

2020-2021 BIENNIAL NURSING REPORT

ONE TEAM, ONE FAMILY



ENGLEWOOD
HEALTH

THE KAPLEN INSTITUTE
FOR NURSING EXCELLENCE



HOSPITAL-WIDE AWARDS & RECOGNITION 2020 AND 2021



MAGNET
RECOGNITION
5 TIMES
SINCE 2002



LEAPFROG
GROUP HOSPITAL
SAFETY GRADE "A" –
2020 – 2021



LEAPFROG
TOP TEACHING
HOSPITAL
2021



LEAPFROG
PANDEMIC HERO OF
THE YEAR AWARD
2020



HEALTHGRADES
PATIENT SAFETY
EXCELLENCE AWARD
2021

2020-2021 BIENNIAL NURSING REPORT

TABLE OF CONTENTS

| | |
|--|----|
| Letter from the Chief Nursing Officer | 2 |
| Celebrating Magnet Recognition | 4 |
| Patient Care Management | 6 |
| Nurse Spotlight: Theresa Carullo, RNC-LRN | 10 |
| Nursing Practice | 11 |
| Nurse Spotlight: Neil Clave, BSN, RN | 23 |
| Collaborative Practice | 24 |
| Nurse Spotlight: Dianne Steele, MSN, RN, CEN | 27 |
| Community Outreach | 28 |
| Nurse Spotlight: Kelvin Castro, BSN, RN | 32 |
| Leadership | 33 |
| Grateful Patient Letter | 36 |

FRONT COVER:

Katherine Diaz, BSN, RN, Keandra Lao, BSN, RN, Amanda Roman, BSN, RN, and Elisabeth Chae, RN, BSN (sitting); Norberta Maine, MSN, RN-BC; Brendt de St. Paer, BSN, CCRN; Maryellen Wymer, RN.

BACK COVER:

Tova Guttman-Rich, MSN, RN, AGNP-BC, and Amy Evans, MSN, RN; Cydney Bradley, BSN, RN, OCN; Jean Engelmann, BSN, RN, OCN, Karen Twomey, BSN, RN, OCN, Michelle Koch, AOCNP, and Veronica Wester, BSN, RN, OCN.

LETTER FROM

Kathleen Kaminsky, MS, RN, NE-BC



Senior Vice President, Patient Care Services
Chief Nursing Officer

I am pleased to provide this report on the nursing team's accomplishments during 2020 and 2021. The extraordinary challenges of the COVID-19 pandemic faced by our nurses and every team member were historic. The pandemic challenged us in ways previously unimaginable—physically, emotionally, mentally, socially, and professionally. Through it all, our nurses demonstrated compassion, resilience, flexibility, and courage. They became leaders and advocates, helping our community through very dark days and paving the way for brighter times ahead.

In recognition of Englewood Health's extraordinary commitment to patient safety and to ensuring the health and well-being of its employees throughout the COVID-19 crisis, the Leapfrog Group presented us with its Pandemic Hero of the Year Award in late 2020. We were the only hospital recognized—a testament to our culture of family and our feeling of being part of something larger than ourselves, as we worked together to weather the crisis.

During the height of the crisis, we were uplifted by the announcement of a \$10 million gift from The Kaplen Foundation and its president, Maggie Kaplen, to support nursing at Englewood Health. The gift, the largest in the health system's history, established The Kaplen Institute for Nursing Excellence at Englewood Health. Building on this transformative gift, in 2021 Mark and Beth Metzger pledged \$1 million to support nursing research. The newly named Beth and Mark Metzger Center for Nursing Research, within the Kaplen Institute, promises to unleash new opportunities for nurses to engage in nursing research and evidence-based practice. An additional \$1 million gift to nursing was subsequently announced, creating the Leslie and Stephen Jerome Center for Nursing Pathways.

A highlight of the past two years was the celebration of our fifth designation by the American Nurses Credentialing Center's Magnet Recognition Program. We are extremely proud to be among the 9 percent of hospitals in the nation to have earned this recognition for high-quality patient care, nursing excellence, and innovations in professional nursing practice. Our repeated achievement highlights our commitment to providing outstanding evidence-based care, prioritizing patient safety and the workplace environment. Englewood first received Magnet recognition in 2002 and has held the honor continuously since then. We were one of just 30 hospitals in the nation to have earned recognition five times.

Despite the turmoil brought on by the pandemic, and in the midst of celebrating these bright spots, we never lost focus on fulfilling our nursing strategic plan. We updated the plan in 2021, setting new goals through 2023 in all five areas of our professional practice model—patient care management, nursing practice, collaborative practice, community outreach, and leadership—based on input from our councils and teams as well as results from nursing satisfaction surveys.



Scan to read our
2021–2023
Nursing Strategic Plan

As we work to continually strengthen the workplace environment to support nursing, we are deeply grateful to our donors, community members, patients, colleagues, and leadership. They have placed their trust in us, and have

OUR PROFESSIONAL PRACTICE MODEL



supported us immeasurably in our commitment to the community we serve.

On a personal note to our nurses, words cannot express how much I appreciate you for your presence, teamwork, and contribution to our organization. Teamwork is at the heart of how we provide care. We support each other every step of the way, through trials and triumphs, like a family does. This unity is our culture, and this team is our family.

On behalf of the entire leadership team – thank you for making Englewood such a special place to be a nurse.

Kathleen Kaminsky, MS, RN, NE-BC
Senior Vice President, Patient Care Services
Chief Nursing Officer
Englewood Health

CELEBRATING MAGNET RECOGNITION

MAGNET
RECOGNITION
IS THE
HIGHEST
NATIONAL
HONOR FOR
NURSING
PRACTICE.

In August 2021, Englewood Hospital received its fifth Magnet recognition, the highest national honor for nursing practice. The American Nurses Credentialing Center's Magnet Recognition Program distinguishes nursing excellence by measuring performance across a number of components. Englewood first received Magnet recognition in 2002 and has held the honor continuously since then.

Research demonstrates that Magnet recognition provides specific benefits to health care organizations and their communities, such as:

- ▶ Higher patient satisfaction with nurse communication, availability of help, and receipt of discharge information.
- ▶ Lower risk of 30-day mortality and lower failure-to-rescue rates.
- ▶ Higher job satisfaction among nurses.
- ▶ Lower nurse reports of intentions to leave their positions.

"Magnet recognition reiterates what we know to be true: we have the most compassionate, dedicated nursing team here at Englewood Health," says Warren Geller, president and CEO of Englewood Health. "Thanks to our highly skilled team, our community can count on us for the very best in nursing care and professionalism in nursing practice."

\$10 MILLION GIFT SUPPORTS NURSING

In 2020, the Englewood Health Foundation received a transformational donation from The Kaplen Foundation and its president, Maggie Kaplen. The \$10 million gift is the largest in the health system's history and established The Kaplen Institute for Nursing Excellence at Englewood Health.

This extraordinary gift is especially noteworthy because it will provide access to professional development resources for our existing nursing professionals and create a pipeline for new nurses to establish careers at Englewood Health.

The institute is home to five centers—Center for Professional Development, the Leslie and Jerome Center for Nursing Pathways, the Mark and Beth Metzger Center for Nursing Research, Center for Nursing Innovation, and Center for Nursing Practice. Each center oversees numerous

programs and initiatives across the spectrum of nursing care.

A philanthropist, advocate, mentor, and former nurse, Maggie Kaplen is renowned for her commitment to improving access and advancing health care. She has had a singular impact on Englewood Health and the many patients that it serves. Her generosity will enable Englewood to advance its pledge to invest, develop, and nurture current and future nursing professionals.





PATIENT CARE MANAGEMENT

THE GOAL OF PATIENT CARE MANAGEMENT— ONE OF THE FIVE ELEMENTS OF OUR NURSING PROFESSIONAL PRACTICE MODEL— IS TO PROVIDE SAFE, HIGH-QUALITY PATIENT-CENTERED CARE.

Though seemingly straightforward, its achievement depends on a complex and interdependent system of evidence-based practice and research, performance improvement, continuity across settings, optimized processes, patient autonomy, and innovation, all underpinned by a caring and human approach.

When the COVID-19 pandemic hit, and Bergen County was at the epicenter of the initial wave of the novel virus, managing patient care suddenly relied on a more dynamic and nimble approach. Infection prevention measures, inpatient and outpatient treatment pro-

tocols, the patient and family experience, and care team communication were just some areas of patient care management that were continually refined as empirical evidence emerged. Use of the word “unprecedented” soared in the nation’s lexicon, but nurses were on the frontlines of developing and standardizing protocols in real time that would soon evolve into precedent.

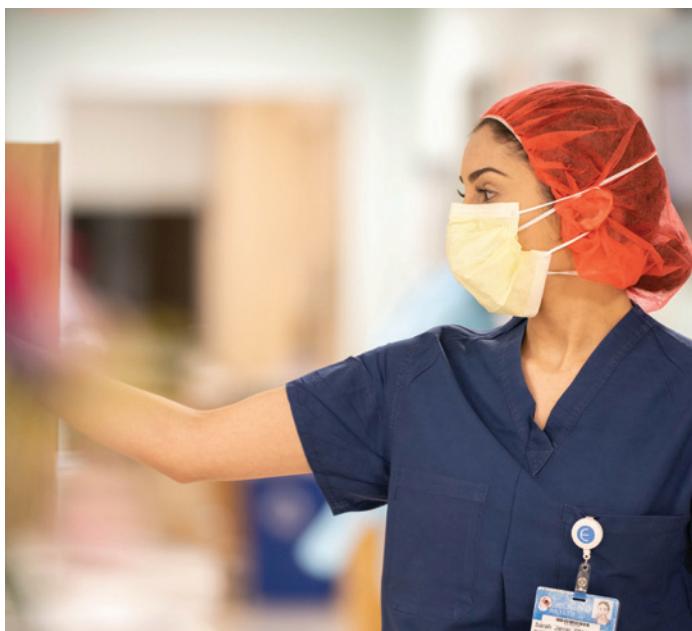
Even as the pandemic ebbed and flowed at Englewood Health in 2020 and 2021, nurses and clinicians continued to address the full spectrum of patient care needs of the community.



