JOURNEY to Excellence

Nursing Biennial Report
2011-2012
Englewood Hospital and Medical Center
Dear Colleagues and Friends,

It is with pleasure and pride that I share with you our 2011/2012 Nursing Biennial Report, *Journey to Excellence*.

As our nursing vision articulates, “...our actions are directed to the ultimate good of the patient.” This is best realized in our patient outcomes, professional activities, and comprehensive awards and recognitions. Outstanding patient safety and patient care have become the hallmarks of nursing at Englewood Hospital and Medical Center. Every day each nurse focuses the care she or he provides on helping our patients achieve their optimal outcomes. Individualized care is prioritized and delivered with warmth and compassion.

So sit back… and join us on our journey to excellence by recognizing and sharing in our accomplishments, each of which has helped us realize our nursing vision.

Sincerely,

Madelyn M. Pearson, MA, RN, NEA-BC

Senior Vice President Patient Care Services
Chief Nursing Officer
**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.

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**Our Professional Practice Model**

Our professional practice model (PPM) is an abiding guide that inspires and sustains us on our journey to excellence. It depicts how our nurses practice, collaborate, communicate and develop professionally in order to provide the highest quality care for our patients. It also illustrates the alignment and integration of nursing practice with the mission, vision and values that we have adopted.

The model has been carefully designed to guide us as we meet the challenges of healthcare and the needs of our patients and their family members. A strong and steady guidepost, our PPM also leads us in our efforts to optimize the role of the registered nurse at our hospital. Its goals are to improve quality patient care and safety, drive autonomy, accountability, performance transparency and participation in lifelong learning, and increase job satisfaction and engagement.

The patient and family are at the center of the model’s five interdependent components.

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**Our Philosophy**

Caring is central to nursing at Englewood Hospital and Medical Center. At our hospital, caring is:

- The central expression of nursing. It is the common link that brings nurses together to form strong healing connections with patients.
- An art that requires commitment, knowledge and practice. It motivates and energizes action to influence life constructively and positively by increasing intimacy and mutual self-actualization.

—Based on Jean Watson’s Theory of Human Caring and authored by the Nursing team.

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Front Row: Susan DeGennaro, Gladys Pezo-Fernandez, Grisell Zamora  
Back Row: Lauren Dotson, Ann Ellenson, Suzanne Longo
As we traveled the never-ending road to excellence, there were guideposts to follow, milestones to celebrate and new horizons to fix in our sights.

Beacons of Light
The entire hospital family celebrated Magnet redesignation in 2011 and set the course for our continuing journey to excellence. The principles and values derived from the Magnet model components of Transformational Leadership, Structural Empowerment, Exemplary Professional Practice and Empirical Outcomes lit the way.

Circle of Pride
Our Nursing staff took enormous pride in the numerous distinctions and recognitions that Englewood Hospital and Medical Center received for patient safety and clinical excellence. The professionalism, dedication and pride of our nurses were among the most valued factors that made these honors possible.

2011

HealthGrades
- Patient Safety Excellence Award
- Top 10% in the Nation
  - Maternity Care Excellence Award
- 5 Star
  - Coronary Bypass Surgery
  - Maternity Care
  - Pneumonia Treatment

J.D. Power and Associates
- Outstanding Patient Experience in Cardiovascular Services
- Outstanding Patient Experience in Emergency Services
- Outstanding Patient Experience in Maternity Services

CareChex Awards
- Top 10% in the Nation for Patient Safety
- Stroke Care
“From the moment we entered the building, we were treated with total respect, as though we were some sort of visiting king and queen from a foreign country.”

— Family Member

2012

HealthGrades
Top 5% in Nation
• Neurosurgery Excellence Award
Top 10% in Nation
• Cardiac Surgery Excellence Award
• Maternity Care Excellence Award
• Neurosciences Excellence Award
5 Star
• Coronary Bypass Surgery
• Maternity Care
• Pancreatitis Treatment
• Pneumonia Treatment
• Sepsis and Pulmonary Embolism Treatment
• Stroke Care, Neurosciences & Neurosurgery

CareChex Awards
Top 100 In the Nation for Medical Excellence & Top 10% in the Nation for Medical Excellence
• Heart Attack Treatment
• Interventional Carotid Care
Top 10% In the Nation for Medical Excellence
• Cardiac Care
• General Surgery
Top 10% In the Nation for Patient Safety
• GI Care; GI Hemorrhage
• Heart Attack Treatment; Heart Failure Treatment
• Hip Fracture Repair
• Neurological Care; Stroke Care
• Overall Medical Care

Selected Milestones
The Leapfrog Group
• Top Grade for Patient Safety, “A.” (Rated among more than 2,600 hospitals nationwide.)
The Joint Commission
• Advanced Certification as Primary Stroke Center (Among just 150 US hospitals recognized for significantly improved outcomes.)
• Disease-Specific Certification for Hips, Knees & Spine
• Top Performer on Key Quality Measures – 2011
National Accreditation Program for Breast Centers
• Recognized for Excellence in the Care of Breast Patients

Front: Shaija George
Back: Regina Gynegrowski, Mary Lloyd, Valerie Skettini, Anne Marie Ayala

Large Photo: Ellen Johnston, Marlene Veselsky
Inset: Mark Tuazon

Front to Excellence
On the Superhighway to Excellence

Nurses were at the center of the adoption of a new enterprise-wide clinical information system by McKesson. Improvements in quality, seamless patient information and the attainment of meaningful use targets guided the process, with the hospital exceeding targets to maximize reimbursement.

The hospital recognized the essential role of nurses in reaching our goals. Nurses were highly instrumental in the planning and successful implementation of this enormous undertaking, and continue to be involved at virtually every level.

An important early step toward success in this project was the addition of new members to the IT Department. Our informatics clinical coordinators (ICC) were registered nurses with a keen interest in information technology, a strong clinical background and an intense desire to bond both specialties successfully. The introduction of the ICC was the beginning of developing a fully functional and active Clinical Informatics Team.

Many “Super Users” were selected from Nursing, who then diligently prepared to deliver support and education. Many of these Super Users have evolved into subject matter experts vital to the success of the project.

The project began in the spring of 2010. In the fall of 2011, the hospital went live with the most applications in the region in one single implementation.

Magnet Nurses Set the Course

As Magnet nurses, we have aspired to exceed expectations as we meet the challenges of the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), a standardized survey tool designed by the Centers for Medicare and Medicaid Services to measure adult inpatient perception of the quality of care during hospitalization. With certain improvements in hand, we continue to move forward to fully realize our goals.

The focus on related professional and personal development for our Nursing team, whose members are the daily stewards of quality care for our patients, was particularly keen. Numerous initiatives included the redesign of nurse orientation materials, a series of educational sessions on Service Excellence for Nursing staff, more frequent staff recognition and retreats for the Medical/Surgical, Maternal Child, Critical Care and Perioperative councils that were devoted in large part to patient satisfaction. Our Nursing councils, which provided countless opportunities for nurses to grow and strengthen their practice, pointed the way at innumerable turns, as did our educators, patient care directors, staff nurses and other Nursing personnel.

“Words can’t express how each and every individual in this department had such a positive effect on me.”

– Patient –
The Spirit of Excellence

The results of the December 2012 Nurse Engagement Survey exceeded the national benchmark mean, with a level of engagement of 36.1% as compared to the national mean of 28.5%. Our nurses scored 73.3% in the category “I am proud to be a nurse,” in sharp contrast to the national figure of 13.5%.

