Dear Colleagues & Friends,

It is my pleasure to present Nursing Defined, a two-year review of the achievements of the nursing staff at Englewood Hospital and Medical Center.

Nursing excellence is realized through the vision, goals and commitment to care of all our nurses. Caring, compassion and selflessness are hallmarks of our nursing practice as we put our patients and their loved ones first. We exceed expectations every day through accomplishments of all proportions, each one special in its own way. It is the nature of nursing to keep moving forward by setting and attaining new goals while advancing patient care. Our occupation, a genuine calling, puts emphasis on personal and professional growth. That value is exemplified by the manner in which so many of our nurses advance themselves by pursuing higher degrees and certifications, as well as other opportunities such as leadership and mentoring programs.

The unified vision of our Department of Nursing is reflected in a professional practice model, an empowering tool that matches the education, experience and competency of each caregiver to the needs of patients and families. We are on a journey to excellence and this paradigm, explored here, provides strategic guideposts.

Our designation as a Magnet hospital since 2002 is a point of pride for the entire Medical Center. In addition, we have received numerous other hospital-wide recognitions for exemplary care, including the distinction of being named one of fewer than one hundred Top Hospitals in the country by the Leapfrog Group.

As a nursing leader and an individual who has dedicated her life to the profession of nursing, I am immensely proud to share with you Nursing Defined.

Sincerely,

Madelyn Pearson, MA, RN, NEA-BC
Senior Vice President, Patient Care Services
Chief Nursing Officer
OUR PROFESSIONAL PRACTICE MODEL

Our professional practice model (PPM) is the nursing structure used to deliver care. It was established by our nurses to meet the challenges of healthcare and the needs of our patients and families while optimizing the RN’s role. The model’s goals are to improve quality patient care and safety, drive autonomy, accountability and performance transparency, encourage lifelong learning, and increase job satisfaction and engagement. Its standards are based on theory and current research. The PPM supports shared decision making, decentralization and the Medical Center’s vision. It comprises five interdependent components: Patient Care Management, Nursing Practice, Collaborative Practice, Community Outreach and Leadership.

Central to the spirit and implementation of the PPM are various methods for evaluation, including ongoing monitoring, rapid cycle change initiatives, staff and management feedback, actionable data retrieval, information sharing, performance improvement strategies, and short- and long-term planning.

Much of the ongoing responsibility for developing and monitoring activities is placed with our nursing councils. There is also an Annual Practice Council Retreat. At the 2013 retreat, which was attended by 56 nurses from direct care, management and the executive level, the PPM was revised to emphasize the importance of including patients and families at the center of the model.

Dina McCarthy, RN; Alyssa Vanides, RN

our vision:
To be a provider of family-centered care in an innovative, therapeutic and safe environment where actions are directed to the ultimate good of the patient.

OUR PHILOSOPHY

The nursing philosophy incorporates ideas from Jean Watson’s theory of caring. Caring is central to nursing at Englewood Hospital and Medical Center. Nurses at Englewood Hospital and Medical Center accept the patients and families for who they are now and what they may become. Effective caring promotes health in our patients and families, who are our principal focus and concern. Our practice of caring in nursing integrates biophysical knowledge and an awareness of human behavior that promotes increased well-being for those who have not yet achieved optimum wellness. The nurturing behaviors provide comfort and therapy, and foster personal development in the presence of illness or disease. Nurses provide a caring environment for patients and their families, allowing for the best course of action at any given time. Nursing care is provided in an interpersonal relationship process of nurse-with-patient, nurse-with-family and nurse-with-group. Our practice of caring at Englewood Hospital and Medical Center emphasizes humanistic values in the treatment of the patient and our relationships among all staff and community.

To be a provider of family-centered care in an innovative, therapeutic and safe environment where actions are directed to the ultimate good of the patient.

vision |ˈviZHən| noun
the ability to think about or plan the future with imagination or wisdom
nursing defined

concerning enough for the surgeon to delay the second procedure. Her caregivers recognized that her emotions were undermining her overall well-being. Surgery was scheduled after nurses collaborated with the patient, her parents, the child life specialist and the medical staff to produce a patient contract that empowered the girl to accept her role in what would eventually be an excellent recovery.

CRITICAL CARE NURSES LEAD THE WAY

Dramatically reduced rates for PICC line and central line associated blood stream infections resulted from the judicious application of the standards of various professional groups. Using evidence-based findings, clinical nurses led the effort to enhance the use of available rescue therapies for critically ill patients. A revised protocol, education and the addition of an alternate vasodilator followed. A lengthy collaborative effort in the application of therapeutic temperature modification brought about significantly better results for patients. The MSICU and CVICU outperformed their goal for improving neurological outcomes. The Critical Care Council’s participation demonstrated the benefits of the council model.

Patient Care Management is built on standards that are pre-defined patterns for patient care based on diagnosis. These standards are based on research or current evidence and ensure consistency and continuity across different settings. Performance improvement is integrated into the process to ensure safe, efficient and effective care. The conscientious integration of evidence-based practice and research into clinical and operational processes is visible in our clinical practice. We value patient autonomy relating to choice of treatment, and how and where care will be provided.

Innovation in patient care, nursing and the practice environment is a hallmark of our nursing practice and a Magnet requirement. Humanistic care is the centerpiece of patient care management.