The Infection Prevention RNs work closely with clinical nursing teams to prevent infections. Left to right are Melissa Capalad, RN; Ashley Foglio, MHA, BSN, RN; Diana Torres, BSN, RN, CIC; Adrianna Gambino, MSN, AGNP, RN; and Mary Ellen Walter, MPA, RN, CIC.

NURSE-SENSITIVE OUTCOMES

During the Magnet Recognition Program site survey, Englewood Hospital was recognized for four specific exemplary professional practices related to reducing hospital-acquired infections (specifically CLABSI and MRSA, or methicillin-resistant *Staphylococcus aureus*), preventing surgical errors, and improving pain management for patients.



Sarah Jarrar, BSN, RN.

PATIENT-SAFETY AND QUALITY OUTCOMES: INFECTIONS

| | 2020 | 2021 | 2021 GOAL |
|---|------|------|--------------|
| C-DIFF | .443 | .611 | < 1.0 |
| MRSA | .303 | .629 | < 1.0 |
| SURGICAL SITE INFECTIONS — COLON | .469 | .968 | < 1.0 |
| CLABSI | .420 | .580 | < 1.0 |
| CAUTI | .245 | .290 | < 1.0 |

Infection rates are expressed as a standard infection ratio (SIR), which compares the actual infections occurring during a period of time to the number predicted by NHSN (National Healthcare Safety Network) based on patient days and line days, among other factors.

NURSING TEAMS LEAD EFFORTS TO REDUCE INPATIENT FALLS

Thanks to the efforts of the Fall Prevention Committee and unit-based teams led by clinical nurses, we have seen extraordinary success in keeping our patients safe and preventing falls. Englewood Health's organizational average fall rate decreased by 14% from 2020 to 2021. Three medical/surgical units—3 Cohen, 6 Dean, and 8 Dean—exceeded their 2021 goal of a 20% fall reduction.

Patient care improvements have included utilizing falls risk tools, safety reporting analysis, rounding and monitoring patients. Collaboration and teamwork are also among the many strategies to enhance positive outcomes.

In addition to making fall prevention a daily focus, team members participate in the annual Fall Prevention Week. This week has given nursing and patient care team members hands-on education, such as mock room setups and case scenarios. Additionally, representatives from our vendors have been on site to review and demonstrate safety features on patient beds and other equipment we use.

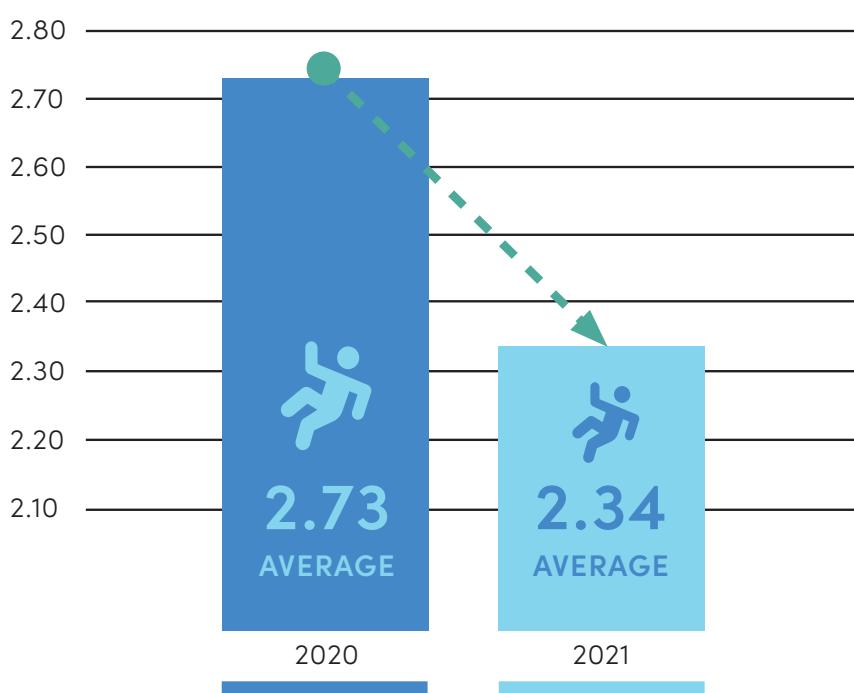
RIGHT: Nursing and patient care services team members from 3 Cohen, a medical/surgical unit, were recognized for achieving 150 days without any patient falls in summer 2021. This unit went on to achieve a record 217 days without a fall. The team, led by Lisa Douglas, MSN, RN-BC, nurse manager (second from left), is pictured here with Kathleen Kaminsky, MS, RN, NE-BC, senior vice president of patient care services and chief nursing officer (far left), and Barbara Grygotis, MBA, BSN, RN, CCRN-K, CNML, senior director of nursing, medical/surgical and nursing operations (far right).



ABOVE: Nursing team members participate in the annual Fall Prevention Week, reviewing the safety features of the bed.



ORGANIZATIONAL-LEVEL FALL RATE • PER 1000 PATIENT DAYS



NURSE SPOTLIGHT

THERESA CARULLO, RNC-LRN

With more than three decades of experience at Englewood, Theresa Carullo, RNC-LRN, has assumed a variety of formal and informal leadership roles. She is a care manager in the NICU, a preceptor, an instructor in neonatal resuscitation, a member of the Maternal/Child Health Council, and an all-around resource for colleagues on the unit. She describes herself as a “true nurse” who loves her job and working with other nurses, physicians, and healthcare professionals.

Carullo, a certified low-risk neonatal intensive care nurse, encourages other nurses to pursue certification. “Being certified means that you are an expert in your area of practice and are recognized by others as such.”

**“I AM HERE BECAUSE
MY CHILDHOOD GOAL
WAS TO BE A NURSE, AND I
HAVE ACCOMPLISHED THAT.
I FEEL A STRONG SENSE OF
PRIDE WHEN PARENTS COME
BACK AND EXPRESS THEIR
GRATITUDE TO THE TEAM.”**



NURSING PRACTICE

**THE GOAL OF NURSING PRACTICE—
ONE OF THE FIVE ELEMENTS OF OUR NURSING
PROFESSIONAL PRACTICE MODEL—is to
PROVIDE A PRACTICE ENVIRONMENT THAT
FOSTERS TEAMWORK, AUTONOMY, AND
PROFESSIONAL DEVELOPMENT.**

Peer recognition continued to help foster teamwork and recognize excellence and autonomy in practice. Through the DAISY Award and Nursing Services Awards, our nurses were recognized by their colleagues for their contributions to their team and for providing patient-centered care using their judgment and expertise.

Like the rest of the world, many courses, conferences, and other education programs turned virtual in 2020, but we never lost focus on our professional development goals. With new resources made possible through the Kaplen Institute for

Nursing Excellence, we continued to offer professional development opportunities for nurses looking to earn specialty certification, orient to a new specialty, and successfully make the transition from new graduate to clinical nurse.

In 2021, we celebrated the launch of our new Simulation Center, a significant investment in professional development tools and resources for our team.

Our scholarship program also expanded, helping provide financial support for nurses enrolled in advanced nursing education.

Nurses with BSN Degree or Higher

| | 2020 | 2021 |
|--------------------|-------------|-------------|
| Englewood Hospital | 84% | 85% |
| Benchmark* | 65% | 65% |

Nurses with Specialty Certification

| | 2020 | 2021 |
|--------------------|-------------|-------------|
| Englewood Hospital | 37% | 32% |
| Benchmark* | 22% | 21% |

*National Database of Nursing Quality Indicators All Facility Mean



SINCE THE OPENING OF THE SIMULATION CENTER, MORE THAN 400 NURSING AND OTHER CLINICAL TEAM MEMBERS HAVE PARTICIPATED IN TRAINING.

SIMULATION CENTER OPENS

Englewood Health's Simulation Center opened in March 2021, offering a wide range of programming to train nursing and patient care teams. Since its opening, more than 400 nursing and other clinical team members have participated in simulation training.

Nurses, physicians, patient care associates (PCAs), EMS personnel, environmental services staff, transport staff, and nursing students have all participated in educational activities through simulation scenarios. Here are some examples:

- ▶ Newly hired nurses practiced activating the Rapid Response Team, assessing and delegating tasks in an emergent scenario, and providing situation-background-assessment-recommendation (SBAR) during Care of the Cardiac Patient training.
- ▶ Nurse residents, new graduate nurses, and PCAs engaged in scenarios during orientation.
- ▶ Fall prevention education gave the interdisciplinary team of nurses, physicians, physical therapists, environmental staff, transport staff and nursing students the chance to participate in patient scenarios identifying fall hazards and re-activating fall alarms.
- ▶ Annual fire drill training held onsite in the maternity unit, operating rooms, and MRI suite, where staff managed simulated smoke, activated fire alarms, and communicated as teams to ensure the safety of patients, visitors, and team members.
- ▶ Emergency Department high-risk event training included massive hemorrhage, field delivery of a newborn, care of the patient with myocardial infarction, falls, and de-escalation. The trainings helped identify system risk, streamlined workflow, and involved frontline providers in process improvement and shared decision making. After training, the Emergency Department went 63 days without a fall.
- ▶ Hospital Defibrillator Fair included a team of Catheterization Lab, Critical Care, and Emergency Department nurses, physicians, and paramedics completing simulation scenarios. The team used simulation to inform the buying decision for Lifepak defibrillators now used throughout the hospital.