The Advisory Board Company’s definition of engagement is that an engaged nurse is inspired by his or her hospital, willing to invest discretionary effort, likely to recommend the employer and planning to remain with the hospital for the foreseeable future.

Snapshots in Patient Satisfaction

We know the road to excellence is never-ending. Our commitment to exceeding our goals and individual accountability is where our compass is pointed. Our travels in 2013 and beyond will be guided by an abiding commitment to grow patient satisfaction. Our nursing vision sets the course.

• A multidisciplinary team, including administrators, unit and department managers, staff and physicians, ascertained and prioritized opportunities for improvement and focus. The fundamentals of AIDET and rounding, as well as the ability to connect the dots from staff and physician level behaviors to patient perceptions, were determined to be the most immediate needs of the organization. As a result of these findings, tools, education and training were created and conducted throughout the Medical Center.

• Previously, inpatient HCAHPS scores fluctuated as much as 25 points on a monthly basis. However, the volatility in scores since March 2012 has averaged less than two points and continues to improve.

Above: Nancy Wienberg, Karen Randall, Margaret Nolan
A Journey Shared

“Thank you very much for having nurses who put their patients first.”

– Patient –

MEDICAL/SURGICAL

Chairs: (2011) Jill Cox, Susan DeGennaro, Rosemarie Buse
Chairs: (2012) Rosemarie Buse, Susan DeGennaro, Janet Mantel

Members: Jenifer Brown, Phyllis Capaghi, Elizabeth Cattani, Sophie Choi, Nicole Chvasta, Jill Cox, Lauren Dotson, Ann Ellenson, Erline Everett, Aurora Garcia, Devon Gordon-Lyles, Chevon Gray, Barbara Gygottis, Pat Lanzellotti, Kimberly Lion, Kari Love, Norbeta Maine, Christine Massey, Dana Mayer, Stacie Mersey, Jessica Pages, Maria Poznanska, Anthony Russo, Jung Sang, Jennifer Shepp and Jillian Valdez.

Standards:
• Completed evidence-based review, update and revision of all outcome standards (interdisciplinary plans of care) and discharge instructions.
• Participated in evidence-based review and revision of all nursing protocols.
• Revised all MED/SURG protocols based on evidence.

PI:
• Participated in International Pressure Ulcer Prevalence Day. Nursing students assisted in data collection process.
• Collected quarterly NDNQI data for restraints and pressure ulcers. Completed related mandatory education.
• The division maintained an annual acquired pressure ulcer prevalence rate of 1.25% and 0.6%, respectively.
• Completed monthly audits of Falls Protocol.
• Assisted in the incorporation of evidence-based changes to Falls Protocol.

EBP/Research:
• Distributed Information Overload Project survey to assist with completion.

Education:
• Participated in McKesson training with many members assuming the role of Super User.
• Contributed to numerous operational decisions involving computerization.
• Assisted in review of current electronic charting system.
• Incorporated changes to the MED/SURG nursing documentation into the EMR based on the feedback of council members.
• Featured information at a council retreat on AIDET training and patient satisfaction in addition to an analysis of falls in the MED/SURG division.
• Incorporated visual (yellow slippers and lap blankets) and auditory (bed and chair alarms) indicators into the revised Falls Protocol, as well as the use of non-restrictive devices and diversional devices (activity blankets) for the cognitively impaired based on available evidence.

Left: Jill Cox, Erline Everett, Sung Yeon Choi, Nicole Chvasta, Norberta Maine  Right Top: Gabrielle Valentino  Right Bottom: May Fran Reinfried, Diana Torres, Digna Guillermo
CRITICAL CARE

Chair: Theresa Bertolotti, Sharon Roche

Members: Jenifer Browne, Barbara Connizzo, Liza Emolaga, Pat Fonder, Caryn Gallione, Barbara Grygotis, Rosemarie Hill, Dorothy Meehan, Sue Mola, Joanne Moldt, Renn Reyes and Minnie Tanion.

Standards:
- Developed, approved and implemented a procedure for flushing the new external ventricular drainage (EVD) system. This standardized the ongoing management of patients with EVDs.
- Collaborated with Pharmacy/Respiratory Therapy in developing, approving and implementing Epoprostenol (Flolan) Protocol.
- Revised all Critical Care protocols based upon the evidence-based literature.
- Assisted with the development of a urinary retention algorithm to assist with bladder scanner utilization.
- Implemented a daily IV monitor to be utilized at each shift handoff. Improved compliance to the Vascular Access Device Protocol (VAD) to 99%.
- Developed a hand-off communication tool to be utilized for transfers from the ED to MSICU and Cardiovascular Intensive Care Unit (CVIC).

PI:
- Initiated Information Overload Campaign.
- Designed and distributed a staff survey regarding mechanisms of communication in the Critical Care units (85% return).
- Campaign members presented survey results to the Critical Care staff on all shifts. Sub-groups began implementation of all strategies.
- Re-commitment to Sepsis Protocol.
- Re-education to Sepsis Protocol for ED staff.
- Implementation of Therapeutic Hypothermia using the Arctic Sun for temperature modulation.
- Identified and incorporated additions to HED.

MATERNAL CHILD HEALTH

Chair: Shaija George, Jackienette Gonzalez

Members: Lindie May Abdon, Gina Ambulo, Diane Andranaco, Anne Marie Ayala, Alice Barden, Betty Casagrande, Theresa Chun, Rose Guadagni, Regina Gynegrowski, Mary Lloyd, Sally Mathew, Elizabeth McConnell, Kim Morrissey, Nancy Muldowney, Diana Raymond and Valerie Skettini.

Standards:
- Revised and implemented newborn hypoglycemia protocol.
- Addressed perinatal bereavement support and practices through the Bereavement Task Force.
- Revised neonatal thermoregulation protocol.
- Installed new infant security system and revised security protocols based on evidence.
- Revised and implemented pre-eclampsia management protocol.
- Revised MCH protocols based on evidence.

PI:
- Implemented new guidelines for congenital heart disease screening and initiated a new PI process achieving compliance rates above state and national benchmarks.
- Hardwired skin-to-skin bonding as professional practice to enhance breastfeeding success.

EBP/Research:
- Identified research question: Does a standardized Therapeutic Hypothermia (TH) protocol using the Arctic Sun decrease the incidence of shivering, length of time to goal temperature and outcome for post-cardiac arrest patients?

EDUCATION:
- Assisted with yearly competency validation.
- Assisted with Arctic Sun education and competency validation for Cardiac Cath Lab, MSICU, CVICU, ED, RRT.
- Assisted with Therapeutic Hypothermia Protocol/MD order set education for RNs in the Cath Lab, CVICU, MSICU and ED.
- ED council members assisted with Cheetah education to ED staff.
- ED council members assisted with the revised Sepsis algorithm for the ED staff.
- Critical Care Council staff assisted with the education of selected revised critical care protocols.

P A T I E N T  A N D  F A M I L Y

Chair: Roseangela DiTaranto, Anne Marie Ayala

Right: Gerlie Magnaye, Minene Pacia

Left: Karen Rafti
EBP/Research:
- Project: What is the drying time of umbilical cord stumps kept clean and dry versus stumps treated with alcohol?

