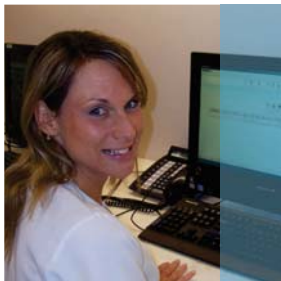


JOHN T. MATHER MEMORIAL HOSPITAL

CELEBRATES NURSING EXCELLENCE



ADVOCACY



TRUST

EMPATHY



HONESTY



AUTONOMY



COMPASSION

ACCOUNTABILITY



RESPECT



NURSING
2011 ANNUAL REPORT



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Special thanks to Photographer Michele DeSimone and Graphic Designer Thomas D'Amato

2011

WAS A YEAR IN MOTION

The Nursing strategic plan goals are in alignment with the organizational goals and the voyage to excellence to be the best community hospital in New York State. The Department of Nursing is an integral part of the organization, and therefore contributes largely to the composition of each pillar: People, Service, Quality and Safety, and Innovation and Growth.

2011 was a year of unparalleled professional opportunities and growth for Nursing at Mather Hospital. Once again, our nursing staff and leaders demonstrated the commitment in our voyage to nursing excellence. I am honored to present the accomplishments of the Mather Nurses. It is what they do each day that inspires me and makes me proud to be a Mather nurse.

Our nurses are part of a collaborative team that works in an environment that encourages professional development and nurtures life-long learning. They are integral to patient care working together with our health care colleagues, leading patient care delivery with competency, compassion and the highest quality care. The foundation of our nursing councils have become stronger and our nurses have demonstrated strong participation in decision making processes which has largely contributed to our nursing satisfaction scores. These scores have surpassed the benchmark compared to all other hospitals in the survey.

Our people pillar has been further strengthened through encouragement and mentoring of the frontline staff. Through the support of continuing education, certification in the area of specialty, the partnership program supports our RN workforce, development and implementation of standards, peer interviewing, and staff accountability we have realized:

- RN vacancy 1.8%
- National Certification increase 27%
- Enrollment of 84 RN's for advanced degrees

The strategic plan for nursing under the service pillar identifies goals to enhance patient satisfaction. Through both the Voyage to Excellence Teams, Nursing Councils and the implementation of best practices we have attained many accomplishments as evidenced by a significant increase in Press Ganey and HCAHPS "Nursing Section" scores. Since the inception of inpatient satisfaction and Emergency Department surveys our average mean score has improved yearly. In January of this year we implemented a patient satisfaction survey for our Surgical Services Department and thus far our average quarterly rank is 96.25%. I am pleased to announce that for 2011 we have continued to demonstrate an upward trend in Mather's goal to be the best community hospital in New York State.

Our nurses believe performance measurement is a critical link between processes and outcomes of patient care. Mather nurses review data trends and patterns and work collaboratively to use the data to improve health care quality, improve patient outcomes and reduce associated costs. Through nursing councils, our nurses incorporate best practices and research into practice, which has demonstrated quality outcomes that exceed national benchmarks.

Innovation and growth that supports the delivery of the best patient care allows us to succeed in the face of a challenging healthcare environment. This past year, nursing leaders and staff worked collaboratively on several different informatics committees assuming active roles in the design and initial implementation phases of the Sunrise Clinical Manager system. The energy, hard work and effort portrayed by all nursing personnel are to be commended.

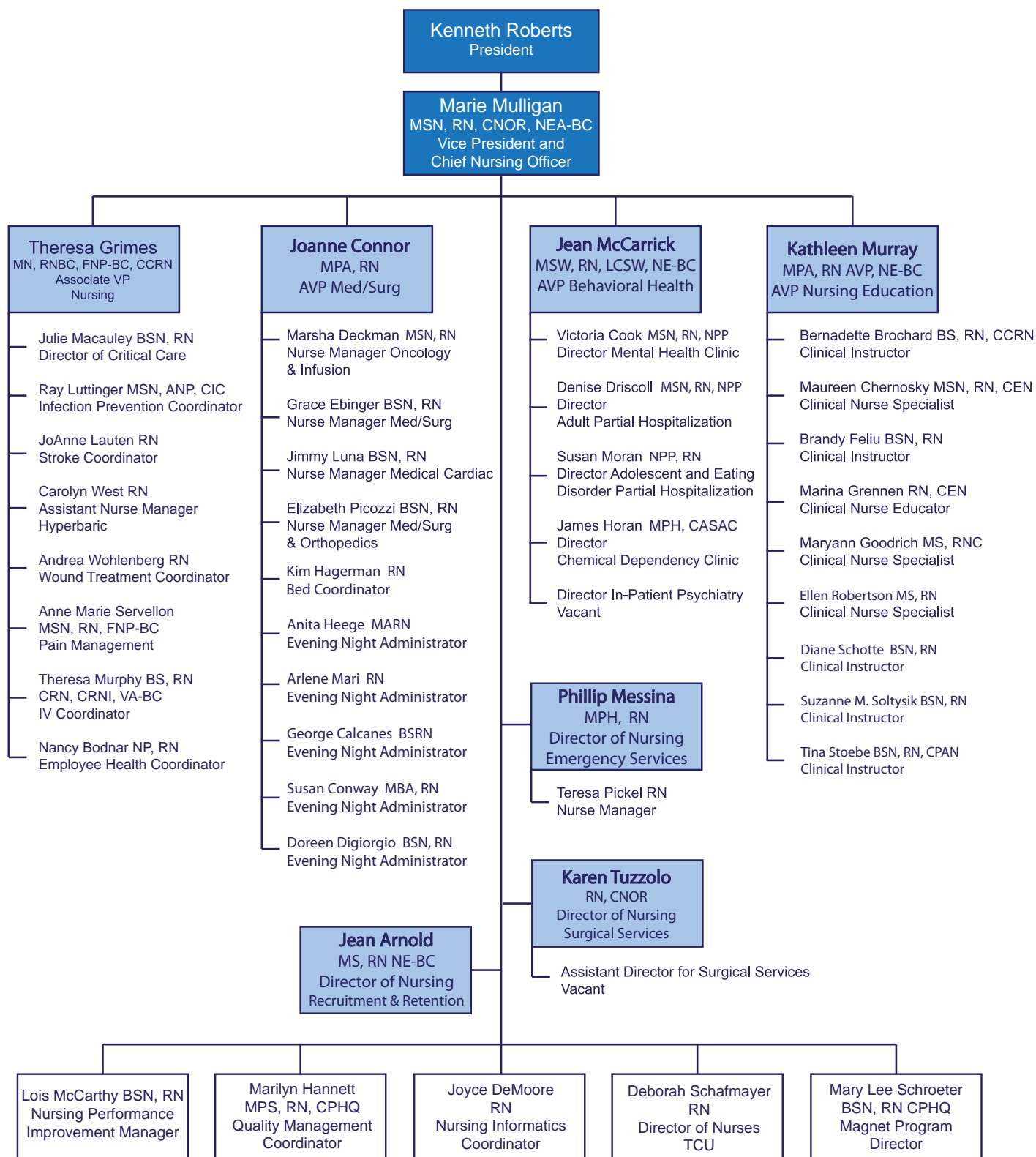
I am extremely proud of the achievements our nurses have made and continue to make. I look forward to another year of progress on our voyage to excellence.



