

PARKVIEW NURSE 2018

ANNUAL REPORT

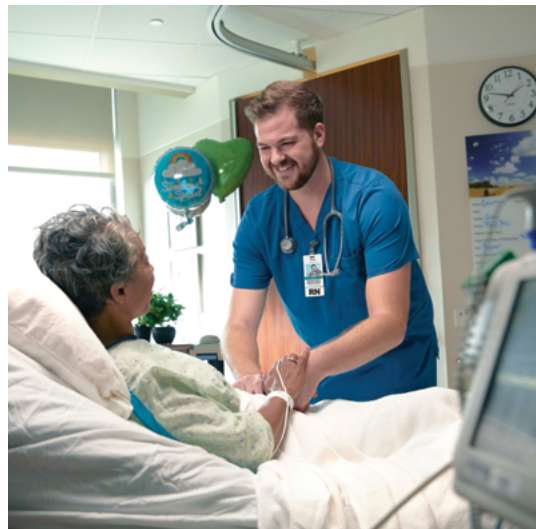
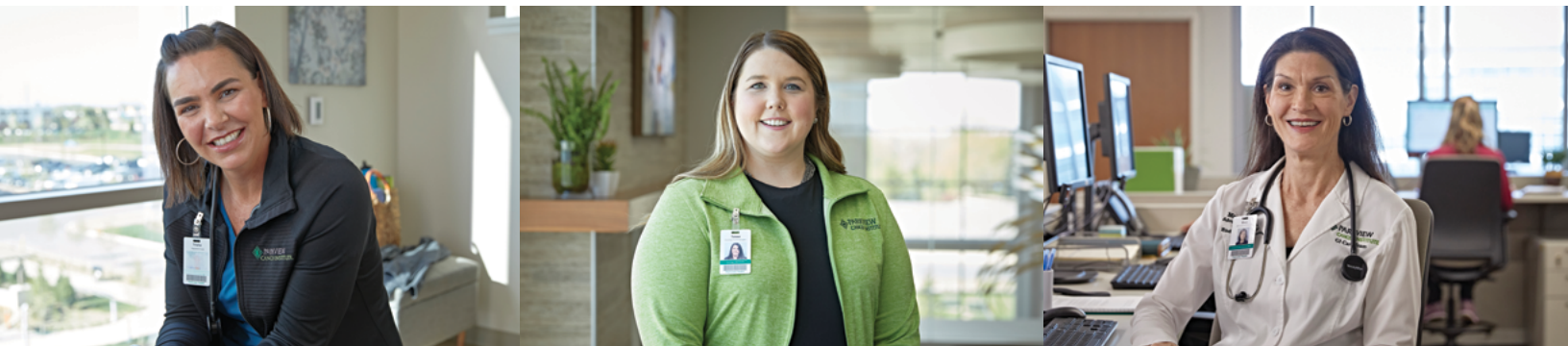


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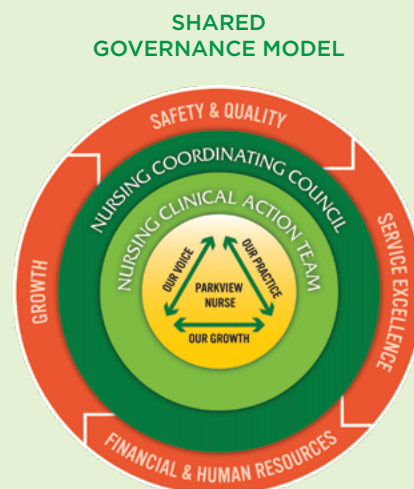
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The True Meaning of Courage and Love

This annual report was published in June 2018. It describes activities that occurred in 2016 and 2017.

Excellence in Practice



Greetings *from the* Chief Nurse Executive



Judy Boerger, MBA, MSN, RN, NEA-BC, senior vice president, chief nurse executive, Parkview Health

*“A dream is a wish
your heart makes.”*

– Walt Disney’s Cinderella

Dear nursing colleagues,

This quote from *Cinderella* seems very applicable. The dream of Magnet® recognition has been with us. And now, it has become a reality. It’s a dream that grew in our hearts, becoming a vision with goals, targets and deadlines. It came to fruition with the walk across the Magnet convention stage as they read all seven Parkview hospital names. This is truly a remarkable

accomplishment that speaks to the dedication and quality of nursing care that we strive to deliver every day.

We were certainly bursting with Parkview pride on that memorable day. It would not have been possible without the support of our President and Chief Executive Officer Mike Packnett, hospital board members, senior leadership team and the tremendous teamwork across all of our departments that make Parkview the best place to receive care.

The coming pages are filled with stories of Parkview nurses who are practicing at the highest level and achieving tremendous outcomes. As we continue on our journey, our path has broadened. Whether it is through the ever-growing interest in nursing research or our continued drive to achieve clinical outcomes and a patient experience that exceeds expectations, I know we will meet the challenge.

With each step in our journey, compassionate care remains constant. The true essence of nursing lives in our hospitals, ambulatory clinics, home health and hospice, and in the outreach efforts of our community nurses. Lives in our community are richer and healthier because of the service you have provided.

As always, I am honored and privileged to walk with you on this journey and call you my colleagues.

In the spirit of Nightingale,

A handwritten signature in black ink that reads "Judy".



*“The dream of Magnet®
recognition has been
with us. And now, it
has become a reality.”*

Magnet® recognition is a prestigious international nursing accreditation recognizing excellence in nursing. It is a registered trademark of the American Nurses Credentialing Center.

The Nightingale Initiative



Parkview created the Nightingale Initiative in 2014 as a professional development tool for all nurses to build skills in communication and healing touch. Embracing excellence in practice, Parkview nurses follow Florence Nightingale's teachings by creating a healing environment, attending to the unique needs of the individual patient, seeking best practices and reconnecting to their nursing purpose.

As part of the Nightingale Initiative, Parkview launched the Nightingale Award in 2014 in memory of the late Marge Carpenter, LPN, who served at Parkview. The award was made possible thanks to the generosity of her husband, the Rev. Doyle Carpenter. Marge was described by her co-workers as an innovative woman who had a strong work ethic, consistently exceeded the expectations of patients and families, and served as a mentor to younger nurses. This award seeks to not only remember Marge, but to also honor nurses who embody the qualities she exhibited daily.

