



# Nursing Annual Report

## 2014





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# 2014

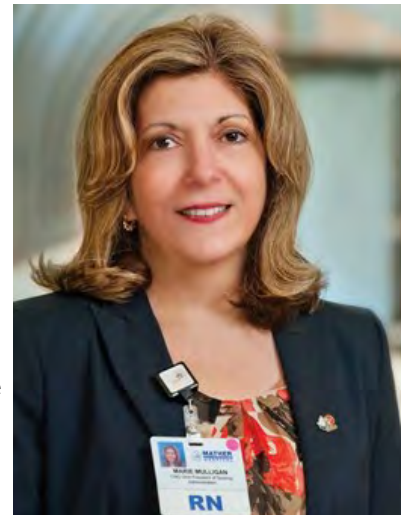
## Where is the Profession of Nursing Going?

It gives me great pleasure to share with you the 2014 issue of the John T. Mather Memorial Hospital Nursing Annual Report. This publication is intended to celebrate and recognize your achievements during the past year and ensure our efforts are aligned with our strategic plan and goals. As such, the report is divided into four categories, representing the Magnet model components: Transformational Leadership, Structural Empowerment, Exemplary Professional Practice and New Knowledge, Innovations and Improvements. Our biggest **challenge in developing this year's report is that we had too many wonderful accomplishments to report!** Congratulations to all.

While this report helps us to look back at what we have accomplished, we must never stop looking ahead if we are to become the best community hospital in New York. As you are well aware, healthcare in the United States is changing rapidly. As nurses, we must adapt just as quickly. In essence, nurses are ultimately responsible for our nursing profession and the place that we hold in Healthcare.

**The 2010 Institute of Medicine (IOM) report “The Future of Nursing Leading Change, Advancing Health”, recommended that we focus on the following:**

- Nurses should practice to the full extent of their education and training.
- Nurses should achieve higher levels of education and training through an improved education system that promotes seamless academic progression.
- Nurses should be full partners, with physicians and other health care professionals, in redesigning health care in the United States.
- Effective workforce planning and policy making require better data collection and an improved information infrastructure.



As CNO, guiding the future nurses here at Mather, I am personally and professionally committed to adhere to and support the IOM report and the recommendations. My philosophy and support of the nursing profession will continue to be directed at providing all patients with excellent nursing care and patient outcomes.

Sincerely,

A handwritten signature in black ink that reads "Marie Mulligan RN".

Marie Mulligan, PhDc, RN, CNOR, NEA-BC  
CNO Vice President for Nursing

# Highlights

We are very proud of our accomplishments in 2014. The following are a few highlights and many more are detailed throughout the annual report.

- **Clinical nurse Peta G. Gordon, RN, BSN** launched the “We Can” campaign to prevent patient falls.
- **Susan Morin, RN, MS, PMHCNS-BC, NPP, psychiatric nurse practitioner and Director of Mather’s Adolescent Partial Hospitalization and Eating Disorder Programs**, was named a **NY-NJ regional winner in Nurse.com’s** prestigious Nursing Excellence GEM (Giving Excellence Meaning) Awards.
- In 2014, Mather implemented the first phase of a project to provide interactive patient education and information through MatherCareTV.
- **Margaret L. McClure EdD, RN, FAAN** Magnet Recognition Program founder was the keynote speaker during the **2014 Nurse’s week celebration**.
- **Marie Mulligan, PhDc, RN, CNOR, NEA-BC** named Brookhaven Town Woman of the Year in Leadership category.
- Nursing Quality Department presented (2) Quality showcases in 2014.

## Mather Constructs Patient Care Pavilion

Construction on the \$20 million Arthur & Linda Calace Family Pavilion continued in 2014. The expansion project, the first at Mather in more than a decade, will house a 35-single-bedded patient care unit; offices and teaching facilities for a Graduate Medical Education Program with residencies in Internal Medicine, Family Practice Medicine, Psychiatry and Transitional Year; and a state-of-the-art conference center. Nurses at every level have been involved in the design, implementation of work flow improvements and space design to enhance nursing practice in 2014 in the construction of the new patient care unit.

Marie Mulligan, CNO empowered several clinical staff members, Debra Petri, RN, 2 South; Mary Ferrara, RN, Nurse Manager 2 South; Grace Ebinger, RN, Nurse Manager 2 East; and Phil Messina, RN, Director of Emergency Services, **to travel to Hill Rom’s corporate headquarters in Indiana to evaluate renderings and examples of patient rooms that** were being designed for the new unit. The input from these staff members will be crucial to the success of the design layout and furnishings selected for the new patient rooms.





# Nursing Vision

**“We support, develop and mentor nursing, to empower all, to partner in the development of Patient Centered Care.”**

## Philosophy of Nursing

The Department of Nursing’s Philosophy is consistent with the mission, vision, and values of John T. Mather Memorial Hospital. We believe in the provision of highly skilled, competent, nursing care that is essential to our commitment to excellence in clinical practice, education, and nursing research.

The American Nurses Association Code of Ethics for Nurses, Social Policy Statement, Scope and Standards of Practice for Nurses, Patient Centered Care and the New York State Practice Act are the cornerstone of our nursing practice and patient care.

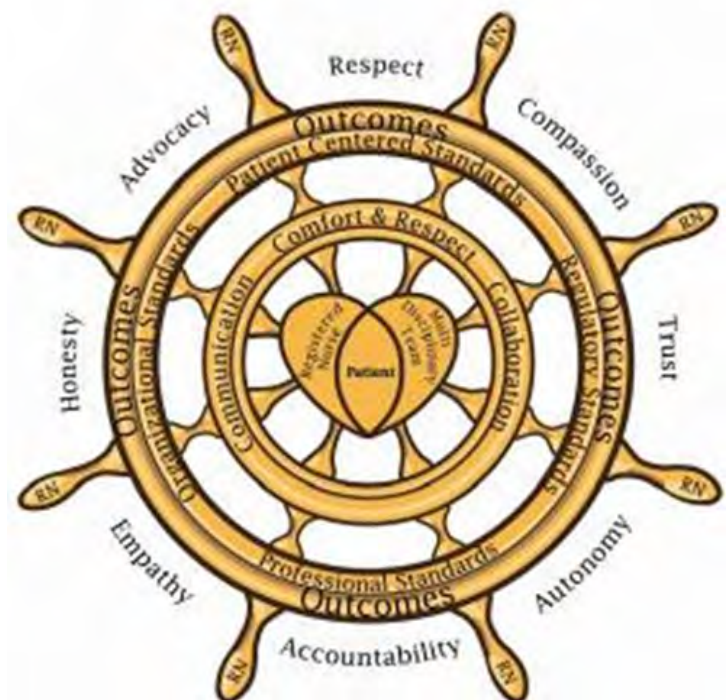
Professional nurses are accountable for providing the highest quality of nursing care to all persons based on human need with respect for dignity, regardless of race, religion, occupation, sexual preference, economic status or financial ability.

Nursing care of the highest quality shall be provided to assist the individual sick or well in the performance of those activities contributing to health or its recovery or a peaceful death that they would perform independently if they had the necessary strength, will, or knowledge.

The professional nurse assumes a leadership role in the coordination of care for the patient/family/community, collaborating with each other as well as other healthcare disciplines. Utilizing critical thinking professional nurses assess the physical, emotional, social, spiritual and psychological needs of each patient, defines problems, identifies goals, and a preventative, curative, and rehabilitative plan of care is developed and implemented in collaboration with both the patient and his/her family or significant others, and evaluates the care provided by self and others in order to achieve successful outcomes. At all times, nursing is committed to exceeding patient, family, and community expectations.

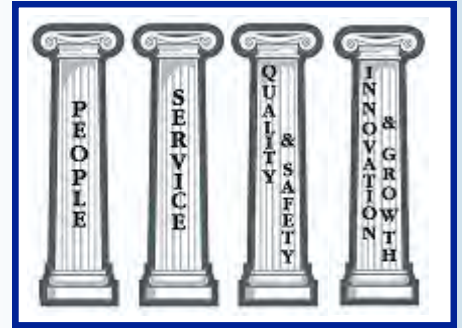
## Professional Practice Model

Our Professional Practice Model (PPM) is a schematic description of the framework of how our nurses practice, collaborate, communicate and develop professionally to provide the highest quality care for those served throughout the healthcare continuum. Consumers rely on Magnet designation as the ultimate credential for high quality nursing. The PPM demonstrates the attributes and commitment to excellence in nursing at Mather.