TREATING THE WHOLE PERSON

Placing the patient and family at the center of nursing practice includes a commitment to the unique needs of each patient, as in the case of a teenage patient who was having difficulty dealing with the challenges of complicated GI surgery. Treatment for ulcerative colitis included an ileostomy to be followed by reconstructive surgery called a J-Pouch. Her lack of participation during the first surgical experience was

humanistic (ˌhīˌmō̅nəˈstik) adjective of or relating to human affairs, nature, welfare or values

sensitive (ˈsensətiv) adjective aware of and responsive to the feelings of others

Thresiamma George, RN; Elizabeth Casagrande, RN; Barbara Grygotis, RN; Joanne Moldt, RN; Patricia Boylan, RN; Laurencita Reyes, RN
Central line associated blood infections decreased and a zero PICC CLABSI rate was achieved.

Nine nurses who attended the National Teaching Institute of the American Association of Critical Care Nurses were the impetus for adopting guidelines that have been instrumental in resuscitating cardiac surgery patients with minimal or no neurologic deficits. A multidisciplinary effort made the change possible.

A RICHES OF RESOURCES

A broad range of resources supported evidence-based practice and the accountability, competence and autonomy of nurses, including the hospital intranet and Health Sciences Library website. A health sciences librarian assists with research, reaching out to her consortium of librarians as needed. The hospital purchased a license for access to e-reference books, which are updated periodically to keep information current.

ENHANCED WORKFLOW

Nurses continue to be at the forefront of the hospital’s efforts for improving workflow. One initiative in Med Surg was the introduction of wireless monitors to better the timeliness of data entry and provide quicker availability of vital signs. Nurses were involved every step of the way. The amount of time for vital signs to appear in the electronic medical record (EMR) decreased by 92% after careful planning and implementation.
Nursing autonomy is supported and promoted through the departmental council structure for shared decision making. Knowledge in many forms at the hospital, including the council model, is an important reflection of components of Magnet nursing: Transformational Leadership, Structural Empowerment, Exemplary Professional Practice, New Knowledge, Innovations and Improvements, and Empirical Outcomes.

The model includes the Steering Council, as well as divisional and system-wide councils. The Steering Council reviews issues and supports the council chairs. It also assists in the resolution of situations that overlap two or more councils. Membership in the divisional and system-wide councils is a mix of managers and non-management staff.

**NURSING COUNCILS**

**CRITICAL CARE**
- **Chairs:** Theresa Bertolotti, Sharon Roche
- **Members:** Brian Boylan, Barbara Cerrone, Lisa Emoto, Caroline Gannon, Barbara Grypitis, Rosemary Hill, Ruth Marcello, Dorothy Meehan, Joanna Moltz, Virginia Murphy, Laurenca Reyes, Minnie Tashon

**EDUCATION**
- **Chair:** Karen Raff
- **Members:** Jennifer Browne, Erika Everett, Debra Golazewski, Mary Lloyd, Christine Massey, Dorothy Meehan, Rose Trojkovich, Michelle Vu

**PRACTICE REVIEW BY PEERS**
- **Chairs:** Barbara Grypitis, Erline Everett
- **Members:** Linda Finocchiaro, Chikara Iwuagwu, Michele McLaughlin, Stacie Morvay

**OUTPATIENT**
- **Chair:** Margaret Murphy
- **Members:** Mindy Delaney, Amy Evans, Melissa Kari, Patricia Kuter, Rulijo Legaspi, Nancy Rossi, Alice Shu

**PERIOPERATIVE**
- **Chairs:** Elizabeth Catari, Rose Trojkovich
- **Members:** Nena DiTrani, Eleanor Dunn, Diana Gallikeri, Cheryl Hernandez, D. Katherine Holloway, Denise Long, Margaret Nolan, Mary Templeton, Mary Tendler

**PRACTICE REVIEW BY PEERS**
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**NURSING COUNCILS & COUNCIL STRUCTURE**

Nurse autonomy is supported and promoted through the departmental council structure for shared decision-making.

**Divisional System**
- **NURSING COUNCILS**
  - **CRITICAL CARE**
  - **EDUCATION**
  - **OUTPATIENT**
  - **PERIOPERATIVE**
  - **PRACTICE REVIEW BY PEERS**

**Joint Nursing Practice**
- **Evidence-Based Practice/Research**
  - **Chair:** Jill Cox
  - **Members:** Susan DeGennaro, Sharon Roche, Carol Eastman, Leilani Feliciano

**MATERNAL-CHILD HEALTH**
- **Chairs:** Leilani Feliciano, Jackienette Gonzalez
- **Members:** Lindie Abdon, Anne Marie Ayala, Alice Barden, Elizabeth Casagrande, Theresa Chun, Rose DiTaranto, Valerie French, Shafia George, Regina Gnygowskis, Nancy Harper, Mary Lloyd, Sally Mathews, LekAnthony Mathews, Elizabeth McConnell, Nancy Muldooney, Diana Raymond, Valerie Stattini, Laura Symons

**MEDICAL/SURGICAL**
- **Chairs:** Rosemarie Busse, Susan DeGennaro
- **Members:** Nelio Abdon, Jenifer Browne, Michelle Bruno, Phyllis Capiaghi, Sophie Choe, Theresa Chun, Nicole Chvasta, Jill Cox, Lauren Dotson, Eline Everett, Luz Fiel, Aurora Garcia, Jennifer Guzman, Christine Kata, Linda Leighton, Sheila Lewis, Kimberly Lob, Noberta Marie, Janet Mantel, Christine Massey, Barbara Quintlitchio, Diane Raymond, Jung Sang, Jennifer Shepp, Diane Torres, Jamie Valdez