"I am always awestruck and humbled when I learn of the contributions of our Nightingale Award winners," says Judy Boerger, MBA, MSN, RN, NEA-BC, senior vice president, chief nurse executive, Parkview Health. "When I inform our co-workers of each year's winners, immediately they will frequently say, 'Oh yes, he/she

is an excellent nurse!' I know then that we continue to award nurses who truly exemplify Marge Carpenter and her practice, as well as Florence Nightingale. The care these nurses deliver to every person every day is truly remarkable. To nominate and choose nurses from among the many who represent the best among us in practice is a daunting task. I congratulate our Nightingale recipients as they carry on the Parkview nurse legacy of excellent care."

Florence Nightingale, a statistician, theorist and nursing leader, had a profound impact on the practice of nursing in the 19th century. The principles and practices she employed to define nursing as a profession continue to guide nurses in their practice. She is recognized as the founder of modern nursing. Today, her legacy prevails in the midst of a very different healthcare environment.

2016



Left to right: **Mary Wilson, Sandy Carnahan, Judy Boerger, Abby Orlowski, Josh Fullenkamp, Leah Jagger and Becky Sickafoose**

2016 recipients:

Mary Wilson, RN

Medical-Surgical, Parkview Huntington Hospital

Sandy Carnahan, RN

Nurse leader, Medical Intensive Care Unit, Parkview Regional Medical Center

Abby Orlowski, BSN, RN

7 Medical, Parkview Regional Medical Center

Josh Fullenkamp, BSN, RN, CMRN

Nurse leader, 6 Medical, Parkview Regional Medical Center

Leah Jagger, RN

Parkview Physicians Group – Family Medicine, Pierceton

Becky Sickafoose, RN

Nurse leader, Emergency Care, Parkview Noble Hospital

Left to right: **Judy Boerger, Krista Stetzel, Ruth Reed, Jan Godfrey, Jeni Schmidt, Freda Calligan and Mike Packnett**



2017 recipients:

Krista Stetzel, RN

Parkview Physicians Group – Family Medicine, Columbia City

Ruth Reed, RN

Prep Recovery, Parkview Wabash Hospital

Jan Godfrey, BSN, RN, CMSRN

Nurse leader, 6 Medical, Parkview Regional Medical Center

Jeni Schmidt, RN

Supportive Care Unit, Parkview Hospital Randallia

Freda Calligan, BSN, RN

Medical-Surgical, Parkview Hospital Randallia

2017

Awards *and* Recognitions

Throughout the Parkview system, scholarships are available to support nurses pursuing a bachelor's degree or higher degree in the field of nursing.

The scholarships listed below were created in honor of nurses who were especially dedicated to lifelong learning, servant leadership and treating all patients with professionalism and compassion.

Scholarship recipients

*Jill Dryer Scholarship,
Parkview Huntington Hospital Foundation*

SPRING 2017

Olivia Eckert, PCT, Parkview Huntington Hospital

Edna Salazar, RN, Parkview Huntington Hospital



Left to right: **Doug Selig**, vice president, Patient Care Services; **Katie Mitchell**, manager, Emergency Department and Medical Infusion Unit; **Edna Salazar**, Emergency Department, scholarship winner; **Olivia Eckert**, Medical/Surgical Unit PCT, scholarship winner; **Jenny Dohrman**, manager, Inpatient Services; and **Mike Perkins**, director, Parkview Huntington Foundation

FALL 2017

Kathleen Leckrone, BSN, RN, Parkview Huntington Hospital

Amy Rosen, BSN, RN, Parkview Huntington Hospital



Left to right: **Mike Perkins**, director, Parkview Huntington Foundation; **Kathleen Leckrone**, scholarship winner; and **Katie Mitchell**, manager, Emergency Department and Medication Infusion Unit

Honoring nurses who were especially dedicated to lifelong learning, servant leadership and treating all patients with professionalism and compassion.

*Jill Dryer Scholarship,
Parkview Huntington Hospital Foundation*

FALL 2017 (continued)



Left to right: **Juli Johnson**, president, Parkview Huntington Hospital; **Amy Rosen**, scholarship winner; and **Doug Selig**, vice president, Patient Care Services

*Karen Denney Nursing Scholarship, Parkview
Noble and LaGrange Hospital Foundations*

2017

Darrian Combs, senior student, *Lakeland High School*



Darrian Combs, student at Lakeland High School in LaGrange, was awarded the 2017 Karen Denney Nursing Scholarship at the Annual Parkview LaGrange Hospital Health Occupations Education Breakfast

Sue Johnson Scholarship

2016 AND 2017

Karla Pohl, RN, *Parkview Ortho Hospital*

Cathy E. Harris Good Samaritan Scholarship

2017

Justin Lortie, A-EMT, *Parkview Noble Hospital*

Shanna Hawn, EMT, *Parkview Regional Medical Center*

*Shirley Traster Nursing Scholarship,
Parkview Noble Foundation*

2017

Kathy Barker, RN, *Parkview Noble Hospital*

Morgan Muehlmeier, RN, *Parkview Regional
Medical Center*



Darrel "Skip" Traster, Shirley Traster's husband of more than 60 years, pictured with scholarship recipients **Morgan Muehlmeier** and **Kathy Barker**

*Darlene Tielker Memorial
Nursing Scholarship*

2016 AND 2017

Jessica Wyss, RN, *Parkview Physicians Group*



Our Journey *to* Magnet Recognition

Parkview set out on a journey to achieve Magnet Recognition 10 years ago, and in 2017, the dream became reality.



Magnet® is the nation's most prestigious honor in nursing excellence, requiring organizations to be in the top quartile and exceed the average level of care in several benchmarked areas. Over the years, Parkview has proved to be far from average in everything we do. This commitment to excellence is what makes Parkview the best place for patients to receive care and the best place for nurses to practice.

Throughout our journey, Judy Boerger, MBA, MSN, RN, NEA-BC, senior vice president, chief nurse executive, Parkview Health, reiterated, "This is not simply a recognition we have hoped to achieve; it's a true reflection of who we are as an organization."

Then, in June 2017, what everyone at Parkview knew in their hearts became an official statement when the American Nurses Credentialing Center announced Parkview Health and its seven hospitals as Magnet recognized.

