pedi retreat which focused on cultural, emotional and spiritual respect amongst co-workers
- D2W developed The Pulse, a newsletter for staff about their unit-based council activities
- F3 implemented an employee recognition program to acknowledge staff members whose selfless acts had a positive impact on the lives of their patients

### GEM FINALIST



**Beryl Ehrlich RN, BSN**, performance improvement coordinator, Home Care, was honored as a GEM Finalist in the Home, Community & Ambulatory Care category. Beryl was recognized for making a positive impact on patient care and outcomes through her coaching and mentoring of staff.

## STRUCTURAL EMPOWERMENT

### JOURNEY TO EXCELLENCE AWARDS

#### 1Q INPATIENT

F-1 was recognized for improving overall patient satisfaction scores for the first quarter of 2016 and for serving as a role model to other patient care areas.

#### 2Q INPATIENT

The clinical team on E2 was awarded the honor for improvements in controlling patient pain, considering patient discharge preferences and in cleanliness of patient rooms.

#### 3Q INPATIENT

F4 scored at or above the 90th percentile in 19 of 26 survey questions such as clear communication by nurses and helping patients understand discharge instructions.

#### 2Q AND 3Q OUTPATIENT

Endoscopy was recognized for overall improvement in areas such as explanation of new medications, alleviation of pain and teamwork.

#### 3Q OUTPATIENT

Radiation Oncology received the award for an overall patient satisfaction score of 98.2%.

### NURSES CONTRIBUTE VITAL INFORMATION TO OUR COMMUNITIES



Tricia Santaniello, RN, with a patient at a community outreach for Blood Pressure screening.

The Department of Community Education, under the leadership of **Kathleen Zummo, MS, RN, CEN**, director of community education, established an Expert Speakers and Volunteer Bureau. Nurses who expressed an interest in presenting health screenings and health lectures became members of the Bureau. These nurses help to provide our primary and secondary communities with the resources to effect change in promoting health, wellness and prevention programs.

A sampling of our dedicated and caring nurses working at community events:

- **Kathleen Kellar, RN**, and **Lori Brady, RN**, presented a lecture on women's heart health to the Valley Stream Parent Teacher Student Association
- Diabetes self-care was presented by **Nina Goldrich, RN**, to church members in Seaford
- RNs **Tricia Santaniello**, **Cheryl Marx**, **Jennifer Delatola**, **Tricia O'Brien** and Health Educator **Gabrielle Pareja** went to several local food markets to present a poster on cardiovascular disease and perform blood-pressure screenings
- A presentation on labor and delivery was provided to a health class at Oceanside High School by **Patricia Falero-Strickland, RN**, and **Tricia O'Brien, RN**

### NURSES BENEFIT FROM KNOWLEDGE OF OUTSIDE EXPERT SPEAKERS

- Psychiatric Certification Review: **Sally Ann Corbo, EdS, RN, CNAA**
- Survival Skills for NMs: **Rachel Cartwright, MS, RN, CNS**
- SNCH Research Conference: **Dr. Deborah McElligott**
- REIKI: **Catherine Desmond, Reiki Master**
- Trauma Care After Resuscitation: **Tracy Shaw MS, RN, CEN, CCRN**

### NURSES BUILD BRIDGES BETWEEN ACADEMIA AND CLINICAL PRACTICE

These RNs function as adjunct professors at several of our local colleges and universities. This helps to form a bridge between academia and clinical practice. With so much to offer each other, information flows freely between the experts in each area, which is of benefit to our patients, staff and students.

**Dr. Sue Penque**  
**Leticia Acevedo**  
**Dena Alberti**  
**Jennifer Amankwah**

**Bethuel Bayawa**  
**Joanne Catsounis**  
**Robert Davis**  
**Teresa Eberhart**

**Joan Gallagher**  
**Nadia Joseph**  
**Michael Kates**  
**Patricia Mulvaney-Roth**

**Debbie Opperman**  
**Claudine Sapini**  
**Eileen Skehan**  
**Joann Victor-Fassman**

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

The Clinical Ladder was enhanced in 2016, and almost 100 RNs advanced in our program, which is based on Patricia Benner's conceptual model From Novice to Expert. Reward and recognition is provided for professional accomplishments and contributions. The program benefits patients, nurses and our organization because it supports our clinical nurses with the resources required to develop ongoing expertise and advancement within the nursing profession.