Education:
- Conducted a divisional competency fair offering staff hands-on training for annual competencies.
- Offered educational sessions on professional pride and HCAHPS focused on Maternal Child Health.
- Conducted educational programs on breastfeeding support, management of maternal emergency, postpartum depression management, hypoglycemia and late preterm infant.

Other:
- Labor and Delivery staff achieved an outstanding 85% inpatient OB certification rate.
- Created Breastfeeding Task Force to support breastfeeding best practices and to embark on a journey towards baby-friendly status.
- Developed discharge teaching tools for SIDS and congenital heart disease screening.
- Implemented couplet care during the night shift on MB.
- Tailored EMR to fit the MCH divisional needs.
- Implemented a new process for NRP coaching and testing.

PERIOPERATIVE
Chairs: D. Katherine Holloway, Rose Trojkovich

Standards:
- Reviewed and updated perioperative standards and protocols to reflect current practice and evidence and the organization’s shift to electronic medical records.
- Reviewed, updated and implemented the Surgical Attire Policy according to AORN standards. Education and facility-wide implementation occurred.
- Revised, approved and implemented Universal Protocol. Staff and physician education provided across the facility.

PI:
- Continued to monitor autoclaves on a weekly basis for compliance with flash sterilization standards and testing.
- Focused on first-case on time starts, and increased our rate from 35% in January 2012 to 56% in December 2012.
- EBP/Research: PICO question developed: Do adult shoulder patients have a decreased need for narcotics with a C-block as compared to a nerve block?
Revised numerous cardiac protocols (Administration of Abciximab, Eptifibatide, Intra-aortic Balloon Pump and Therapeutic Hypothermia).

Developed and implemented McKesson EMR in all Outpatient nursing areas.

PI:
• Reviewed and revised PI calendars for 2011 and 2012.
• Continued review of all ADRs in Infusion and use of hypersensitivity orders.
• Collected ongoing NDNQI data in Endoscopy and Cardiac Cath Lab.
• Monitored compliance to pain assessment.
• Reviewed Outpatient fall data to develop process across the Outpatient areas to prevent falls through education.
• Created the Information Overload Survey to determine the method by which Outpatient staff members prefer to receive information and communication.

EBP/Research:
• Project: In the Outpatient population does the implementation of a fall prevention strategy compared to no fall prevention strategy effect a decrease in falls over a three-month period of time?

Education:
• Staff developed and presented Cultural Sensitivity Program during “Lunch and Learn.”
• Staff development of fall education booklet with Outpatient nurse who returned to complete BSN program.
• Continued to work on fall monitoring for the outpatient as well as an educational brochure.
• Identified the Drug-to-Drug Interaction Research Project with home medications in the patients receiving chemo/biotherapy in collaboration with the Pharmacy staff.

Other:
• New Equipment/Supplies: McKesson-Area specific use of applications, hybrid OR, Smart Pumps.
• Patient Satisfaction Initiatives: Ongoing NRC Picker survey in Endoscopy. These and the results of house-wide surveys shared with all members. All staff instructed to use AIDET, using ALWAYS when interacting with patients and their families. Cardiac Cath Lab continued to participate in alliance with 7D.
• Radiation Oncology used hospital-developed tool to assess patient satisfaction.
EBP/RESEARCH

Chair: Jill Cox
Members: Susan Austin, Alice Barden, Elizabeth Cattani, Barbara Connizzo, Rose Cunha, Susan DeBenno, Mary DeRitter, Carol Eastman, Rebecca Esquivel, Martina Francisco, Precious Iney, Arielle Keys, Victoria Kim, Diane Liccardo, Sylvia Lopez, Irina Mandel, Janet Mantel, Brenda Marshall, Christine Massey, Mary Reinfried, Sharon Roche, Ellen Ryan, Lia Sabbath, Marie Sarubbi, Jennifer Shepp, Diane Steele, Minnie Tanion and Maryelen Vargas.

Standards:
- Completed revision of nursing protocols, procedures and outcome standards using best practice guidelines and evidence hierarchies.

EBP/Research:
- Completed eight IRB-approved research studies within Nursing. Principal investigators included advanced practice nurses, patient care directors, nurse educators and Nursing staff.
- Presented research projects at local, regional and national conferences.
- Completed a collection for the Information Overload Project within Nursing.

Education:
- Developed a fact sheet to illustrate the method by which the concepts of EBP/Research are integrated into the protocol review process.
- Designed “The Candy Study,” a simple research study highlighting the basics of the research process.

EDUCATION

Chairs: Elizabeth Cattani, Karen Rafti

Standards:
- Produced annual educational catalog inclusive of Magnet-related courses.
- Used education catalog as a reference for the staff RN Career Development/Evaluation Tool.
- Expanded annual education catalog to include other disciplines.
- Designated Unit Champions for the 32 clinical units to help facilitate communication of ongoing education. Included updating Center for Nursing Practice education bulletin boards, communicating and promoting educational offerings, and acting as a resource to the staff for EHMCEducation Intranet links.
- Revised 39 clinical procedures based on EBP/Research.

PI:
- Collaborated with Practice Review by Peers Council to facilitate a Nurses Grand Rounds in an effort to disseminate best practices through a case study related to CAUTI.

EBP/Research:
- Incorporated evidence-based practice and the IOWA Model into the annual RN needs assessment.

EBP/Research:
- Published Nurse to Nurse newsletter biannually.
- Published McKesson newsletter quarterly and placed McKesson link for information on the ePortal.
- Conducted annual needs assessment survey. Patient care associates, unit secretaries, ED techs, care managers and the nurse management team were included.
- Developed nursing competencies based on employee needs survey, patient safety and patient satisfaction.
- Created annual Registered Nurse Professional Organization/Certification Day.
- Updated scope and standards of practice for unit-specific RN requirements.
- Expanded orientation process to include evaluation feedback from the preceptor along with the orientee.

PRACTICE BY PEERS

Chairs: Erline Everett, Barbara Gyggtis
Members: Doreen Barclay, Maia Bregman, Linda Finocchiaro, Devon Gordon-Lyes, Donna Grotheer, Lori Habersaat, Chikara Iwuagwu, Michelle Lindsay, Diane Lubinski (ad hoc), Michele McLaughlin, Dorothy Meenan (ad hoc) and Stacie Morvay.

Standards:
- Process recommendations on the revision of the Rapid Response Team (RRT) algorithm.
- Process recommendations on the consistency of the PCA worksheet.
- Process recommendations on the Chain of Command, RRT policy and Hand Off Communication.

Left Top: Cathy Muir-Quinn Left Bottom: Adriana Gambino
Right: Christina DeMarco, Rulijo Legaspi, Elizabeth Pietropaoli, Michelle Lindsay
PI:
- Developed Grand Rounds presentation related to NDNQI – nurse sensitive indicators (falls).

Education:
- Developed, implemented and presented education in the form of three presentations at hospital Grand Rounds during February and November 2012.
- Education included critical thinking, Chain of Command, activation of the RRT and vital signs trending.
- These programs were well attended by Nursing staff and provided feedback to the team regarding how valuable and pertinent the content was for practice.

NURSING PHARMACY COMMITTEE

Chairs: Elizabeth Cattani, Stephen Mantel, Jeff Nemeth

Standards:
- Implemented Pyxis profile, which displays on medication dispensing machines each of the patient’s prescribed medications that have been screened and verified by a pharmacist, allowing for a safer and more efficient medication administration process.
- Introduced new Baxter IV pumps with individualized drug library specific to area of clinical practice to provide increased patient safety.