Vicki Maisonneuve, MSN, RN, CRRN, director, Center of Nursing Excellence and Magnet, Parkview Health, shares, "This recognition reflects our continued support and dedication to our patients and each other. It is one of the greatest accomplishments of my 35-year nursing career as a Parkview nurse. And now, as we conclude our journey to Magnet, we're thrilled to begin a new path as a Magnet-recognized organization."





Our Journey to Magnet Recognition



Our Journey

2014

Gap analysis takes place with the assistance of Nursing Consulting Partners

Decision is made for the entire Parkview Health System to pursue Magnet recognition

MAY 2015

JUNE 2015

Kick-off event is held

First Magnet Champion meeting takes place with 111 clinical co-workers

AUG 2015

AUG 2015 - AUG 2016

Official Parkview Health Magnet document is created for submission

JAN 2016

Co-workers are provided with Magnet education; Java with Judy begins

JULY 2016

Magnet pre-document is submitted to the Magnet office



Our Journey to Magnet

Magnet document is submitted to the Magnet office; hospital mock site visits take place

AUG 2016

OCT 2016

Magnet Games at all facilities encourage involvement and enthusiasm for Parkview's journey toward Magnet recognition

Final hospital mock site visits take place

NOV 2016

NOV 2016 - MAR 2017

Magnet education continues by the Magnet champions on units and across the health system at leadership events

Official Magnet site visits take place at all hospitals by Magnet appraisers

APR 2017



JUNE 21, 2017

Parkview receives a call from the American Nurses Credentialing Center announcing Parkview Health as a Magnet-recognized organization

Parkview is announced at the ANCC National Magnet Conference in Houston, TX

OCT 2017

Evidence-Based Practice Fellowship

Evidence-based practice (EBP) looks at research findings, quality improvement data, evaluation data and expert opinion to identify methods of improvement in order to enhance patient outcomes or care processes. Evidence-based practice challenges nurses to look at the “why” behind existing methods and processes in the search for improvement.

Parkview began an EBP Fellowship program to offer interested nurses the opportunity to learn more and develop their skills for EBP, including:

- Identifying and focusing on a clinical problem
- Searching and evaluating research
- Creating and carrying out an EBP project for application to clinical issues

Nurses in this program utilize the Parkview 6 As Model for EBP to guide their projects to completion. In addition to classes, each participant commits 10 hours of paid time per month for six months in order to complete their own EBP project. Each EBP participant is also assigned a mentor to guide them through their project.

From 2016 to 2017, 18 Parkview nurses completed the EBP Fellowship program. Currently, 20 nurses are enrolled in the program and are actively working on EBP projects.

Evidence-based practice projects



Jill Prater, MSN, RN, CEN,
Parkview Wabash Hospital

Developed a process to delineate clear leadership roles in a critical event at a community hospital emergency department (e.g., code, activate, rapid response). An improvement in the perception of staff was displayed with the new process when compared to previous practices.



Whitney Beiswanger, BSN, RN; and
Megan Logan, BSN, RN, Parkview
Noble Hospital

Researched and developed a process for training nurses to use ultrasound for peripheral intravenous (IV) insertion on “difficult IV access” patients in a community hospital emergency department. This was found to be an improvement in traditional peripheral IV insertion techniques, decreased the number of IV attempts, decreased the need to place central venous access devices and improved patient satisfaction.



Amber Childers, BSN, RN, CMSRN;
and **Jennifer Boleyn, BSN, RN,**
Parkview Regional Medical Center

Completed a research study to evaluate effectiveness of a change to team nursing compared to primary nursing in a medical inpatient unit. This study demonstrated an improvement in nursing satisfaction and an improvement in patient care indicators and satisfaction.



The Value *of a* Holistic Response Team



Holistic Response team members **Carolyn Meyer** and **Heather Hontz** demonstrate how they may respond to a nurse in distress with co-worker **Jennifer Anderson, RN**, Prep Recovery, Parkview Regional Medical Center



Left to right: Holistic Response team members **Carolyn Meyer, BSN, RN, HN-BC**, Cath Lab, Parkview Heart Institute; **Sarah Weaver, MSN, FNP-C, HN-BC**, holistic nursing coordinator, Parkview Health; and **Heather Hontz, BSN, RN, CCRN**, Medical Intensive Care Unit, Parkview Regional Medical Center

On any given day on a nursing floor, you may find a bedside nurse in need of intensive emotional or spiritual support after experiencing an abnormal event. Rather than having to push through on their own, a member of the Parkview Holistic Response team comes alongside to provide a crisis intervention. This valuable team is able to provide rapid response, but with a holistic care approach.

In January 2017, the Parkview Holistic Response team was formed to empower the bedside nurse to develop authentic self-care, become certified, and explore different modalities for addressing stress and anxiety.

“The Parkview Holistic Response team is an exemplar strategy to address nursing burnout. It is a circuit breaker on stressful days, showing co-workers that the organization cares,” shares Carolyn Meyer, BSN, RN, HN-BC, Parkview Holistic Response team member.

“The intention is to promote a mind, body and spirit connection by authentic presence. It encourages others to be mindful and model self-care. Nurses that take time to care for themselves are able to teach their patients effective anxiety and pain management techniques, as well.”

With the financial support of leadership and after nearly a year of planning, the Holistic Response team is now trained to serve any staff member experiencing a crisis with a holistic and dignified response. These first responders attend a monthly debriefing meeting, work eight hours per month on top of their appointed position and sign a year commitment form with their manager’s approval.

Techniques used during rounding and response include aromatherapy, therapeutic communication, massage, meditation, breathing exercises, prayer and healing touch. Holistic Response team members also collaborate with other Parkview resources in the hospital system to address co-worker needs. This could include pastoral care, healing arts, Parkview Center for Healthy Living or the Parkview Employee Assistance Program.

Within the first year of implementation, a post-intervention online survey showed that 93% of recipients found it helpful, 100% would call the Holistic Response team for a co-worker and 19% stated they may have missed their next shift if it was not available.

*Holistic
and
dignified*

Jumpstart *and* Nurse Residency

In October 2017, Parkview opened the new Parkview Education Center. This centralized location serves as a launching point for those beginning their careers as Parkview nurses. Two programs take place at the Center: Jumpstart and Nurse Residency. These programs have seen great success in introducing new nurses to the expectations and excellence that define the nursing culture at Parkview Health.