**PRACTICE REVIEW BY PEERS**
- **Chairs:** Elizabeth Catari, Christine Kata, Jeff Niemeth
- **Members:** Liliana Bentzon, Eula Bergado, Jenifer Browne, Arlene Keys, Vicki Kitzelt, Karl Lobello, Michelle McLaughlin, Marta Pizanska, Valerie Stattini, Elaine Van Buren-Rizzo, Michelle Vu
The matter was put before the Bioethics Committee, which after careful review of all contingencies arranged a Goals of Care Conference. The patient’s husband, mother, sister and primary oncologist attended, along with a clergy member and the unit patient care director and social worker. Comfort care was explained. The husband was reassured that he had done everything he could. After spending the night with his wife and speaking to his children, he agreed to the palliative measures, including a Do Not Resuscitate order. This wife, mother, sister and daughter died a few days later in the company of her entire family. Each of the nurses on duty bid goodbye to their most cherished patient and family.

**EVERYDAY CARING: ROUTINE BUT NOT ORDINARY**

The heart of Magnet nursing is exemplary professional practice, which necessitates a philosophy that values all parties in the care setting, including the nurse. The hospital has many mechanisms to support excellence in nursing practice, such as the Bioethics Committee, a specially qualified group of professionals that provides counsel to caregivers, patients and families. The committee’s resources were tapped for a particularly challenging case on the oncology unit. The patient, a 49-year-old mother of two young children, was approaching the end of her life. Although she had voiced her readiness to pass during lucid moments, her husband sought all aggressive measures, including CPR. United in their caring and compassion for the woman, the nurses and husband were far apart in their view of the approach to her care. Staff members were experiencing severe moral distress at the possibility of having to resuscitate their patient.

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**A CULTURE OF EMPOWERMENT**
The Medical Center sponsored numerous programs to support the personal and professional growth of nurses. Continuing education for nurses is one of the cornerstones of quality care. A total of 73 nurses attended the Annual RN Professional Organization/Certification/Career Advancement events in 2013 and 2014. Organizations and colleges actively promoted and encouraged certification membership and education advancement.

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**The Preceptor Program, in which experienced nurses volunteer to share in the responsibility for nurse orientation, continued to flourish. The program included education for preceptors, ongoing evaluation and needs assessments that resulted in classes in stress management, conflict resolution and team building.**

**New graduate nurses were supported through the highly successful Nurse Internship Program as they transitioned to the duties of a professional nurse. Continuing education, assessment and skills reviews facilitated competence and empowerment.**

**The Mentorship Program offered additional related opportunities. The Center for Nursing Practice incorporated educational strategies utilizing an individualized approach into all three activities.**
FOCUS ON THE FUTURE
Ensuring a highly qualified pool of nurses at all levels included an emphasis on leadership development, mentoring and succession planning. Academic-service partnerships with William Paterson University (WPU) and Fairleigh Dickinson University (FDU) offer popular degree programs that facilitate professional excellence. At the end of 2014, 29 nurses were in a master’s degree program held at the hospital and taught by WPU faculty. In addition, our nurses have enrolled in RN-to-BSN programs at both universities. Mentoring activities included several career advancement programs by The Advisory Board Company that fostered learning and leadership development.

KEEPING NURSES SAFE
The safety of nurses was an organization-wide priority encompassing numerous structures and processes, including safety plans, committees and initiatives. Participation in the Daisy Award, a national program that acknowledges the compassion and kindness of individual nurses, continued as part of a culture of celebration and recognition.

NURSE-DRIVEN PROTOCOLS
Many protocols at the hospital are nurse-driven, with nurses having the autonomy to make decisions that influence outcomes. The Alteration in Skin Integrity Protocol, which is used in patients at risk for or with existing pressure ulcers, is one such example. With this protocol, the nurse is the key decision-maker in pressure ulcer prevention strategies.

Several safety improvements, the result of staff concerns and input regarding workplace risk for nurses on the psychiatric unit, ended such mishaps and related RN time away from work.

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NUMBER OF RN INJURIES DUE TO SLIPS, TRIPS & FALLS 2014

<table>
<thead>
<tr>
<th>Month</th>
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<td>7.5</td>
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<tr>
<td>Dec 2014</td>
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*Performance Improvement

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Each year the hospital family gathers to celebrate the numerous recognitions received by Englewood Hospital and Medical Center at a joyous gathering aptly titled A Celebration of Excellence. A total of 144 awards in numerous categories were announced at assemblies in 2013 and 2014, including many for hospital-wide achievement. The collaborative efforts of nurses were fundamental to making these awards possible, along with their exemplary professional practice, transformational leadership, visionary spirit of innovation, expertise and evidence-based practice.

EACH YEAR THE HOSPITAL FAMILY GATHERS TO CELEBRATE THE NUMEROUS RECOGNITIONS RECEIVED BY ENGLEWOOD HOSPITAL AND MEDICAL CENTER AT A JOYOUS GATHERING APTLY TITLED A CELEBRATION OF EXCELLENCE. A TOTAL OF 144 AWARDS IN NUMEROUS CATEGORIES WERE ANNOUNCED AT ASSEMBLIES IN 2013 AND 2014, INCLUDING MANY FOR HOSPITAL-WIDE ACHIEVEMENT. THE COLLABORATIVE EFFORTS OF NURSES WERE FUNDAMENTAL TO MAKING THESE AWARDS POSSIBLE, ALONG WITH THEIR EXEMPLARY PROFESSIONAL PRACTICE, TRANSFORMATIONAL LEADERSHIP, VISIONARY SPIRIT OF INNOVATION, EXPERTISE AND EVIDENCE-BASED PRACTICE.