EBP/Research:
- Initiated scheduled delivery rounds by Pharmacy to deliver medications prior to administration time for a consistent method of medication delivery and appropriate storage.
- Standardized IV medication delivery location with all IVs being placed in the med room bins.

Education:
- Created True View, a newsletter, to update staff on recent upgrades and improvements to medication administration in McKesson.
- Increased number of monthly Pharmacy McKesson meetings to discuss and solve implementation issues related to physician order entry, Pharmacy verification and Nursing medication administration and documentation.
“The care I received after the surgery, I feel, is the reason I did not have any post-surgical complications.”

– Patient –

Destination: Compassionate Care

Diverse in culture, age and personality, it has been said that the members of the multidisciplinary Behavioral Health team achieve their successes precisely because of their differences. Their common and core values of compassion, caring, selflessness and hope for the so-called hopeless and broken in our society are the deep-seated drivers behind patient satisfaction scores that are consistently higher than national benchmarks.

The unit cares for the most acutely ill psychiatric patients, including elderly patients who have been rejected by other facilities because of the severity of their illness and behavioral disturbances. It is a point of pride for all that the staff treats patients in a restraint-free manner.

An Alzheimer’s Association representative recently shared, “I wouldn’t recommend taking your elderly loved one to anywhere else but Englewood Hospital and Medical Center for psychiatric care.” This comment demonstrates the unit’s reputation in our community.

Great Strides for the Critically Ill

- Evidence-based initiatives developed by advanced practice nurses produced better measurable results in various areas, including a decrease in the number of pressure ulcers for our sickest patients. Similarly, these efforts maintained outcomes in the critical care areas at or below national benchmarks for ventilator associated pneumonia (VAP) and central line associated bloodstream infection (CLABSI).

- Critical care is a continually evolving specialty, and the staff of the MSICU consistently demonstrated the ability to adapt to improve patient outcomes. The implementation of complex interventional modalities for critically ill patients with neurovascular events resulted in the introduction of a more sophisticated extraventricular drainage system to assist in their management. The staff mastered this modality and became a resource for the Interventional Radiology Department.

- To meet the demands of the revision of the Therapeutic Hypothermia Protocol, the MSICU staff achieved proficiency in a complex cooling mechanism and a revised drug protocol to manage a patient’s shivering while cooling. In collaboration with the ED and CVICU, patients reached their cooling goal temperature 75% more quickly and shivering in this patient population was decreased by 80% without the use of neuromuscular blocking agents.

- The CVICU staff transitioned diligently and skillfully to new equipment, keeping pace with technological advances in cardiac surgery, interventional cardiology and critical care. In addition to Prismaflex, Cheetah, Vigileo and
Arctic Sun, the CVICU also introduced the new Maquet Intra-Aortic Balloon Pump, two other ventricular assist devices, Impella and Centrimag, and other advanced technology and procedures. The clinical education required included both didactic and technical training.

• Teamwork created the success behind these critical enhancements and others. The CVICU joined Dean 7 to implement successful patient satisfaction strategies. Pain control was a subject of intense focus as a multidisciplinary team achieved significant results in pain management.

**Beyond the Horizon in Mother-Baby**

Nothing is cherished more deeply by the profession of nursing or the community than the care of mothers and their babies.

• Maternal Child Health scored far above national and state average scores on maternity practices in infant nutrition and care in the mPINC survey by the Centers for Disease Control, which measured quality practices. Our outcomes were recognized as outstanding in the areas of labor and delivery, feeding of breastfed infants, breastfeeding assistance, discharge care, staff training and care delivery.

• The National Database of Nursing quality indicators summarized the NICU’s quality of care outcomes in all areas in managing peripheral IVs and pain management as outstanding compared to other teaching hospitals and hospitals of similar bed count.

• The Leapfrog Group recognized our outstanding maternity services both years, based on quality outcomes and patient surveys that consistently praise the mother-baby experience at our hospital.

**One Journey to Excellence**

Building on a favorable record, Dean 7 (Cardiac/Telemetry) was one of the teams that achieved strong patient satisfaction scores. Supporting these scores were numerous customer service and patient satisfaction initiatives, as well as a new electronic medical records system. The unit has consistently been one of the top-ranking inpatient units for patient satisfaction, with HCAHPS survey scores steadily increasing in 2012.

Scores were reported at key multidisciplinary meetings. The members of the Alignment Team posted the Stoplight reports in their departments with priorities of the week and month to help guide staff. Physicians from Cardiology and Cardiac Surgery were presented with best practices to assist them with their “Communication with Physician” scores and improve communication between the Medical and Nursing staffs.

In addition to patient satisfaction, the unit was preparing to accommodate increased volume from the Cardiac Cath Lab and the CVICU due to the addition of more cardiac surgeons and interventionalists. “Swing rooms” were created to accommodate fluctuations in the makeup of the patient population. Approximately 90% of the unit’s registered nurses are now crosstrained to work both in the Step-down Unit and Telemetry as the census in those areas grows. Registered nurses received training in important new modalities such as the Lariat Procedure and the TAVR Procedure, significantly broadening the depth and breadth of their practice as nurses.
The Therapeutic Hypothermia Protocol was expanded to include the EMS community. This protocol is now initiated by emergency responders, who begin cooling post-cardiac arrest patients prior to their arrival. Current resuscitation research identifies inducing hyperthermia for a short period of time will improve neurological function of a patient who survives a cardiac arrest.

The Stroke Team was expanded by adding new members from the Pharmacy, Lab and Radiology to the multidisciplinary team, enhancing efficiency, quality and patient outcomes. In addition, the processes to improve patient care were streamlined.

A Korean volunteer program, a multidisciplinary effort, was launched in the ED lobby, expanding our service to the Korean community.

- Transcatheter Aortic Valve Replacement (TAVR), in which a catheter is used to guide an artificial valve to the heart, was introduced for patients with severe aortic stenosis. Physicians and Nursing staff from the OR, Cardiac Cath Lab and CVICU participated in the education.
- The hospital celebrated the opening of a hybrid operating room, a surgical theater equipped with imaging devices such as fixed fluoroscopy units that enable a surgeon to perform minimally invasive surgery. These imaging devices provide remarkable visualization of small blood vessels in treating a clogged blood vessel. In one application, circulation can be restored to a limb without an open operation.
- In 2012, the hospital received Disease-Specific Certification for Joint Replacement (hips and knees) and Spinal Fusion by The Joint Commission. It was the third time the Joint Replacement Program had been recognized.

Left: Mindy Delaney, Donna Hennessy  Right: Guia Mirabueno, Marlene Ramos, Celestina Esmejarda, Judith Sibug  Inset: Women’s Ward, circa 1913
To assist staff in meeting the Surgical Care Improvement Process (SCIP), a nurse-led, inter-professional team designed a process flow sheet outlining the responsibilities of each care provider. As the patient progressed through the surgical units, the flow sheet was completed. The patient was identified early in the hospital stay, and an orange campaign was established. Patients were given an orange ID band and set apart by having their names highlighted in orange. The leadership team posted the appropriate antibiotic selections in each OR suite and ensured that the necessary antibiotics were available to the surgeons. As the patient progressed through each department, staff also completed the flow sheet, ensuring that each requirement was done on time. The use of sequential compression devices, antibiotic timing and VTE prophylaxis were included in this measurement process. In the postoperative period, the staff was reminded to discontinue antibiotics within 24 hours of surgery, administer VTE prophylaxis within 24 hours of surgery, and ensure that the Foley catheter was discontinued one to two days following surgery. The SCIP team reviewed the process at each step to ensure we were exceeding outcomes. Units included in this effort were the OR, PACU, 2 Kaplen and Dean 8.
Giant Steps in Quality
We surpassed benchmarks for the National Database of Nursing Quality Indicators (NDNQI) on numerous occasions.