The Parkview Jumpstart program utilizes standardized patients or live actors in simulations to teach nurses new skills. This patient interaction not only encourages further development of clinical skills, but also reiterates Parkview's expectations of providing the best patient experience. Following the simulation, a debriefing takes place, which provides an opportunity to share personal experiences from the patient and nurse perspectives. Live actor simulations and subsequent debriefing is evidence-based and best practice for learning retention in a variety of clinical situations that nurses encounter on a daily basis.

The program also includes hands-on skills such as IV insertion, safe patient handling, needle safety, rapid response and infection prevention as an engaging way for nurses to experience needed practice in a safe learning environment. Additional training includes EPIC charting for functionality, as well as ongoing interactive empathy exercises to truly engage clinicians in the patient experience.

“Since this program launched in 2015, nearly 2,000 nurses have shared very positive responses about their experiences and improved confidence through the preparation they received in Jumpstart,” Brianna Graham, BSN, RN, ONC, supervisor, clinical staff development, Parkview, says. “This program truly does give our new nurses a ‘jump’ into their new roles as professional nurses at Parkview Health.”

Following their Jumpstart experience and unit-specific orientation, new nurses are immersed in a one-year practice transition program called the Parkview Nurse Residency Program. “This program builds on everything the participants have learned and enhances the well-being of the nurse through increased engagement, education and empowerment,” Johnathan Liechty, MBA, BSN, RN-BC, manager, Clinical Staff Development, Parkview, shares. “The program helps first-year nurses be better prepared and confident in their abilities. It also prepares them for the reality of what they will experience in their work environment. With this program, patients will notice the nurse taking care of them is comfortable, knowledgeable and able to provide them with a higher level of service.”



Brianna Graham, BSN, RN, ONC, supervisor, clinical staff development, Parkview Health, leads nurses through a Parkview Jumpstart simulation and debriefing session



Rachel Berry, RN, 3 Surgical, Parkview Regional Medical Center, displays the unique wooden comfort birds hand-carved by the Comfort Carvers

The following story, written by Rachel Berry, RN, 3 Surgical, Parkview Regional Medical Center (PRMC), tells another example of just how Parkview nurses go above and beyond to give our patients the best possible care.

December 10, 2015. It was just another seemingly normal start to a workday on 3 Surgical at PRMC. I got my assignment and was looking up information on my patients for the day. My phone began to ring. I answered, and my mom gave me the worst news of my life. During the night, my little sister Becca was killed in a car accident two days before her 24th birthday.

I remember that entire day all too vividly from there. It was hard and painful for me to return to work, but I began to find it healing to have the opportunity to do what I love again. Striving to give my patients the best stay possible gave me a focus to take my mind, at least temporarily, off the train-wreck my soul had been experiencing.

Then, in May 2016, my mother said she met a gentleman named Ted that knew Becca. After explaining what had happened, Ted was amazed by the story and shared the gift of a "comfort bird" with my mourning mother.

Ted and his wife Lillian have experienced their own share of very difficult trials, and they were inspired through their faith to find a way to help comfort others in their grief. They began the "comfort bird" project with the help of the Comfort Carvers, a men and women's club in a small Indiana town dedicated to hand carving the unique wooden birds we see on my unit today.*

These comfort birds are handed to patients and their family members who are suffering a loss, recovering from a medical condition or procedure, having a hard time coping with a life situation, or who simply need a little comfort getting through each day. These birds provide a simple gateway into gaining patient trust and offering therapeutic healing.

Every month, I receive comfort birds to pass out to my patients. My co-workers and I become elated when I bring new bags in full of birds in their sweetly and carefully packaged boxes. We know just how much joy they bring our patients, as well as us.

Each comfort bird tells its own story once it reaches its new home. Many times, the patient has a connection to the symbol of the bird. A husband used to set out birdseed so his wife could watch the birds as she rested after chemotherapy. A woman in pain gets comfortable enough to fall asleep and is found grasping tight to her wooden bird. Tears are often shed between nurse and patient. Trust is won. Care is taken to another level beyond patient expectations.

3 Surgical has been in the 90 percentile for PRC scores, and it's evident the comfort birds have played a role in that. It has been reinforced in discharge phone calls, leader rounds and positive physician feedback. The unit has even received letters and cards thanking them specifically for their experience in being gifted a bird.

The comfort birds are distributed in six other hospitals and hospice houses in Indiana.

* The names of the couple that helped bring this gift alive have been changed, as they wish to remain anonymous.

Clinical Nurse Specialist Fellows



Left to right: **Lisa Smith, BSN, RN; Michelle Wood, BSN, RN-CVBC, CVRN; Michele Kadenko-Monirian, RN, BSN, CCRN, CNRN;** and **Janette Richardson, BSN, RN, CCRN**

A Clinical Nurse Specialist (CNS) is an Advanced Practice Registered Nurse who holds a graduate nursing degree and is an expert in a particular specialty, problem or setting. Leadership in clinical expertise, nursing practice and systems innovation is a key aspect of this role. A CNS also diagnoses, develops plans of care, treats and provides ongoing management of complex patients.

Through the use of theory and research, a CNS guides and improves nursing care. Evidence is also used to make important and unique contributions to healthcare including:

- Providing expert nursing care to complex patients
- Developing, implementing and evaluating population-based programs of care
- Developing and evaluating innovative interventions that achieve improved clinical outcomes
- Collaborating with interdisciplinary teams to coordinate healthcare services to implement best practice models
- Developing evidence-based practice and research projects that lead to innovative healthcare practices
- Evaluating research associated with new products and devices
- Mentoring nursing staff in solving complex patient care problems

In 2016, Parkview sought to hire Clinical Nurse Specialists to advance nursing practice within the health system, but it quickly became apparent that very few nurses had the required degree to be a CNS. Therefore, Parkview began the CNS Fellowship program in 2017. Within this program, a CNS Fellow is provided with necessary resources while working with a CNS mentor to complete their master's degree as a CNS.

This unique fellowship program has enabled Parkview to further develop existing Parkview nurses into this advanced role. "When you have a lot of experience, you have a lot to offer your patients, as well as your co-workers," Michelle Wood, BSN, RN-CVBC, CVRN, Clinical Nurse Specialist Fellow, shares. "As I pursue my master's degree as a CNS, I receive tremendous support from leadership. It's clear they believe and trust that my pursuit of becoming a CNS will make me an even more valuable resource to the unit. I'm grateful that Parkview wants to see our own nurses grow and improve nursing practice."