# Strategic Plan

We achieve our mission and vision, while in alignment with our professional practice model, through our daily work and by continuously striving to provide **excellent patient centered care**. The Department of Nursing's 2013-2015 strategic goals and plan guides that effort.



## **People:** Develop People, Culture and Workforce

**Goal 1.** We seek to create a culture and environment that supports nurses to achieve excellence through encouragement of professional growth, learning, and self-governance.

- Promote and support specialty nursing certifications and continuing education programs to reflect an increase of certification rate by 25%.
- Promote and support BSN prepared nurses to attain 80% by 2020 and achieve a 6% increase annually until our goal of 80% is reached .
- Strengthen the infrastructure that encourages nurses to further engage in shared governance and are empowered.
- Provide effective, efficient, safe and compassionate care by hiring the right people for the right positions.
- Mentor and promote nursing leadership to demonstrate teamwork, accountability and achieve an engaged workforce.
- Advocate for ongoing educational programs for nurse leadership mentoring in authentic leadership to encourage a healthy work environment to increase employee satisfaction.
- Collaborate with senior executive team and medical board leadership to enhance physician-staff relationship.

## **Service:** Deliver Exceptional Patient Experience and Care

**Goal 2. :** Provide a healing environment that supports our patient's/resident's/client's needs through collaborative approach; while assisting them to achieve their optimal level of wellness or a peaceful death.

- Attain Magnet Designation.
- Ensure delivery of culturally competent care.
- Support patient experience to enhance patient satisfaction.
- Support interdisciplinary collaboration to effect change and produce safe, effective and quality outcomes in the delivery of patient family/centered care.

## **Quality & Safety:** Provide Patients High Quality Care in a Safe Environment

**Goal 3.** We seek to create a culture which facilitates the conduction and utilization of research to create evidence-based nursing practice and new knowledge to foster quality nurse sensitive patient/family centered outcomes.



- Encourage nursing research participation to complete **two nursing research projects a year.**
- Incorporate new knowledge to initiated changes in nursing practice to exceed national benchmarks in nurse sensitive outcomes as determined by NDNQI and New York State Partnership for Patients.
- Organizational wide Nursing Quality Initiatives:
  - Pain management
  - Falls
  - Patient Education in new medication modalities for indications and side-effects

## **Innovation & Growth:** Utilize New Knowledge, Evidence Based Practice and Nursing Research to Enhance Nursing Innovation

**Goal 4:** Innovation and Growth: Ensure financial growth to secure resources to reinvest into our people, service, technology, and growth.

- Decrease expenditures of the approved budget operating margin through cost efficiency across the Department of Nursing.
- Expand Care Innovation and Transformation (CIT) concept for utilization in unit base councils to enhance innovation and change generated by front line staff.
- Interface Clarvia staffing and acuity software program with Allscripts Electronic Health Record (EHR), to effectively analyze staffing, patient acuity, length of stay, and outcomes.
- Implement Phases 2 and 3 of EHR knowledge based care plans (KBC) and knowledge based bar code medication administration (KBMA) programs.

## **Patient Experience**

*“Nurses were phenomenal! Very kind and attended to my needs quickly and with love and compassion”.*

*— Press Ganey October, 2014*



# Nursing Excellence







John T. Mather Memorial Hospital was proud to receive its initial designation as a Magnet hospital in June 2013 from the American Nurses Credentialing Center of the American Nurses Association. The designation indicated

**that Mather's nursing team was among the very best. The re-designation process began immediately following the original designation. (Hospitals must apply for re-designation every four years.) Marie Mulligan, CNO, and Brandy Feliu, Magnet Program Director, continuously work together to nurture the organization's Magnet environment**



## Why Magnet?

Magnet organizations encompass practices based on the quality of nursing leadership, management style, quality of patient care, organizational structure, quality improvement, autonomy, personnel policies and procedures, professional model of nursing care, presence in the community, image of nursing, interdisciplinary relations, consultations and resource availability, research in nursing and professional development. These practices have been shown to increase hiring, reduce turnover, and improve the quality of patient care.

Nursing is an art and a science. Magnet designation examines the art and science of nursing and strengthens the discipline to achieve excellent outcomes while remaining productive and engaged in the profession of Nursing.

## Magnet Model

To earn Magnet designation, Mather's nursing team was measured against the Magnet model framework, which includes an organizational overview and four model components

- Transformational Leadership
- Structural Empowerment
- Exemplary professional Practice
- New Knowledge, Innovations and Improvements



In each area, evidence-based improvements must be demonstrated through Empirical Outcomes. As part of the measure for Magnet, the nursing staff at Mather is expected to demonstrate that they have consistently achieved scores significantly above the mean scores of benchmarked national databases for patient satisfaction, staff nurse satisfaction, and nurse sensitive clinical indicators.



## Annual Magnet Conference

In October 2014, Mather hospital sent 6 nurses to the 2014 International Magnet Conference held in Dallas, Texas. The conference boasted 8,040 attendees, four nationally acclaimed speakers, 135 concurrent sessions.





# Transformational Leadership



### CNO Visibility



Leading transformation is one of the primary responsibilities of the chief nursing officer. One of the various methods used by Marie Mulligan to facilitate change with the nursing department staff is with open dialogue.

Ms. Mulligan offers open door hours to enhance the dialogue between her and the clinical and non-clinical nursing staff of the Nursing department. In addition, she hosts regular town hall meetings, which nearly 100 nurses attended in 2014. The town hall meetings provide the opportunity for Ms. Mulligan to be visible and accessible to the staff.

### Sue Morin Wins GEM Award

Sue Morin, NPP, Director of the Adolescent and Eating Disorder Partial Hospitalization Program was presented the Nursing Excellence Award for Home, Community and Ambulatory Care for 2014. Sue has served as director of the adolescent program and eating disorder program since 1999.

**Sue majored in nursing at the State University of New York at Binghamton and later earned her Master's degree in Psychiatric Mental Health Nursing at Stony Brook University.** Her knowledge, expertise and clinical skills provide a role model for excellence in clinical practice for the adolescent psychiatry treatment team and the eating disorder treatment team.

Sue is the initial contact for all of the adolescents and families who are referred to the Adolescent Partial Hospital program. Utilizing her clinical skills, Sue creates a therapeutic alliance with the patient and their family that facilitates their transition into the treatment program. Sue demonstrates compassion and respect for all patients and their families and a commitment to their treatment. Sue Morin is a role model for all of her staff and provides a resource for other providers, families and schools who call from the community.

**Sue is committed to providing patient's access to the quality treatment that they need.** She advocated for additional staff to increase the capacity for additional patients. In 2013, Sue increased the total number of patient visits by 404 in the adolescent program and 112 in the Eating Disorder program. Patient satisfaction surveys for both programs are consistently over 90%. As a member of her religious organization, Sue Morin is the coordinator for religious education within the parish and a Eucharistic minister.





# Transforming Telemetry 3 East

Telemetry 3 East a 40 bed cardiac/stroke unit recently transformed into a highly motivated, innovative and engaged unit. This transformation has led to visible improvements in RN job satisfaction, and positive patient outcomes. The hard work, effort and dedication of the nursing management team has had a significant positive cascade effect to every staff member. The Professional Practice Model (PPM) served as a cornerstone in changing the unit culture and patient outcomes. Each member of the team demonstrated their commitment to their patients thus realizing the following achievements.



## Achievements:

- Communication improved between nurse and the nurse leaders on the unit.
  - Staff were educated on patient satisfaction components, performance improvement projects, cost analysis, overtime utilization, Hospital Acquired Infections and Nursing Council updates.
  - New communication boards were designed and are continuously updated.
  - **A paradigm shift occurred within the unit's culture.**
- Unit councils were revived and are led by engaged staff.
  - Projects implemented this year: increasing patient mobility, development of a CHF caregiver support group, decreasing nurse interruption during medication administration and utilizing water pitcher inserts to potentially decrease the number of Hospital Acquired Infections.
- Recognition and accountability of all nursing staff on unit increased.
  - Staff members received a service of excellence award if they were recognized by a patient or another hospital employee.
  - **A culture of "If you see it say it" is now in place.**
  - Experienced an increase in personal and professional accountability with peers and management.
- To increase staff satisfaction, a strategic plan to fill open vacancies was implemented.