Show them  
YOU ARE AMAZING



## EXEMPLARY PROFESSIONAL PRACTICE

A top priority and core goal of our nurses is to provide patients with quality care and well-being in a safe and sheltering environment. That gold standard which our Magnet nurses strive for and achieve on a daily basis requires a focus on teamwork, collaboration, communication and relationship building, not only with their outstanding health-care colleagues, but also with their communities, patients and their patients' families.

*South Nassau received Baby-Friendly designation by The World Health Organization and the United Nations Children's Fund (UNICEF).*

- Our foundation is caring. We deliver care through vital relationships with patients, families and inter-disciplinary colleagues. We all journey on a continuum from novice to expert in our roles.
- The mortar and tools of evidence-based practice, proficiency, professional development, research, communication, leadership and shared governance provide a solid structure to our model.
- At the apex of the cupola are the patients, families and communities we serve.
- The kite continues to represent our quest to be the best, to soar to excellence and adapt to the challenges of the dynamic winds of healthcare. The bows on the kite tail represent our values.

## UNVEILING OUR NEW PROFESSIONAL PRACTICE MODEL (PPM)

**O**ur PPM is a dynamic system which supports registered nurse control over the delivery of nursing care and the environment in which care is delivered. Subsystems of the PPM include core values, professional relationships, the patient care delivery model, leadership/governance structures and recognition and reward. Our Nursing Practice Council and several of our clinical advancement program nurses conducted surveys of clinical nurses and participated in a workshop to evaluate and redesign our prior PPM. The council is pleased to unveil our new model.

- The cupola represents our foundation and rich tradition of caring at South Nassau. It is a symbol known to our community and is representative of our organization.



## REACHING FOR THE STARS AT OUR TRANSITIONAL CARE UNIT



*Staff members of the Transitional Care unit.*

**T**he Centers for Medicare & Medicaid Services (CMS) has awarded our Transitional Care Unit (TCU) its top ranking: the Five-Star Quality Rating. The TCU helps patients who no longer require intensive nursing care to make a smooth transition to their homes. The recognition is based on a number of categories including quality measures, staffing levels and onsite health inspections. Our TCU is the only unit on Long Island to win this designation.



## EXEMPLARY PROFESSIONAL PRACTICE

### PRESTIGIOUS BABY-FRIENDLY DESIGNATION IS ACHIEVED



*Nurse Leaders of the Multidisciplinary Breastfeeding Committee.*

**S**outh Nassau received Baby-Friendly designation by The World Health Organization and the United Nations Children's Fund (UNICEF). The prestigious, international designation followed years of preparation, primarily by our Multidisciplinary Breastfeeding Committee (MBC), a dedicated group of professional experts led by **Janice Campbell, MSN, RN, LCCE, IBCL**, coordinator, parent-child education/lactation resource center, **Cecilia Carey, MSN, RNC-NIC, CBC**, assistant nurse manager, and clinical nurse **Cheryl Marx, RN-CBC**. Our hospital was honored with this designation for offering the highest level of breastfeeding education and support and for nurturing environments that foster and encourage maternal-infant bonding. The continuing goal of our MBC is to firmly anchor breastfeeding as the gold standard for infant feeding in our community.



Designated Baby-Friendly USA  
2016 – 2021

The journey to Baby-Friendly was additionally supported by nurse leaders Dr. Sue Penque, Lynn Bert, Alyson Ornstein, Misako Miller, Janet Shelters, MaryLiz Simmons and Gayle Somerstein.

The celebration of receiving the Baby-Friendly designation was held in concert with World Breastfeeding Week. Over 50 people registered for the celebration, which included former patients and members of the community.