In 2017, five CNS Fellows practiced in the following areas: Cardiovascular, Family Birthing Center, Newborn Intensive Care Unit and the Surgery Trauma Intensive Care Unit at Parkview Regional Medical Center, as well as the Intensive Care Unit at Parkview Hospital Randallia.

MICU CAUTI: A Journey to Excellence



Left to right: **Dawn Winchester, ASN, RN, CC-RN**; **MaryJo Cochran, BSN, CCRN**, nursing services manager, Medical ICU and EICU; **Heather Hontz, BSN, RN, CC-RN**; and **Kathy Miller, BSN, RN, CC-RN**

In 2013, the 24-bed Medical Intensive Care Unit (MICU) at Parkview Regional Medical Center had 30 instances of Catheter Associated Urinary Tract Infections (CAUTI), which was above the national benchmark and higher than the 2012 rates. Per the Centers of Medicare and Medicaid Services (CMS), CAUTI is a preventable hospital-acquired condition in which hospitals will no longer receive reimbursement. In order to improve CAUTI rates and to meet CMS measures, Parkview MICU nurses jumped to action.

In 2013, the MICU nursing team developed and implemented a comprehensive nurse-driven process for removal of indwelling catheters based on approved criteria. Additional focus was also on appropriate sterile insertion

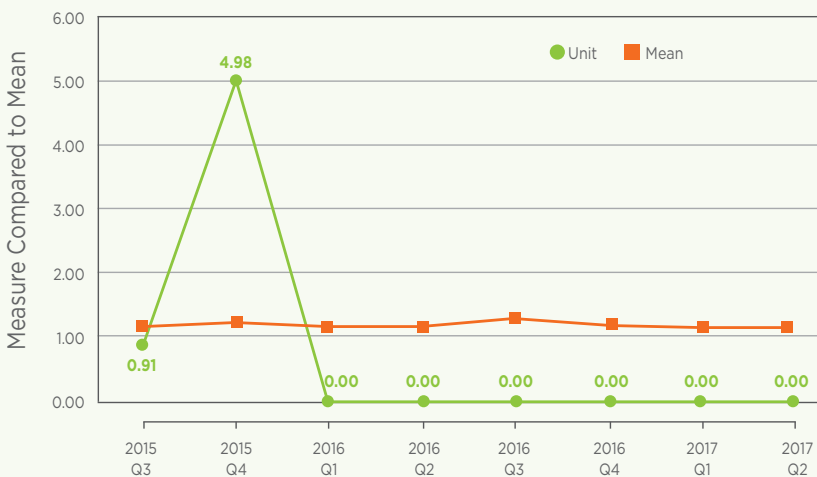
and routine peri-care. A key aspect of this program was understanding the negative outcomes of CAUTI and relating CAUTI outcomes to an individual patient. This was accomplished through a video and group debriefing sessions. Indwelling catheter rounds were completed each shift. The nurses also completed a survey to evaluate barriers and to ensure removal criteria was appropriate.

An additional measure implemented was to change the practice of how urine cultures were obtained. The team collaborated with the Medical Director for Epidemiology and Infection Prevention to add criteria and guidelines around obtaining urine cultures from a catheter. A unique process implemented involved a “phone a friend” campaign, which requires two clinical nurses to collaborate, ensuring the protocol is met and followed.

As shown in the chart below, once the plan was implemented, the MICU team dramatically eliminated the instances of CAUTI beginning in the first quarter of 2016. The MICU team continues to enforce this nurse-driven protocol daily and with all new caregivers that join the team. This protocol remains on-going to ensure best-practice is being implemented today.

It is now engrained in the MICU nursing culture, and the team is collaborating and disseminating this protocol to other areas of the hospital to assist in improving CAUTI rates at a system level.

CATHETER ASSOCIATED URINARY TRACT INFECTIONS PER 1000 CATHETER DAYS >=2015



Quarter	Unit	Mean
2015 Q3	0.91	1.29
2015 Q4	4.98	1.37
2016 Q1	0.00	1.20
2016 Q2	0.00	1.18
2016 Q3	0.00	1.29
2016 Q4	0.00	1.22
2017 Q1	0.00	1.16
2017 Q2	0.00	1.17

The Impact of Innovation



Lisa Huffman, BSN, RN,
Parkview Ortho Hospital

In her early years at Parkview as a Patient Care Tech on the OrthoNeuro Trauma (ONT) floor, Lisa Huffman, BSN, RN, was caring for a trauma patient. The patient was trying to

contact her family when her cell phone died. Unfortunately, no one had the particular charger that the patient needed. The patient was distraught because she used her phone's directory to make calls and did not memorize the numbers she frequently called. There was no way to contact her family and tell them she was in the hospital. Lisa could not imagine going through something so life changing without the support of her family.

When Parkview introduced an innovation competition in 2016, Lisa, now an RN at Parkview Ortho Hospital, remembered the anxiety this patient went through and began thinking that there had to be some way to make a device charging station that would allow patients, family, visitors and staff to charge their phones while they were in the hospital. "In emergencies, most people don't remember to bring their chargers with them," says Lisa. "This is a small way to help people communicate with family and friends in their most vulnerable times."

Lisa proposed the idea of a charging station at the innovation contest and won! "Since the implementation of the charging stations, I have seen many people on my own unit in the Ortho Hospital use them," Huffman states. She has had patients that have told her they forgot to pack their charger, and Lisa was able to assist with helping them charge their phones. Lisa had the privilege of showing the Magnet surveyors her innovation when they were present for a site visit in 2017, showing how nurses can be strong agents in change.

Huffman shares, "It makes me proud to have thought of an innovation idea that is now used throughout the entire health system. I know that it makes a difference for the patients and their families when bringing their chargers may be the last thing they think about when getting a call about an emergency."

*Nurses
can be
strong
agents in
change.*

A Partnership *for* Students



Left to right: **Carmen Moore, MS, BSN, RN**, manager, Parkview Community Nursing; and FWCS FACE community nurses **Christine Fawcett, BSN, RN, CRRN**; **Natalie McCoughlin, BSN, RN, NCSN**; and **Zaida Ortiz, RN**

In partnership with Fort Wayne Community Schools (FWCS), Parkview Community Nursing and Parkview Community Health Improvement have provided three registered nurses to work at a new health clinic located in the FWCS Family and Community Engagement (FACE) Center. Parkview wants each student's learning experience to begin with a healthy start. When a student meets with a nurse at the FACE Center, their health history is updated, and they and their family are connected with health insurance, physicians and other health resources in the local community.