**HOSPITAL-WIDE AWARDS 2013**

**HEALTHGRADES**
- Distinguished Hospital Award for Clinical Excellence – Top 5% in Nation (2013)

**LEAPFROG GROUP**
- Safety Score of “A” – Spring and Fall

**CARECHEX**
- CareChex Medical Excellence Awards (Fall 2014)
  - Overall Hospital Care: Top 100 in Nation; Top 10% in Nation
  - Overall Surgical Care: Top 100 in Nation; Top 10% in Nation; #1 in NJ
  - CareChex Patient Safety Awards (Fall 2014)
    - Overall Hospital Care – Top 10% in Nation; #1 in NJ
    - Overall Surgical Care – Top 10% in Nation; #1 in NJ
    - Overall Medical Care – Top 10% in Nation

**US NEWS AND WORLD REPORT**
- Best Hospitals, Northern New Jersey

**HOSPITAL-WIDE AWARDS 2014**

**HEALTHGRADES**
- Patient Safety Excellence Award (2014)

**LEAPFROG GROUP**
- Top Hospital – A distinction achieved by an elite group of hospitals that meet the nation’s toughest standards for safety and quality. This award was presented to EHMC at the Leapfrog Annual Meeting on December 2, 2014.

**CARECHEX**
- CareChex Medical Excellence Award (2015)
  - Overall Hospital Care – Top 100 in Nation; Top 10% in Nation
  - Overall Hospital Care – Top 60 in Nation; Top 10% in Nation; #1 in NJ
  - Overall Surgical Care – Top 60 in Nation; Top 10% in Nation; #1 in NJ; #1 in Market Overall Medical Care – Top 10% in Nation

**HOSPITALS & HEALTH NETWORKS**
- One of Healthcare’s Most Wired Hospitals (2014)

**US NEWS AND WORLD REPORT**
- Best Hospitals, Northern New Jersey

Erline Everett, RN; Jenifer Browne, RN; Josephine Guzman, RN; Christine Koez, RN; Kimberly Lion, RN; Nicole Chvasta, RN; Ana Maria Nava-Torres, RN

**Hallmarks of excellence**

*a culture of celebration*
A NEW FAMILY BIRTH PLACE

The renovation of the Family Birth Place was completed with the opening of the new Labor and Delivery Unit. State-of-the-art equipment, contemporary features including whirlpool tubs for pain management and exceptional amenities for families such as private rooms with a sleeper sofa for a guest and room service are making our moms’ birthing experience even better.

ENHANCING AND SAVING LIVES

To mark National Donate Life Month, the hospital partnered with NJ Sharing Network to provide resources, pins and stickers to promote the importance of organ and tissue donation to patients, visitors and employees.

TEAMWORK GETS RESULTS

Good communication and education are critical to the overall care and satisfaction of patients and families. When nurses set about to improve communication on 7 Dan, the patient care director, advanced practice nurse and care managers, who also collect performance improvement data, developed a plan with a variety of measures. The tactics included the use of “key words at key times.” “Scripting,” in which all staff members use the same phrases, was also identified as a best practice, as was the studied use of the word “understand” in conversation and education with patients and families. The staff was apprised of the importance of these specific communication skills, and medication education was improved. Assistant nurses, resident physicians, fellows, intensivists, advanced practice nurses and patient care directors, works with families and colleagues under extremely difficult conditions to support loved ones while maintaining the viability of the organs and tissue to be harvested.

THE MOST TRUSTED PROFESSIONAL

Often described as the glue that holds a hospital together, nurses have been rated the most trusted professional in many surveys. Although few patients can appreciate the scope of nursing practice, it is nurses who are the frequent face of quality care for patients as they work by the bedside and in many other capacities.

A spirited ribbon-cutting marked the completion of the Family Birth Place. Roseangela DiTaranto, RN; Valerie French, RN; Elizabeth Carlin, MD; Faith Pudlin, MD; Madelyn Pearson, RN; Warren Geller; Jackienette Gonzalez, RN; Michael Harris, MD

Recognizing that patient care management requires an interdisciplinary approach, the Medical Center supports a collaborative effort. The nurse, physician and other healthcare professionals define and evaluate both the care provided and the outcomes.

NURSING

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made a nursing unit service goal. The performance goal for all nurses was to explain the what and why for each new medication prescribed. Cardiologists were asked to alert the primary nurse about such additions to expedite patient education. The hospital’s chief dietician introduced a colorful flyer distributed on breakfast trays that asks, “Medication questions? Please ask your doctor or nurse — we are here to help.”

Patient surveys showed improvement by the next quarter in the areas of Communication with Nurses and Communication About Medications.

EXPERTS COLLABORATE TO IMPROVE CARE

Therapeutic mattresses replaced the standard mattresses on Med/Surg units as a way of lowering the pressure ulcer prevalence rate.

The advanced practice nurse specializing in wound care, the vendor, Med/Surg Council, Environmental Services and Engineering were involved in the change. The already low rate began to drop within weeks.

The Patient Safety Committee, which includes several nurses, significantly reduced the number of flash sterilizations after the method was identified as a high-risk issue. A detailed analysis resulted in modification to numerous aspects of its use, including processes, coding, monitoring, equipment and education.

When the care manager for MSICU recognized an opportunity for increasing the rate of compliance with our tPA policy, representatives from Nursing, Pharmacy, Biomedical Engineering, the Emergency Department and Quality developed and implemented a detailed performance improvement plan. The project far exceeded its goal of 90 percent.