*Misako Miller, recipient of the First Annual SNCH Breastfeeding award, with Dr. Penque, second from left, and nurse leaders of the Women and Children's Service.*

A highlight of the celebration was the awarding of the first annual SNCH Breastfeeding Award to **Misako Miller, RN, IBCLC, CPCE**, former coordinator parent-child education/lactation resource center, who was honored for being a visionary leader, a professional inspiration to nurses and for her dedication to implementing the standards for the SNCH Baby-Friendly designation.

*We celebrate our WHO designation as Baby Friendly and World Breastfeeding Week.*





## EXEMPLARY PROFESSIONAL PRACTICE

### ONCOLOGY NURSE DONATES TOTE BAGS TO BREAST CANCER PATIENTS



*Eileen Sino with a sample of the tote bag she developed for women receiving chemotherapy.*

**Eileen R. Sino, BSN, RN, OCN, CN-BN**, breast nurse navigator of South Nassau's Gertrude & Louis Feil Cancer Center, observed that breast cancer patients often bring several items with them to their chemotherapy treatments. Eileen realized that having a pretty tote bag

would be a great way to consolidate the items.

She raised funds from her friends, purchased nearly three dozen "chemo bags" and filled the bags with items that chemo patients appreciate, such as lemon drops and word puzzles. Eileen's resourcefulness is only one indication of her dedication to the patients who are treated at our Cancer Center. Going forward, Eileen's project will be supported by resources raised through LI2Day, a local nonprofit that funds programs to assist women affected by breast cancer.

### MERCY JOSEPH IS HONORED AS SNCH NURSE PRACTITIONER OF 2016



*Mercy Joseph, second from left, being congratulated by physician and nurse leaders.*

**Mercy Joseph** was recognized by her colleagues as a shining star who is beloved by her coworkers and community. She is known for providing individualized, clinically astute care to patients while collaborating with other members of the healthcare team. Mercy recently completed her doctoral degree in nursing at Molloy College. Her dissertation centered on the role of community leaders during natural disasters.

### DIALYSIS DEPARTMENTS RECEIVE RECOGNITION FROM THE END STAGE RENAL NETWORK AND THE CENTER FOR MEDICARE AND MEDICAID SERVICES (CMS)



*Outpatient Dialysis Team.*

**T**he American Nurses Association defines a "culture of safety as one in which core values and behaviors... emphasize safety over competing goals". Because a culture of safety is paramount at South Nassau, our dialysis departments embarked on a mission to obtain 5 Diamond status from the End Stage Renal Disease Network. 5 Diamonds is a recognition program that supports, through training, the efforts of dialysis facilities to incorporate patient safety into their organizational culture.

Our inpatient and outpatient dialysis staff completed the training and was rewarded with the 5 Diamond recognition. In addition to this honor, our outpatient dialysis center was awarded the CMS's highest ranking, the Five-Star Quality Rating. The center was recognized for achievement in several areas, among them adequacy of the dialysis treatment and lower hospitalization and mortality ratios.

### OR SCHEDULING COORDINATOR IS EMPLOYEE OF THE FIRST QUARTER



**Bernadette McLoone**, schedule coordinator, Operating Room, is South Nassau's Employee of the First Quarter of 2016. Bernadette was recognized for her professionalism and outstanding customer service.

## EXEMPLARY PROFESSIONAL PRACTICE

### 2016 HOSPITAL AWARDS

- World Health Organization Designation as Baby-Friendly
- American College of Surgeons verification as Level II Trauma Center
- The Joint Commission's Gold Seal of Approval for Heart Failure, End-Stage Renal Disease, Primary Stroke Center, Joint Replacement Hip, Joint Replacement Knee, Bariatric Surgery and Wound Care
- American Heart Association's Get With The Guidelines—Heart Failure Gold Plus Quality Achievement Award
- HomeCare Elite list of 500 top-performing home health agencies in the country to our Home Care Department for the 11th consecutive year
- Nurses Improving Care for Healthsystem Elders (NICHE) Designation
- CMS Five Star Quality Award received by our Transitional Care Unit and our Outpatient Dialysis Center
- American College of Obstetricians and Gynecologists, second place award in the National Improvement Challenge on Hypertension in Pregnancy
- American Association of Diabetes Educators awarded certification to our Diabetes Education Center
- National Accreditation Program for Breast Centers, administered by the American College of Surgeons, re-accredited The Center for Breast Health