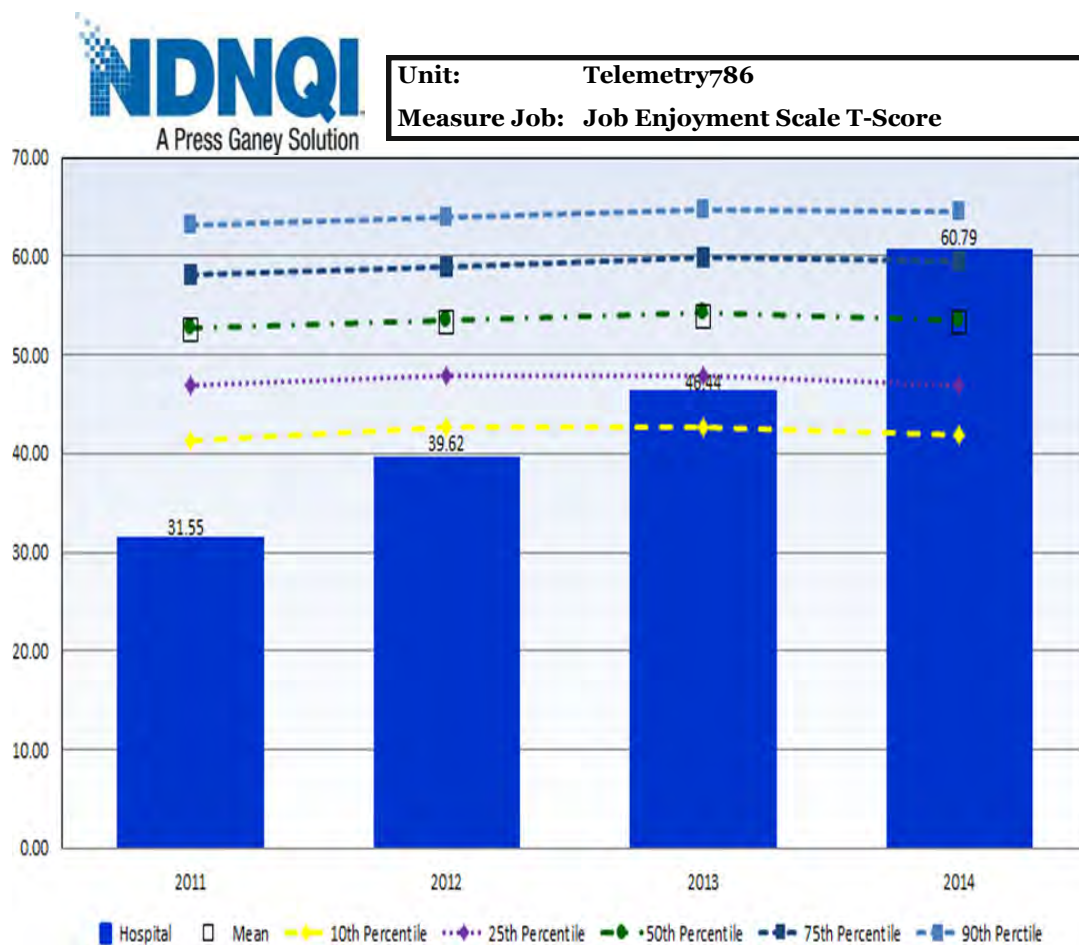
Since the transformation, Telemetry 3 East has achieved increased RN satisfaction scores in Nursing Autonomy, RN to RN interaction, Nursing Administration, and Professional Development Opportunity on the annual RN satisfaction NDNQI survey. The RN job enjoyment scale significantly improved between 2013 and 2014. Press Ganey patient satisfaction results have consistently improved and have been maintained. The patient fall rate has significantly decreased, and overall outcomes have improved.

## Patient Experience

*"Nursing care was excellent, I could not have asked for better".*

*- Press Ganey February, 2014*

# Transformational Leadership

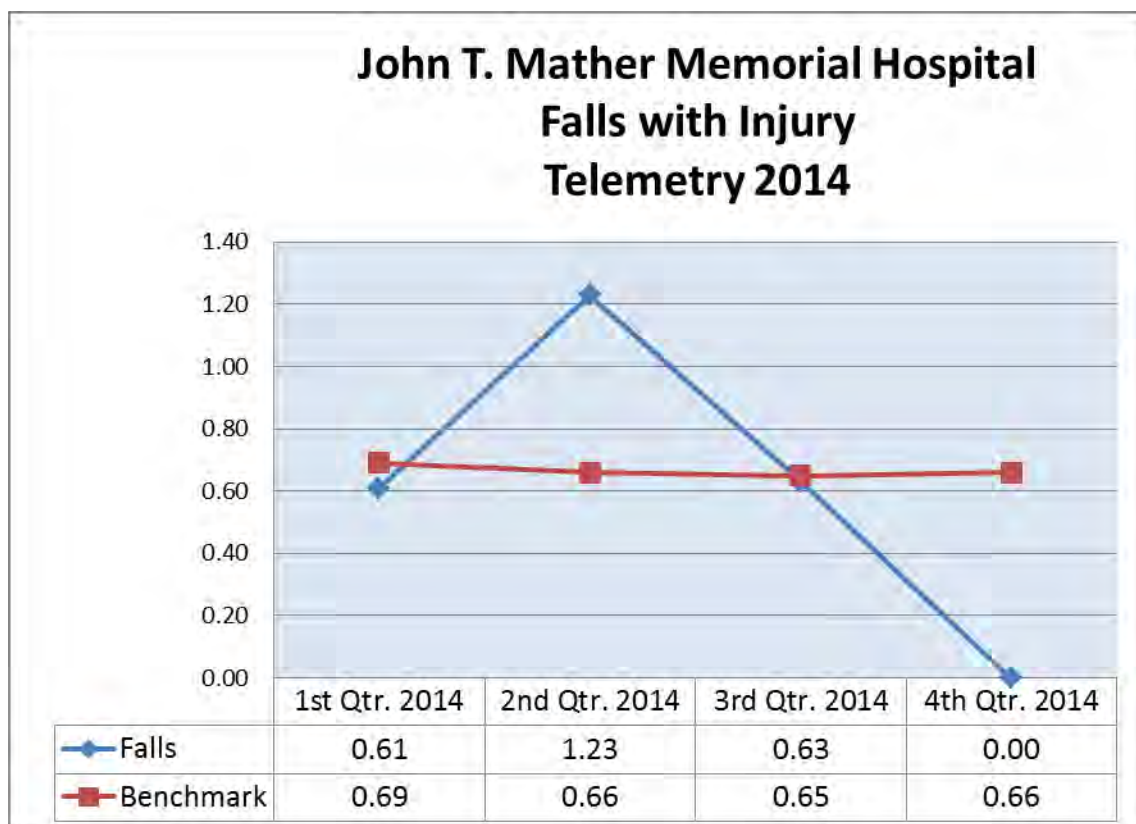


# Reducing Falls: Nurse Driven Fall Prevention Initiative “We Can!”

Although evidence-based fall prevention activities have been employed at Mather for several years, patient falls continued to be of concern. To address the issue, a nurse driven multidisciplinary subcommittee, referred to as the “WE CAN” committee, was created in 2014.

The committee created was championed by Peta G. Gordon RN, BSN. A two-year action plan was developed focusing on identifying and implementing evidence-based fall prevention activities, identifying opportunities for improvement, educating patients, visitors and others and monitoring results.

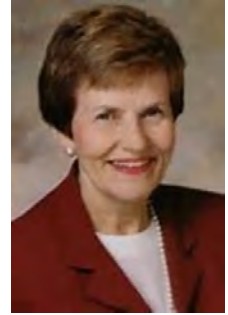
It is anticipated that there will be a continued decrease in patient falls as a result of the “WE CAN” Campaign. Each clinical unit has set target and stretch goals for patient fall reduction. Outcomes are monitored by members of the Patient Fall and “WE CAN” Committees.





# Celebrating Nurses Week

Mather celebrated the achievements and contributions of nurses during Nurses Week in 2014. The event featured guest speaker, Margaret L. McClure EdD, RN, FAAN, who is synonymous with the American Nurses' Credentialing Center's prestigious Magnet Recognition Program®. Over 30 years ago, McClure and associates conducted the landmark nursing research study, Magnet Hospitals: Attraction and Retention of Professional Nurses (1983).