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The Patient Safety Committee, which includes several nurses, significantly reduced the number of flash sterilizations after the method was identified as a high-risk issue. A detailed analysis resulted in modification to numerous aspects of its use, including processes, coding, monitoring, equipment and education.

When the care manager for MSICU recognized an opportunity for increasing the rate of compliance with our tPA policy, representatives from Nursing, Pharmacy, Biomedical Engineering, the Emergency Department and Quality developed and implemented a detailed performance improvement plan. The project far exceeded its goal of 90 percent.
The Med/Surg nurse practitioner leads an ongoing restraint management initiative by an interdisciplinary team. Its goals are to reduce the use of restraints, promote the hospital’s philosophy of a restraint-free environment when possible and maximize compliance with standards. Although the Medical Center has always done well in this area, raising the bar for this effort is an important part of Nursing’s journey to excellence. Improved documentation, increased information sharing, nurse orientation, education, better monitoring and reminders posted in the EMR are among the strategies employed.

An initiative of the Nurse Pharmacy Committee, which is co-chaired by a patient care director and the director of Pharmacy, resulted in a significant drop in controlled substance discrepancies.
I don’t know if I could ever repay you for all you have done for me. I mean this from the bottom of my heart—you are a true inspiration, mentor and friend. Thank you so much!”

A UNIQUE PARTNERSHIP
Nurses partner with patients and families in countless ways across the extraordinary spectrum of patient care. This role requires many qualities, including caring, good communication skills, compassion, empathy, knowledge, sensitivity and respect.

Nurses, led by the CNO, launched initiatives to better serve the mental health needs of the Korean community, a group that traditionally disapproves of mental health intervention. Well-attended screenings, educational sessions and health fairs staffed by Korean caregivers and volunteers provided information on topics such as dementia, stress, suicide and depression. A healing concert held at the hospital and sponsored by a Korean foundation during Suicide Awareness Month attracted 300 people.

Maternal-Child Health staff members were among the caregivers who networked with moms and dads at The Best Baby Shower Ever!, an annual favorite. The guests of honor participated in fun activities, met their prospective caregivers, and took home giveaways and raffle prizes. Upwards of 300 community members attended the event, a joint effort of Nursing and the Community Outreach Department.

Glycemic control improved significantly for a group of pre-diabetics and diabetics who participated in a nurse-led program designed to improve two crucial factors in the self-management of their disease, diet and exercise levels.

Nurse leaders, including the clinical director of The Institute for Patient Blood Management, provided extensive education about bloodless medicine to community members and fellow caregivers. More than 40,000 households receive invitations to popular informative assemblies each year. Representatives from the Jehovah’s Witnesses community and other advocates for bloodless medicine are invited to learn more about the latest scientific, legal, clinical and ethical developments in the specialty.

ADVANCING NURSING RESEARCH
The Medical Center values and supports the advancement of nursing research, a vital source of numerous improvements and innovation. Nurses present the results of their research at the hospital and across the country at various conferences and publish their findings in journals, magazines and other outlets. They also collaborate with investigators from other institutions.

NURSES INSPIRE OTHERS
Excellent nurses are nurturing individuals by definition. One young woman’s life was changed when a nursing leader from Englewood Hospital recognized she had that special something required to be a nurse. Not only did the experienced nurse recruit her protégé to work as a patient care associate at the hospital, she offered support throughout her effort to become a registered nurse, as did many of the other nurses and physicians. The aspiring RN also benefited from the hospital’s tuition reimbursement program. In a heartfelt note, the new nurse, now on staff at the hospital, expressed her thanks.

“As I sit at my computer after taking what I believe to be the most difficult exam of my life, the NCLEX, I just can’t help but to think... It’s because of you and your words of encouragement, I even made it to this journey...”

Nurses practice beyond the confines of the institution both for professional development and to provide community service. Their practice includes participation in local, state and national organizations where they promote the growth of the profession as a whole. They share information with peers through publications and seminars. As a clinician, the nurse provides education and screening functions for the community.

Englewood Hospital defined nursing.
was also an advocate and strategic partner for the creation of the patient portal, a highly effective tool for sharing health information with patients, leading the organization-wide team that created the portal. As a measure of its success, the involved vendor asked the group to share its strategies with hospitals struggling in this crucial endeavor.

KINDER, GENTLER PATIENT GOWNS

The Value Analysis Committee, which includes nurses serving in a variety of capacities, initiated the project that would result in more comfortable, convenient and modest patient gowns. Cost analysis and quality issues were explored, and patients who trialed the sample gowns were polled. The new gowns proved a success, even garnering attention by the media.

FOSTERING THE MOTHER-BABY BOND

Recognizing the detrimental physical and emotional effects of separating mother and baby after birth, nurses sought a way to connect mothers with babies when they could not be with their newborns in the NICU. After much study and planning, the webcam system NicView debuted to rave reviews by parents.

SAFETY: A STRATEGIC PRIORITY

Preventing falls is a perennial concern at all hospitals and a priority of the Nursing Strategic Plan 2013-2015. Efforts to improve already favorable fall rates are part of the hospital’s commitment to quality and safety.

A BETTER EXPERIENCE FOR FAMILY MEMBERS

Delays and lack of information add to the burden of family members as they wait for their loved one to come out of surgery. To lighten their load, Nursing initiated Waiting Room Rounds in the ambulatory surgery center’s waiting area, during which time nurses provide status updates. The staff also developed a brochure with helpful information about important aspects of the day, including what to expect, a description of the healthcare team and services such as the cafeteria, the gift shop and the Family Resource Center, a well-appointed lounge and information center.