IMPROVING SKILLS OF MATERNAL/CHILD HEALTH NURSES

Nurses in Maternal/Child Health (MCH) areas need an array of skills unique to this patient population. To ensure access to training in such skills, the Maternal/Child Health Council and MCH nursing leadership created the MCH Drill Day, held in March and November 2021.

The council and leadership team designed and prepared patient care scenarios focused on low-volume, high-risk events. Topics included obstetrical hemorrhage, shoulder dystocia, Code White (pediatric medical emergency), malignant hyperthermia, fire in the operating room, and hypertensive emergencies.

The participants were intent on making the scenarios as realistic as possible, which included the use of grape jelly to simulate blood, making trips to the pharmacy and the laboratory/blood bank to pick up and drop off specimens and medication, and using dry ice to mimic smoke in the operating room. After each station activity, the team held a debriefing session and provided peer-to-peer feedback on each other's performance.

In addition to improving nursing skills, the event also aimed to improve interdisciplinary collaboration and teamwork. “The feedback from physicians, nurses, and the ancillary staff was fantastic,” says Valerie French, MBA, BSN, RNC-LRN, senior director of nursing, maternal/child health. “One physician, in particular, commented that she had an opportunity to see things from the nursing perspective and what happens during a newborn emergency on the other side of the room, when she would typically be focused on the mother.”

Supporting Ongoing Professional Development of Staff

The Mother/Baby unit-based team has developed and implemented a journal club, selected a newborn nursery certification review class, and provided access to online continuing education. As a result of these and other activities, the unit's certification rate increased from 31% to 42% from 2020 to 2021, and the satisfaction among its nurses with professional development opportunities and access also increased, as noted in the table.

Professional Development and RN Satisfaction (Mother/Baby)

| | 2020 | 2021 |
|---------------------------------|------|------|
| DEVELOPMENT OPPORTUNITIES | 4.69 | 4.97 |
| PROFESSIONAL DEVELOPMENT ACCESS | 4.71 | 4.95 |



Members of the Mother/Baby team (left to right)
Lindie Abdon, BSN, RN, care manager; Alice Barden, BSN, RN; Roseangela DiTaranto, MSN, RNC-MNN, nurse manager; Megan Keegan, BSN, RN; and Leocadie Toussaint, BSN, RN.

DR. JILL COX, NURSE SCIENTIST, RECEIVES PRESTIGIOUS NURSING FELLOWSHIP CREDENTIAL



In 2020, Jill Cox, PhD, RN, APN-c, CWOCN, earned an additional credential—Fellow of the American Academy of Nursing (FAAN). The FAAN credential is one of the nursing profession's highest distinctions. Fellows are nursing leaders in education, management, practice and research, who are inducted into the organization for their extraordinary contributions to improve health locally and globally.

Dr. Cox currently maintains a clinical practice as a wound, ostomy, and continence advanced practice nurse here at Englewood. She is a clinical professor of Nursing at Rutgers School of Nursing, a renowned researcher and published author, and the current chair of the Evidence-Based Practice and Research Council.

Her story is one of pursuing her curiosity and being open to new opportunities.

Born at Englewood Hospital, she received her diploma in nursing from our former School of Nursing. Four decades ago she started her career as a medical/surgical staff nurse and subsequently progressed to ICU staff nurse, nurse educator, and medical/surgical clinical nurse specialist. During this time, she completed her Bachelor of Science in Nursing, Master of Science in Nursing and her PhD in Nursing, all with the encouragement and financial assistance of Englewood. In 1993, the hospital realized the need for a full time wound, ostomy, and continence advanced practice nurse. She was identified as a strong candidate, and Englewood provided the financial support to attend a program to ensure her success in the role.

During her tenure, her interest in answering clinical questions that she encountered in practice led to a shift in focus toward clinical research. Dr. Cox's research focuses on pressure injury risk detection among critical care patients. Her research has been disseminated nationally and internationally in more than 25 peer-reviewed publications, and she speaks nationally on topics related to pressure injuries. "Predictors of Pressure Ulcers in Adult Critical Care Patients," a 2011 article based on her dissertation work, was published in *American Journal of Critical Care*, and is among the most frequently cited articles in the journal's history. This research was carried out at Englewood with the support of nursing

leadership and has led to additional research collaborations with the ICU clinical nurse specialist, ICU nursing team members, and intensivists focused on pressure injuries, many of which have been published in peer-reviewed journals.

In 2020, she was a contributing author on the National Pressure Injury Prevention Advisory Panel's publication, *Pressure Injury Prevention – PIP Tips for Prone Positioning*.

Dr. Cox is the treasurer and member of the Board of Directors of the National Pressure Injury Advisory Panel. She is also the USA representative for the education committee of the World Council of Enterostomal Therapists, a past chair of the National Education Committee for the Wound, Ostomy and Continence Nurses Society, and an organizational member of the National Quality Forum Membership Application Partnership Task Force, among other appointments.

"Nursing offers you so many opportunities in so many different directions," says Dr. Cox, reflecting on her career at Englewood and the path it has taken. "You just have to keep your eyes open in terms of where you want to go and what's available to you. My advice to new nurses is to be consistent and stay in a role to gain confidence and knowledge in that area, but be open to going on a new professional adventure."

DAISY AWARD WINNERS 2020 AND 2021

The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died in 1999. During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. When he died, they felt compelled to say “thank you” to nurses in a very public way. Nurses are nominated by patients, patients’ family members, or their own colleagues.

Lynn Bae, BSN, RN
Medical/Surgical

Regina Benitez, BSN, RN
Medical/Surgical Float

Jane DiMasso, BSN, RNC-LRN
NICU

Pat Gatto, BSN, RN, CCRN
Cardiovascular ICU

Stephanie Guarino, BSN, RN
Medical/Surgical

Megan Keegan, BSN, RN
Mother/Baby

Alexandra Kipp, BSN, RN
Medical/Surgical

Zeline Lacap, BSN, RN
Medical/Surgical

Cody Lallathin, BSN, RN, CVRN
Medical/Surgical

Diane Liccardo, BSN, RN
Medical/Surgical

**Norberta “Norma” Maine, MSN,
RN-BC**
Behavioral Health

Chelsea Perez, BSN, RN
Medical/Surgical

Lisa Rothschild, BSN, RN
Medical/Surgical



Judi Schuster, BSN, RNC-OB
Labor & Delivery

Halley Tower, BSN, RN
Labor & Delivery

Rosemarie Wright, BSN, RN
Medical/Surgical

Megan Young, BSN, RN
Medical/Surgical



NURSING SERVICES AWARDS

Each year, Englewood Health accepts nominations from colleagues across the institution to honor individual nurses and teams in various categories during National Nurses Week. In recognition of the heroic efforts of nurses during the COVID-19 surge in spring 2020, individual awards were not presented, but all nurses were celebrated and recognized by our internal and external community. The following are award recipients from the 2021 celebration.

Anthony Andreano
Infusion Center
Ancillary Team Member Award



Amira Ayoub, ADN, RN
Labor & Delivery
Rising Star Award

Laarni Calina-Pena, BSN, RN, CCRN
Critical Care Float
Unit-Based Peer Recognition Award

Angelique Dimacali, BSN, RN
Medical/Surgical
Nurse Innovator Award

Scherhera Divinagracia, BSN, RN
Cardiovascular ICU
Unit-Based Peer Recognition Award



Lauren Dotson, BSN, RN-BC
Medical/Surgical
Unit-Based Peer Recognition Award

Solange Duran
Behavioral Health
Ancillary Team Member Award

Veronica Gabbidon, BSN, RN
Medical/Surgical
Unit-Based Peer Recognition Award

Connie Gonzalez, BSN, RN
Medical/Surgical
Humanitarian/Community Outreach Award



Donna Hennessey, ADN, RN
Radiation Oncology
Unit-Based Peer Recognition Award



Judy Gioia, M.Ed., RN, BC
Behavioral Health
Unit-Based Peer Recognition Award

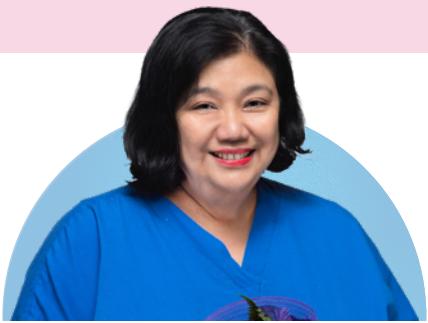
Anali King, BSN, RN
Mother/Baby
Humanitarian/Community Outreach Award



Bianca Gizzo, BSN, RN
Medical/Surgical
Rising Star Award



Jon-Kerwin Lagasca, MSN, RN, FNP-BC
Hospitalists
Unit-Based Peer Recognition Award



Lucy Lipuma, BSN, RN
Hemodialysis
Unit-Based Peer Recognition Award

Taylor Palmer, BSN, RN
Medical/Surgical
Unit-Based Peer Recognition Award



Cecilia Pascual, BSN, RN
Medical/Surgical
Unit-Based Peer Recognition Award
In Memoriam

Kevin Prettypaul
Neonatal Intensive Care Unit
Ancillary Team Member Award

Kelsey Reilly, MSN, RN
Medical/Surgical
Humanitarian/Community
Outreach Award

Nestor Relato
CVICU
Ancillary Team Member Award



Stephanie Reyes, BSN, RN
Main OR
Unit-Based Peer Recognition Award



Lisa Rothschild, BSN, RN
Medical/Surgical
Unit-Based Peer Recognition Award

Mallory Smallze, BSN, RN-BC
Medical/Surgical
Leadership Award

Christine Weiselberg, DNP, FNP-BC
Breast Center
Leadership Award

6 Dean Medical/Surgical Team
Team Award

Englewood Health Community
Friend of Nursing Award

In recognition of the teamwork and collaboration from all employees and medical staff during the COVID-19 pandemic, the 2021 “Friend of Nursing Award” honored the entire Englewood Health community.