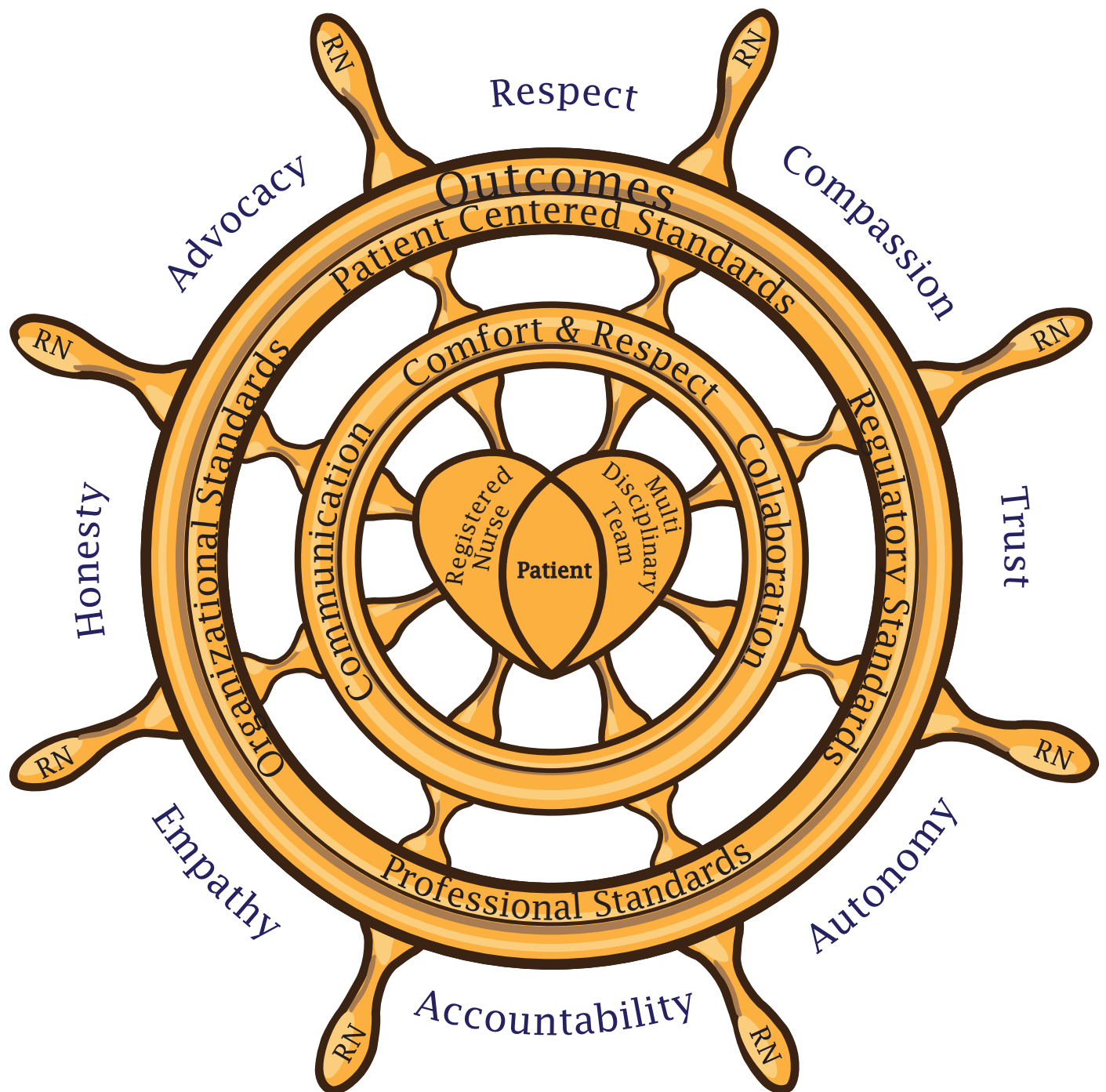
Marie Mulligan
MSN, RN, CNOR, NEA-BC
Vice President and Chief Nursing Officer



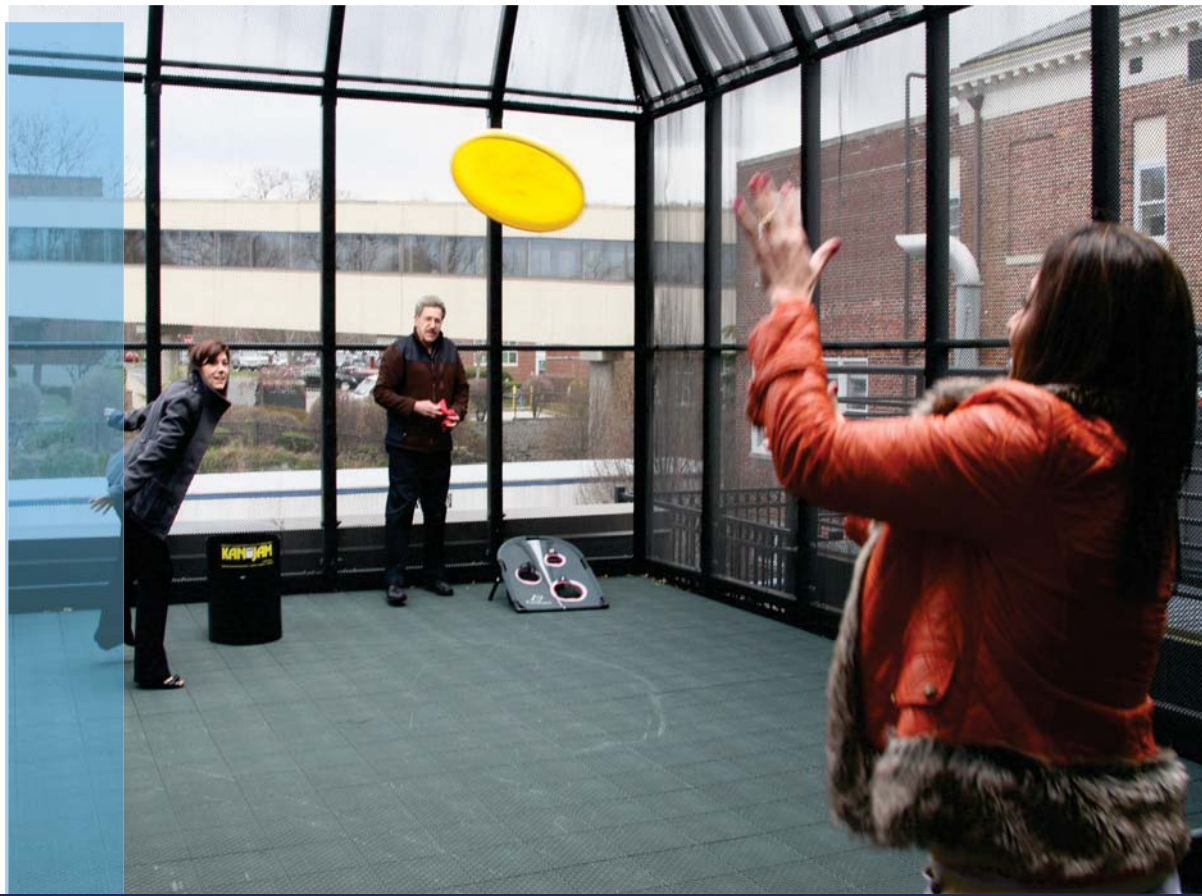
TABLE OF ORGANIZATION



NURSING PRACTICE MODEL



The interdisciplinary staff on the psychiatric units achieved their goal and opened a “Rooftop Garden” dedicated to the healing and renewal of patients with mental illness.