### SOUTH NASSAU'S COMMITMENT TO ELDERCARE IS RECOGNIZED

**N**ICHE designation has been awarded to our hospital for our commitment and dedication to meeting the complex healthcare needs of elder patients. NICHE (Nurses Improving Care for Healthsystem Elders) is an international program designed to help improve the care of older adults and was founded on the vision that all patients 65-and-over should receive sensitive and exemplary care.



*Celebrating our NICHE designation.*

"NICHE designation demonstrates that we are dedicated to meeting the unique medical care our elder patients require using evidence-based geriatric care at the bedside in our patient and family centered environment," said Dr. Penque. South Nassau has adopted the model of practice known as Acute Care for Elders (ACE) which, along with our geriatric and palliative care program and NICHE designation, focuses on maintaining and optimizing the overall quality of life of elder patients as they recover in the hospital.



### AMERICAN COLLEGE OF SURGEONS Verified Trauma Center

**P**ursuit of the American College of Surgeons (ACS) designation as a Level II Trauma Center has been a goal of our hospital for quite some time. We have been a trauma center for over twenty years, however many of the new ACS standards/requirements directly impacted the nursing department. **Margaret Puya, BSN, RN, CEN**, trauma program manager, has a deep commitment to our trauma patients which is demonstrated by her leadership of our multidisciplinary team to secure the designation.

Along with the team, Margaret instituted several actions:

- Developed an educational plan for basic trauma education for all nursing staff
- Designated specific patient care units as trauma units
- Arranged for provision of the onsite Trauma Care After Resuscitation courses and the Trauma Nursing Core Course (TNCC)
- Introduced several quality initiatives such as the Massive Transfusion Protocol and the Level 1 Trauma Team Activation response
- Formed an interdisciplinary Trauma Oversight Committee which included members of the administration and physician liaisons

Consequently, the Level II designation was achieved and we realized our goal of 100% TNCC completion for Emergency Department RNs and 75% of RNs in the trauma designated units. "The feeling of making a profound difference in the care and outcome of trauma patients is immeasurable," Margaret said.



## EXEMPLARY PROFESSIONAL PRACTICE

### THE JOURNEY TO EXCELLENCE CONTINUES!



Members of the Journey to Excellence committee with Richard Murphy, CEO, fourth from left, at the service excellence fair, *A Galactic Excursion to the STAARS*.

**O**ur Journey to Service Excellence was developed in order to continuously improve our patient's experience and our customer service. Among the initiatives are:

- The creation of employee-based service teams to guide and support the journey to excellence. Each team is focused on a particular aspect of service excellence, such as the patient experience, employee engagement, leadership development, standards and communication
  - Our **patient experience team** is working on several initiatives
    - Creating a healing environment through quiet time, CARE Channel, promotion of cell phone etiquette and minimizing interruptions through coordination of care
    - Developing communication boards for each unit which indicate quarterly progress of the hospital quality indicators, such as hospital acquired conditions, and new white boards for each patient room
    - Hardwiring purposeful hourly rounds, bedside shift report, Words That Work and the RELATE model
- Our **standards** team implemented behavioral standards that are required to work at our hospital
- The **leadership development** team created an orientation for new managers and leaders
- The **employee engagement team** is focusing on improving nurse satisfaction and nurse retention and reducing staff turnover
- The **communication team** is highlighting nursing communication and managing patient and family expectations
- Our first annual service excellence fair, *A Galactic Excursion to the STAARS*, was a lighthearted way to gain employee focus on the STAARS (service, teamwork, accountability, attitude and respect), the foundation of our culture.
  - Employee forums to help educate the staff about the Journey to Excellence, STAAR standards and new employee recognition programs

### WOMEN AND CHILDREN'S TEAM WINS SECOND PLACE IN NATIONAL CHALLENGE

**H**ypertension in pregnancy is one of the leading complications among obstetric patients. **Madeline Cozzi-Gottlieb, MS, FNP-C, RNC-OB, C-EFM**, nurse educator, and **Camille D'Amato, MSN, RNC-OB, CLNC**, assistant director performance improvement (PI), led an interdisciplinary PI project that included physician and nurse leaders of the Women and Children's Services to improve patient outcomes related to hypertension in pregnancy. The team devised and implemented an evidence-based standardized protocol to address patient management and care.