Nursing Team Award 2021 winner
6 Dean (Medical/Surgical).



NURSING SCHOLARSHIPS 2020 AND 2021

In 2020 and 2021, \$66,000 in scholarships was awarded to nurses and other team members pursuing nursing education.

Brendt de St. Paer, BSN, CCRN
Medical/Surgical Intensive Care
Clara Lee Olsen Scholarship
2020 and 2021



Alexandra DeLuca, BSN, RN
Medical/Surgical
Clara Lee Olsen Scholarship
2021

Bianca Gizzo, BSN, RN
Medical/Surgical
Englewood Health Nursing
Scholarship
2021



Natalie Graziano, BSN, RN
Medical/Surgical Intensive Care
George Elliot Trust Scholarship
2021

Clara Ha, BSN, RN, EFM, RNC-OB
Mother/Baby
Clara Lee Olsen Scholarship
2021



Shirley Idumonyi, BSN, RN
Pediatrics
Juliane Segal Scholarship 2021



Mallory Smallze, BSN, RN-BC; Jennifer Martinez, BSN, RN-BC; Wan Hyuck Youh, BSN, RN, OCN;
Brendt de St. Paer, BSN, CCRN; Nina Shulgach, BSN, CEN, CCRN, TNCC; Sae Yeon Park, BSN, CCRN;
and Brenda Torres, BSN, RN, CEN.



Anoush Kalachian, BSN, RN
Medical/Surgical
Englewood Health Nursing
Scholarship
2021



Yoonhee Kim, BSN, RN
Emergency Department
Cadmus Vreeland Scholarship
2021

Cheryl Maddolin, BSN, RN-BC
Medical/Surgical
Clara Lee Olsen Scholarship
2021

Jennifer Martinez, BSN, RN-BC
Medical/Surgical; Infusion Center
Dr. Dardik Nursing Scholarship
2020
George Elliot Trust Scholarship
2021

Sunmi Moon, AAS, RN
Medical Office Receptionist
Englewood Health Nursing
Scholarship
2021

James Pagaduan, BSN, RN, CCRN
Medical/Surgical Intensive Care
Ann Ash Moss Nursing Scholarship
2020
Englewood Health Nursing
Scholarship
2021

Taylor Palmer, BSN, RN
Medical/Surgical
Englewood Health Nursing
Scholarship 2021

Elizabeth Pangert, RN
Clinical Practice Coordinator
Englewood Health Nursing
Scholarship 2021

Sae Yeon Park, BSN, CCRN
Cardiovascular Intensive Care
Englewood Health Nursing
Scholarship
2020 and 2021

MaryJo Sharples, BSN, RN, CCRN
Wound Care
Juliane Segal Scholarship
2021

**Nina Shulgach, BSN, CEN, CCRN,
TNCC**
Medical/Surgical Intensive Care
George Elliot Nursing Scholarship
2020

Mallory Smallze, BSN, RN-BC
Medical/Surgical
Aileen S. Wilson Scholarship
2020 and 2021

Susan Song, BSN, CEN, TNCC
Emergency Department
Heel the Soul Nursing Scholarship &
Anne Mooney Rencken Scholarship
2020

Linda Sung, BSN, RN
Emergency Department
Juliane Segal Scholarship
2021

Brenda Torres, BSN, RN, CEN
Emergency Department
Cadmus/Vreeland & Woman's Club
of Englewood Scholarship
2020

Yuli Usman, BSN, RNC-OB
Labor & Delivery
Laura Phipps Nursing Scholarship
2020

Brenda Vivar, BSN, RN, CEN
Emergency Department
Woman's Club of
Englewood Scholarship
2021

Laura Weintraub, BSN, RN
Medical/Surgical
Ann Mooney Scholarship
2021

Molly Wojtusik, BSN, RN, EFM
Labor & Delivery
Juliane Segal Scholarship
2021

Wan Hyuck Youh, BSN, RN, OCN
Infusion Center
Aileen S. Wilson Scholarship
2020 and 2021

MARCH OF DIMES AWARD

**Susan Maher-Dziemian, BSN,
RNC-LRN**
Winner, Women and Children's
Health 2020

Mary De Ritter, MSN, RN, CNL
Finalist, Women and Children's
Health 2020

Mary Ellen Garrity, MSN, RNC-MNN
Finalist, Nurse Manager 2020

RESEARCH AND EVIDENCE-BASED PRACTICE CONFERENCES

In support of Englewood Health's mission and in support of our nursing vision of being a provider of family-centered care in an innovative, therapeutic, and safe environment where actions are directed to the ultimate good of the patients, our Center for Clinical Practice has hosted annual conferences for nearly three decades. These conferences—which went virtual in 2020 and 2021—have engaged nurses in the knowledge and application of research and evidence-based practice by promotion, education, implementation, evaluation and dissemination of changing trends and issues in nursing.

To highlight staff engagement in evidence-based practice, beginning in 2020, the annual conferences have featured presentations by our nurse residents.

Alyssa Beadle, BSN, RN, assistant nurse manager, 4 Dean (Medical/Surgical) and Angelique Dimacali, BSN, RN, one of the nurse residents who graduated in 2020.



26TH ANNUAL NURSING RESEARCH AND EVIDENCE-BASED PRACTICE CONFERENCE (2020)

KEYNOTE PRESENTATION

Implementation Science: What? Why? Who?

Heather Watson, PhD, MSN, BSN

Nurse Scientist, Johns Hopkins Health System

NURSE RESIDENCY PRESENTATIONS

Emphasis on Education: Peri-op Classes Reduce Preventable Readmissions After Elective Hip and Knee Replacement Surgery

Carolyn Clark, BSN, RN

Coleen Shea, BSN, RN

Transforming Care Through Bedside Reporting

Mikayla Castro, BSN, RN

Reality Shock: Transitioning from Student to Professional Registered Nurses

Angelique Dimacali, BSN, RN

Danielle Volpe, BSN, RN

27TH ANNUAL NURSING RESEARCH AND EVIDENCE-BASED PRACTICE CONFERENCE (2021)

Presented by the Beth and Mark Metzger Center for Nursing Research

KEYNOTE PRESENTATION

Making Your Evidence-Based Practice Project Come to Life

Judy Ascenzi, DNP, RN, CCRN-K

Director of Pediatric Nursing Program, Johns Hopkins

SPEAKER PANEL

How an Idea Became an EBP Project or Research

Brent de St. Paer, BSN, RN, CCRN

Anoush Kalachian, BSN, RN

Sharon Roche, PhD, APN, CCRN

Mary DeRitter, MSN, RN, CNL

NURSE RESIDENCY PRESENTATIONS

Outcomes of Pressure Injury Education for Nurses

Kaitlyn Kapusta, BSN, RN

Samantha Tarnofsky, BSN, RN

Increasing Patient Medication Education Through Medication Teaching Folders

Bethany Washington, BSN, RN

Neil Clave, BSN, RN

Suriyah Figueroa, BSN, RN

Emphasis on Education: Post-op Bariatric Diet Instructions

Brianna Gallo, BSN, RN

Felixberto Trinidad, BSN, RN

Tallyn Sabbagh, BSN, RN

CLOSING PRESENTATIONS

Moral Distress: The Journey from Staff Nurse to Researcher

Lucia Wocial, PhD, RN, FAAN, HEC-C

Self-Care and Meditation Session

Jennifer Graf, LCSW

Certified Yoga Instructor and Mind-Body Practitioner,
Graf Center for Integrative Medicine

NURSE-LED RESEARCH STUDIES

Retrospective Analysis of Pain Management Protocols
in Patients Undergoing Unilateral Total Knee
Arthroplasty; Investigators: Anoush Kalachian, BSN,
RN; Jill Cox, PhD, RN, APN-c, CWOCN, FAAN; Cynthia
Mulder, APN

Impact of Registered Dietitian and/or Certified
Diabetes Educator on Weight and A1C; Investigator:
Mary O'Connor, MSN, RN, CDCES

Use of Epic Deterioration Index (DI) Cognitive
Computing Model in Early Identification of Patients at
Risk of Clinical Deterioration; Investigator: Rocio Dela
Riva, DNP, RN, NEA-BC, MHA/HCI

US Clinician Wellbeing Study; Investigator: Kathleen
Kaminsky, MS, RN, NE-BC; Denise Arzoomanian, MSN,
RN, CEN; Christine Massey, MSN, RN, NPD-BC

Eliminating Extended-Release Opioids from
a Postoperative Pain Protocol for Total Knee
Replacement Patients: A Program Evaluation;
Investigator: Anoush Kalachian, BSN, RN

Predictors of 30- and 60-Day Readmission in Patients
Undergoing Ostomy Surgery; Investigators: Jill Cox,
PhD, RN, APN-c, CWOCN, FAAN; Rachele Isip, MSN, RN,
APN-c; Mary Reid, MSN, RN, APN-c

PODIUM PRESENTATIONS

Daisy Macadaeg, BSN, RN, spoke at the University of
the Philippines Alumni Association in America's Grand
Reunion and Convention in 2021.