**Margaret L. McClure, EdD, RN, FAAN**





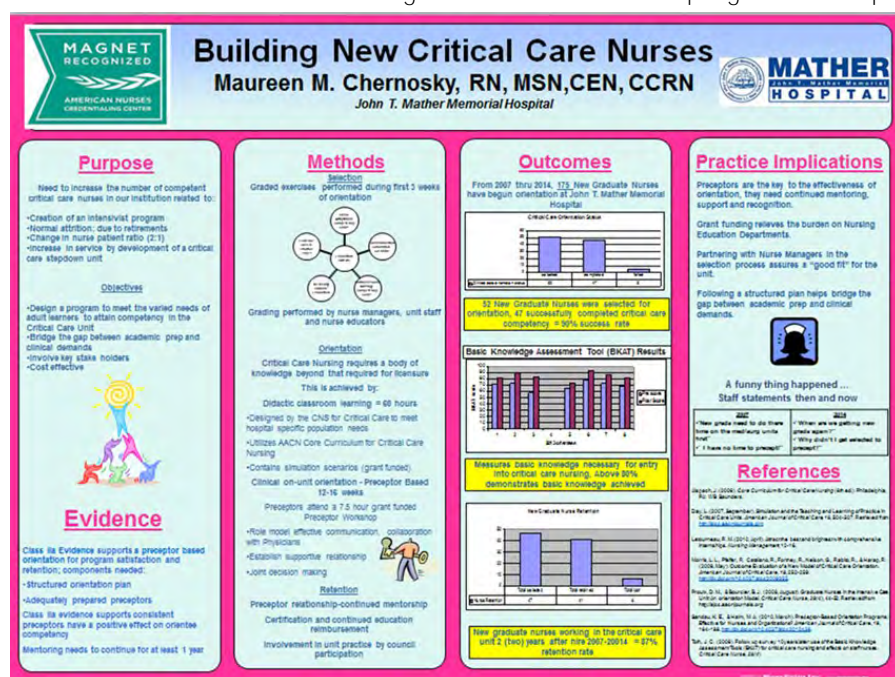
# Structural Empowerment





# Transitioning Graduate Nurses

One of the Structural Empowerment components in a Magnet designated organization addresses how an organization facilitates an effective transition of new registered nurses into the work environment. The Mather Nursing department works collaboratively to identify and select graduate nurses to enter the nursing environment bi-annually. The graduate nurse program was developed using the theoretical framework of Patricia Benner, RN, PhD, FAAN, FRCN. Ms. Benner's theory is designed to transition a graduate nurse from novice to expert over time. A novice nurse is defined as "a nurse who has completed his or her nursing education and is in the first year of employment as a registered professional nurse" (ANCC, 2014 Magnet Manual). In 2014, the nursing department hired a total 36 graduate BSN prepared nurses. The graduate nurses were chosen by a team of nurse educators, managers, and nurse recruiter during the interview process. There were two new graduate orientations held in January and September. The January class had a unique opportunity to apply for new graduate nurse residencies in specialty areas: Operating Room, Critical Care, Emergency Department and Oncology. Maureen Chernosky, RN, MSN, CEN, CCRN demonstrated continued success with the new graduate to critical care program developed several years ago.



## Operating Room Nurse Residency

A consistent concern at Mather Hospital has been finding experienced perioperative nurses to work in our high-volume operating rooms. The solution? Leverage our strength as a Magnet designated organization with excellence in nursing care, by growing our own perioperative expertise in-house. The result was the Mather Hospital perioperative nurse residency, an intensive, six-month program that trains graduate nurses in the skills needed to care for patients undergoing surgery. Based on the core curriculum of the Association of Perioperative Registered Nurses, it includes more than 200 classroom hours, 60 hours of online modules and clinical practice under the supervision of a variety of preceptors. Since the launch, the program has had a 100% completion rate. The program is coordinated by Kelly Coleman, RN, BSN, CNOR, clinical educator.

### Achievements:

- » Reduced RN turnover
- » Improved RN retention rates
- » Increased RN Satisfaction
- » Attaining quality measures for optimal patient outcomes



### Transition to Practice

In 2014, 109 new RNs were hired and required skilled mentoring. 39 of the 109 new RN hires were new graduates or modified new graduates with sub-acute rehab experience only. In order to meet the demands of effectively mentoring these new RNs, two preceptor workshops were offered to the seasoned RN staff. The transition to practice class was **initially created utilizing Dr. Judy Duchscher's PhD, RN theoretical framework of the stages of reality shock. This class is** offered to graduate nurses upon successfully completing the graduate nurse program. This course is a four hour workshop and its objectives include: describing difficulties new graduates face as they transition in to the profession, recognition of aspects of graduate nurses positively transitioning, conceptual frameworks that shape new graduate transitioning, identification of new graduate Quality and Safety Educational competencies. During the workshop, our new graduates have the opportunity to discuss the challenges they have encountered, acute clinical situations, critical thinking skills and prioritization, support systems and transition shock. Seven workshops have been provided over 40 graduate nurses have attended the course.



### Dedicated Education Unit (DEU) on 2 South

Transformational nurse leaders from Mather collaborated with Adelphi university to initiate and create an innovative **DEU on Mather's 2 South Oncology Unit. DEU's have long been considered a solution to admissions limitations at** nursing schools. Hospital-based clinical nurses are partnered with faculty from university-based schools of nursing within a DEU. The 2 South DEU has is successful because of shared leadership. The program was designed from using input from direct care nurses, student nurses, patients and family members.



# Clinical Assistant Program Expands



After receiving an overwhelming number of applicants for Mather's summer clinical assistant program, Marie Mulligan, CNO, decided to expand the program in 2014 to provide more student nurses an opportunity to correlate theory with clinical practice. The candidates chosen successfully completed a minimum of one year in their Nursing baccalaureate programs. This position provides a dynamic and innovative approach to learning.

During the first month of the orientation process, the clinical assistants work with nursing assistant preceptors. In the second month, the clinical assistants work with talented and skilled registered nurses. Throughout the second month, the clinical assistants work side by side with a myriad of nurses, in a variety of clinical settings. In addition, they rotate through multiple units and areas within the organization to experience the depth of the nursing department. The knowledge and invaluable lessons learned from directly observing the role of the RN is evident at the commencement of the clinical assistant program. The observation also allows the clinical staff to assess the skills of the student nurse efforts to recommend the hiring of a graduate nurse in the future.

## Patient Experience

*"Nurses were friendly, courteous, attentive, and caring"*

*- Press Ganey June, 2014*

# Nursing Capstone Preceptors

In the Fall semester of 2014, Mather Hospital continued to serve as a clinical site for more than 150 student nurses. Out of the total number of students who came to Mather, 33 completed a nursing Capstone with a clinical nurse preceptor. The Capstones were completed in Medical Surgical, Pain Management, Intensive Care, Emergency Department, Nursing Education, Ambulatory Surgery, Outpatient Behavioral Health and Nursing Administration. Rogan describes a nursing Capstone experience, as a time "for nursing students to be able to facilitate the transition from student to graduate nurse" (2009, p. 565). The Nursing Department views the Capstone experience as a professional responsibility to promote growth and education of future nurses.