VISIONARY LEADERSHIP SUPPORTS PRACTICE

Visionary leadership supports practice and the delivery of patient care. The CNO is the foremost nursing leader and represents the Nursing Department when interacting with others both within and outside the institution. The nurse executive cannot do this alone. Every nurse in the organization is a leader.

A STRATEGIC PARTNERSHIP

By design, the CNO is a strategic partner in the organization’s decision making. Two projects in development reflect that relationship, including the upcoming renovation of the ICU, a multimillion-dollar improvement envisioned and planned under her leadership. The CNO...
Patient fall rates for Med/Surg units were reduced and maintained below the national comparative mean due to a revised Fall Injury Prevention Protocol, education and other actions by nurses.

Nurses are proactive advocates for patient safety. When the addition of door saddles on Behavioral Health caused safety concerns, the situation was discussed in patient rounding and huddles that included clinical nurses and the patient care director. Review of trended data supported the need for a modification. Nursing’s recommendations to remove door saddles on the unit were extremely fruitful. In three months, the fall rate decreased by more than half.

The participation of 307 nurses at a Safe Patient Handling (SPH) Skills Fair and the identification of expert users of SPH equipment for each unit reduced the numbers of employee days lost from lifting injuries.

Nursing’s commitment to safety extended to all employees. A hospital-wide slips, trips and falls initiative led by the CNO identified causes and solutions for the problem of related employee injuries. No workdays were lost in the four months after implementation of the program.

**Evidence-Based Practice**

Evidence-based practice (evidence - best practice) means the judicious use of the best current evidence in making decisions about the care of the individual patient. The process integrates clinical expertise and takes patient desires, values and needs into consideration.
nurse leadership team

SENIOR LEADERS
Madelyn Pearson
Scott Cooper
D. Katherine Holloway
Karen Rettig

Advanced Practice Nurses
Freeda Arias-Topalan
Susan Austin
Kathleen Cahill
Florance Campbell
Saffie Canada
Donna Carrazone
Marie Cheng
Amanda Chopko
Jean Cho
Carol Cianci
Sylvia Colon-Cabassa
Pamela Cordaro
Jill Cox
Susan DeLaRosa
Christina DeMarco
Maureen Dombkowski
Josemy Ebreo-Ferrer
Katarina Feeley
Denise Kelly-Jones
Anna Lang
Patricia LePinto
Diane Lubinski
Janet Mantel
Patricia Mazolla
Kelle McGuire O’Shea
Julie Mella
Bridgette Mitchell
Cynthia Mulder
Jennifer Murphy
Deborah Nellis
Wen-Chiao Peng
Kristinoffson Pineda
Sharon Reche
Joanne Rutoolo
Lisa Salandra-Birnbama
Leah Sandhaus
Maria Sarabi
Lisa Sonzogni
Sharyn Tindel
Franca Vela-Contos

Patient Care Directors & Assistant Patient Care Directors
Theresa Bertolotti
Jennifer Brown
Rose Marie Buse
Elizabeth Cattani
Luz Fiul
Valarie French
Jackieanna Gonzalez
Barbara Grygotis
Rosemarie Hill
Christina Katz
Linda Leighton
Margaret Murphy
Barbara Quaidsgio
Diana Torres

Nursing Administrative Supervisors
Margaret Cabaretta
Phyllis Capigli
Zahava Cohen
Prince Dankwah
Irma Diaz
Abigail Ferrer
Donna Grotheer
Pearl John-Stiell
Patricia Kehoe
Cassandra Martin-Walsh
Donald Dinhoma
Elizabeth Petrozzi
Anne Riekkikki
Jennifer Shapp
Sawitri Sutton
Maribeth Virondo
Rose Veluzo

Joint Practice Clinicians & Nurse Educators
Julie Melunova
Diagnara Geraghty
Debra Sokolowski
Mary Lloyd
Christine Massey
Dorothy Meehan
Rose Trjovich
Barbara Wachtel
Michele Wu
Suzanne Zafan

Nursing Leaders Throughout the Organization
Constance Abate
Patricia Baik
Elisa Demeria Bergado
Patricia Bigley
Theresa Chun
Cio Dela Riva
Linda Finocchiaro
Filmore Flores
Katherine Garcia
Deborah Germinario
Mary Gifford
Deborah Griffin
Lori Hesseth
Maureen Jaworski
Shahla Lewis
Gay Lundy

Cristina Lutus Nistor
Mary Magallanes
Jennifer Morgan
Cathy Musi-Quinn
Mary O’Connor
Tanu Patel
Mary Peterkin
Dina Raymond
Clare Rizzo
Kari Robinson-Facey
Christine Rohan
Patricia Schwartz
Diana Seymour
Mary Loudes Soriya
Felicia Vilari
Mary Ellen Walter
Christine Weilsberg

Top Left: Christine Massey, RN; Michelle Wu, RN
Top Right: Michelle Edades, RN; Lucita LiPuma, RN
Bottom Left: Cynthia Mulder, APN; Amanda Chopko, APN
Bottom Right: Rosa Kim, RN
Bedside Shift Reporting
Principal Investigator:
Erline Everett, MSN, RN, APN-BC

Critical Care Patients: Examining the Relationship Between Vasopressor Administration and Pressure Ulcer Development
Co-Investigators:
Jill Cox, PhD, RN, APN-C, CVICU
Sharon Rocha, PhD, RN, APN-C, CCRN