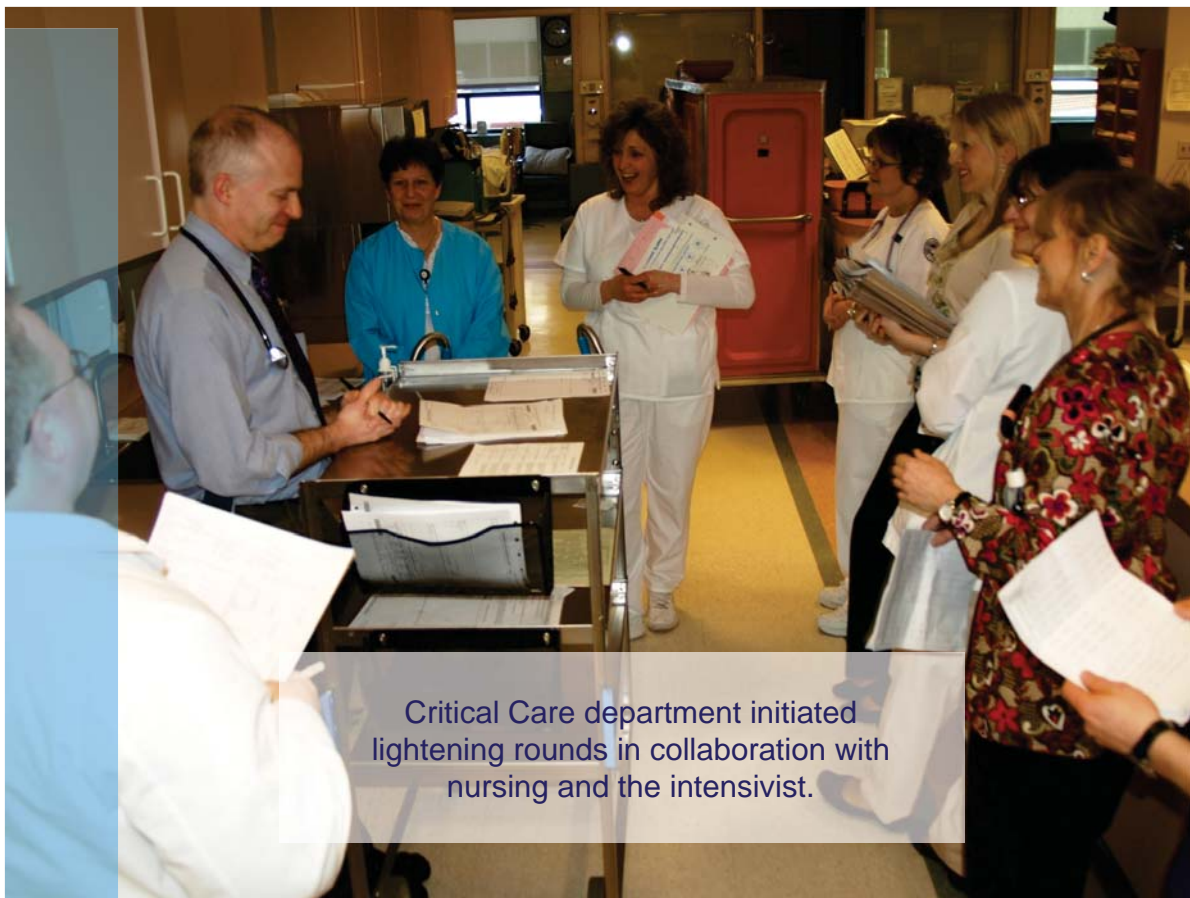


PEOPLE: DEVELOP PEOPLE, CULTURE AND WORKFORCE



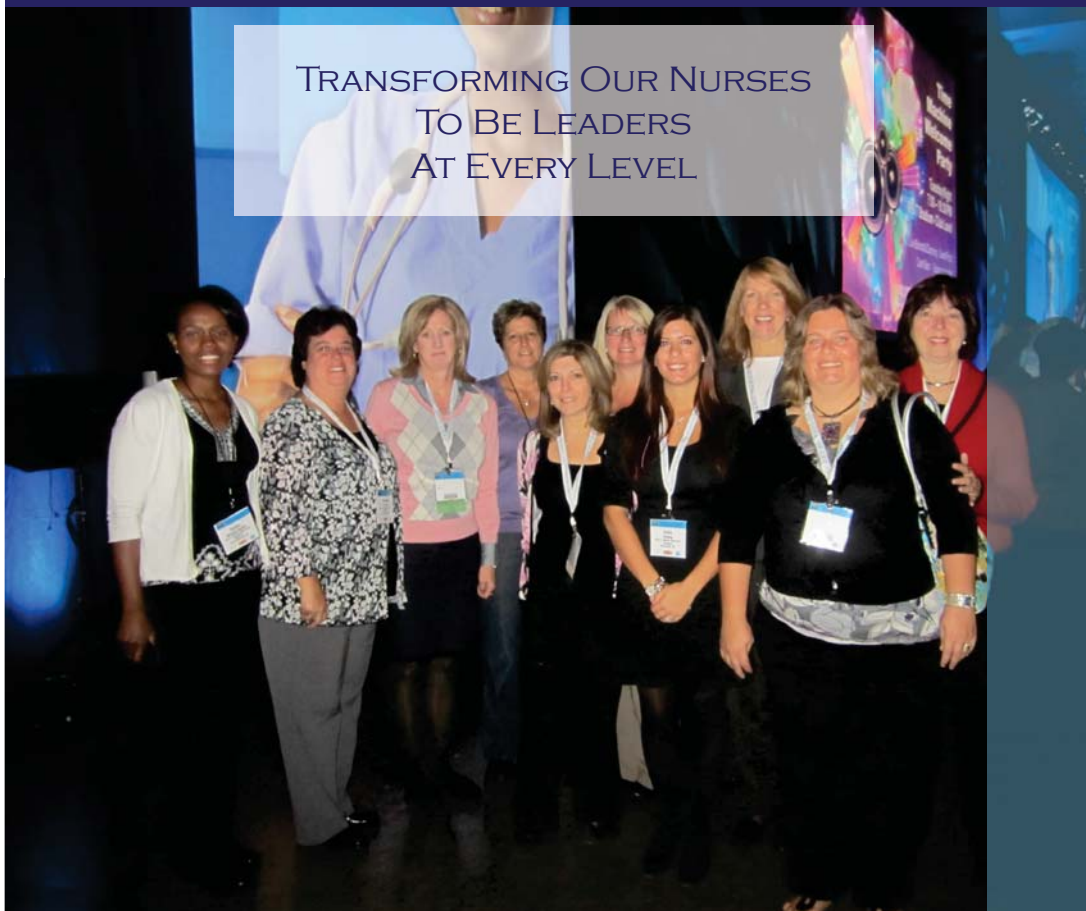
Through many years of fund raising, overcoming regulatory changes, political changes and structural changes to the physical design of the space, the staff persevered. This well-integrated interdisciplinary team, including recreation therapists, social workers, physicians, nursing at every level, the administrative body and local community business supporters opened, the “Rooftop Garden” in the behavioral health in-patient area in September, 2011.

The critical care nursing staff determined that morning report and patient assessment should commence at 8:30 am to accommodate unit flow and the daily needs of the patients. The nursing staff embraced this process change and team approach in the development of a daily plan of care with the input and collaboration of all disciplines. This process enhanced communication, productivity and a healthy working relationship that fosters mutual respect.



Critical Care department initiated lightening rounds in collaboration with nursing and the intensivist.