Average Number of Pain Assessments Per Patient Initiated in 24 Hours/PEDS

Average Number of Pain Assessments Per Patient Initiated in 24 Hours/NICU

Unit Acquired Pressure Ulcer Rates: Critical Care (CVICU/MSICU)

Large Photo: Joanne Moldt, Sharon Roche
Inset: This mid-20th century Buick, on loan from a hospital supporter, was used by Englewood Hospital in its service to the community.
Moving Ahead in Education and Certification
Nurses developed professionally in countless ways, adding an increased number of Bachelor of Nursing and Master of Nursing degrees and certifications. As part of our first two onsite cohorts, staff and managers completed their Master of Science in Nursing degrees at William Paterson University while working at our hospital. They also presented their research studies at local and state conferences.

The Crossroads of Caring and Sharing
Approximately 5,000 people in New Jersey are waiting for organ transplantation. The hospital has had a long and successful tradition of collaboration with the New Jersey Sharing Network, the state’s organ and tissue procurement agency. Educational programs for attending and resident physicians and Critical Care, Emergency Department and OR nursing staff are provided to assist caregivers in managing donations and supporting families. In 2012, the hospital received the “Circle of Life” Award from the Sharing Network.

No Distance Too Great
“You Make the Difference” is an award reserved for employees who exemplify the highest standards of excellence. Any hospital staff member, manager, physician or volunteer may submit a nomination based on a personal experience with the nominee or an outstanding comment made by a patient, family member or visitor to the hospital. The following nurses were honored in 2011 or 2012.

Ashley Fitzpatrick, RN 6 Dean
Jennifer Guzman, RN 6 Dean
Nancy Harper, RN PEDs
Rachel Isip, RN 6 Dean
Mary Lloyd, MSN CNP
Diane Lupinski, APN Medicine
Cynthia Mulder, NP Pain Management
Leah Scilingo, RN 4 East
Lynda Venetos, RN Main OR

Pioneers in Professional Excellence
A forward-looking group of pioneers, a total of 22 nurses, enrolled in a Master of Science in Nursing, Nurse Practitioner Program conducted by William Paterson University, our third onsite cohort, as part of an exciting new component of educational and professional development available onsite to our nurses. Classes taught by doctoral-prepared nursing faculty meet at the hospital weekly.

Nurse practitioners are advanced healthcare providers who practice in primary, ambulatory, acute, specialty and long-term care. They are prepared with specialized advanced education and clinical competency to provide health and medical care for a diverse population in a variety of settings. Nurse practitioners are expected to be key in bridging the gap in projected physician shortages.

Top: Nancy Harper
Bottom: Johannah O’Connell, Annamma Kurian
NURSE LEADERSHIP TEAM

Senior Leaders
Madelyn Pearson
D. Katherine Holloway
Kathleen Kaminsky
Karen Rafti
Ann Marie Shears
Maryelena Vargas
JoAnn Walter

Advanced Practice Nurses
Freida Arias-Topalian
Susan Austin
Yaisel Benitez
Florence Campbell
Sallie Canada
Marie Cheng
Carol Cianci
Sylvia Colon Cabassa
Jill Cox
Susan DeGennaro
Christina DeMarco
Josemy Ebreo-Ferrer
Nyhra Goldfinger
Eileen Harvey
Denise Kelly-Jones
Anna Lang
Patricia LoPinto
Diane Lubinski
Janet Mantel
Patricia Mazzola
Kellie McGuire O'Shea
Bridgette Mitchell
Kim Morrissey
Cynthia Mulder
Jennifer Murphy
Deborah Neufville
Dawn Pavlu
Wen-Chiao Peng
Phyllis Peterson
Robyn Preziosi
Sharon Roche
Joanne Ruotolo

Lisa Salandra-Birnbaum
Leah Sandhaus
Marie Sarubbi
Lisa Sonzogni
Rebecca Thurn
Sharyn Tondel
Kathleen Vander Ploeg
Frances Vela-Contos

Patient Care Directors
Patricia Ballerini
Theresa Bertolotti
Valerie Brown
Rosemarie Buse
Mary Ann Bylinski
Phyllis Capiaghi
Elizabeth Cattani
Sheri Cleaves
Annette D'Angelo
Ann Ellenson
Jillian Friedler
Shaija George
Pushpa Goel
Jackienette Gonzalez

Devon Gordon-Lyles
Chevon Gray
Barbara Gygogitis
Lisa Gumbrecht
Rosemarie Hill
Lori Horton
Annemarie Landrigan
Patricia Lanzelotti
Concetta Maglory
Margaret Murphy
Elizabeth Pietropaoli
Natalie Profis
Stephanie Ryan

Joint Practice Clinicians
Diane Andronaco
Alícia Aslami
Susan Austin
Grace Carcich
Erline Everett
Vivian Gaits
Dragana Geraghty
Mary Lloyd
Brenda Marshall

Christine Massey
Dorothy Meehan
Gina Miranda-Diaz
Patricia Munno
Dawn Pizzolo
Karen Rafti
Joan Richards
Ellen Ryan
Lisa Sonzogni
Rose Trojkovich
Stephanie Whelan
Suzanne White
Barbara Wikinski
Michelle Wu
Suzanne Zafran

Nursing Administrative Supervisors
Magaret Calzaretta
Zahava Cohen
Darlene Cox
Irina Diaz
Donna Grotheer
Pearl John-Stiell

Trailblazers and Standard-Bearers ~ Our Administrative Leadership Team
Rosemarie Buse, Ann Ellenson, Madelyn Pearson, Barbara Gygogitis, Ann Marie Shears, Valerie Skettini, D. Katherine Holloway, Elizabeth Cattani, Filmore Flores

Middle: Elizabeth Pietropaoli, Phyllis Capiaghi, Jackienette Gonzalez, Jennifer Shepp, Margaret Murphy, Theresa Bertolotti

Front: Shaija George

Large Photo: Filmore Flores, Phyllis Capiaghi
Inset: Madelyn Pearson, D. Katherine Holloway, Ann Marie Shears
Research Projects

Congestive Heart Failure: A descriptive study in Magnet institutions
Northern New Jersey Evidenced Based Practice and Research Consortium (NJEBPRC)

Magnet Hospital Members: Englewood Hospital and Medical Center, Hackensack University Medical Center, Holy Name Medical Center, Jersey City Medical Center, St. Joseph’s Healthcare System, and The Valley Hospital; Ramapo College of New Jersey

A Comparison of problem-based learning versus traditional Instructional methods amongst staff nurses in an acute care setting

Principal Investigators:
Grace M. Carcich, MSN, RN, CNP
Karen Rafti, MSN, RN, BC, CNP

Co-Investigators:
Erline Everett, MSN, RN, BC, ANP (CNP)
Dragna Geraghty, BSN, RN, CNE (CNP)
Mary T. Lloyd, MSN, RN, CNE (CNP)
Christine Massey, MSN, RN (CNP)
Dorothy Meehani, MSN, RN, APRN, CCRN (CNP)
Michelle Wu, BSN, ONC (CNP)
Suzanne Zafran, MSN, RN, BC (CNP)