Lorraine Johnson, RN-BC, CPXP, senior coordinator,
Patient and Family Engagement, presented a
poster, Redesigning Rounds to Support Patients &
Families Virtually During COVID-19, at the American
Organization for Nursing Leadership's virtual
conference in July 2021.

ATTENDANCE AT REGIONAL OR NATIONAL CONFERENCES

In 2020 and 2021, more than 115 nurses attended a
virtual or in-person professional conference, including
conferences offered by:

- ▶ American Nurses Credentialing Center National Magnet Conference
- ▶ Johns Hopkins 4th Annual Hospital Activity and Mobility Conference
- ▶ AONL 2021 Virtual Conference-Inspiring Nurse Leaders
- ▶ National Teaching Institute & Critical Care Exposition
- ▶ Partnership for Maternal and Child Health of Northern New Jersey's Perinatal Safety Symposium
- ▶ NJ Organization of Nurse Leaders Research Day

PHILANTHROPY FUELS PROFESSIONAL DEVELOPMENT AND RESEARCH

The Kaplen Institute for Nursing Excellence is pleased to announce the creation of two centers, made possible through the generous support of Leslie and Stephen Jerome and Beth and Mark Metzger.



Leslie and Stephen Jerome

The Leslie and Stephen Jerome Center for Nursing Pathways will accelerate recruitment and create new career advancement opportunities through innovative academic partnerships, fellowship and residency programs, internships and scholarships.

"Choosing to direct our gift to the Kaplen Institute for Nursing Excellence underscores our commitment to the future of nursing at Englewood Health," said Leslie and Stephen Jerome.

These compassionate caregivers make an impact on countless families every moment of every day. We are proud to help advance their professional growth through our investment."

The Beth and Mark Metzger Center for Nursing Research will enable us to significantly expand our nursing research program. The Metzgers' generous gift represents an investment in our nursing team and will enable us to continue to achieve our strategic priorities.

"As a nurse, I will always be connected to Englewood nurses' commitment and recognize the importance of investing in nurse-led innovation and clinical practice," said Beth Metzger. "Our greatest hope is that Englewood Health may continue to recruit, educate, and empower the highest caliber nursing professionals."



Beth and Mark Metzger

NURSE SPOTLIGHT

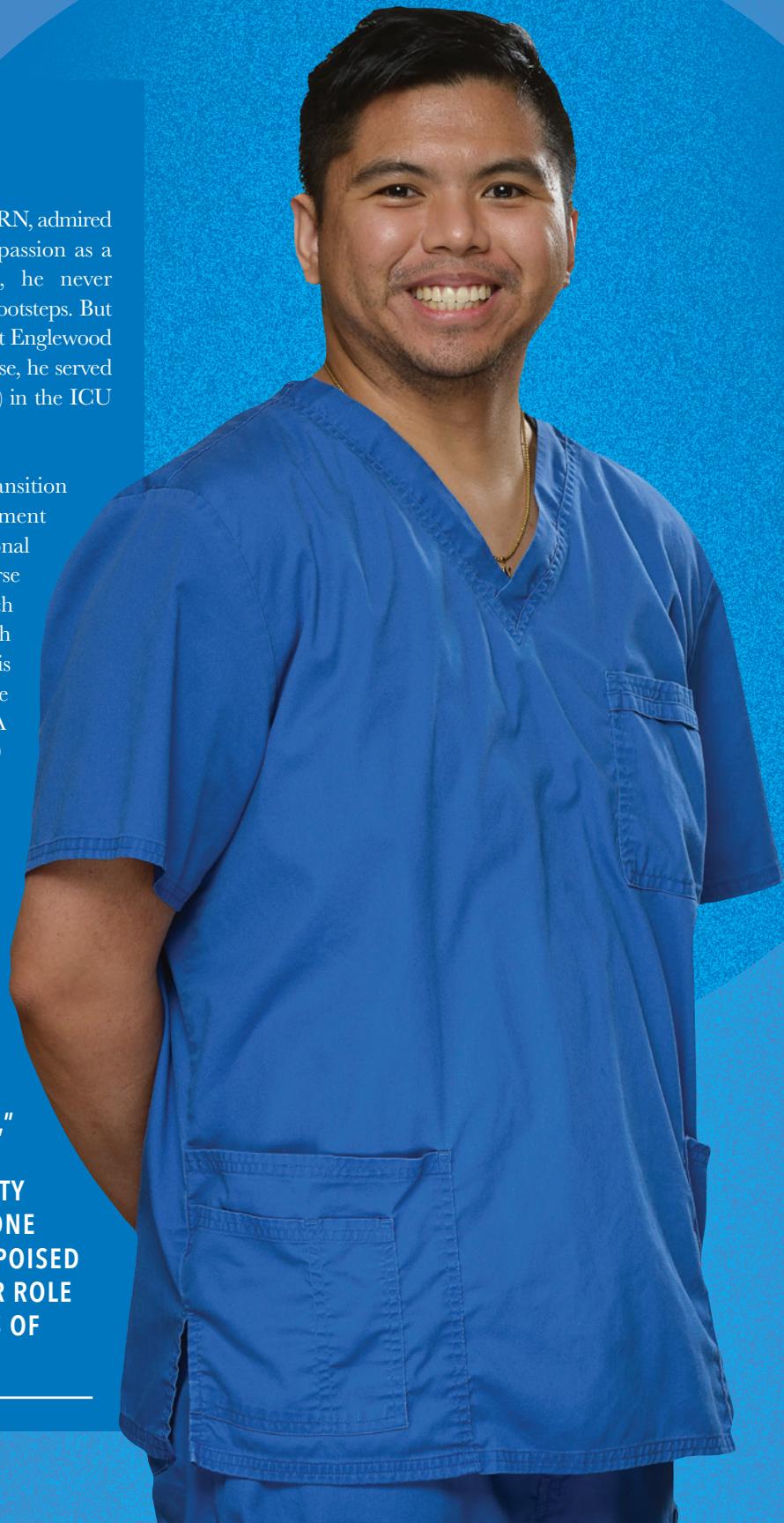
NEIL CLAVE, BSN, RN

As a young boy, Neil Clave, BSN, RN, admired his mother's strength and compassion as a neonatal nurse. Growing up, he never thought he could follow in her footsteps. But today, he is a critical care nurse at Englewood Health. Prior to becoming a nurse, he served as a patient care associate (PCA) in the ICU for three years.

Clave credits his successful transition from PCA to RN to an environment and team that supports professional development. Thanks to the Nurse Residency Program, from which he graduated in 2021, and with the support and guidance from his colleagues and preceptors, Clave successfully transitioned from PCA to RN during the COVID-19 pandemic.

The frontline was exceptionally challenging – but also incredibly inspiring

"TOGETHER, WE SET NEW STANDARDS OF CARE, KEPT A PROMISE OF EXCELLENCE AND SAVED COUNTLESS LIVES," HE SAYS. "THANKS TO TREMENDOUS COMMUNITY SUPPORT AND FAITH IN ONE ANOTHER, WE ARE NOW POISED TO PLAY AN EVEN LARGER ROLE IN IMPROVING THE LIVES OF PATIENTS."



COLLABORATIVE PRACTICE

OUR PROFESSIONAL PRACTICE MODEL EMPHASIZES THE IMPORTANCE OF COLLABORATION AMONG DISCIPLINES TO ENSURE THE HIGHEST QUALITY PATIENT CARE AND BEST OUTCOMES.

NURSES, IN COLLABORATION WITH PHYSICIANS AND OTHER HEALTH CARE PROFESSIONALS, DEFINE THE CARE AND EVALUATION THE OUTCOMES OF CARE PROVIDED.

COLLABORATION WAS HALLMARK DURING COVID-19 PANDEMIC

Collaboration was key to how Englewood Health came together in response to the pandemic. Facing a new and highly contagious virus together, nurses, physicians, respiratory therapists, pharmacists, physical therapists and others had to learn how to treat hundreds of very sick patients, develop and implement infection control protocols, and transform the hospital's physical space. With lives in the balance, there was little time for deliberation. Everything, especially during the initial surge, had to be done promptly. Yet with urgency came collaboration, innovation, and rapid changes that improved care and saved lives.

For example, with visitors barred from entering the hospital, patient liaisons were assigned to all inpatient units. The team, staffed by members of the Patient and Family Engagement Department, were given electronic devices such as iPads to assist in allowing the patient and families to connect over Zoom or FaceTime. Patients and families were given a single contact number for their liaison, whom they could reach around the clock for information, emotional support, and guidance. This helped give nurses more

time to spend on clinical care. The patient liaison also assisted in obtaining personal care items. The team also made follow-up calls to all discharged COVID patients, reinforcing patient and family education and follow-up care.

In another example, the nursing team, facilities team, and others collaborated to find an innovative approach to caring for a surge of ICU patients that would meet the safety needs of both the patient and the staff. The acuity and complexity of care of ICU patients with COVID-19 meant that mechanical ventilation and medication infusions required additional resources as well as focus on reducing risk of exposure to the care team members. In addition, clustering care became a priority due to the amount of time that it took to don the appropriate personal protective equipment (PPE) before going into each patient's room. Through collaborative discussions and efforts, an idea emerged to keep the infusion pumps outside the patient's room and extend IV tubing all the way to the patient's bedside. In March 2020, based on suggestions from nurses, a hole with a PVC pipe was placed into the wall of the ICU rooms,

and the tubing was extended. This innovation was then applied in a similar concept for ventilators. Having both the IV pumps and the ventilators placed outside of the patient's room helped conserve PPE and increased efficiency in providing care by minimizing the amount of times someone would have to enter the rooms to address the IV pump and ventilator alarms.