### Reference

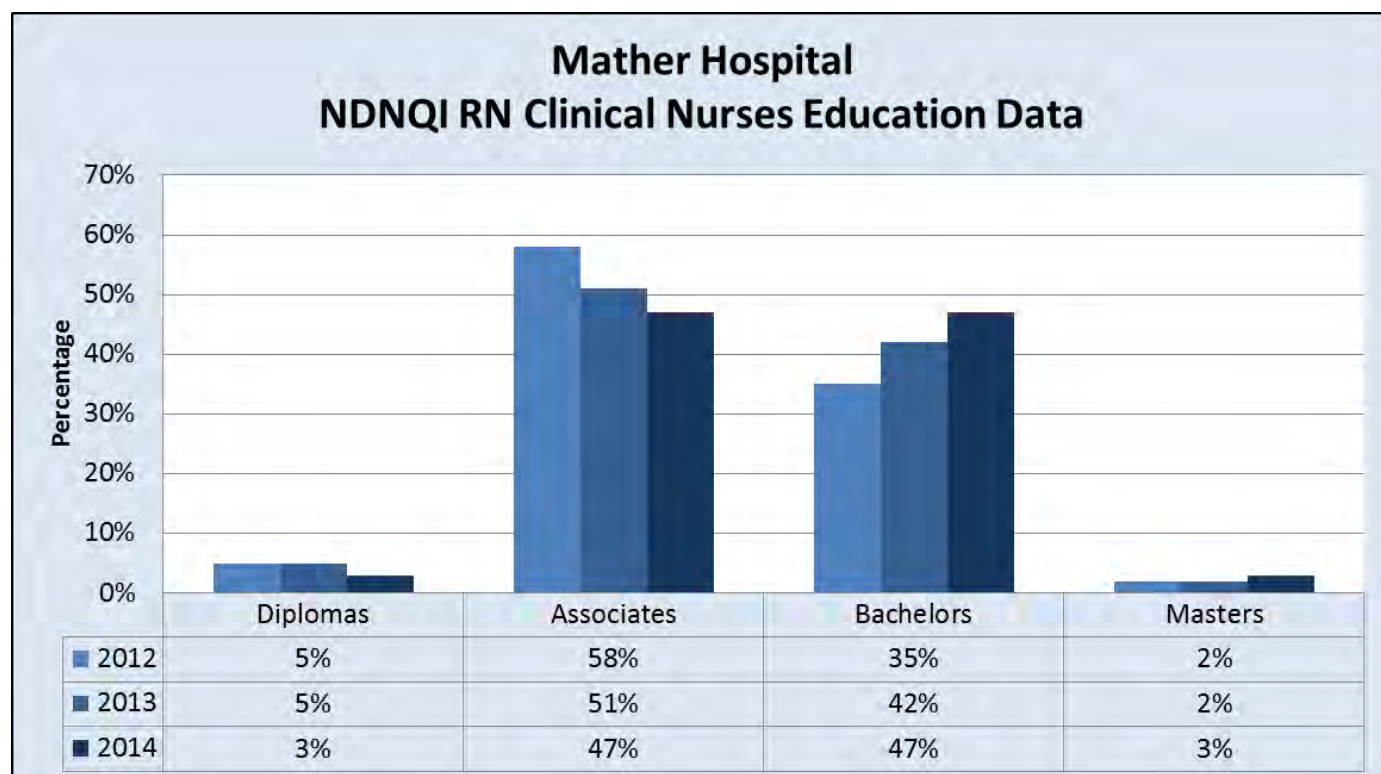
Rogan, E. (2009). Preparation of nurses who precept baccalaureate nursing students: a descriptive study. *Journal of Continuing Education of Nursing*, 40(12), 565-570

## RN to BSN Program Partnerships

Mather Hospital continues to aggressively support **the Institute of Medicines' recommendation to** increase the proportion of nurses with a baccalaureate degree to 80 percent by 2020. Through the Nursing Education Department, Mather Hospital has partnership agreements with several institutions to help nurses earn their BSNs. The organizations involved are varied geographically and include online, distance and classroom learning opportunities. These agreements include tuition reductions for Mather Hospital employees along with providing professional development webinars and workshops

### RN to BSN program partnerships:

School	Location
Chamberlain University	St. Louis, Missouri
Colorado Technical University	Colorado Springs, Colorado
Empire State	Saratoga Springs, New York
Farmingdale State College	Farmingdale, New York
Grand Canyon	Phoenix, Arizona
Hartwick College	Oneonta, New York
Kaplan University	Fort Lauderdale, Florida
LIU Brooklyn	Brooklyn, New York
LIU Post	Brookville, New York
Molloy College	Rockville Center, New York
Pace University	New York, New York
Plattsburg University	Plattsburg, New York
Purdue University	Hammond, Indiana
St. Joseph College	Patchogue, New York
Stony Brook University	Stony Brook, New York
SUNY DELHI	Delhi, New York
SUNY Farmingdale	Farmingdale, New York
University of Phoenix	Jersey City, New Jersey
Utica College	Utica, New York
Wagner College	Staten Island, New York
Walden University	Minneapolis, Minnesota
Western Governors	Salt Lake City, Utah





# Nurses' Participate in Community Outreach

Substance abuse concerns on Long Island have grown to alarming concerns over the past decade. The clinical nurses from the Emergency Department and Critical Care areas expressed a genuine concern for the patients and families in our community affected by this tragic disease. A nursing task force was created to examine the patient population and types of admissions seen in recent years in the Emergency Department. As a result of the findings the group of clinicians collaborated with (2) local school district superintendents. The nurses worked with school administrators to develop a powerful program agenda for parents in the community. Clinical nurses spoke to the well-attended audience sharing their personal experiences in caring for teens and young adults battling this disease. In February, 2014 – Mather Hospital partnered with Comsewogue School District and an educational forum titled “The Solution Begins with You, Comsewogue Drug Awareness Panel Discussion”. There were over 100 students, parents, and teachers in the audience. In October, 2014 – Mather nurses continued their efforts by partnering with the Middle Country School District. Another educational forum was hosted at Newfield High School, located in Selden NY with over 125 attendees. The determination of the nursing staff at Mather to make a difference in community outcomes, has been well received and commended.



**Pictures of Collaborative Community Outreach Program at Comsewogue High School Port Jefferson, NY and New Field High School Selden, NY**

## Simulation: McGrath Family Donation

While Mather does not specialize in pediatric or obstetric nursing, our emergency department cares for approximately 5,000 pediatric patients annually. Due to this low volume and high risk patient population, it is vital that Emergency Department clinical staff maintain skills and competencies. Thanks to the generous bequest of the McGrath family, pediatric education has been enhanced with the addition of simulation manikins: Sim Junior, Pediatric Intubation trainer, and a pediatric crash cart. The use of pediatric simulation creates a realistic learning atmosphere in the emergency clinical setting. Nursing staff are also encouraged to attend state and chapter conferences of the Emergency Nurses Association (ENA) to maintain pediatric nursing education. In 2014, several graduate and fellowship nurses became part of the Emergency Department staff. These nurses have received (3) eight-hour didactic classes in emergency nursing following the ENA guidelines.





# Exemplary Professional Practice





### RN to MD: Teambuilding

In 2014, the Mather nursing staff welcomed a new group of medical residents. Dr. Lucian Cardinal, Director of the medical residents, partnered with clinical nurses and nurse leaders to provide education to the nursing staff about the changing practice environment on clinical units between nurses and physicians.

In addition, in the fall of 2014, the medical residents selected clinical nurses to participate in an off-site, outdoor teambuilding workshop. This workshop was designed to facilitate teamwork and encourage trusting relationships. Through this teambuilding exercise, the nurses and physicians learned how patients benefit from enhanced communication between the two disciplines.



### Interactive Patient Education

In 2014, Mather implemented the first phase of a project to provide interactive patient education and information through MatherCareTV. This interactive system allows patients and their loved ones to view educational, relaxation and entertainment content by navigating the system with their individual remotes and listening through pillow speakers. MatherCare TV has the ability to make educational content available to patients specific to their diagnosis. Currently several educational videos are available for patient viewing. Additional videos will be added in the second phase of the project, which will also include creating an interface with patient electronic medical records to enable patients to receive specific educational content. MatherCare TV also has interactive capabilities. Patients and loved ones can report room cleanliness issues directly to Environmental Services, complete sleep assessment questionnaires and request assistance in enrolling in Mather's new online patient portal FollowMyHealth.



## Exemplary Professional Practice

# Nursing Quality Showcases

The Nursing Quality Department in collaboration with the Nursing Quality Council held two showcases in 2014. In June 2014, a “Spotlight on Nursing Quality” was presented to our internal partners. This was an opportunity for nursing to share best practices and learn from each other in order to improve work processes and learning environments. The showcase featured nineteen posters, several of which were presented for abstracts at local and regional nursing conferences. On October 23, 2014 during National Hospital Quality week, the Nursing Department along with several other departments presented “Quality across the Continuum”; this interdepartmental collaborative featured twenty six posters. The event was attended by direct nursing staff along with Hospital Board Members, local dignitaries, and visitors.