Differentiating a Pressure Ulcer from Acute Skin Failure in Adult Critical Care Patients

Co-Principal Investigator:
Jill Cox, PhD, RN, APRN, CN

Co-Principal Investigator:
Barbara Delmore, PhD, RN, CWOCN (NYU Medical Center)

Critical Care Physicians: Attitudes, Beliefs and Knowledge about Pressure Ulcers

Principal Investigator:
Sharon Roche, DNSc, RN, APRN, CCN

Co-Investigators:
Jill Cox, PhD, RN, APRN, CWOCN
Nisha Gandhi, MD

Prevention Above All: A Hand Hygiene Intervention Study

Principal Investigator:
Maryellen Vargas, PhD, RN

Co-Investigators:
Mary Ellen Walter, MPH, RN
Linda Finocchiaro, RN

Staff Nurse Education by Psychiatric Consultant Nurse Liaison – Pilot Project

Principal Investigator:
Deborah Germinario, MS, RN

Above: Patricia Patti, Andrea Hinds

Posters

Predictors of pressure ulcer development in adult critical care patients
Jill Cox, PhD, RN, APRN-C, CWOCN

Predictors of pressure ulcer development in adult critical care patients
National Teaching Institute and Critical Care Exposition: American Association of Critical Care Nurses, Orlando, Fla., May 2012
Jill Cox, PhD, RN, APRN-C, CWOCN

12th National Neonatal Nurses Conference, September 2012
Mary De Ritter, MSN, RN, CNL

Prevention of Patient Injury: Nasal Septal Erosion from NCAPP in the NICU
NJHA (New Jersey Hospital Association), June 15, 2012
Mary De Ritter, MSN, RN, CNL

The Use of Low Fidelity Simulators: A Cost Effective Strategy for Nursing Students and Staff Nurses, May 2011
Mary Lloyd, RN
Christine Massey, MSN, RN
Joan Richards, RN

Evaluation of a Nursing Rounding Program: Does an hourly nursing rounding program decrease patient fall rates?, May 2011
Christine Massey, MSN, RN

Combining Forces for Best Practice: A Model of Academia and Service, May 2011
Christine Massey, MSN, RN
Karen Rafti, MSN, RN, BC
Mary T. Lloyd, MSN, RN, CNE
Erline Everett, MSN, RN, BC, ANP

Critical Care Physicians Knowledge, Attitudes and Beliefs About Pressure Ulcers, June 2012
National Wound, Ostomy and Continence Nursing Society Conference, Charlotte, NC, June 2012
Sharon Roche, DNSc, RN, APRN-C, CCN
Jill Cox, PhD, RN, APRN-C, CWOCN
Nisha Gandhi, MD

Our Care Coordination Team paved the way for quality care after discharge.
Front Row: Patricia Schwartz, Felicia Germinario, Anne Math, Maria T. Magallanes, Mary Gifford
Middle Row: Mary Lou Soriano, Deborah Germinario, Judy Kardell
Back Row: Christy Koo, Diana Seymour, Cathy Muir-Quinn, Isabell Cutler, Cristina Nistor

Above: Patricia Patti, Andrea Hinds

Mentors

2 West SDS
Linda Fritz
Berrie Pre/Post
Mary Tendler
CNP
Erline Everett
CTICU
Pat Gatto
Sue Jackson
Ruth Marcello
Cardiac Cath
Amy Evans
Critical Care Float
Carol Boutilier
Joan Pan
Dean 5
Noemi Balancio
Saramma Palamattam
Patricia Patti
Adele Thomas
Dean 7
Marta Poznanska

MSICU
Iris Carros
Pamela Del Colle
Marianne Espejo
Pat Fonder
Louise Malusis
Loiita Munec-Calaido
Soledad Rivera

NICU
Sue Maher-Dziemian
Nancy Muldowney
Ann Nestman

PACU
Becky Esquivel
Michele McLaughlin

PAT
Terttu Sahadi

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PRESENTATIONS

Car Seat Safety and Program Development and Neonatal Intensive Care Seat Challenge
Saint Joseph’s Regional Medical Center, Paterson, NJ, Educational Outreach, September 2011
Mary DeRitter, MSN, RN, CNL

Cue Based Feeding
ONE/NJHA Nurse Executive Conference, June 2011
Mary DeRitter, MSN, RN, CNL

Nursing Careers
Annual Tenafly Middle School Career Fair, Tenafly, NJ, March 2012
Erline Everett, MSN, RN, BC, ANP

Cultural Aspects of Postpartum Depression
Northern NJ Consortium, November 2011
Shalja George, MSN, MBA, RN, BC, CRM, CPN

Pediatric Obesity Management
Northern NJ Consortium, Paramus, NJ, May 2012
Shalja George, MSN, MBA, RN, BC, CRM, CPN

Planning for Sustainability: Developing the Action Plan Spiraling Upward for Nurse Retention & Quality Care Collaborative
Penn State University, State College, PA, March & June 2011
Karen Rafti, MSN, RN, BC CN

Preparation of a Health Care Organization for the Adoption of New Clinical Information Technology
Twenty-Ninth Annual International Technology Conference, Cambridge, MA, June 2011
Karen Rafti, MSN, RN, BC CN

Promoting a Culture of Safety
Health Research and Education Trust of New Jersey/ New Jersey Council of Magnet Organizations
Hunterdon Medical Center, Flemington, NJ, June 2012
Karen Rafti, MSN, RN, BC CNP

Memory
Englewood Post Stroke and Disabled Support Group at the Southeast Center for Independent Living, February 12
Jo-Anne Venezia, RN, MPA

Stress Management and Wellness
Family Support Organization of Bergen County for Grandparents Raising Grandchildren, January 2012
Jo-Anne Venezia, RN, MPA

When Stress Isn’t Stress
International Society for Women Educators, September 2012
Jo-Anne Venezia, RN

Falls Prevention and Safety in the Home
Caregivers Coalition of Bergen County, May 2012
Jo-Anne Venezia, RN, MPA • Ilana Dallas, Physical Therapy Supervisor

NURSING SERVICES AWARDS

2011
Friend of Nursing
Ernie Cantos
Ancillary Staff Excellence
Margaret Benson
Cheryl Nichols
Excellence in Professional Nursing Practice
Collaborative Practice
Rose Trojkovich, BS, RN, CNOR
Community Outreach
Linda Maslanka, BSN, RN
Leadership
Barbara Connizzo, BSN, RN
Nursing Practice
Yu Wen, RN, DNP
Patient Care Management
Nicole Chvasta, MSN, RN
Rising Star
Yvonne Matthews, BSN, RN
Excellence in Nursing Research
Karen Rafti, MSN, RN, BC
Leadership
Phyllis Peterson, MSN, CNOR
Nursing Team
Rapid Response Team

2012
Friend of Nursing
Bettyann Cifu, BS, DTR/CL, CPHQ
Ancillary Staff Excellence
Marva Anderson, CST
Excellence in Professional Nursing Practice
Collaborative Practice
Judith Schuster, BSN, RN
Community Outreach
Joanne Preiss, BS, RN
Leadership
Renee Pollock, MSN, RN, CCRN
Nursing Practice
Suzanne Jackson, Irina Mandel, Bobbie Berkowitz, PhD, RN, FAAN
Patient Care Management
Julieanne Chaffotte, BSN, RN
Rising Star
Amy Schuit, BSN, RN
Excellence in Nursing Research
Christine Massey, MSN, RN
Leadership
Michelle Wu, BSN, RN, CRNP
National & Humanitarian Care
Mae Carlson, BS, RN, CRNP
Nursing Team
McKesson Super User Team