In recognition of Englewood Health's extraordinary commitment to patient safety and ensuring the health and well-being of employees throughout the COVID-19 crisis, The Leapfrog Group presented the organization with its **Pandemic Hero of the Year Award** in 2020. Englewood was the only hospital in the country to receive the honor, selected by an interdisciplinary committee of Leapfrog leaders and advisors.





CRITICAL CARE TEAMS, FACILITIES, AND INFORMATION TECHNOLOGY COLLABORATE ON PLANNING FOR NEW ICU

Planning for a new ICU began several years ago and continued through 2020 and 2021. The nursing team collaborated with the facilities and engineering teams to plan for a 21-bed state-of-the-art unit that combines the previously separate Medical/Surgical Intensive Care Unit and Cardiovascular Intensive Care Unit to improve the quality and experience of patients and team members.

Each room is approximately 300 square feet—more than double the previous footprint, giving ample room to care for patients as well as providing a designated family space. Many of the lessons learned during the COVID-19 patient surge helped inform the design of the new unit. A mounted iPad outside the room provides important information about any precautions that need to be taken before entering, as well as the name of the patient's physician and nurse. Among the new features are electronic whiteboards, a technology

that replaces the traditional dry erase boards in each room to enhance the patient experience. These touchscreen electronic boards let the patient and family know who their care team members are, key activities for the day, patient goals, and other pertinent information. Additionally, it also give the patient information such as the date, time, and weather, and features a section for free text messages from their care team members or family. The boards also have a view that is accessible only to providers and clinicians, which provides clinical information and radiology images.

The rooms are also equipped with state-of-the-art invasive and noninvasive patient monitoring technologies and tools or complex bedside procedures including hemodialysis.

The construction was completed in early 2022.

ABOVE: Warren Geller, Englewood Health's president and CEO, gets a tour of the new ICU during its planning stages from Denise Arzoomanian, MSN, RN, CEN, senior director of nursing, critical care and professional practice, and Theresa Chun, BSN, RN, informatics clinical coordinator.



JOINT COMMISSION RECOGNIZES INTERDISCIPLINARY CARE IN JOINT REPLACEMENT, SPINAL FUSION, AND STROKE

Englewood Health once again received The Joint Commission's Gold Seal of Approval for Total Hip and Knee Replacement certification and the Gold Seal of Approval for Spinal Fusion certification in 2021. The Gold Seal is a symbol of quality that reflects an organization's commitment to providing safe and effective patient care. The hospital underwent a rigorous, unannounced onsite review in November 2020 for all three programs in which Joint Commission reviewers evaluated compliance with national disease-specific care standards, as well as assessed clinical practice guidelines and performance measures. The review process included surveys that studied patient outcomes, patient and team member interviews, and policy reviews.

In 2021, The Joint Commission re-evaluated and reaccredited Englewood Hospital's stroke program. Designated a Primary Stroke Center by The Joint Commission, the stroke program uses

a team approach through all phases of stroke care, from pre-hospital ambulance response through assessment, treatment, and rehabilitation.

Englewood Hospital has held the stroke certification and hip and knee certification since 2009 and the spinal fusion certification since 2012.

ABOVE: 2 Kaplen (Medical/Surgical - Orthopedics and Neurosurgery) nurses Katherine Hauptman, BSN, RN, ONC; Jessica Burgio, BSN, RN, ONC, care manager; and Sunmi Moon, RN.

RIGHT: Marie Sarubbi, MSN, APN, Orthopedics, and Diane Lubinski, MSN, APN, Hospital Medicine.

ONCOLOGY TEAM AND INFORMATION TECHNOLOGY PARTNER IN LAUNCH OF EHR APPLICATION

In June 2020, team members from infusion, pharmacy, inpatient oncology, outpatient oncology, and information technology began a one-year project to plan and launch Beacon, the medical oncology application for the electronic health record system, Epic. Nurses were instrumental in the planning and implementation phases, and have since continued to provide valuable feedback used to optimize the application. Beacon allows providers to create oncology treatment plans and supportive care regimens based on standardized protocols, as well as therapy plans for Crohn's and ulcerative colitis, rheumatoid arthritis, osteoporosis, anemia, and other conditions requiring infusion. Beacon enables complex, chemotherapy medication orders to be entered electronically with safety checks built into the system — just one example of the patient safety benefits of this tool.



NURSE SPOTLIGHT

DIANNE STEELE, MSN, RN, CEN

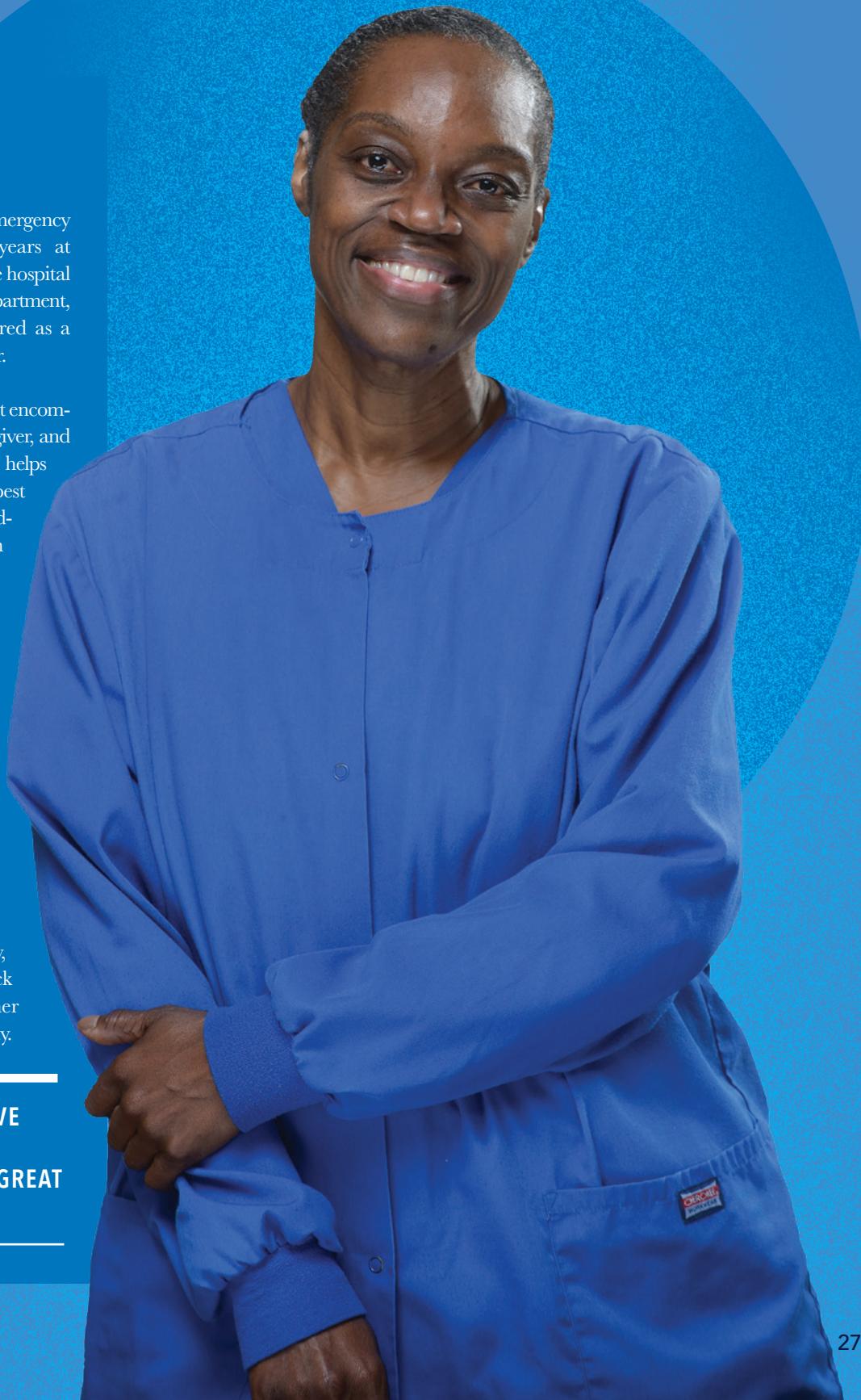
Dianne Steele, MSN, RN, CEN, Emergency Department, is celebrating 20 years at Englewood. Her entire tenure at the hospital has been spent in the Emergency Department, where she is respected and admired as a caring and skilled nurse and leader.

For Steele, nursing is a profession that encompasses being a teacher, parent, caregiver, and advocate. Her advocacy for patients helps ensure that they are getting the best care and having their needs addressed. She says she has cried with patients and accepted their invitations to pray together. She has even told them things that they may not want to hear—but at the end of the day, her patients thank her for making a difference for them.

As the co-chair of the Emergency Department Council, she has led and participated in numerous initiatives to improve outcomes and the experience for nurses, providers, and patients alike.

A resident of Bergen County, Steele takes pride in giving back to her community and serving her neighbors in a professional capacity.

"WHEN YOU WORK AND LIVE IN THE SAME COMMUNITY, YOU'RE ABLE TO CREATE A GREAT CONNECTION TO PEOPLE."



COMMUNITY OUTREACH



ABOVE: Diana Torres, BSN, RN, CIC, infection prevention manager, administered the COVID-19 vaccine at a community outreach event in downtown Englewood.