With support from Dr. Penque, this collaborative effort resulted in the team winning second place in the National Improvement Challenge on Hypertension in Pregnancy from the American College of Obstetricians and Gynecologists.

The leaders of the team presented the project's success during a NY State-wide webinar sponsored by The Safe Motherhood Initiative.

### LONG BEACH CAMPUS EXCELS IN PATIENT SATISFACTION



Nurses at South Nassau's freestanding Emergency Department in Long Beach.

**O**ur Emergency Department campus in Long Beach has steadily received high scores on their patient satisfaction survey. The unit opened last year and since then, has consistently achieved scores from their patients that are above the 90th percentile in the "likely to recommend" category.



## NEW KNOWLEDGE, INNOVATION & IMPROVEMENT

South Nassau is propelled forward by our outstanding nurses, who succeed by taking the lead in continued education, acquiring up-to-date information, conducting innovative research and implementing newly gleaned knowledge to their daily nursing practice. Their persistent enthusiasm, passion for learning and sharing findings with their colleagues is critical to the advancement of our programs and policies.

*Our nurses' persistent enthusiasm and sharing findings with their colleagues is critical to the advancement of our programs and policies.*

studied, proposed and then instituted for patients with safety concerns. The monitoring allows for trained technicians to remotely see and talk with patients over video and audio feed in real time. The video monitoring system is intended to increase the safety of the patient, help to reduce patient falls and decrease costs related to the use of sitters.

## NURSING RESEARCH AND EVIDENCE-BASED PRACTICE COUNCIL



*Nursing Research and Evidence-based Practice Council.*

### Accomplishments:

- Council members sponsored a conference, *Nursing Research: Generating New Knowledge*
- The third Nursing Research Fellowship Program commenced. The new Fellows are RNs **Mumtaz Flohr**, **Carrie McMichael**, **Kimberly Puccio** and **Eileen Skehan**. Our nurse scientist, **Dr. Marybeth Ryan**, and senior members of the NREBP will mentor the Fellows until they complete the program in 2018
- The Virtual Nursing Journal Club continued to provide an interactive mechanism for nurses to critically evaluate nursing research studies, keep abreast of current research findings, translate new research knowledge into practice and strengthen collegial relationships

## TELESITTER INCREASES PATIENT SAFETY



*Dr. Penque, center; Dawn Keiley, RN, fourth from right, director of nursing, and the Multidisciplinary Telesitter Team.*

Our hospital's mission is to provide premium-quality healthcare at affordable costs. It was recognized that patients who needed an increased level of observation due to safety concerns were consuming extraordinary human and financial resources. Subsequently, a multidisciplinary team was formed under the leadership of **Dawn Keiley, MHA, RN, CHEP, CHSP**, director of nursing. The team included Nursing, Finance, Information Technology and Design and Development. A non-recording virtual patient observation system, Telesitter, was



## NEW KNOWLEDGE, INNOVATION & IMPROVEMENT

### EMERGENCY DEPARTMENT STUDIES PATIENT ARRHYTHMIAS DURING TRANSPORT



Nurse Researchers Dr. Penque, Rachel Sarosy, MS, RN, and Emily Paul, BSN, RN.

**P** rincipal investigator (PI) **Dr. Sue Penque** along with her co-PIs nurse educators **Rachel Sarosy, MS, RN**, and **Emily Paul, BSN, RN**, have designed a study, *Prevalence of Arrhythmias of Newly Admitted Telemetry Patients during Transport from the Emergency Department to Inpatient Telemetry*. The purpose of the study is to describe the prevalence of arrhythmias that may occur during transportation of newly admitted adult patients from the Emergency Department (ED) to the telemetry unit.