SCHOLARSHIPS

Aileen S. Wilson
Nursing Scholarship
2011

Michael Wilches
2012

Diane Liccardo
Cadmus-Vreeland Nursing Scholarship
2011

Teyana V. Goodwin
2012

Diana Palacio
Dorothy Meehan Student Nurse Excellence Scholarship
2011

Kaitlyn R. Francesce
George Elliott Trust Fund
2011

Katherine Clark
Sandra Bright
2012

Shalva Hirsch
Shawn Simone
2011

Laura Phipps Student Nurse Scholarship
2011

Kristina E. Lao
Gwen Nogoy
2012

Mabel Romal
Surgical Tech Scholarship
2011

Monika Plaza
Women’s Club of Englewood/William Soons, Esq. Nursing Award
2011

Anna E. Owianski
Jinal Shah
2012

Women’s Club of Englewood/Sandra & David Bishop Nursing Award
2011

Deborah M. Vreeland
2012

Johana Verdi
Women’s Club of Englewood Scholarship
2012

Aurora Garcia

LILIAN BERGSTEIN
DIANE LICCARDO
BARBARA CRUZ
LUCY LIPUMA
MICHELYNE GAVIN
JESSICA OLIVERA
JENNIFER GUZMAN
LEAH SCILINGO
PRECEPTORS

2 Kaplen
Linda Bernard
Jessica Burgio
Katherine Hauptman
Kimberly Lion
Cecilia Pascual
 Roxanne Paul
Anthony Russo
Yu Wen

2 West
Linda Fritz
Genny Hurtarte
Ellen Johnston
Denine Long
Joanne Preiss
Leonota Zoleta

Berrie OR
Sacha Barraca
Eun Choon Chang
Nena DiTrani
Victoria Kim
Annamarie Martin
Linda R. Maslanka
Margaret A. Smith

Berrie Pre/Post
Karen Barkley
Victoria Krizek
Mary M. Tendler
Janet O. Wright

CTICU
Ruth Marcelo

Cardiac Cath
Jessica Pages
Sylvia Pama
Harrietta Venegas

Cardiac Rehab
Deborah Tamburro

Cardiac Thoracic ECU
Patricia Gatto
Suzanne Jackson
Ari Karakatsanis
Joanne Moldt

Critical Care Float Team
Carol Boutilier
Sukhwinder Ghotra
Theresa LaSpina
Anna Maria Nava-Torres
Waynref Pitt

Emergency Department
Josepha Advincula
Barbara Connizzo
Arsenia C. Dimiano
Cathi S. Goldfischer
Precious Inay
Arlene Keys
Jirmina Steele
Barbara J. Wiezik

Endoscopy
Elizabeth Beddoe
Linda A. DiLucci
Linda Lindsay

Hemodialysis
Jasmina M. Amin

Infusion Center
Gael Eisenberg
KI Legaspi
Judith Slbug
Jodie Jameson Steuth

Interventional Radiology
Melissa Keil
Joan Powell
Noreen Stacey

Labor and Delivery
Carol Afford
Cinderella Alegria
Marina Gina Ambulo
Elizabeth Casagrande
Evelyn Evangelista
Suzette Guinto
Shalva Hirsch
Lillian Hui
Catrin Leins
Elise Radick
Jeanna N. Ramilo
Denise Scaglione
Sara Wagner
Maria Yglesias

MCICU
Andrew Adcecer
Pamela DelColle
Chrystal L. Disant
Patricia Fonder
Louise M. Malusis
Susan Melo
Barbara Mill
Stacie Moray
Lolita Nunez-Caladiio
Suzanne Scheidegger
Maryjo Sharple
Elaine Van Burenn-Rizzo
Kerry Volmer

Main OR
Eleanor Dunn
Nazi Fallah
Helen Garbude
Soon Ho Shinn-Kwak
Mary Elizabeth Ball
Lyndy Venetos

MCH Float Team
Alice Bardner
Jane DiMasso
Stacy Hersh
Geraldine Neiderhoerfer

Med/Surg/Dean 6
Sung Yeon Choi
Nicole Chvasta
Shirley Deguzman-Andujar
Maria A. de Ocampo
Laura Duffy
Ashley Fitzpatrick
Jennifer Guzman
Rachel Isip
Joy John
Jung Hwa Lee
Mani Marzan
Vanessa N. Mitchell
Mary Mozla
Melanie Niaozoff
Jessica Oliver
Lorna B. Pazziaugan
Velma Pemberton
Veronica Pomin
Sung-Jin Son
Maricru Sucero
Judith Swan

Med/Surg/Dean 7
Ana Acosta
Lucia Beratto
Joanne Cardona
Aileen M. Carvajal
Nita Casimiro
Monica Chiu
Keuen Chung-Han
Agnes David
Martina Barbara Francisco
Diane Liccario
Daisy Macadaeg
Diana Palacio
Marta Poznarska
Judith L. Rosenberg
Emma O. Samson
Marissa Panganiban
Patricia Patti
Adela Thomas
Karen Twomey
Christie Wielang
Wan Youh

Med/Surg - Dean 8
Nelio Abdon
Diane Ardizzone
Lyna Bae
Barbara Birkeveaq
Rosemarie G. Daiman
Digna Guillermo
Kari LoVerde
Bella Luz B. Obello
Mary F. Reinfried
Jose P. Silson, Jr.
Marianma Thomas

Med/Surg Float Team
Johna Em
Jean M. Engelmann
Penia S. Francisco
Teena Johnny
Heesoon Kim
Jame Lee
Amna Neukun
Blessy Pathrose
Erwina S. Sinag
Marielle Tatoro
Paula Vargas

Mother/Baby
Lindie-May Abdon
Valerie Allen
Anne Ayala
Michelle Caropo
Rowena DelFierro
Meredith Friedman
Rose Guadagno
Barbara Kontos
Christina O’Shea
Elizabeth A. Oster
Janice Piatt
Winfred Sanchez
Judith Schuster
Maryanne She
Leocadie Toussaint
Riah Vallejos-
Imuan

NICU
Theresa Carullo
Gabrielle Degennaro
Gloria L. Delfierro
Mary DeRitter
Regina M. Gynegrowski
Carol Kaufmann
Susan Maher-Dziemian
Elizabeth McConnell
Nancy E. Muldowney
Ann M. Nestman
Helen Puno
Laury Symons
Patricia Zisa

Outpatient Services
Sharon L. Marcellaro

PACU
Rebecca Esquivel
Diane Goldieri
Core Gallagher
Lara Hogan
Michele McLaughlin
Shawn Simon

Radiation Therapy
Mindy Delaney

Renal Services
Lucita LIPuma

Pre-Admission Testing
Margaret Nolan
Nancy Wiener

Psychiatry - 4 East
Emili Crisologo
Daniel Daniel
Eleanor J. Garcia
Rosita Germeros
Judith E. Gioia
Norbeta Maine
Samantha Savarino
Leah Scillingo
Ena Scrivani
Joanne Seeger