TRANSFORMING OUR NURSES TO BE LEADERS AT EVERY LEVEL



“The formation of the Magnet Champions Council was spearheaded by two staff nurses in an effort to help Mather Hospital achieve this prestigious recognition. This grassroots group focuses on raising awareness at the direct care staff level by organizing information sessions, spending time on each nursing unit to speak to staff and increase enthusiasm. For example, pins were created for staff to wear on their badges with our Magnet journey tag line “Get Magnetized”

The general Nursing policies were placed on the Mather Nursing web page for ease of access to all staff and to ensure that the most recent policy is available to nurses at the point of care



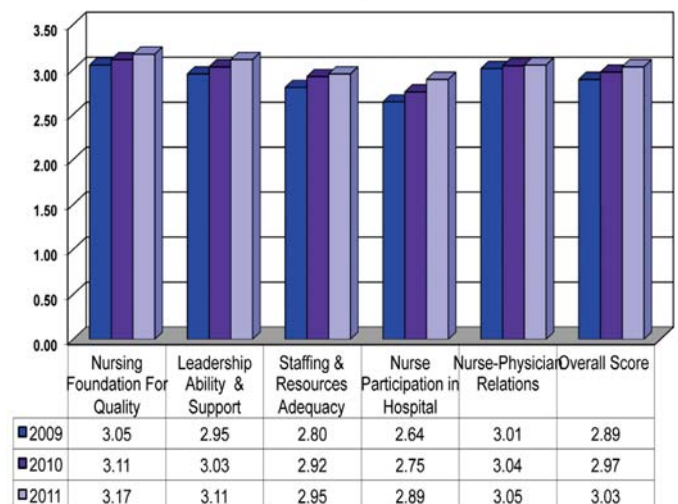
Mather Hospital has been a participant in the National Database of Nursing Quality Indicators nursing survey for three years.

Each year the scores for nursing satisfaction have improved and have surpassed the benchmark compared to all other hospitals who have participated on the survey.

Job Enjoyment T Scale reflects the degree to which the registered nurses enjoy their job. In 2011 we are 3.7 points higher than the average of all hospitals that participated in the survey.

Practice Environment Scales reflect that the registered nurses are more satisfied with the environment in which they work than the nurses are in other participating hospitals.

**Nursing Survey
Job Enjoyment Scale
2009-2011**



SUPPORTING OUR NURSES AT EVERY LEVEL TO ENHANCE PROFESSIONAL DEVELOPMENT

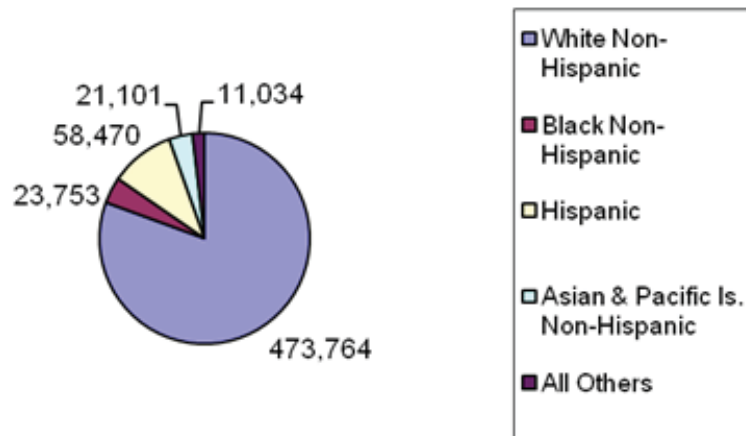
The Department of Nursing at Mather Hospital has a strong history of supporting nurses who decide to continue their education. Through partnerships with regional nursing schools, tuition reimbursement, flexible scheduling to attend class or the utilization of professional resources on and off-site for educational activity, nurses are encouraged and have taken advantage of our support. We are proud to have 84 members of our nursing staff currently enrolled and pursuing advanced degrees! 124 Nurses are nationally board certified in a nursing specialty.



MATHER NURSES CELEBRATE NATIONAL
CERTIFICATION DAY

COMMUNITY DEMOGRAPHICS

Population Distribution by Race/Ethnicity



Here at Mather, caring for our patients in a culturally sensitive manner is promoted through our nurses facilitating interdisciplinary staff meetings to explore cultural and language issues. Sharing personal and professional experience, our staff evaluates current practice, discusses barriers and identifies gaps. Initiatives have been established to support meeting our patients expectation, by improving our ability to communicate in an effective and respectful way.

SERVICE:

DELIVER EXCEPTIONAL PATIENT EXPERIENCE AND CARE



3 South Unit Council developed a plan that they believed would encourage the nurses and nursing assistants to work more effectively as a team, while having the added benefit of improving patient care and patient satisfaction. This process has shown a decrease in hospital acquired pressure ulcers and an increase in teamwork among the staff, as well as an increase in staff morale.



THE STRUCTURE IN PLACE EMPOWERS OUR STAFF

Shared Governance is ensuring there is a clear communication line from the bedside to the boardroom. At Mather our nurses have clear and strong representation on committees and councils throughout the organization. At these venues nursing knowledge is appreciated, acknowledged and utilized as a valuable resource in decision and policy making.

PATIENT SATISFACTION

Feedback from the patients includes information on nurses, physicians, pain management, medication education, noise in the hospital, cleanliness in the hospital, responsiveness of staff to the patient's needs, discharge instructions, and the overall rating of the hospital. For every measure, we are above the New York State average and above or at the National average for most of the measures. Whether positive, neutral or negative, we look at the reports and comments as a gift to us from our patients and an opportunity to improve.



QUALITY & SAFETY:

ADVANCED KNOWLEDGE AND PRACTICE

“IF CHILDREN COULD DO WELL, THEY WOULD DO WELL”
Ross Green PhD.

The nursing staff designed an adolescent positive behavior management program that focuses on responsibilities and associated privileges. A core responsibility of “respect” now specifies respect for self; respect for others; respectful communication; respect for personal space; respect for personal property and the environment. Therapeutic interventions that assist the adolescent in adopting new coping strategies that are adaptive, provide the missing link that enables the adolescent to “do well”. The staff on the inpatient adolescent unit believe in the potential for all adolescents to recover from symptoms of mental illness and to improve their ability to manage their emotions and their behavior. In 2011 the Adolescent unit nursing staff took the lead in revamping the behavioral management program on the unit to reflect the nursing department’s patient-centered care model.

Mather Memorial Hospital is recognized as a top performer on Joint Commission key quality measures programs. The Joint Commission accredits and certifies more than 19,000 health care organizations and programs in the United States. Mather Memorial Hospital is one of 405 hospitals across the nation, one of 8 hospitals in New York State and one of 5 hospitals on Long Island chosen for this honor.

To ensure accountability and streamline internal processes that improve and provide oversight, Mather Hospital's nursing staff have a strong voice and are advocates for new physical and technical infrastructure to meet care delivery criteria that are known to improve patient outcomes.

Core Measure compliance, oversight and reporting is organized and supported by the Mather Hospital Nursing staff and clearly reflects Nursing's commitment to patient-centered care.