Several clinical nurses from the ED are assisting with the study's data abstraction, which includes attributes of over 400 patients and will conclude in February of 2017. Potential benefits include an increase in patient safety, facilitation of patient throughput and continuity of care for other patients. This research may identify a protocol for monitoring patients during transport to telemetry units. A potential change in nursing practice could occur depending upon the findings.

### SOUTH NASSAU HOSTS NURSING RESEARCH CONFERENCE

**O** ur second nursing research conference was held in March. The conference, *Nursing Research: Generating New Knowledge*, was attended by almost 70 nurses from our hospital as well as other Long Island hospitals. The keynote speaker was Dr. Deborah McElligott who presented *Using Nursing Research to Support the Art of Nursing*. Poster presenters included nurses from Mather Hospital and LIJ at Franklin Hospital, in addition to South Nassau RNs.

### CONTINUING EDUCATION/ADVANCED DEGREES

Clinical nurses BSN rate is 72%  
Clinical nurses certification rate is 40%  
Nurse leaders BSN or greater rate is 100%  
Nurse leaders certification rate is 70%

### CURRENT NURSING RESEARCH STUDIES '16

**Sue Penque PhD, RN, NE-BC, ANP-BC**, senior vice president/ chief nursing officer, **Rachel Sarosy, MS, RN**, nurse educator and **Emily Paul, BSN, RN**, nurse educator, *Prevalence of Arrhythmias of Newly Admitted Patients during Transport from Emergency Department to Inpatient Telemetry*

**Lynn Bert, MS, RN, NE-BC, AE-C, FNP-BC**, nurse manager of pediatrics and labor & delivery, *Nurse 2 B*

**Marie Mulligan, PhDc, RN, CNOR, NEA-BC**, chief nursing officer, Mather Hospital, *Developing and Validating an Instrument to Measure Perceived Authentic Nurse Leadership*

**Patricia Mulvaney-Roth, MSN, RN, PMHCNS-BC**, clinical nurse specialist, behavioral health, *The Influence of Pet Therapy on the Anxiety Level of Patients on Diverse Patient Units*

**Margaret (Peg) O'Donnell DNP, FNP, ANP-BC, FAANP**, senior nurse practitioner, *Evaluation of the Effectiveness of a Herpes Zoster Educational Program*.

### NURSES EMBRACE ADVANCES IN EVIDENCE BASED TECHNOLOGY

**O** ur interdisciplinary care-planning teams have implemented RightCare Solutions, a software algorithm which predicts the patient's risk for readmission and post-acute care needs. The RN admitting the patient begins to shape each patient's profile with information that includes the patient's functional status, co-morbidities and psycho-social assessment, among other items. These elements, in combination with other data, are then used to stratify the patient's risk for readmission and care needs post discharge.

Consequently, RN case managers prioritize their daily workflow to visit the most high-risk patients with the most intense post-discharge needs and verify that the predicted next level of care is considered for review during discharge planning. Additional support at the bedside is provided, as indicated, by a pharmacist, social worker or palliative care team member to educate and prepare the patient for the safest transition aligned with their preference.

Patients who receive at least the recommended level of care have better outcomes, such as a 28% lower readmission rate and improved patient satisfaction.

## NEW KNOWLEDGE, INNOVATION & IMPROVEMENT

### INFUSION THERAPY TEAM IDENTIFIES AND RESOLVES CONCERN WITH PICC LINES

**Margaret Hempstead, BSN, RN, VA-BC, CRNI**, nurse manager IV team, infusion and vascular nurse specialist/critical care, along with the IV team nurses, identified that patients with PICC lines who had been discharged to rehabilitation facilities were frequently being readmitted with the vascular device compromised. Margaret and the team collaborated with our Social Work department and with staff and leadership at the facilities to devise a program that focused on education, equipment and proper procedures. Margaret also met with our Nursing Home Collaborative Group, a team of clinical partners from our hospital and local facilities that shares best practices in the care of the geriatric patient. The result was strengthened communication and diminished re-admission rates of these patients.