Does Hand Massage Reduce Pre-Op Anxiety in Same Day Surgery Patients? Principal Investigator:
Marlene Velez, MSN, RN

Emergency Severity Index (ESI) Acuity System and Its Effectiveness on the Delivery of Patient Care in the Emergency Department
Principal Investigator:
Sajeetha Jacob, BSN, RN

Evaluating the Effects of Family Education on Medication Compliance as a Post Discharge Support Intervention to Reduce Readmission Rates in a Psychiatric Unit
Principal Investigator:
Peter Obamije, BSN, RN

Factors Associated With Falls in Medical/Surgical Patients
Co-Investigators:
Charlotte Thomas-Hawkins, PhD, RN, Rutgers University
Jill Cox, PhD, RN, APN-C, CVICU
Susan DeGennaro, MS, RN, APN-C, CCNS

Huddling as a Communication Strategy to Improve Patient Perception of the Emergency Department Experience
Principal Investigator:
Sylvia Lopez, BSN, RN, MSN

Improving ED Flow by Placing a Pivot Nurse at Triage: A QI Project
Principal Investigator:
Precious Imany, BSN, RN

New Jersey Registered Nurses’ Workplace Support for Patient Advocacy
Co-Investigators:
Barbara Chamberlain, PhD, RN
Madelyn Pearson, MA, RN, NEA-BC

Nurse Liaison in a Surgical Waiting Area? Effect on Patient Satisfaction
Principal Investigator:
Joanne Preiss, BSN, RN

Patient Satisfaction and Nurse Patient Ratio in the ED
Principal Investigator:
Norma Barros, BSN, RN

Perceptions of Barriers to Continuing Education Attendance Among Staff Nurses
Co-Investigators:
Alice Barden, BSN, RN
Rebecca Esquivel, BSN, RN

Relationship Between Stress Levels and Attendance in Stress Reduction Classes
Principal Investigator:
Marla Car, BSN, RN

Team Work and Satisfaction
Principal Investigator:
Amy Evans, BSN, RN

The Impact of Surgical Safety Checklist and Communication in Operating Rooms
Principal Investigator:
Elizabeth Cattani, BSN, RN

Transitional Care and the Impact on Patient Safety Once Discharged from the Hospital
Principal Investigator:
Katherine Garcia, BSN, RN

transitional care and the impact on patient safety once discharged from the hospital
principal investigator:
katherine garcia, bsn, rn

research projects

scholarships

Aileen S. Wilson Nursing Scholarship
2013 Nancy Wienberg
2014 Jennifer Guzman, Nancy Wienberg

Cadmus-Vreeland Nursing Scholarship
2013 Veronica Pomasin
2014 Laura Pazziuagan

Clara Lee Olsen Nursing Scholarship
2013 and 2014

Gabrielle Mulderrig

George Elliot Trust Fund
2013 Veronica Pomasin
2014 Thomas Helin

Laura Phiggs

Student Nurse Scholarship
2014 Mary Frances Murphy, Vivi Nguyen
Shawn Simone

Woman’s Club of Englewood/Laurie Phiggs Student Nurse Scholarship
2013 and 2014 Lauren Dotson

Woman’s Club of Englewood/Sandra & David Bishop Nursing Award
2013 Lillian Bentez, Mary Moza
2014 Mary Moza, Veronica Pomasin
19th ANNUAL NURSING RESEARCH CONFERENCE POSTER PRESENTATIONS
November 15, 2013

Presenters:
Jill Cox, PhD, RN, APNC, CWOCN Medical/Surgical Advanced Practice Nurse/ Wound Ostomy Continence Englewood Hospital and Medical Center
Sharon Roche, PhD, RN, APNC, CCRN Critical Care Advanced Practice Nurse/ Wound Ostomy Continence Englewood Hospital and Medical Center
The Relationship Between Vasopressor Therapy and Pressure Ulcer Development in Critically Ill Adults
Jill Cox, PhD, RN, APNC, CWOCN

Sharon Roche, PhD, RN, APNC, CCRN

Aryeh Shander, MD

The Effect of Various Instructional Methodologies on Pressure Ulcer Knowledge Retention among Critical Care and Medical Surgical Nurses
Jill Cox, PhD, RN, APNC, CWOCN

Sharon Roche, PhD, RN, APNC, CCRN

Elizabeth Van Wynen, EdD, RN, NE-BC

Predictors of Pressure Ulcer Development in Adult Critical Care Patients
Jill Cox, PhD, RN, APNC, CWOCN

Critical Care Physicians: Attitudes, Beliefs and Knowledge about Pressure Ulcers
Sharon Roche, PhD, RN, APNC, CCRN

Jill Cox, PhD, RN, APNC, CWOCN

Nisha Gandhi, MD

Reflections of an EBP/Research Nurse Mentor: Lessons Learned
Presenter:
Andrea Centrella-Nigro, DNP, RN, CNE

EBP/Research Mentor
Holy Name Medical Center

20th ANNUAL NURSING RESEARCH CONFERENCE POSTER PRESENTATIONS
November 14, 2014

Perceptions of Barriers to Continuing Education Attendance Among Staff Nurses
Presenters:
Alice Barden, BSN, RN
Rebecca Esquivel, BS, RN
Staff Nurses, Englewood Hospital and Medical Center

The Relationship Between Caring Leadership, Nursing Job Satisfaction and Turnover Intentions
Presenter:
Davita Bolda, EdD, MSN, RN, PCN, NEA-BC
Nurse Manager, Hadassah-University Medical Center, Jerusalem, Israel