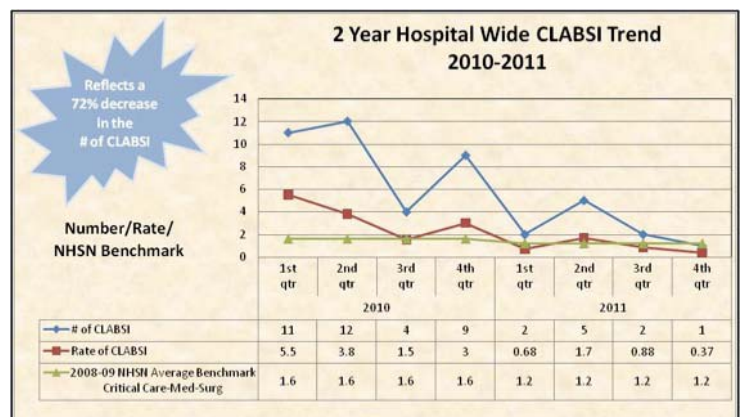
QUALITY SHOWCASE

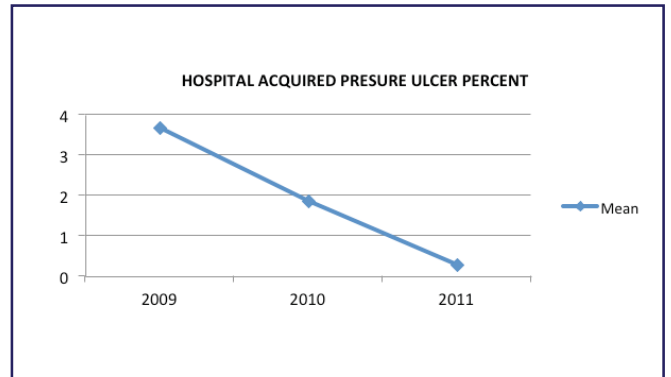
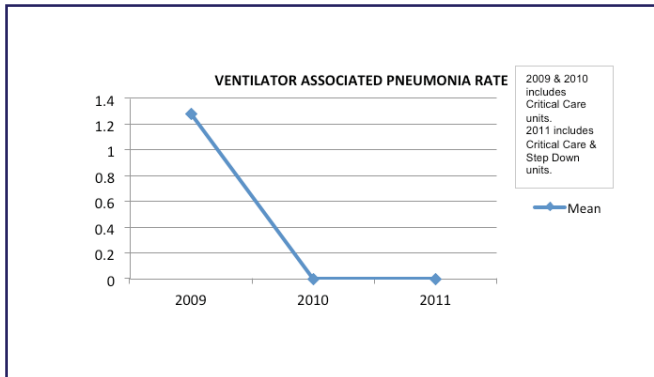
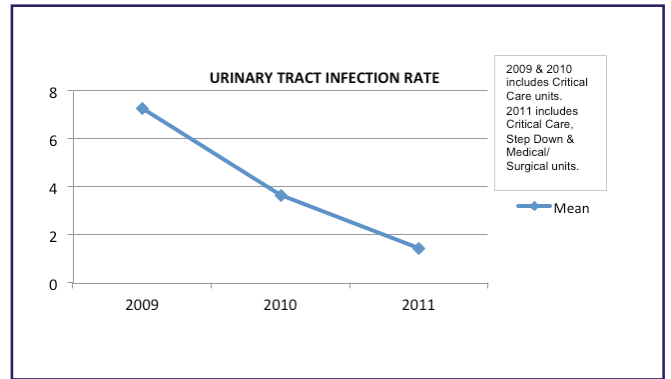
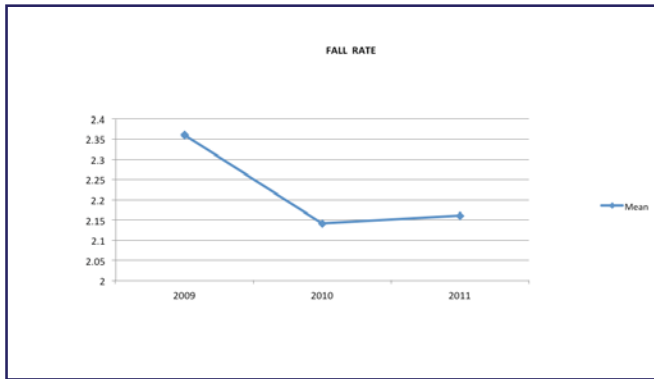
The Quality Council members presented and displayed 26 posters of quality improvement efforts, evidence-based initiatives and innovations across the nursing department. The many attendees included nursing staff, hospital employees, department managers and supervisors, the administrative team, senior administrators, hospital board members, physicians and community representatives.

NURSING CARE IS ESSENTIAL TO PATIENT ORGANIZATIONAL AND CONSUMER OUTCOMES

In 2011, the Nursing Department of John T Mather Memorial Hospital continued its partnership with the County of Suffolk Department of Health Service's Unintentional Injury Prevention Committee to focus on falls prevention in Suffolk County, New York. During the year a representative from the County of Suffolk's Department of Health conducted a community based program titled "Staying Independent for Life" at Jeffersons Ferry. The intent of this two-hour session is to reach the public with an overview of: the causes of falls and the scope of the problem, identification of the risk factors for falling, risk reduction strategies and how a person can partner with community resources, including their personal physicians to reduce their risk of falling.

An initiative to STOP Catheter Related Infection was put in place. The registered nursing staff identified potential critical areas of contamination for contributing factors for infection. An action plan was developed, implemented and monitored for effectiveness. Catheter care and insertion bundles were designed to reflect the current standards set by the CDC and Intravenous Nurses Society. Daily patient rounds are conducted monitoring for compliance with the standards, education is conducted on hire, annually and re-education and the patients are instructed on how to protect themselves from infection and to speak up about any concerns.





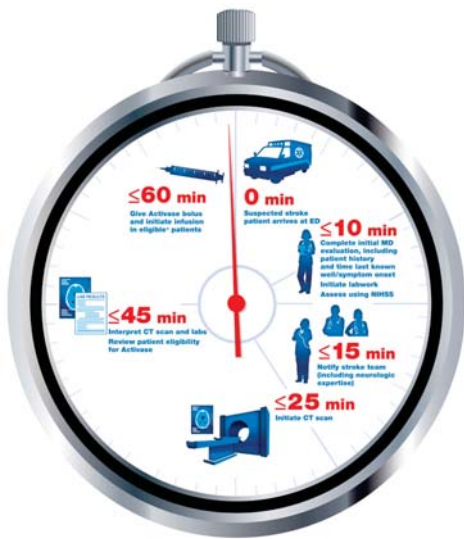
QUALITY CARE IS PROVIDED BY EXEMPLARY STAFF

VAP (Ventilator Associated Pneumonia) is a serious hospital acquired infection that has a high mortality rate (50%) and greatly increases the patient's stay in the hospital. In 2009, Infection Prevention in collaboration with the Critical Care Nurses, Intensivist, and Respiratory Therapy, initiated the VAP reduction project.

Critical Care Nursing hard-wired the processes so that following the "bundle" of care became the standard practice.

Since the initiation of the program in 2009, we have not had a Ventilator Associated Pneumonia in our ICU/CCU. This is just another example of Mather's Nurses providing superior care resulting in safe and healthy patients.

JTMMH WAS AWARDED THE
SILVER PLUS AWARD FROM THE
AMERICAN HEART ASSOCIATION
FOR EXCELLENT STROKE
OUTCOMES.



Time = Brain

Every minute counts
Permanent neurologic
damage is more likely to
occur the longer a stroke
goes untreated

Rapid intervention is crucial in
the treatment of stroke. For
every minute a stroke goes
untreated, as many as...