### POSTER INITIATIVE FOSTERS SAFETY AND TRUST AMONG PATIENTS, FAMILIES AND STAFF



Dr. Penque with Kathryn Alfonso, BSN, RN-BC and Kelly Amore, BSN, RN.

**F**eedback from patients' families revealed that sometimes they felt as though the nurses did not know enough personal information about their patients. With the support of **Dr. Sue Penque**, two clinical nurses on D1, **Kathryn Alfonso, BSN, RN-BC**, and **Kelly Amore, BSN, RN**, decided to address this concern. Kathryn and Kelly researched the *About Me* poster, which was initially developed by Nurses Improving Care for Healthsystem Elders (NICHE). The poster includes individualized information about the patient such as their favorite TV show, required ambulation equipment and names of pets.

The nurses presented the idea to the Nurse Practice Council and the Patient Family Advisory Council where they received encouraging feedback. Both councils endorsed *About Me* and the initiative began on D1 with a poster modified for use at our hospital. Family members had a positive response, as did the staff, who then had a point of reference to begin a conversation with patients, especially those with memory issues. The *About Me* poster has helped to improve our patient communication and provide a safe, trusting environment between our staff and our patients and families.

### Posters and Podium Presentations

**Dena Alberti, MSN, RN-BC**, *The Effects of Mindful Practice during Handwashing on Nurses' Perception of Self-Care*. As a poster at: Dr. Jean Watson's 22nd International Consortium, Boston, MA. On the podium at: Nursing Research: Generating New Knowledge, South Nassau Communities Hospital, Oceanside, NY

**Lynn Bert, MS, RN, NE-BC, AE-C, FNP-BC**, *Project HELP (Hospitals Empowering Lifelines through Peers) Initiative*. On the podium at: Nursing Research: Generating New Knowledge, South Nassau Communities Hospital, Oceanside, NY.

**Janice Campbell, MSN, RN, LCCE, IBCL**, *Understanding Millennial Moms' Choices: A Nursing Survey about Childbirth Education in Primigravida Women*. As a poster at: Twelfth Annual Nursing Leadership and Research Conference, Adelphi University, Garden City, NY. On the podium at: Nursing Research: Generating New Knowledge, South Nassau Communities Hospital, Oceanside, NY

**Madeline Cozzi-Gottlieb, MS, FNP-C, RNC-OB, C-EFM**, *The Effects of Oral Intake of Clear Fluids During First Stage Labor on Maternal Satisfaction and Neonatal Hypoglycemia*. As a poster at: Twelfth Annual Nursing Leadership and Research Conference, Adelphi University, Garden City, NY. On the podium at: Third Annual Clinical Research Day, South Nassau Communities Hospital, Oceanside, NY. *Hypertensive Disorders of Pregnancy* in a webinar: New York State Safe Motherhood Initiative, sponsored by ACOG's Safety Action Series: National Improvement Challenge.



## NEW KNOWLEDGE, INNOVATION & IMPROVEMENT

**Irene Ficaro, BSN, RN, CGRN**, *Surgical Weight Loss as a Life-Changing Transition: The Impact of Interpersonal Relationships on Post Bariatric Women*. As a poster at: Molloy College/Sigma Theta Tau, Epsilon Kappa Research and Evidence-Based Practice Conference, Rockville Centre, NY. Third Annual Clinical Research Day, South Nassau Communities Hospital, Oceanside, NY. Nursing Research: Generating New Knowledge, South Nassau Communities Hospital, Oceanside, NY. Twelfth Annual Nursing Leadership and Research Conference, Adelphi University, Garden City, NY

**Peter L. Fromm, MPH, RN, FAHA, FACHE**, *Resuscitation Guidelines & CPR Quality*. On the podium at: The American Heart Association Regional Conferences 2016, Denver, CO, Providence, RI, and Los Angeles, CA. *Resuscitation Science: 2016 Update*. On the podium at: The American Heart Association International Update 2016, Berlin, Germany