## Patient Experience

*“The best nursing EVER”*

*-Press Ganey January, 2014*





# Exemplary Professional Practice



## Patient Experience

*“Every nurse I came in contact with was excellent”.*

*-Press Ganey September, 2014*







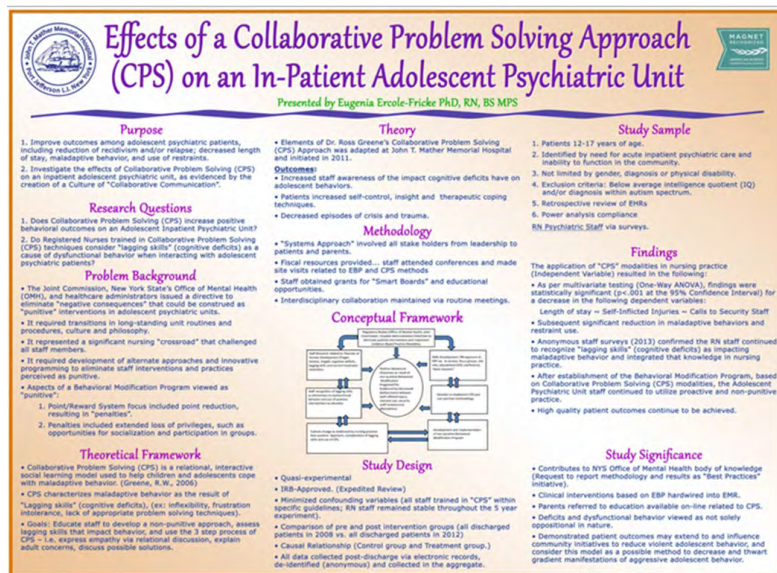
# New Knowledge and Innovation



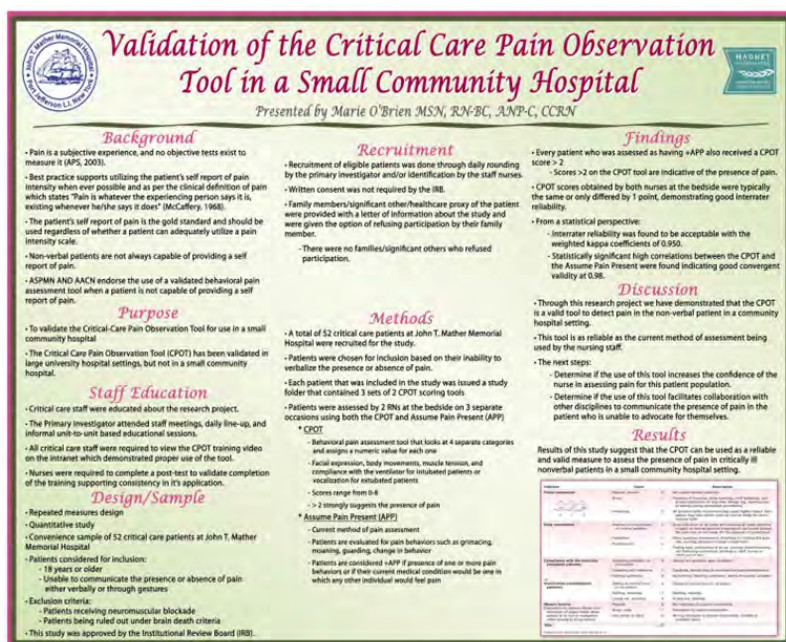
## 2 North Research Study

A poster presentation on "The Effects of Collaborative Problem Solving on an In-Patient Adolescent Psychiatric Unit" was submitted to the NYS Office of Mental Health Chief Nursing Officers Conference on November 5 -7 2014. The poster presentation describes the research done by Eugenia Ercole-Fricke PhDc RN BS MPS, in collaboration with Dr. Paul Fritz and Linda Hill RN, on the inpatient adolescent unit. Quantitative statistics were utilized to evaluate the data collected related to this initiative. Data was confined to a retrospective study of pre-intervention (2008) and post-intervention (2012) comparative groups, that is before CPS was recognized by our psychiatric staff compared to after it had been firmly established as the Behavioral Modification Program on the Adolescent Unit.

Dependent variables included the length of stay, the incidence of restraint application, the incidence of self-inflicted injury, the number of calls to Hospital Security Staff for assistance, and staff surveys before and after training. Findings were statistically significant for all dependent variables. The poster presentation was honored as the first place winner of all of the poster presentations by the judges at the conference.



## Critical-Care Pain Observation Tool Research Study



Mather is committed to managing pain levels for our patients, but this is particularly challenging when a patient is non-communicative and unable to self-report pain. To detect pain in these patients, the Critical-Care Pain Observation Tool (CPOT) is generally employed. CPOT is considered a reliable tool. Marie O'Brien, MSN, RN-BD, ANP-C, CCRN, recently set out to validate its use for Mather, which primarily uses another method of pain assessment, Assume Pain Present (+/- APP). More than 50 critical care patients were evaluated during her IRB-approved quantitative validation study. Patients were assessed using both Assume Pain Present (+/- APP) and the CPOT tool. The study found that CPOT was, in fact reliable. Future research will focus on the use of the CPOT to increase the confidence of nurses in both assessment of pain for this patient population and collaboration with other members of the health care team to provide safe and appropriate interventions related to pain for this vulnerable patient population.

# Annual Nursing Research Symposium

There is compelling evidence that all too often world-class Magnet hospitals exist in silos. Our Chief Nursing Officer, Marie Mulligan, PhDc, RN, CNOR, NEA-BC combined her transformational, authentic leadership forces and resources with another CNO from a Magnet organization on Long Island, NY. This ignited a spirit of scientific inquiry among direct care nurses. With over 400 Magnet-designated hospitals world-wide there is little evidence that collaboration between hospitals is world-class. There are few publications indicating that nurses at Magnet hospitals are conducting joint research studies, symposiums and other scholarly activities. While striving to improve patient care, they function unaware of the greatness to be achieved by combining forces and resources. The transformative power of Magnet was demonstrated when our Chief Nursing Officer, collaborated with another CNO to create a Nursing Research Symposium aimed at advancing their shared strategic initiatives. Key objectives were to expand the ability of direct care nurses to conduct innovative, evidence-based nursing projects and nursing research studies; improve patient-focused outcomes, and improve the workplace environment.

The symposium was designed to meet the diverse educational and professional needs of the nurses who attended. It also afforded clinical nurses the opportunity to disseminate nursing research findings to an external audience. Thus, nurse presenters from both hospitals possessed expertise ranging from novice to expert in a myriad of scientific endeavors. Resources, such as the cost of hosting the event at a local hotel conference center, honorariums for keynote speakers, salaries of members of the coordinating committee, were shared by both organizations.

**Feedback from participants indicated a high level of satisfaction with the symposium. Nurses' evaluations identified 3 major reasons for attending the research symposium:** 1) Expand personal knowledge related to nursing research and science-based nursing practice; 2) Meet nurse researchers; and 3) Network with nurses from various clinical and academic settings. There were over 150 registered nurses who attended this symposium.

Nursing Research and Evidence based Practice findings are a cornerstone in every Magnet organization. Use of nursing research and evidence-based practice assists nurses with the implementation of evidence as well as mentoring nursing staff to understand, evaluate and conduct nursing research to achieve optimal patient empirical outcomes. **The Symposium was held on October 30, 2014. John T. Mather's nursing department was widely represented by the extraordinary research and evidence based-practice projects they completed in 2014.**

Panelist Presentations	Presenters
Reduction in Pain in Usage of Lidoderm Patches in total Hip and Knee Joint Surgical Patients	MaryAnne Goodman, EMBA, BS, RN, ONC
Validation of Critical Care Pain Observation Tool (CPOT) in a Small Community Hospital Setting	Marie O'Brien MSN, RN-BC, CCRN, ANP-C
Strategies to Decrease Urinary Catheterization Utilization Rates	Theresa Murphy, BS, RN, CRN, CRNI, VA-BC
Authentic Leadership	Theresa Pickel, MSN, RN, OCN