All students new to Fort Wayne Community Schools enroll through the FWCS FACE Center, where they receive the following care:

- Vision screenings
- Hearing screenings
- Blood pressure screenings
- Review of immunization records
- Insurance referrals

- Community and health resources referrals
- Immunizations for children ages 3 to 18
- Lead screenings for children ages 3 to 6
- Well-child physicals

This partnership between a not-for-profit health corporation and a school district is mitigating student health issues and improving access to healthcare for students.

At this center, students who are new to FWCS are seen one-on-one with a registered nurse, preparing them for a healthy start before even setting foot in school.

STEPP Up Helps Bedside Nurses Advance



STEPP Up raises nurses at the bedside to higher levels of competency, professional development and recognition.

Jill Prater, MSN, RN, CEN, Emergency Department, Parkview Wabash Hospital, and **Paul Steffens, MSN, RN, CPN, CC-RN**, Pediatric and Teen Intensive Care Unit, Parkview Regional Medical Center, are the first Expert Registered Nurses in the Parkview STEPP Up program

Through transformational leadership at Parkview Health, the professional nurse competency advancement program called STEPP Up (Striving Toward Excellence Personally and Professionally) emerged in 2016 for direct patient care RNs across the health system. Designed to help in the recognition, retention and engagement of RNs at the bedside, the program impacts patient outcomes and encourages nurses to participate in research and application of evidence-based practice.

Prior to 2016, Parkview was challenged to have a method of differentiating frontline RNs in direct patient care for their competency, education or effective provision of care. RNs interested in higher levels of recognition, compensation and advancement would many times need to seek positions away from direct care. STEPP Up was the solution to help meet these needs.

A steering committee formed in 2015 to develop the advancement program, which was made up of RNs at various levels and was led by Judy Boerger, MBA, MSN, RN, NEA-BC, senior vice president, chief nurse executive, Parkview Health. Members from Human Resources and Marketing were also included. Mercer, an external consultant agency, was enlisted to help with the process.

Benner's Novice-to-Expert Framework (1983) served as a guide for the five levels of the program: Novice Nurse, Advanced Beginner Nurse, Proficient Nurse, Advanced Nurse and Expert Nurse. All bedside nurses would flow from novice to proficient levels based on their natural development and tenure. The top two levels, Advanced Nurse and Expert Nurse, could be achieved through 5-7 years of nursing practice, an application and a competency validation process. Nurses would need to show evidence of a bachelor's and/or master's degree in nursing, professional certification, membership in professional nursing organizations, letters from peer nurses, personal reflections, and examples of significant involvement in work improving organizational performance, research and practice. During the application process, RNs would create a portfolio highlighting these achievements, and they would be evaluated on these factors by their leaders and the selection committee. Subsequent validation and redesignation would follow on an annual basis.

Since the start of the program, 60 RNs from across Parkview have been recognized at the Advanced Nurse level and two have achieved the Expert Nurse level. Retention of RNs has improved, with turnover reducing from 15% (2015) to 10.7% (2017). Employee engagement has increased to 89.2% (2017), garnering national recognition for the organization as The Advisory Board's Workplace of the Year.

The Emeritus Nurse:

An Innovative Role to Combat the Nursing Shortage



Pictured above are some of the Parkview Emeritus Nurses who were involved in the launch of the program in 2017

Nursing can be exhausting, often as a result of working long and physically demanding shifts over the course of a career. Few slower-paced options have existed for veteran nurses between the traditional 12-hour shift and retirement. This, in conjunction with the impending nursing shortage, presents challenges for nursing leaders around the world. Identifying opportunities to extend the work-life of the aging nurse allows for extension of knowledge for the nursing profession. The development of the Parkview Emeritus Nurse program allows for this investment into nursing knowledge.

The Parkview Quality of Life Council (QOL) reengaged retired Parkview nurses to mitigate the effects of Baby Boomer retirements on novice clinical nurses. An Emeritus Nurse program was created as a win-win for all. The Emeritus Nurse is a recently retired nurse who desires to continue working in a modified nursing role with a flexible schedule.

The Emeritus Nurse program was implemented in 2017, with 19 nurses involved in the program. The Emeritus Nurse program has potential to decrease nurse stressors and improve patient outcomes. Functioning in modified roles, nurses now have options between fast-paced, 12-hour shifts and retirement. The Emeritus Nurse program enables

mentoring relationships and the continued passage of knowledge from one generation of nurses to the next.

Pat Owens, RN-C, MS, nursing service operational lead, OrthoNeuroTrauma (ONT), Parkview, has played a vital role in the development of this program. After retiring in July 2008, Pat returned just a short time later in June 2009. With the opening of PRMC, and the lack of a dedicated manager to the ONT unit at the time, Pat was a vital source of experience and knowledge that Parkview needed. Pat has been with Parkview since 1970, and during that time her position has varied from staff nurse, educator, patient care manager and others.

Today, Pat serves as a resource for the Emeritus Nurses. "I've enjoyed explaining to retired nurses that the benefit of the Emeritus Nurse program is that you can have the flexibility to work the hours you are able or even want, rather than a full 12-hour shift," says Pat. "Alongside this flexibility, is the realization that sometimes, if you're like me, you just want to come back because you care about people. That's why I went into nursing — to not only interact with patients but to make a difference. I missed my staff, the patients and the physicians. Parkview is in my heart. Once a Parkview nurse, always a Parkview nurse."

Parkview Wabash Hospital Emergency Department

Nurses Improve Quality Metrics

In 2017, the emergency department nurses at Parkview Wabash Hospital worked diligently to improve quality metrics through the use of their Nursing Collaborative Action Team.

EKG times, trauma charting metrics, admission times and the overall nursing quality of care have all improved. The patients of Parkview Wabash Hospital have noticed the difference as well. Regularly, feedback is given to the ED manager, president of the hospital and the Professional Research Consultants about the positive changes that are happening.