NEW DEGREES

Ernestina Amoah, MSN
University of Medicine and Dentistry of New Jersey

Elizabeth Bozeng, BSN
Ramapo College

Rosemarie Buse, MSN
College of St. Elizabeth

Phyllis Capiaghi, MAS
Fanleigh Dickinson University

Zahava Cohen, MSN
William Paterson University

Roseangela DiTaranto, MSN
University of Medicine and Dentistry of New Jersey

Carol Eastman, MSN
William Paterson University

Deborah Germinario, MSN
William Paterson University

Pushpa Goel, MHA
Seton Hall University

Jackienette Gonzalez, MSN
William Paterson University

Rosemarie Hill, MSN
William Paterson University

D. Katherine Holloway, MSN
William Paterson University

Patricia Lanzelottl, MSN
William Paterson University

Mary Frances Murphy, BSN
Saint Peter’s University

Velma Pemberton, MSN
Fanleigh Dickinson University

Winifred Pitt, MSN
University of Medicine and Dentistry of New Jersey

Anthony Russo, MSN
William Paterson University

Annmarie Simon, BSN
William Paterson University

Dianne Steele, MSN
William Paterson University

Yu Wen, BSN
Saint Peter’s University

Preceptor’s Card

Top: Anna Lang, Lisa Sonzaconi  Bottom: Patricia Schwartz

JOURNEY to Excellence
CERTIFIED NURSES

Lindie-May Abdon
Carol Afford
Cris Amato
Marla Gina Ambulo
Emily Amico
Freida Arias-Topalian
Denise Arzoomanian
Susan Austin
Anne Marie Ayala
Mylene Baelo
Ma Virginia Baliguat
Joan Banovic
Doreen Barclay
Karen Barkley
Sacha Barraca
Lisa Barrale
Elizabeth Beddoe
Liliana Benitez
Yaisel Benitez
Theresa Bertolotti
Barbara Birkevaag
Karen Boutillier
Patricia Boylan
Kari Brennan
Patricia Brigley
Madelyn Bromley
Thomas Butler
Joan Calantone
Beth Calidong
Margaret Calzaretta
Florence Campbell
Sallie Canada
Barbara Caparro
Phyllis Caplaghi
Mae Carlson
Elizabeth Carnicer
Elizabeth Casagrande
Nita Casimiro
Elizabeth Cianci
Julianne Chaffiole
Marie Cheng
Mihyang Cho
Bonnie Chung
Kate Chung
Carol Cianci
Zahava Cohen
Sylvia Colon Cabassa
Barbara Comito
Jill Cox
Doni Cypress
Josephine Damalerio
Susan DeGennaro
Mindy Delaney
Clia DeRiva
Pamela DelColle
Christina DeMarco
Mary DeRitter
Susan Devries
Roosemarie Diaz
Betty Dicker
Linda DiLucci
Chrysat Disant
Nena DiTrani
Lauren Dotson
Eleanor Dunn
Linda Eastman
Joseymy Ebreo-Ferrer
Ann Ellenson
Fiorian Estive
Evelyn Evangelista
Erline Everett
Linda Fajardo
Edmee Fejer
Linda Finocchiaro
Patricia Fonder
Evelyn Forbes
Linda Fritz
Vince Franke
Lucy Galland
Caryn-Lynn Gallone
Patricia Gatto
Shalja George
Threslenamia George
Linda Geraghty
Rosita Gemosio
Sukhwinder Ghotia
Judith Giosa
Pushpa Goel
Stephen Goeller
Nyhra Goldfinger
Cathi Goldfisher
Jackienette Gonzalez
Sharyn Grant
Renante Gumabon
Regina Gynegrowski
Lori Habersaat
Eileen Harvey
Anna Hatzikyriakou
Cheryl Hernandez
Roosemarie Hill
Shalva Hirsch
Laura Hogan
D. Katherine Holloway
Lilian Hui
Precious Inay
Suzanne Jackson
Ellen Johnston
Kathleen Kaminsky
Denise Kelly-Jones
Arlene Keys
Kyungsook Kim
Victoria Kim
Victoria Kriekz
Bigit Sofia Landers
Anna Lang
Kyounghue Lee
Katrin Leins
Marva Leslie
Iris Lin
Ermelinda Llantada
Mary Lloyd
Denise Long
Sylvia Lopez
Patricia LoPinto
Diane Lubinski
Susan Maher-Dziemian
Norberta Maine
Louise Malulis
Teresa Mancuso
Janet Mantel
Maryann Maricic
Cassandra Martin-Walters
Annaliza Marzan
Mary Mathew
Patricia Maurer
Patricia Mazzola
Kelle McGuire O’Shea
Michele McLaughlin
Dorothy Meehan
Susana Melo
Bridgevette Mitchell
Joanne Moldt
Elmer Montalbo
Raul Montes de Oca
Megan Moore
Melinda Morales
Jennifer Morgan
Kim Morrissey
Cynthia Mulder
Nancy Muldowney
Jennifer Murphy
Margaret Murphy
Virginia Murphy
Geraldine Neiderhofer
Andrea Neil
Ann Nestman
Deborah Neufville
Mary O’Conner
Mary-Ellen O’Sullivan
Sandra Palin
Dawn Pavlu
Anita Pazcoquin
Madeley Pearson
Wen-Chiao Peng
Phyllis Peterson
Elizabeth Pietropaoli
Winnie Pitt
Nelda Piuchino
Claudia Portroy
Joanne Press
Robyn Preziosi
Jeanne Price
Helen Puno
Salomy Puthuvamkunnath
Barbara Quirolgico
Elise Radick
Karen Rafti
Jeanne Ramilo
Joseph Reissner
Caren Remsa
Laurencita Reyes
Soledad Rivera
Sharon Roche
Carol Rose-Traskka
Elisheva Rosner
Raylene Ross
Nancy Rossi
Gillian Rothenberg
Erinda Rubio
Marybeth Rufo
Joanne Ruotolo
Anthony Russo
Anne Rutkowski
Terttu Sahadi
Lisa Salandra-Birnbaum
Leah Sandhaus
Marie Sarubbi
Samantha Savarino
Denise Scaglione
Suzanne Scheidegger
Richard Schultz Jr.
Judith Schuster
Leah Scilingo
Ema Scrivani
Joanne Seeger
Marina Shabashkevich
Mary Jo Sharples
Maryanne Shea
Ann Marie Shears
Soonho Shin-Kwak
Alice Shu
Ample Smith
Lisa Sonzogni
Dianne Steele
Maria Stratigis
Heather Tambarro
Irmina Tarien
Timothy Thomas
Adelle Thomas
Rebecca Thun
Marissa Tomboc
Sharyn Tondel
Diana Torres
Sandra Trainor
Rose Trojkovich
Elaine Van Buren-Rizzo
Kathleen Vander Ploeg
Frances Vela-Contos
Harrietta Venegas
Lynda Venetos
Hilda Verano
Sara Wagner
Mary Ellen Walter
Christine Weiselberg
Rose Weyczczko
Yu Wen
Barbara Wiezik
Douglas Williamson
Janet Wright
Michelle Wu
Maria Sandra Yglesias
Suzanne Zafran

Above: Jennifer Shepp, Marie Sarubbi

Journey to Excellence is a publication of the Department of Nursing in collaboration with the Department of Marketing and Communications. Hundreds of people from Nursing and other departments participated in its production. All highlighted quotes are from letters by patients or their family members. We thank them for their comments, good wishes and trust.