NURSES HAVE THE OPPORTUNITY TO IMPROVE THE CARE NOT ONLY OF THEIR PATIENTS, BUT ALSO OF THE COMMUNITY AT LARGE. A PILLAR OF OUR NURSING STRATEGIC PLAN IS COMMUNITY OUTREACH, WHEREBY WE ENCOURAGE NURSES TO COLLABORATE WITH THE COMMUNITY TO IMPROVE HEALTH. COMMUNITY OUTREACH INCLUDES PARTICIPATION ON BOARDS AND COMMITTEES OF PROFESSIONAL ORGANIZATIONS, AS WELL AS IN COMMUNITY OUTREACH EVENTS SPONSORED BY ENGLEWOOD HEALTH AND OTHER LOCAL ORGANIZATIONS.

NURSES DEDICATED TO FIGHTING COVID-19— INSIDE AND OUTSIDE THE HOSPITAL

Although the COVID-19 pandemic put a halt on many in-person outreach events directed toward the community, Englewood nurses still found many ways to give back in 2020 and 2021. When the virus was first identified, **Wen-Chiao Peng, APN**, Neurosurgery, helped educate the members of her temples in Edison, New Jersey, and Queens, New York, to help stop its spread. **Lisa Douglas, MSN, RN-BC**, nurse manager, 3 Cohen (Medical/Surgical), also volunteered in her own place of worship to educate congregants and community members about the importance of vaccination. She provided education through an online platform that reached more than 300 people in New Jersey as well as the church's affiliates in Canada and the Caribbean.

Other nurses volunteered their time administering the vaccine. **Diana Torres, BSN, RN, CIC**, who already had a busy schedule as the manager of infection

prevention, still found time to volunteer in the community. She vaccinated community members in downtown Englewood at a pop-up vaccine event organized by Englewood Health focused on combatting vaccine hesitancy in the African American and Latino communities.

Toni-Ann Edwards, BSN, RN, and **Jean Spatz, BSN, RN**, both work in Human Resources. During the vaccine rollout, they not only recruited the vaccination team but also returned to their clinical roots by administering the shot. They were joined by other RNs from nonclinical areas in giving the vaccine to Englewood team members and community members.

When the vaccine was introduced, demand was incredibly high and appointments were generally only available online. Many elderly patients and community members who lacked technological savvy had trouble

finding appointments. Several of our nurses dedicated countless hours of their free time to helping book appointments for the neighbors and others in such predicaments. Two nurses, **Kelsey Reilly, MSN, RN**, assistant nurse manager, 8 Dean (Medical/Surgical), and **Connie Gonzalez, BSN, RN**, 6 Dean (Medical/Surgical), made more than 100 appointments each, for which they were both recognized with a Humanitarian/Community Outreach Award during the 2021 Nursing Services Week.



Toni-Ann Edwards, BSN, RN, was one of several nurses in nonclinical roles to serve as vaccinators for staff and community vaccination events.



Kelsey Reilly, MSN, RN, assistant nurse manager, 8 Dean (Medical/Surgical), and Connie Gonzalez, BSN, RN, 6 Dean (Medical/Surgical), both helped hundreds of community members make appointments for the COVID-19 vaccine.

MOTHER/BABY NURSE CONTINUES TO GIVE BACK TO HER NATIVE COUNTRY OF HAITI

Leocadie Toussaint, BSN, RN, is a nurse on the Mother/Baby unit. Born and raised in Haiti, she has always kept her country of origin and its children close to her heart. After the devastating earthquake in 2010, she developed the Liancourt Community Center. The center is committed to improving health outcomes of children through education, creating opportunities in employment, improving health and civic mindedness, and breaking the vicious cycle of poverty. The center provides afterschool resources, which include certified teachers assisting with all core academic subjects and healthy snacks to support the development of the young mind and body. The center's team has helped to establish the learning fundamentals for the 90-100 elementary school age children in Liancourt, so that they can

continue to grow and learn. Toussaint's efforts were supported in 2020, when Englewood Health presented her with 100 lunch bags, which each included a t-shirt, first aid kit, and lip balm. These items were presented to Toussaint and shipped to Community Center in Haiti in May 2020.



ABOVE: Leocadie Toussaint, BSN, RN, helped organize the donation of 100 lunch bags to the Liancourt Community Center in Haiti. She is pictured here with nursing leaders (from left) Christine Massey, MSN, RN, NPD-BC, Magnet program coordinator and nurse educator; Kathleen Kaminsky, MS, RN, NE-BC, senior vice president of patient care services and chief nursing officer; Roseangela DiTaranto, MSN, RNC-MNN, nurse manager, Mother/Baby and NICU; and Valerie French, MBA, BSN, RNC-LRN, senior director of nursing, maternal/child health.



ABOVE: Precious Gem Inay, MSN, RN, ONC, kneeling, at a collection drive she helped organize with the Philippine Nurses Association of New Jersey (PNANJ) – Bergen Passaic subchapter.

ENGLEWOOD HEALTH NURSE ELECTED VICE PRESIDENT OF LOCAL CHAPTER OF PHILIPPINE NURSES ASSOCIATION

Precious Gem Inay, MSN, RN, ONC, Emergency Department, was elected vice president of the Philippine Nurses Association of New Jersey (PNANJ) – Bergen Passaic subchapter in 2020. Inay has been a member of the PNANJ for over five years and a chapter board member for the past few years. At the time, she was the Magnet champion in Emergency Department, and has always been a proponent for community health outreach. She encourages Englewood Health's nurses to participate in activities for health promotion and disease prevention, such as screenings, health education, and health fairs for adults and children in our local community. “I always wanted to help people and to be able to give back in

the community where I live,” says Inay. “Participating in community health outreach activities is another fulfilling way for nurses to engage with members of our community. I encourage any nurse to get involved.” More recently, Inay has transitioned to a nurse educator in the Center for Clinical Practice.

NURSE SPOTLIGHT

KELVIN CASTRO, BSN, RN

Kelvin Castro, BSN, RN, began his career as a surgical technologist. During the initial COVID-19 patient surge, when most surgical cases were halted, he served as a tech on a medical/surgical unit. At the same time, Castro was enrolled in an RN associate degree program. He graduated and smoothly transitioned from a surgical technologist to a registered nurse in June 2020. He quickly acclimated to the environment and the team by participating in the Fall Prevention initiatives. His efforts, in part, led to a record of more than 200 days without a fall on the unit.

Castro furthered his professional development to become the first person in his family to graduate from college in the United States by earning a BSN in 2021.

Recently, Castro transitioned into the critical care residency program to further his professional development.

Castro looks to his heroes along his journey: the doctors and nurses who have supported his growth in knowledge and meeting his personal and professional objectives.

"I AM NOW CARING FOR PATIENTS WITH RAPID EVOLUTION OF ILLNESS, AND I AM GAINING MORE CONFIDENCE IN HOW I PROVIDE MY CARE FOR EACH PATIENT."





LEFT: The Medical/Surgical Council.

LEADERSHIP

EVERY NURSE IS CONSIDERED A LEADER.

LEADERSHIP CAN BE SEEN IN WRITING PROTOCOLS, PRECEPTING A NEW NURSE, MENTORING, AND INVOLVEMENT IN COUNCILS AND TEAMS WITH AUTONOMY TO IMPROVE THE WORKPLACE ENVIRONMENT. AS AN ORGANIZATION, ENGLEWOOD HEALTH IS COMMITTED TO VISIONARY LEADERSHIP TO SUPPORT PATIENT CARE AND THE PRACTICE OF NURSING.

Leaders are charged with creating a workplace environment that supports the practice of nursing. To ensure that our strategies align with this goal, we regularly undertake surveys of nursing and other team members that measure RN satisfaction, engagement, wellbeing, and the hospital's safety culture.

In our 2021 annual **RN Satisfaction Survey**, which compares our workplace environment to other Magnet hospitals across the country, a majority of Englewood Hospital units outperformed in multiple areas, including:

- ▶ autonomy
- ▶ nursing foundation for quality of care
- ▶ professional development access
- ▶ professional development opportunities

Also in 2021, we participated in the U.S. Clinician Wellbeing Survey. The survey was the first large-scale evaluation in the country of mental health and wellbeing of hospital registered nurses, advanced practice providers including APNs, and physicians. It looked to determine the value of positive work environments for clinician wellbeing and patient safety and quality of care. The study, conducted by the University of Pennsylvania, involved clinicians in more than 60 Magnet® hospitals located nationally, plus a comparison group of nationally representative hospitals.

Compared to the other participants, Englewood RNs rated their personal health higher and their level of job-related stress lower. In addition, EH nurses exceeded benchmarks in reporting:

- ▶ a clear philosophy of patient centered care/nursing that pervades the clinical environment
- ▶ clinician involvement in internal decision-making

Finally in 2021, nursing team members participated in Englewood Health's Culture of Safety Survey. Survey respondents (comprising nursing as well as other clinical care team members) reported an overall score of 4.03 out of 5. The survey revealed that our team members:

- ▶ feel that the organization provides high-quality care and service
- ▶ would recommend the organization to family and friends who need care
- ▶ agree or strongly agree that the organization treats employees with respect

The survey results help Englewood leadership strategize ways of building on our strengths and making improvements to the workplace environment. The unit-based teams, in particular, have been integral to these efforts. These teams are charged with making specific and measurable improvements in RN satisfaction domains, including professional development access and opportunities; nursing foundations for quality of care; RN-to-RN interaction; autonomy in practice; interprofessional collaboration; and safety culture.



The Catheterization Lab unit-based team.



Elizabeth Cattani, MSN, RN, BC, nurse manager, and Nelio Abdon, BSN, RN, care manager on 8 Dean (Medical/Surgical).