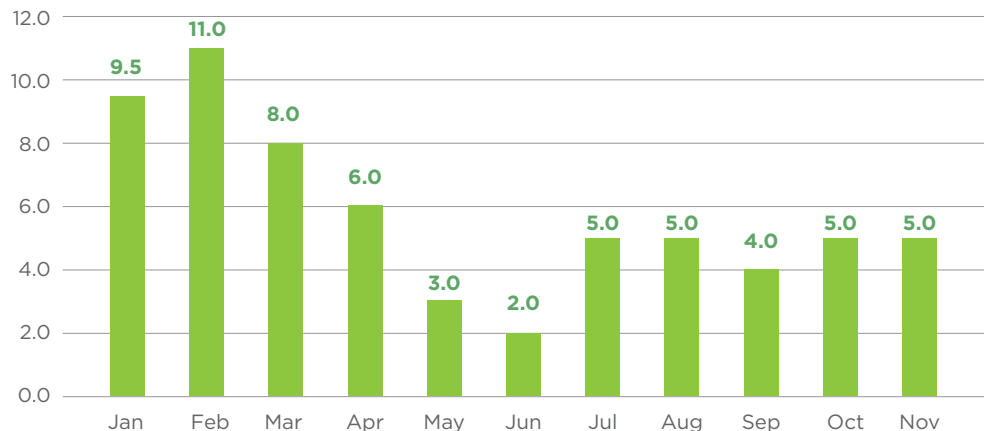
Recently, a team of nurses and patient care technicians worked closely with the registration team, and together they were able to improve EKG times from 11 minutes down to five minutes. Even though the EKGs have improved in speed, the high quality of the EKG has remained. Patients have mentioned time and time again how every employee worked together like a well-oiled machine, and they were comforted by the fast-acting nurses involved in their care. It is obvious that patients notice the teamwork and quality

of care as well, given that the results for the ED percent excellent rank through PRC went from 37.6% in 2016 to 65% in 2017.

Cathy Wolfe, MBA, BSN, RN, CENP, vice president of patient services, states, “The culture in the emergency department has positively changed with the welcoming of four Avant Nurses from Jamaica. Being a critical access hospital, recruitment can be a challenge; however, nursing turnover in the emergency department has stabilized. There has been zero voluntary RN turnover from June 2017 until now, which demonstrates the strong culture that has developed. The four international nurses have brought more than their nursing skills to Parkview Wabash. They have brought a refreshing perspective on healthcare and life that has brought the group close together.”

Parkview Wabash Hospital has a special group of emergency department nurses. Sixty-two percent of them are certified nurses, with four nurses being certified in the past year. “We know evidence shows that patients have better outcomes when taken care of by a certified nurse,” says Alison Pershing, BSN, RN, CNOR, emergency department manager. By passing this difficult test, our nurses are showing their dedication to our emergency department patients and their quality outcomes.

MEDIAN TIME EKG WITHIN 10 MIN. (PH GOAL =<7)



Parkview Noble Hospital

Nurses See Success with Surgical Services

In 2015, surgical site infection (SSI) rates were at 1.13%. As a department, this is not a percentage the team at Parkview Noble Hospital was content with for their patients. In an effort to reduce the risk of surgical site infections, the implementation of chlorhexidine gluconate (CHG) solution, sage wipes, and Mepilex[®] dressings were put into practice.

The chlorhexidine gluconate solution was distributed to surgeon and physician offices along with patient education. The preoperative antiseptic solution is used in the shower or bath the night before and morning of surgery to decrease skin microbial colony counts. In the event of non-elective cases or missed in-home chlorhexidine gluconate utilization, the chlorhexidine cloth is used prior to surgery. Interventions were followed up by monthly audits and communication to make sure staff was consistent in the use of chlorhexidine gluconate.

Mepilex Border Ag dressings for surgical incisions were also implemented in efforts to decrease SSI rates. These dressings contain antimicrobial properties and promote a wound healing environment while absorbing exudate. This intervention was more complex due to the dressing not adhering to all patients' skin, types of surgical incisions and surgeon preference. Multiple in-services on dressing use, interdepartmental communication and surgeons' disposition facilitated the transition.

The Nursing Clinical Action Team took a vital role in this process by auditing and communicating with staff. Not only did the implementation of CHG and Mepilex dressings get put into practice, but nursing staff was also retrained on the importance of proper surgical site preps.

Currently, surgical site preps have a three-minute dry time, solutions are no longer diluted and preps are not to be compromised before draping.

In 2016, SSI rates were reduced to 0.44% due to the reliability of interventions implemented and adhering to the rigorous surgical site preps. In 2017, SSI rates were 0.63%. With the department's unrelenting reduction efforts, Parkview Noble Hospital is confident that SSI rates will only continue to decrease in imminent years.

*Reducing
risk through the
use of evidence-
based practice.*

A Holistic Approach to Labor and Delivery at Parkview LaGrange Hospital



Naomi Adamski, ASN, RNC-OB,
Family Birthing Center, Parkview
LaGrange Hospital

Practicing in a critical access setting in the heart of Amish and Mennonite country provides unique challenges and opportunities for nurses functioning in professional practice.

Specifically, for labor and delivery nurses, being able to approach pain relief during labor with a holistic approach is important. Many of the patients delivering

in this setting desire to go through the labor and delivery process without epidural pain relief, and most want to also avoid intravenous pain relief if possible. Cultural beliefs about pain and living a “natural” life drive these desires. The Family Birthing Center at Parkview LaGrange Hospital has a lower than average epidural rate, coming in at 25% as compared to the national average of 60%. With this being the case, striving to help laboring mothers effectively manage their pain holistically led to the development of labor comfort bags.