Aart | noun
a skill at doing a specified thing, typically one acquired through practice

Inovation | ˌinəˈvāSHən | noun
the introduction of new things or methods
THE QUALITY OF BEING HONEST AND HAVING STRONG MORAL PRINCIPLES

**integrity** (inˈtegritē) **noun**

The quality of being honest and having strong moral principles

**2013 NURSING SERVICES AWARDS**

**FRIEND OF NURSING**
- James Regan, RPh, MS, MIS
  - Rexell Baltazar & Sterile Processing Department Team

**ANCILLARY STAFF EXCELLENCE**
- Jascynth Shereves, PCA
  - Excellence in Professional Nursing Practice

**NURSING TEAM**
- Pre-Admission Testing
  - Labor & Delivery

**2014 NURSING SERVICES AWARDS**

**FRIEND OF NURSING**
- Julia Abreu

**ANCILLARY STAFF EXCELLENCE**
- Cheryl Armstrong
  - Collaborative Practice

**EXCELLENCE IN PROFESSIONAL NURSING PRACTICE**
- Carol Kaufmann, RN
  - Nurse Practitioner

**NURSING TEAM**
- Monica Mallon, RN
  - Patient Care Management

**RISING STAR**
- Diana Torres, BSN, RN, DNC

**LEADERSHIP**
- Jenifer Browne, BSN, RN
  - Critical Care Float Team

**new degrees**

- Oluymial Amosou, MSN
  - Ramapo College of New Jersey

- Alice Barden, MSN
  - William Paterson University

- Karl Brennan, BSN
  - University of Phoenix

- Maria Car, MSN
  - William Paterson University

- Elizabeth Cattani, MSN
  - William Paterson University

- Scott Cooper, MSA
  - University of Phoenix

- Cio dela Riva, MA
  - University of Phoenix

- Rebecca Esquivel, MSN
  - William Paterson University

- Amy Evans, MSN
  - William Paterson University

- Valerie French, MBA
  - Century College

- Caryn-Lynn Gallione, MSN
  - University of Phoenix

- Katherine Garcia, MSN
  - William Paterson University

- Lovely Garcia, BSN
  - Saint Peter’s University

- Chevon Gray, MSN
  - William Paterson University

- Renate Gumabon, MSN
  - Walden University

- Shalva Hirsch, MSN
  - Rutgers University

- Precious Iyay, MSN
  - William Paterson University

- Sajeetha Jacob, MSN
  - William Paterson University

- Lilliya Kantorovitch, BSN
  - Temple State Medical University

- Kaya Karakatsani, MSN
  - William Paterson University

- Sylvia Lopez, MSN
  - William Paterson University

- Peter Obamije, MSN
  - William Paterson University

- Mary Onnang, MSN
  - Capella University

- Joanne Preiss, MSN
  - William Paterson University

- Maria Ramirez, MSN
  - William Paterson University

- Eliasha Rosner, MSN
  - Ramapo College of New Jersey

- Jennifer Shepp, MSN
  - Farleigh Dickinson University

- Alice Shu, BSN
  - Ramapo College of New Jersey

- Jekyeong Sim, BSN
  - Korea National Open University

- Marlene Veselisky, MSN
  - Dominican College

- Sambhi Whitaker, MSN
  - Ramapo College of New Jersey
PRESENTATIONS

Collaborating to Expand Nurse’s Knowledge of PI, EBP and Research
Northern New Jersey Nursing Evidence-Based Research Consortium’s 6th Annual Joint Nursing Research and Evidence Based Practice Consortium Conference, St. Joseph’s Wayne Hospital, Wayne, New Jersey, October 28, 2014
Christine Massey, MSN, RN
Factors Associated with Falls in Hospitalized Adult Patients
Research Conference, Englewood Hospital and Medical Center, November 2014
Jill Cox, PhD, RN, APN-C, CWOCN

Perceptions of Barriers to Continuing Education Attendance Among Staff Nurses
Northern New Jersey Nursing Evidence Based Research Consortium’s 6th Annual Joint Nursing Research and Evidence Based Practice Consortium Conference, St. Joseph’s Wayne Hospital, Wayne, New Jersey, October 28, 2014
Alice Barden, BS, RN
Rebeca Esquivel, BSN, RN

Pressure Ulcers in Critical Care
Patients: Developing and Implementing a Program of Research
Northern New Jersey Consortium of Magnet Hospitals, Holy Name Hospital, Teaneck, New Jersey, September 2013
Jill Cox, PhD, RN, APN-C, CWOCN

process |ˈprɑs| noun
a series of actions or steps taken in order to achieve a particular end

safety |ˈsāftē| noun
the condition of being protected from or unlikely to cause danger, risk or injury

Vivi Nguyen, RN; Mary Mozia, RN
unique [yoˈnēk] adjective
being the only one of its kind; unlike anything else
EXCEPTIONAL CARING, EXEMPLARY CARE

Englewood Hospital and Medical Center has been recognized for outstanding patient care by numerous organizations, accrediting bodies and membership organizations. Please visit www.englewoodhospital.com for a full accounting.

NURTURER noun
A person trained to care for the sick or disabled, especially one educated in the scientific basis of human response to health problems and specific ethical and professional standards. Origin: The verb nurse was originally a form of the word nourish.

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Nursing Defined is a publication of the Department of Nursing, Englewood Hospital and Medical Center. We thank the Office of Communications for its invaluable support. The enthusiastic participation of Nursing staff, other employees and hospital friends also made this report possible.