HIGHLIGHTS FROM UNIT-BASED TEAMS

One of the many ways that nurses can demonstrate and develop leadership skills is by participating in or leading a unit-based team. Over the past several years, we have invited clinical nurses to join as well as lead a unit-based team. As of the end of 2021, all 22 unit-based teams were co-chaired by a staff nurse or care manager. Through their leadership and advocacy efforts, the unit-based teams have improved the workplace environment to support the practice of nursing in many ways.

Here are some highlights:

BEHAVIORAL HEALTH

The team helped relaunch electroconvulsive therapy (ECT). They identified a need to ensure that all preliminary tests would be completed prior to treatments to enable a smooth transition for patients and to prevent delays. To improve care, an ECT order set was developed for consistent testing. The team also identified the need to enhance patient education and began work to produce a patient education video.

MATERNAL/CHILD HEALTH

- The Mother/Baby team developed a discharge educational video for parents/caregivers to watch, both during their hospital stay and after discharge from the hospital via the internet.
- The Pediatrics team identified a need for electronic order entry of pediatric growth hormone testing. They collaborated with the information technology team to create electronic order sets for physicians to use, reducing the chance of errors in order transcriptions.

• The Labor & Delivery team developed a new perinatal evaluation and treatment area to support outpatient non-stress tests and betamethasone injections. This helped reduce the use of the labor rooms for these tests, maximizing the optimal utilization of the labor rooms.

MEDICAL/SURGICAL

• The Medical/Surgical Council collaborated with the unit-based teams on numerous initiatives to improve patient and team safety such as fall prevention. As a result, falls fell 14% across the hospital, and three medical/surgical units demonstrated at least a 20% reduction in falls (66.6% reduction on 3 Cohen; 24% reduction on 6 Dean; and 40% reduction on 8 Dean).

• The unit-based team on 7 Dean (cardiac stepdown unit) worked to reduce heart failure (HF) readmissions. One of the initiatives included a discharge bag, which contained a scale for the patient to take home, as well as other items for symptom management. The team also ensured that the patient had follow up appointments scheduled. The initial results of the initiatives were successful, and led to the addition of interprofessional heart failure rounds.

- Through interprofessional collaboration among physicians, advanced practice nurses, clinical nurses and information technology nursing analysts, the Medical/Surgical Council in collaboration with unit-based teams developed a new alcohol withdrawal prevention and management protocol and order set for patients undergoing alcohol detox. This initiative aided in improving patient safety.
- The team launched an early mobility project, with a nurse leading the protocol development and training.
- In collaboration with the critical care medical director and the respiratory therapy department, nurses are leading an ongoing study related to rapid extubation among cardiovascular critical care patients.

OUTPATIENT

- The Catheterization Lab team collaborated with the Emergency Department (ED) Council to develop ST-elevation myocardial infarction (STEMI) kits, which enabled these patients to be prepared by the ED team before going to the cath lab. This has helped improve the door-to-balloon time during off hours.
- The Infusion team developed a workflow efficiency process to decrease patient wait times and increase staff satisfaction by preassigning patients the day before their appointment. An injection chair was also established to decrease patient wait times and increase patient satisfaction.
- Collaborative practice was evident throughout the outpatient teams through the development of a more efficient process for instrument kits, technology improvements for effective communication of team members, reporting efficiency due to the interface of Quinton and Epic, and improved patient education through the development of discharge packets.

CRITICAL CARE

- The Critical Care team developed a worksheet to ensure the proper insertion of central lines by providers to support patient safety and reduce infections.

EMERGENCY DEPARTMENT

- The team led a human trafficking project to effectively identify victims of abuse and trafficking to remove them from an unsafe environment and connect them to services.
- The team has helped patient throughput efforts so that patients are seen in a timely manner. The ED team has optimized space by using its enclosed fast-track waiting room to treat patients who are waiting for results.

PERIOPERATIVE

- The perioperative team worked to improve the throughput of patients from the operating room to the post-anesthesia care unit (PACU) to same-day surgery. The team used data from two tools that identified delays in discharging patients and the reasons for delayed procedure start time.

NIGHT-SHIFT TEAM

- Recognizing the unique workplace environment surrounding the night shift, this team was created with members from across the clinical areas. The team discusses opportunities to improve cross-unit communications and collaboration in the interest of nurse satisfaction and patient outcomes and experience. The team members also work to connect their colleagues on the night shift with each other and enhance networking relationships.

GRATEFUL PATIENT LETTER

The following is an excerpt of a letter written by a patient.

I was a patient in the 2 Kaplen orthopedic unit. The nursing professionals (RNs and assistants), physical therapists, and physicians were of the highest caliber.

Upon my arrival to 2 Kaplen after a battery of tests in your emergency room and experiencing considerable pain, confusion, and fear, I heard a voice that stated, "We are going to be partners in getting you well. You have nothing to worry about."

That voice was that of Megan Nickel, RN. The poise and confidence of that voice and the expression of kindness on Ms. Nickel's face was instantly reassuring to me and provided significant comfort at that confusing time. Ms. Nickel's level of knowledge, instinctive skill, and compassion for me as a patient were vivid and exceptional; she took charge of my care immediately.

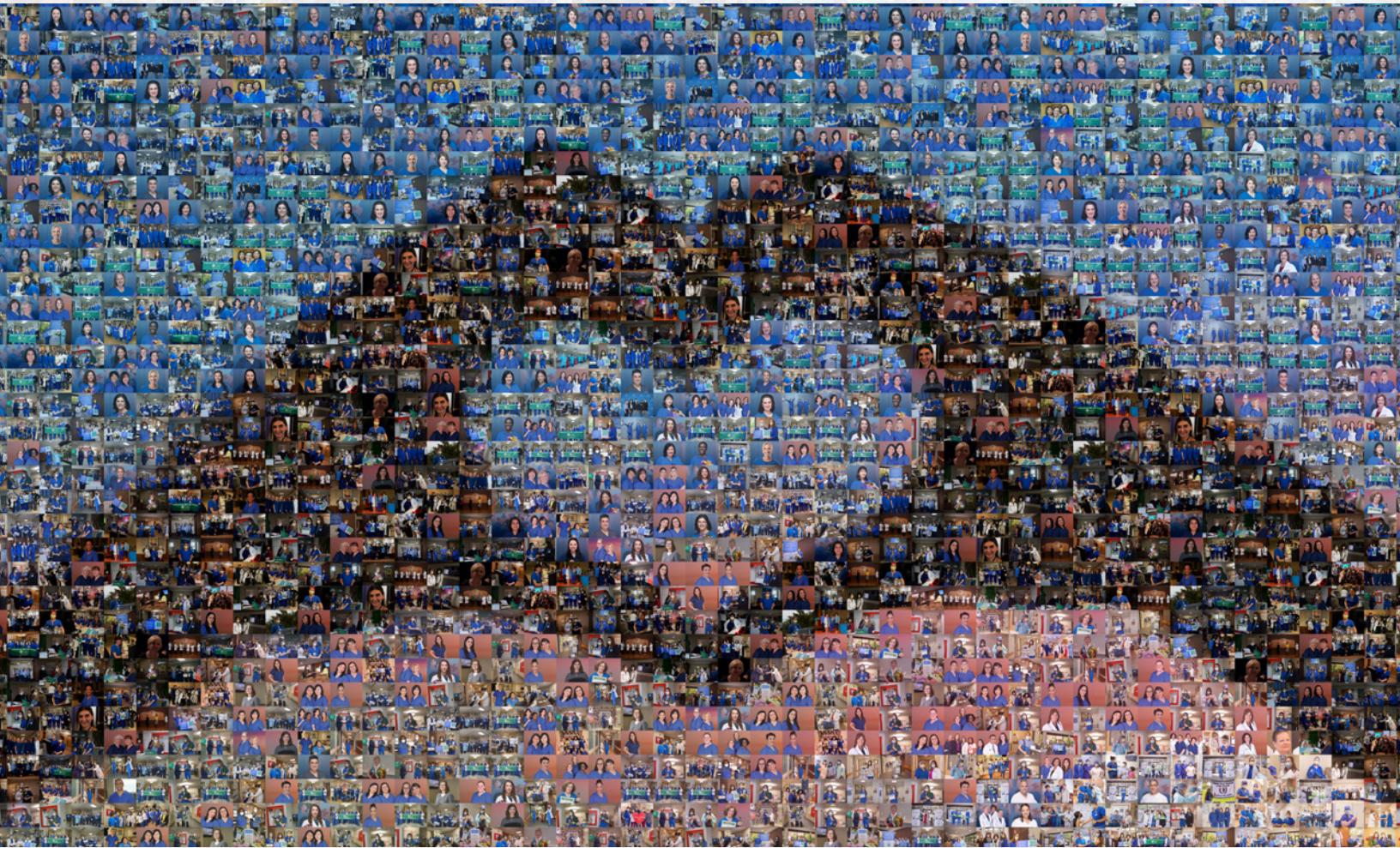
I underwent back surgery and remained on 2 Kaplen for 26 days, and although I experienced setbacks and medical challenges, the care and support that I received was excellent. Ms. Nickel always made the effort to tell me exactly what each procedure entailed, and which member of my health care team would be overseeing each aspect of my care.

During my forty-plus-year business career, I have interviewed and hired dozens of professionals for frontline client interaction. On rare occasions, I had the great fortune to encounter individuals with the exceptional talent and professionalism that Megan Nickel embodies.

The entire team on 2 Kaplen is, in my view, top notch, and I am eternally grateful to them for their care.



ONE TEAM, ONE FAMILY



We fondly remember all those we have lost in recent years,
including members of our nursing family:

Jennifer Martinez
Cecilia Pascual
Craig Rifkin



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