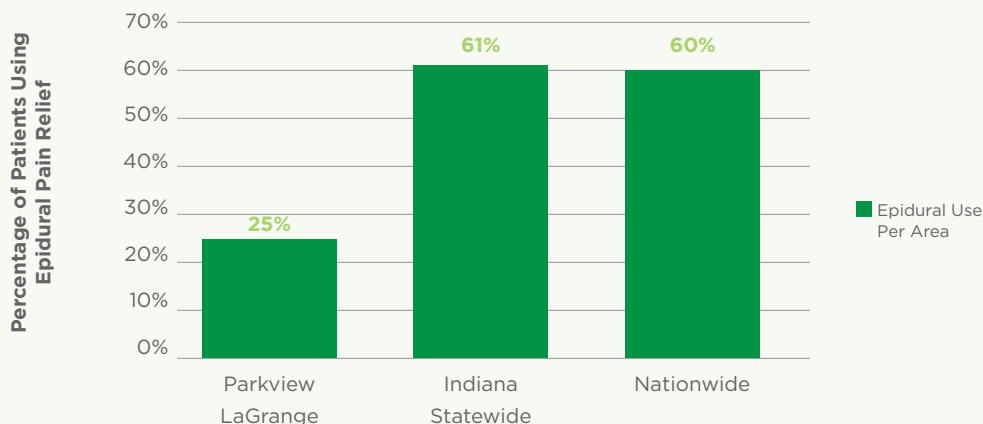
Utilizing the Shared Governance platform, this idea was enthusiastically received across the unit. Obtaining

research through a literature review guided which items were chosen to be placed in the comfort bags. Lavender scented items were included to help establish a calming environment for mothers in early labor. Providing tools such as a tennis ball and lotion would allow the support person to have items to use in helping provide relief from contractions. Once the plan for the labor comfort bags was fully developed, the Shared Governance team took the idea to the unit’s manager and then subsequently the facility’s foundation team to seek assistance with funding. Funding was successfully obtained, and bags were assembled by the unit’s nurses.

Today, labor comfort bags are handed out to patients when they are admitted in labor, along with a survey to fill out regarding the efficacy of the bags. Surveys were collected for six months and were tallied up with excellent results. Respondents reported that 66% of the time, using the items was very helpful. This project was quickly disseminated to the medical-surgical unit and adapted for that unit’s specific patient needs, including using ear plugs to help reduce noise at night for the patients.

Naomi Adamski, ASN, RNC-OB, Family Birthing Center, Parkview LaGrange Hospital, played a key role in spreading this project to other applicable areas. “Collaboration with the medical-surgical unit to help improve the patient experience has been very rewarding. Knowing that one idea has spread to help more patients heal and achieve wellness inspires others toward new innovations every day,” says Naomi.

EPIDURAL USAGE RATES 2016 COMPARISON PARKVIEW LAGRANGE VS. STATE OF INDIANA AND NATIONWIDE



Breastfeeding Success at Parkview Whitley Hospital



“We know that the benefits of breastfeeding have a life-long impact on babies’ overall health.”

Josie Miller, RN, IBCLC, LCCE, lactation consultant, gives advice to new mom **Whitney Rethlake** at the Parkview Whitley Hospital Family Birthing Center

In February 2017, Whitley County’s Special Supplemental Nutrition Program for Women, Infants and Children (WIC) announced it was leading the state in breastfeeding initiation rates in new mothers, and was ranked third in overall breastfeeding duration in the state. The outstanding performance was attributed to many factors, including the supportive partnership WIC enjoys with the Parkview Whitley Hospital Family Birthing Center (PWH FBC). The PWH FBC nursing team provides encouragement and “breast friendly” practices to the moms they care for each day. The team implemented best practices that include skin-to-skin contact between baby, mom and even dad, as well as rooming-in with a newborn, rather than utilizing a traditional nursery. Josie Smith, RN, IBCLC, LCCE, lactation consultant, PWH FBC, shares, “The time a newborn spends in the same room as its parents helps mom and dad become accustomed to the sound cues a newborn makes, especially when it is time to feed.”

As a result of the collaborative support offered to new moms by both WIC and PWH FBC, moms are choosing to breastfeed longer than most other moms in Indiana — an average of six months. Both organizations have lactation consultants to answer questions and help moms who may encounter problems. PWH also started offering a support group where moms can drop in, ask questions and socialize while getting the support of women around them. Charlene Burian, coordinator and lactation consultant, Whitley County WIC, shares, “We know that the benefits of breastfeeding have a life-long impact on babies’ overall health. We are pleased to know the coordinated efforts of our organizations will have a positive, long-term effect on the health and well-being of families in our community.”

Halfway Home

As a nurse, you just never know how you can make a difference in the lives of your patients. Sometimes it can be as simple as the compassion given in your voice, while other times the opportunity is much bigger. On June 23, the chance to do something greater presented itself to the nurses at Parkview Huntington Hospital (PHH).

The patient's name was Brian, and he became ill while working in Maine. Medical tests confirmed his diagnosis was devastating: lymphatic cancer. With the time he had left, Brian wanted to spend it with his mother and father who lived in central Colorado. After experiencing car issues, Brian decided he would get to Colorado the old-fashioned way — hitchhiking.

After receiving one ride from Pittsburgh to Cleveland and then being on foot the rest of the way to Roanoke, Indiana, Brian's energy gave out. He sat down and dialed 911. An EMS crew brought him to PHH.

When PHH nurse leader Susan Funk found out about Brian's story, she was moved to make a difference. Funk spearheaded a plan to get Brian home. Numerous members of the healthcare team went out of their way, donating clothing, a carryon bag and even shoes. They then contacted and received a bus ticket from Gilead Ministries, a Marion-based group that focuses on patients with cancer.

On June 26, Brian was taken to the bus depot so he could make his final journey home. Brian shares, "I am so thankful for the care I got from the people here. I've never been treated this well at any hospital."



“I’ve never been treated this well at any hospital.”

The True Meaning of Courage and Love



Jennifer Schmidt, RN, provides care to patients and their family members within the Supportive Care Unit at Parkview Hospital Randallia

The Parkview Supportive Care Unit (SCU) provides holistic end-of-life care using an interdisciplinary team approach with specially trained staff. Within the first year, the SCU has provided care to over 400 patients and their families during one of life's most difficult times.

Along with specialized nursing care for hospice patients, the SCU has granted final wishes of many of their patients. Maintaining hope and fulfilling a patient's final wish is now a normal part of the day for the SCU team, who routinely go above and beyond to ensure all patients are able to pass away in peace.

A few examples of granted wishes include:

- Coordinating the wedding for a young man to marry his long-term girlfriend before his final day
- Helping a young mother with terminal metastatic cancer stand, and eventually walk again, to fulfill her

last wish of having a better quality of life at home with her family before she died

- Assisting a very strong man to the family lounge to enjoy one last meal with his family where he sat at the head of the table, reminisced, told stories and laughed

"By patients and their families, we have been referred to as lifelines, advocates, teachers, angels and healers of the mind and soul," shares Brooke Kinzer, BSN, RN, CMSRN, nursing services manager, Supportive Care Unit, Parkview Hospital Randallia. "To us, the patients and their families are our heroes, showing us daily the true meaning of courage and love."

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