Poster Presentations	Presenters
Evidence-based Practice Nursing Assessment and Interventions to Safely Extend Peripheral I.V (PIV) Dwell Time	Theresa Murphy, RN, BS, CRN, CRNI, VA-BC Steve Weiss RN, MS, RD, CDN, CSR
Structural Empowerment in Nursing: Building New Critical Care Nurses	Maureen Chernosky, RN, MSN, CCRN
Improving The Postoperative "Call Back" Process: An Evidence Based Nursing Project	Donna Hughes RN, BSN, CAPA Trish Calverese, RN, CAPA
Development of An Evidence –Based, Patient-friendly Survivor of Breast Cancer (SBC) Care Plan: An Interdisciplinary Collaboration	Marianne Kiernan, RN, CBCN, CBPNI-C
Pain Initiative for Hip and Knee Total Joint Replacement Patients	MaryAnn Goodman, RN, BS, EMBA, ONC
An Interdisciplinary Approach to Fall Reducations: the "WE CAN" Strategy	Peta Gaye Gordon RN, BSN Grace Ebinger RN, BSN
Prevention of Malnutrition Among Cancer Patients Receiving Chemotherapy In AN Ambulatory Infusion Center	Nancy Clavin, RN
Reducing Postoperative Pain Among Surgical Cataract Patients	Andrea Lauckhardt, RN
Improving Assessment and Management of Pain Among Oncology Patients In An Acute Care Setting	Michelle Thorman RN, MSN Mary Ferrara, RN, BSN
Validation of the Critical Care Pain Observation Tool (CPOT)	Marie O'Brien, MSN, RN-BC, CCRN, ANP-C
Anatomy of An Innovative, Multidisciplinary Electronic Health Record (EHR) Pilot Program In A Magnet- Designated Community Hospital	Connie Calisi RN, MBA



# Hill-Rom Bed Conversion

In January 2014, Marie Mulligan, CNO, created a multidisciplinary team to interview vendors and evaluate patient bed options after it was determined that 226 existing beds needed replacement.

The team included Phil Messina, RN-Director - Emergency Services, Grace Ebinger, Nurse Manager Med-Surg, Julia Macauley, RN-Director – Critical Care; Dan Huber, Assistant Director – Engineering; Michele Wylie, RN (Wound Care); Andrea Wohlenberg, RN (Wound Care); Margaret Coffey, NP (Employee Health); Vanessa Harris, RN-Critical Care; Holly Hannon, RN – Med-Surg. Consultants to the team included members of Finance, Materials Management, and the Chief of Orthopedic Surgery.

The team focused on the clinical needs of the patient and patient-centered care, as well as costs and narrowed the **vendor list to two companies. The companies' beds were then evaluated based on ergonomics to help with staff safety** when caring for a patient and the ease of patient transport, mattress types and the technology in the mattress to reduce a **patient's susceptibility to skin breakdown, patient safety technology to assist with reducing patient falls and** maintenance costs over a five-year period.

The interdisciplinary team selected new Hill-Rom beds based on their thorough evaluations. A variety of three types of beds were chosen by the team. Each of the beds was chosen specifically to address patient care needs at Mather. In total, 207 beds were delivered in September. The bed conversion was a three-day exercise involving teams from the departments of Nursing, Engineering, Environmental Services, Materials Management, Security, Volunteers, Nutritional Services and Clinical Engineering.



## Patient Experience

*“Every one of my visits to the hospital I’ve always had delightful and attentive staff”*

*- Press Ganey April, 2014*

# Awards and Recognition

**Nassau-Suffolk  
Hospital Council, INC**

**Nurse of Excellence  
Award 2014 Winner**

**Mary Ferrara RN, BSN,  
OCN**



**Brookhaven Town  
Woman of the Year:**

Marie Mulligan, MSN RN CNOR NEA-BC, Vice President for Nursing/Chief Nursing Officer at John T. Mather Memorial Hospital, was honored by the Town of Brookhaven at its 28<sup>th</sup> annual **Women's Recognition Awards**.

The awards, recognize the achievements of women who work or live in the town, took place March 20, 2014 at Town Hall.

Mulligan, who joined Mather in 1993 as Assistant Vice President for Surgical Services, has provided outstanding leadership since assuming her current position in 2008 not **only for Mather's Nursing staff but for the entire Hospital. After assuming her current position as VP/CNO**, she developed a strategic plan that addresses patient satisfaction, managerial needs, quality care outcomes, standards of practice, staff satisfaction and fiscal and budgetary performance.

Her exceptional leadership was noted recently at the conclusion of a successful five-year effort she led to earn Magnet® Recognition for Mather Hospital. The Magnet Recognition Program®, administered by the American Nurses Credentialing Center (ANCC), recognizes healthcare organizations for quality patient care, nursing excellence and innovations in professional nursing practice. Fewer than 400 hospitals worldwide have earned Magnet® Recognition.

**Nurse Leader**

Congratulations to Theresa Murphy, BS, RN, CRN, VA-BC, CRNI in Infection Prevention. She recently published an article in The Art and Science of Infusion Nursing, **May/June, 2014 edition. The publication is titled "Investigating the Impact of Blood Culture Bundles on the Incidence of Blood Culture Contamination Rates". This article** was written with the assistance of Tara Barsch BS, MT, ASCP from our laboratory and Deborah Maile RN, AAS, CIC, CRCST and Florence Jerdan, PhD, RN, ANP, CNE. This professional accomplishment in Nursing demonstrates the clinical nurses and nurse leaders in the organization and their continued commitment to providing excellent care to our patients.

In addition, T. Murphy won 2<sup>nd</sup> place in an oral presentation award presented at the 27<sup>th</sup> annual AVA Association for Vascular Access Scientific Meeting held in Nashville, Tennessee.



# Nursing Excellence

**For the 2<sup>nd</sup> consecutive year The Stroke Center at JTMMH has received the American Heart Association/ American Stroke Association's (AHA) Get With The Guidelines® Gold Plus Quality Achievement Award and Target Stroke Honor Roll for 2014**



The award recognizes the hospital's commitment and success in implementing a higher standard of stroke care by ensuring that stroke patients receive treatment according to nationally accepted standards and recommendations.

To receive the award, Mather Hospital achieved of 85 percent or higher adherence to all Get With The Guidelines-Stroke Quality Achievement indicators for two or more consecutive 12-month intervals. In addition to the Get With The Guideline-Stroke award, **Mather Hospital has also been recognized as a recipient of the association's Target: Stroke Honor Roll**, for improving stroke care. Over the past year, at least 60 percent of the hospital's eligible ischemic stroke patients have received tissue plasminogen activator, or tPA, within 60 minutes of arriving at the hospital. A thrombolytic or clot-busting agent, tPA is the only drug approved by the U.S. Food and Drug Administration for the urgent treatment of ischemic stroke. If given intravenously in the first three hours after the start of stroke symptoms, tPA has been shown to significantly reverse the effects of stroke and reduce permanent disability.

Providing the best patient care is a core value for both EMS providers and our nursing staff. Maintaining a collaborative relationship is key to ensuring smooth transfers that often save lives. The pre-hospital providers are the front line men and women in the field caring for patients first, and they are making decisions in the field about what care the patient should receive. Mather hospital nurses have gone above and beyond to foster a partnership through education and outreach. Peter Raszka RN ED staff nurse, EMS Nurse liaison and Phil Messina MSN, Dir. of the ED is instrumental in arranging speakers and continuing education credits for a monthly EMS quality meeting. Joanne Lauten, RN, BSN, Director of Nursing Quality/ Stroke coordinator partnered with the Rocky Point Fire House to improve stroke times. Laurence Emery EMT is a standing member of the stroke committee at Mather Hospital.

**The Leapfrog Group**



The Leapfrog Hospital Survey assesses hospital safety, quality, and efficiency based on national performance measures. These measures and safety practices are of specific interest to healthcare consumers. Leapfrog survey results are publicly reported, by hospital each month. **Since June, 2012, Mather hospital has received an "A" for consecutive bi annual report grades. The "A" grade demonstrates that the hospital and specifically nurses have exhibited best practices in the areas of quality and safety.** Nursing care is 24 hours a day and 365 days a year. Congratulations to Mather hospital and the nursing staff for achieving such high honors.

**Publication**

Dr. Judith Ann Moran-Peters RN, DNSc, NE-BC, BC, Coordinator of Nursing Research and Professional Development at John T. Mather Memorial Hospital, was Principle Investigator of a IRB-Approved qualitative nursing research study that was recently published, **"A Quality Improvement Project Focused On Women's Perceptions of Skin-to Skin Contact After Cesarean Section"**, in the **Journal of Nursing For Women's Health**, August/September 2014, Volume 18, Issue 4, Pages 295-303.

## International Review Board (IRB) Approved Research Studies

- 1- O'Brien, M. (2014). Validation of Critical Care Pain Observation Tool (CPOT) in a Small Community Hospital Setting.
- 2- Goodman, M. (2014). Decreasing Post-Operative Pain in Patients Receiving Total Hip and Knee Replacement Surgery.