- 1.9 million neurons are lost
- 14 billion synapses are lost
- 7.5 miles of myelinated fibers are lost

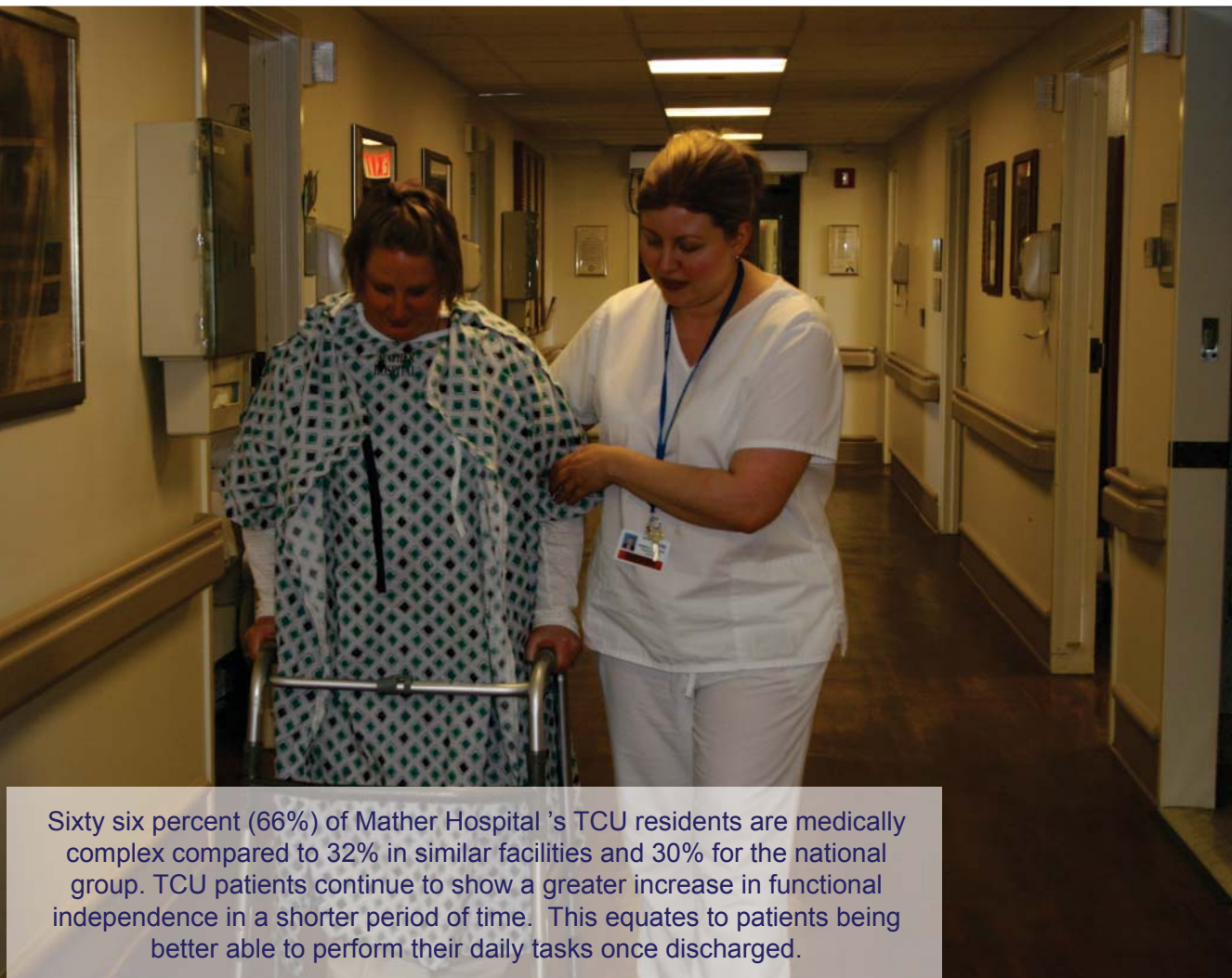


MATHER HOSPITAL'S TRANSITIONAL CARE UNIT WAS RECOGNIZED BY THE US NEWS AND WORLD REPORT, AS ONE OF NEW YORK'S TOP 100 NURSING HOMES FOR THE SECOND YEAR IN A ROW.

We contribute this to a strong focus on

- Hourly Rounding
- Formal Resident Rounding
- SAFE patient room placement
- Collaborative efforts between Nursing, Physical Therapy, Occupational Therapy.

Mather Hospital's Transitional Care Unit - (TCU) continues to be held as the 'gold standard' across New York State's five demonstration sites, according to the New York State Department of Health.



Sixty six percent (66%) of Mather Hospital's TCU residents are medically complex compared to 32% in similar facilities and 30% for the national group. TCU patients continue to show a greater increase in functional independence in a shorter period of time. This equates to patients being better able to perform their daily tasks once discharged.

NURSE LEADERS ENCOURAGE, RECOGNIZE, REWARD, AND IMPLEMENT INNOVATION

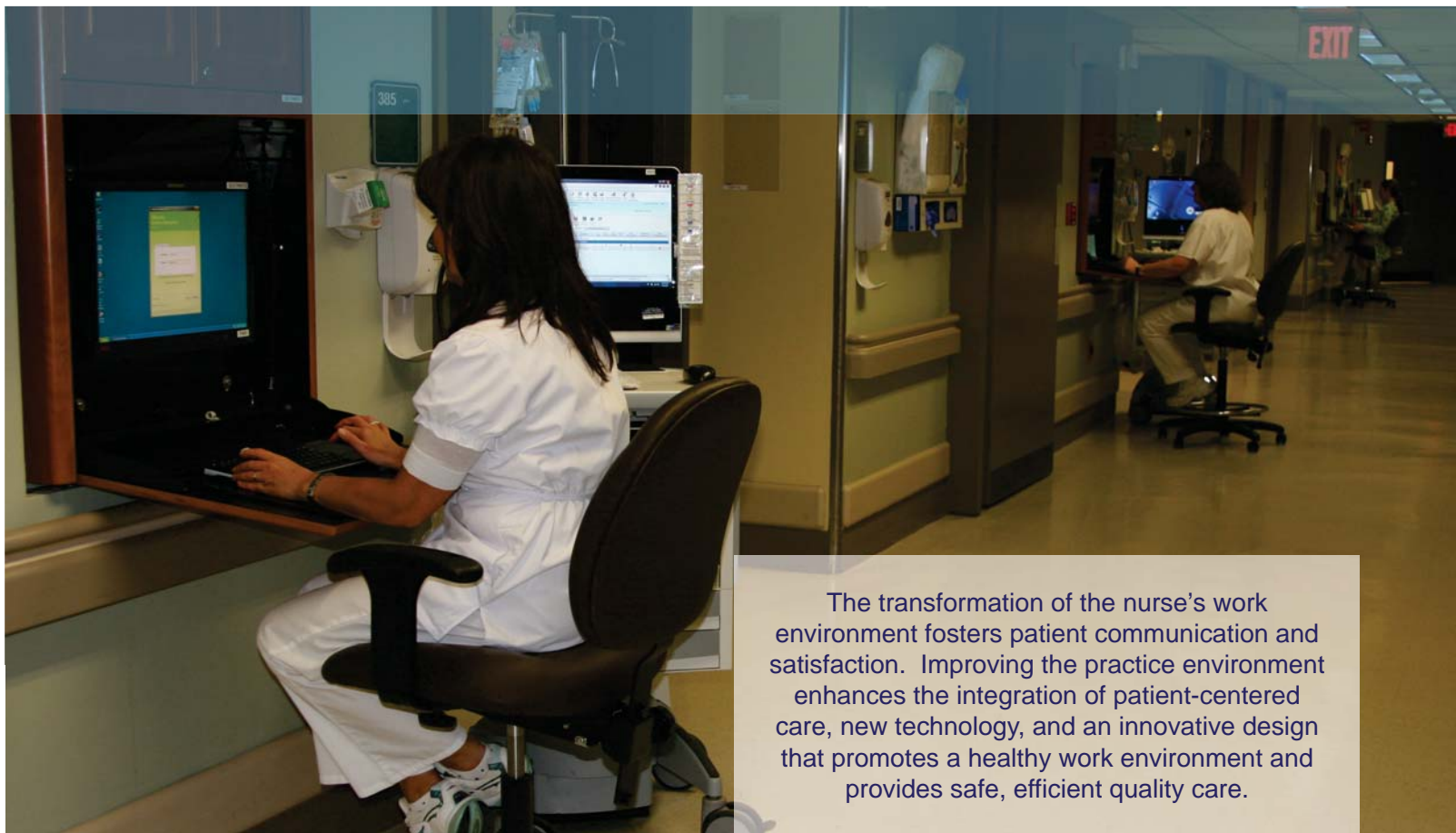
By advocating for state of the art medical devices and equipment we now offer patients a more precise procedure that provides a decreased length of hospital stay and improved outcome for the patient emotionally, and clinically.