**Joan Gallagher, BSN, RN, BC**, and **Marybeth Ryan, PhD, RN**, *Dedicated Educational Unit: Fostering Nursing Students' Competence and Confidence* (with Dr. Rose Schechter). On the podium at: Nursing Research: Generating New Knowledge, South Nassau Communities Hospital, Oceanside, NY

**Lucille Hughes, MSN/Ed, CDE, BC-ADM, FAADE**, *Value Based Purchasing: What is the Value?* As a poster at: The American Association of Diabetes Educators 16th Annual Conference and Exhibition, San Diego, CA

**Eileen Mahler, MSN, RNC, NE-BC**, *New Graduates in Nursing: A Secondary Analysis of Reported Stressors in the Clinical Setting* (with Dr. Veronica Feeg and Dr. Diane Mancino). Eastern Nursing Research Society 28th Annual Scientific Sessions, Pittsburgh, PA

**Patricia Mulvaney-Roth, MSN, RN, PMHCNS-BC**, *Decreasing Safety Watches in a Behavioral Health Unit Through the Use of an Enhanced Engagement Program*. As a poster at: Twelfth Annual Nursing Leadership and Research Conference, Adelphi University, Garden City, NY. Molloy College Doctoral Research Forum, Rockville Centre, NY. *The Influence of Pet Therapy on the Anxiety Levels of Patients on Diverse Patient Units* (with Carla Jackson). As a poster at: American Psychiatric Nursing Association Annual Conference, Hartford, CT. On the podium at: Nursing Research: Generating New Knowledge, South Nassau Communities Hospital, Oceanside, NY

**Patricia Mulvaney-Roth, MSN, RN, PMHCNS-BC** and **Jacki Rosen, MS, RN, PMHCNS-BC**, *Preparing Poster and Podium Presentations for New Knowledge Dissemination*. On the podium at: Nursing Research: Generating New Knowledge, South Nassau Communities Hospital, Oceanside, NY

**Margaret (Peg) O'Donnell, DNP, FNP, ANP-BC, FAANP**, *NYS Legislative Update*. On the podium at: American Association of Nurse Practitioners Region 2 meeting, Newark, NJ. American Association of Nurse Practitioners 31st Annual Conference, San Antonio, TX. *Barriers to Nurse Practitioner Utilization of Herpes Zoster Vaccine*. On the podium at: Nurse Practitioner Association of New York State Annual Conference, Niagara, NY. Third Annual Clinical Research Day, South Nassau Communities Hospital, Oceanside, NY. As a poster at: Nursing Research: Generating New Knowledge, South Nassau Communities Hospital, Oceanside, NY

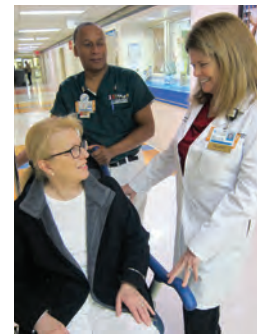
**Jacki Rosen, MS, RN, PMHCNS**, *Shared Goals in the ED: An Inter-Professional Project to Decrease Restraint Use*. As a poster at: Twelfth Annual Nursing Leadership and Research Conference, Adelphi University, Garden City, NY. Third Annual Clinical Research Day, South Nassau Communities Hospital, Oceanside, NY

## PUBLICATIONS

Albers, G.W., Bernstein, R.A., Brachmann, J., Camm, J., Easton, J.D., **Fromm, Peter**, Goto, S., Granger, C.B., Hohnloser, S.H., Hylek, E., Jaffer, A.K., Krieger, D.W., Passman, R., Pines, J.M., Reed, S. D., Rothwell, P.M. and Kowey, P.R. *Heart Rhythm Monitoring Strategies for Cryptogenic Stroke: 2015 Diagnostics and Monitoring Stroke Focus Group Report*. Journal of the American Heart Association, 2016: originally published March 15, 2016.



Dr. Marybeth Ryan, nurse scientist, (center) with nurse researchers Joan Gallagher (left) and Irene Ficaro (right) at the Third Annual Clinical Research Day.



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