During the annual projection to acquire new capital equipment, nurse leaders in the department of Surgical Services advocated, researched, prepared and submitted a budget for state of the art robotic technology. We have completed our first year and have exceeded our goals in improving patient outcomes and have increased the volume of procedures.

INNOVATION & GROWTH:

INTEGRATION OF TECHNOLOGY AND RESEARCH





The transformation of the nurse's work environment fosters patient communication and satisfaction. Improving the practice environment enhances the integration of patient-centered care, new technology, and an innovative design that promotes a healthy work environment and provides safe, efficient quality care.

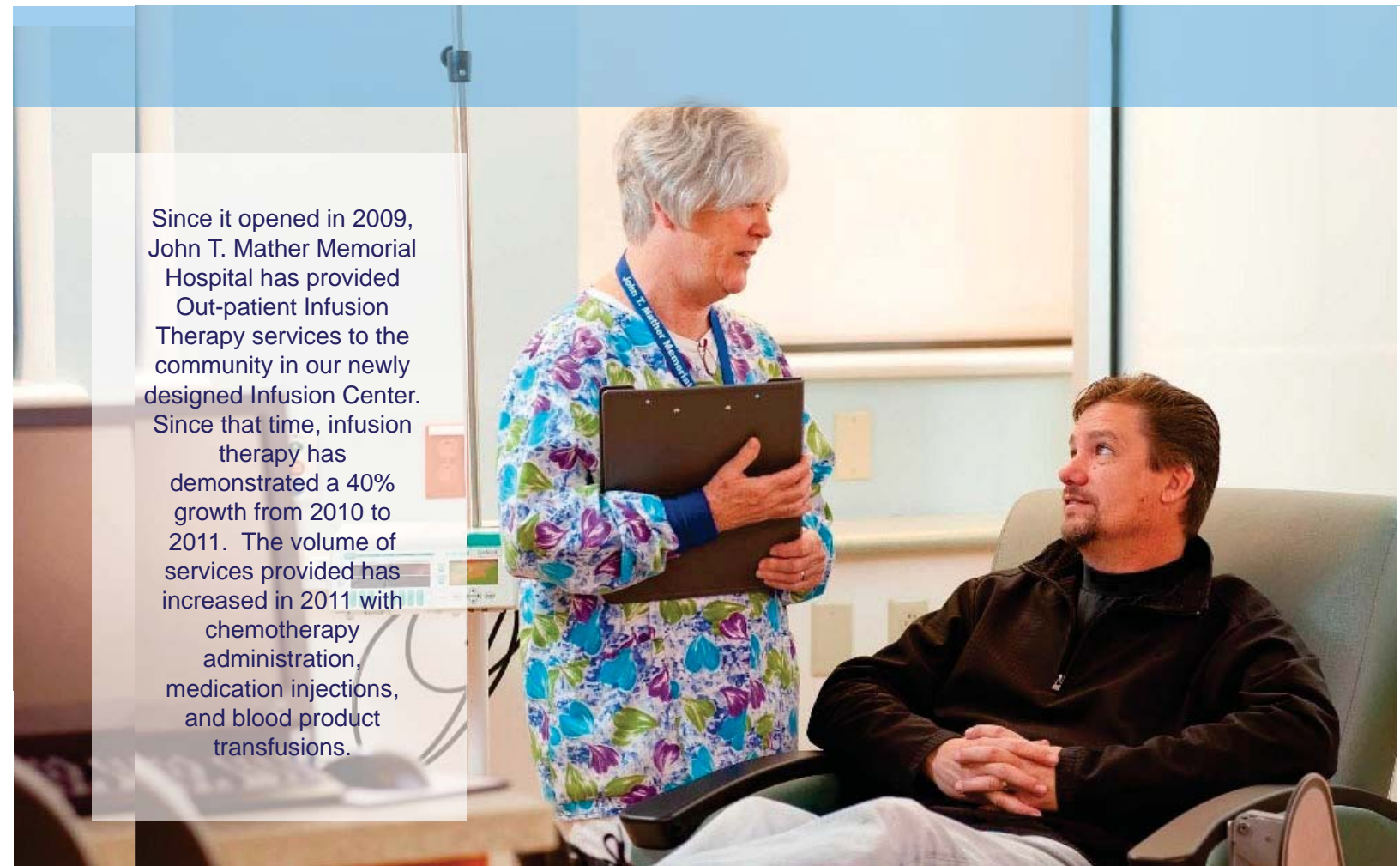
NURSING STAFF AT MATHER HOSPITAL EMBRACED THE OPPORTUNITY TO ASSIST IN THE DESIGN AND IMPLEMENTATION OF THE HOSPITAL'S NEW ELECTRONIC MEDICAL RECORD.

In addition to the development of the electronic medical record, nursing took this opportunity to redesign the nursing units to accommodate drop down computer wall units in convenient locations and to select computerized medication carts that would facilitate electronic medication administration. This redesign put every nurse closer to the bedside of their patients and has led to increased patient satisfaction with nursing care. A nurses work environment influences patient outcomes. Such advances in information technology enabled the nurses to move away from the traditional nurse's station and closer to the patients. The decentralized nursing station has enhanced accessibility, visibility and interaction with the patient and the family.


MATHER IS A PARTICIPANT IN CENTER
FOR CARE INNOVATION AND
TRANSFORMATION

Mather was chosen as one of forty eight (48) hospitals across the country to be involved with the American Organization for Nurse Executives (AONE) Center for Care Innovation and Transformation (CCIT) project. This national recognition and partnership with AONE prepares medical surgical nursing for the future of health care. The theme of the projects support the nursing department's patient-centered care model and focuses on comfort, collaboration, and communication. The professional values incorporated into the innovations were advocacy, compassion, empathy, respect and trust.





Since it opened in 2009, John T. Mather Memorial Hospital has provided Out-patient Infusion Therapy services to the community in our newly designed Infusion Center. Since that time, infusion therapy has demonstrated a 40% growth from 2010 to 2011. The volume of services provided has increased in 2011 with chemotherapy administration, medication injections, and blood product transfusions.



The Nursing Reference Center is a comprehensive reference tool designed to provide relevant clinical resources directly at the point-of care. The Center provides in-depth content covering areas including conditions and diseases, skills and procedures, patient education, drug information, lab, and diagnostic details and evidence-based guidelines. It also contains continuing education programs for the nurses to keep current in their clinical area of expertise.

JOHN T. MATHER MEMORIAL HOSPITAL CELEBRATES THE RECOGNITION OF ALL OUR CERTIFIED NURSES

WE WOULD LIKE TO RECOGNIZE AND THANK ALL OF YOU
FOR YOUR PROFESSIONALISM AND LEADERSHIP
IN ACHIEVING AND MAINTAINING NATIONAL BOARD CERTIFICATION IN YOUR SPECIALTY.

THE FOLLOWING RN'S AND ADVANCED PRACTICE RN'S ARE BEING RECOGNIZED FOR THEIR
ACHIEVEMENT IN NURSING CERTIFICATION FOR THE YEAR 2011 – 2012:

LORI ACCETTA CCRN
JOAN ADAMS CNOR
DEBORAH AMATO CLNC
LISA AMBROSE CPAN
JEAN ARNOLD NE-BC
MELISSA BARANOWSKI CGRN
CAROL BERGERON ANP-BC
LATOYA BERNARD RN-BC
KATHLEEN BIASE RN-BC
SUZANNE BITTNER OCN
DONNA BLAS KOPF CRN
BRIANNE BONNER-LAYNE CPHM
DENISE BONNEVILLE RN-BC
ELISE BOYD CEN
CHRISTINE BRANDSTADTER RN-BC
ANNA MARIE BRASLOW CCRN
CATHERINE BREITENBACH RN-BC
CHRISTINE BRONS CPAN
FILOMENA BUNCKE PMHCNS-BC
INDRANI BURMANROY OCN
TRISHA CALVARESE CPAN
DANA CARDIELLO RN-BC
BARBARA CARLSTROM ANP-BC
MARIA CASSARA CMSRN
IRENE CASSATA CPAN
LAURA CHAN PMHNP-BC
MAUREEN CHERNOSKY CEN
JENNIFER CHRISTOFOR RN-BC
JEAN CLARK CPUR
NANCY CLAVIN OCN
DONNA COLLINS CPAN
ELIZABETH CONNEALLY CGRN
MARILYN CONNER ANP-BC
ELIZABETH CONTRI RN-BC
VICTORIA COOK APRN-BC
LAURA D'AMATO CNOR
AMY DANY ANP-BC

MARIANNA DAVID RN-BC, ONC
JANET DEANGELIS CPAN
CHRISTINE DEBERNARDO RN-BC
BARBARA DEMAIO CPHM
JOYCE DEMOORE RN-BC
SUSAN DETURRIS CPAN
LAUREEN DIOT ANP-BC
LILLIAN DONNELLY OCN
DENISE DRISCOLL APRN-BC, CARN, RN-C
CHRISTA DWYER RAC-CT
LORRAINE FARRELL FNP-BC
PATRICIA FERNANDEZ ANP-BC
RENATA FLEGAR FNP-BC
ELAINE FOX RAC-CT
KIM FRICK RN-BC
LORIANN GERSBECK CEN
NINA GERVAIS RN-BC, CCRN
CAMERON GITTENS CEN
DINA GIULIETTI CEN
MARYELLEN GLENNON CCRN
JOAN GODBOLD RN-BC
MARYANN GOODMAN ONC
MARY ANN GOODRICH RN-BC
THOMAS GORMAN RN-BC
MARINA GRENNEN CEN
PATRICIA GRIFFIN-BERNSTEIN CNOR
THERESA GRIMES RN-BC, FNP-BC, CCRN
SUSAN GROVER PMHCNS-BC
DIANE GULLY CEN
LAURA HAMILTON CPUR
MARILYN HANNETT CPHQ
MARY HARWOOD CEN
MARGARET HASSETT CPAN
GUOMEI HAUAN-WALSH ANP-BC
ALLISON HELLER ANP-BC, CEN
LOUISE HERSHBERGER CPAN
LINDA HILL PMHCNS-BC



DONNA HUGHES CPAN
 LISA IULIUCCI RN-BC
 KATHLEEN JOCHEN RN-BC
 STACEY JOLLEY OCN
 ELLEN KASPRZAK CPHM
 JUDITH KENNY-LOURINE RN-BC, CPUR
 SUSAN KIERNAN CPAN
 JEFFERY KNIFFEN FNP-BC
 DEBORAH LAMENDOLA ANP-BC, CWCN
 VIVIAN LANGFORD CRN
 ANDREA LAUCKHARDT CPAN
 MARY LINDNER RN-BC
 NANETTE LINDSTROM CPUR
 RAY LUTTINGER CIC
 JULIA MACAULEY CCRN
 PHYLLIS MACCHIO ANP-BC, GNP-BC
 DEBORAH MAILE CIC
 NITA MALIK FNP-C
 MARGARET MALTZ CPAN
 KATHY MANZI CNOR
 THOMAS MANZI CNOR
 JEAN MCCARRICK NE-BC
 MARY ELLEN MCCARTHY ANP-BC, CCRN
 BARBARA McDONALD RN-BC
 SHIRLEE MCKENNA CPAN
 CHRISTI MCMANUS CCRN
 KATHERINE MONTEFUSCO RN-BC
 SUSAN MORIN PMHCNS-BC
 MARIE MULLIGAN CNOR, NEA-BC
 THERESA MURPHY RNCB, CRNI, VA-CB
 KATHLEEN MURRAY MPA, RN, AVP, NE-BC
 LAURA O'BRIEN CRN
 JAMIE O'HARA CPAN
 MAUREEN OUMMADI RN-BC
 LESLIE PARKER APRN-BC
 PHYLLIS PARKER CEN
 NINA PELLEGRINO CCRN

ANTHONY PIAZZA RN-BC
 TERESA PICKEL CCRN
 MADELINE PIELOCH CPUR
 APRIL PLANK ANP-BC
 EMILY POZGAY NP-C
 LOIS REILLY CPUR
 DEBBIE REUTER RN-BC
 IRMA RIVERA CPAN
 ANNE ROBERTS CCM, CPUR
 NANCY ROCHLER CCRN
 ELIZABETH ROGERS CNOR
 KATIE RUSH CCRN, CRN
 JENNIFER SAMGHABADI ANP-BC
 DEBORAH SCHAFMAYER RAC-CT
 MARYLEE SCHROETER CPHQ
 SUSANNE SCHWAMB CMSRN
 KAREN SCHWARTZ CEN
 GENINE SCHWINGE ANP-BC
 ANNA MARIA SERVELLON FNP-C, RN-BC
 PATRICIA SLOKOVITZ ANP-C
 AGNIESZKA SOBOLEWSKA RN-BC
 SUZANNE SOLTYSIK RN-BC
 PASQUA SPINELLI PMHNP-BC
 DARLENE STEIGMAN RN-BC
 PATRICIA STILLWAGGON CCRN
 FAUSTINA STOEBE CPAN
 MICHELLE SWENSEN CPAN
 NAJMI TANWIR CEN
 KAREN TUZZOLO CNOR
 ERIN VACCARIELLO RN-BC
 JEANNETTE VOELGER CCRN
 TRUDY-ANN WEEKES-ROACH CNOR
 LYNN WEISS RN-BC
 ANDREA WOHLBERG CWCN, COCN, CCCN
 PATRICIA WOODS CRN
 MICHELE WYLLIE CWS
 PATRICIA ZARB RN-BC

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