### Evidence-Based Practice Nursing Projects

Title	Investigator(s)	Clinical Setting
Preventing CAUTIS: Post Urinary Catheter Removal (Assessment and Intervention)	Terry Murphy, RN (I.V. Coordinator)	Med Surg, Telemetry, Emergency Department, Critical Care
Improving Accuracy of Peripheral I.V. Placement with Ultrasound Guidance	Terry Murphy, RN (I.V. Coordinator)	Med Surg, Telemetry, Emergency Department, Critical Care
The Use of a Peripheral Venous Access Securement Device to Safely Extend Peripheral I.V. Dwell Time	Terry Murphy, RN (I.V. Coordinator)	Med Surg, Telemetry, Emergency Department, Critical Care
Nursing Intervention to Decrease Pain and Improve Satisfaction Among Postoperative Cataract Surgery	Andrea Lauckhardt, RN, Nurse Manager-ASU Donna Hughes, RN Trish Calvarese, RN (Direct Care Nurse)	Ambulatory Surgery (ASU)
The Use of "Call Back" to Assess Postoperative Pain in Post-Ambulatory Surgery Patients: Bridging the Gap between Hospital and Home	Andrea Lauckhardt, RN, Nurse Manager-ASU Donna Hughes, RN Trish Calvarese, RN (Direct Care Nurse)	Ambulatory (ASU)
Preventing Malnutrition Among Ambulatory Patients Receiving Chemotherapy	Nancy Clavin, RN (Direct Care RN)	Infusion Center
Benefits Associated with an Interdisciplinary Support Group for Caregivers of Patients with Heart Failure Prior to Discharge: Bridging the Gap between Hospital and Home	Sandy Brown, RN, ANM Phyllis Macchio, RNP Jean Marie Peterson, RN (Direct Care RN) Janet Coacci, RN, NM	Cardiac Telemetry (3 East)
Development of a Survivorship Program for Community Residents with Breast Cancer: Lessons Learned	Mary Ann Kiernan, RN (Direct Care RN)	Breast Center
Factors Associated with Compassion Fatigue Among Nurses in a Magnet Designated Community Hospital	Christine MacEntee, RN, ANM Michelle Thorman, RN (Direct Care RN) Mary Ferrara, RN, NM	Oncology Med Surg (2 South)
Safeguarding Patients from Falls During Hospitalization: Creating a Culture of Caring and Teamwork	Peta-Gaye Gordon, RN (Direct Care Nurse) Grace Ebinger, RN, NM	Med Surg (2 East)
Improving Assessment and Management of Pain Among Patients with Cancer	Mary Ferrara, RN, NM Michelle Thorman, RN, ANM	Oncology Med Surg (2 South)



## Certifications

At John T. Mather Memorial Hospital, our Magnet professional registered nurses and advanced practice nurses are accountable and committed to maintaining high standards of care as evidenced by achieved increased outcomes of board certified nurses in 2014.

The American Nurses Credentialing Center (ANCC), a subsidiary of the American Nurses Association (ANA), provides individuals and organizations throughout the nursing profession with the resources they need to achieve practice excellence. Achievement of Professional Board Certification in nursing is one available resource/venue and is a testament that highlights enduring value while, exemplifying the expertise of the nurse within his or her area of specialization. ANCC's internationally renowned credentialing programs certify nurses in specialty practice areas; ANCC certification exams validate nurses' skills, knowledge, and abilities. More than a quarter million nurses have been certified by ANCC since 1990. More than 75,000 advanced practice nurses are currently certified by ANCC.

The Success Pays Program offered at John T. Mather Memorial Hospital assists registered professional nurses and advanced practice nurses achieve specialty certification by significantly reducing the financial barriers associated with the ANCC exam. Through the Success Pays Program nurses are given two opportunities to achieve certification on one nominal fee. The Return on Investment is invaluable as this program has supported efforts to achieve increased number of board certified nurses, with minimal financial risk to the organization at large.



**John T. Mather Memorial Hospital**  
**Celebrates the Recognition of all our Certified Nurses**  
**2013-2014**

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:

Lori Accetta CCRN	Patricia Cordle RN-BC	Margaret Hassett CAPA	Mary Ellen McCarthy ANP-BC, CCRN	Deborah Shull CPAN
Tashanna Adams CCRN	Richard Daly ANP-BC	Patricia Hebron FNP-BC	Barbara McDonald RN-BC*	Patricia Siokovitz ANP-BC
Lisa Ambrose CPAN, CCRN	Marianna David RN-BC*, ONC	Louise Herschberger CPAN	Shirlee McKenna CAPA	Agnieszka Sobolewska RN-BC
Marie Ankner NEA-BC	Jane DeAngelis CPAN	Moureen Horvan CPAN	Christi McManus CCRN	Suzanne Soltysik RN-BC*
Melissa Baranowski CCRN	Christina DeBernardo RN-BC	Stacy Heuschneider ANP-BC	Philip Messana NE-BC	Vincent Sperandio FNP-BC
Elizabeth Becker RN-BC	Marsha Deckman NE-BC	Mary Higgins-Maresco CNOR	Susanne Meyers PMHNP-BC	Pasqua Spinelli PMHNP-BC
Kathleen Biese RN-BC	Barbara DeMaio CPHM	Linda Hill PMHCNS-BC	Karen Middel-Jones WCC	Darlene Steigman RN-BC
Cheryl Bishop CBCN	Joyce DeMoore RN-BC	Jill Hinds PMHNP-BC	Bridget Moley RN-BC	Karen Sproul FNP-BC
Donna Blackopf CCRN	Susan DeTurris CAPA	Joan Hotbauer RN-BC	Susan Morin PMHCNS-BC	Patricia Stillwagon CCRN
Nancy Bodnar FNP-C	Laureen Diot ANP-BC	Lyla Hongthong RN-BC	Marie Mulligan CNOR, NEA-BC	Faustina Stoebe CPAN
Brianne Bonner-Layne CPHM	Jennifer Dixon CCRN	Tracy Hopkins CBN	Christine Mulvey CNOR	Michelle Swensen CPAN
Denise Bonnevillie RN-BC	Lillian Donnelly OCN	Donna Hughes CAPA	Theresa Murphy CRNI, VA-BC, CRN	Najmi Tanwir CEN
Elise Boyd CEN	Lisa Doumas CCRN	Lisa Iulucci RN-BC	Laura O'Brien CRN	Karen Tuzzolo CNOR, NE-BC
Donna Bragg CCRN	Denise Driscoll PMHCNS-BC, CARN, RN-BC	Kathleen Jochen RN-BC	Marie O'Brien CCRN, ANP-C	Erin Vaccarello RN-BC
Christine Brandstadter RN-BC	Christa Dwyer RAC-CT	Stacey Jolley OCN	Jamie O'Hara CAPA	Jeannette Voelger CCRN
Anna Marie Braslow CCRN, CEN	Judee Falcone RN-BC	Ellen Kasprzak CPHM	Maura Oumadi RN-BC	Geraldine Walter RN-BC
Catherine Breitenbach RN-BC*	Lorraine Farrell FNP-BC	Judith Kenny-Laurine RN-BC	JoAnne Palladino OCN	Trudy Ann Weekes-Roach CNOR
Jeanne Brennan RN-BC	Mary Ferrara OCN	Marianne Kiernan CBNP-IC, CBCN	Leslie Parker APRN-BC	Lynn Weiss RN-BC
Christine Brown CAPA	Patricia Fernandez ANP-BC	Susan Kiernan CPAN	Phyllis Parker CEN	Andres Wohlenberg CWCN, COCN, CCRN
Sandra Brown RN-BC	Mary Allison Fiedler CCRN	Jeffrey Kniffen FNP-BC	Nina Pellegrino CCRN	Patricia Woods CRN
Deborah Buganza-Esteva CEN	Gloria Fortune PMHNP-BC	Jamie Kotler RN-BC	Karen Petrosino WCC	Michelle Wyllie CWS
Filomena Buncke PMHCNS-BC	Elsine Fox RAC-CT	Deborah Lamendola ANP-BC, CWCN	Teresa Pickel CCRN	Patricia Zarb RN-BC
Indrani Burmanroy OCN, CHPN	Carolyn Germaine OCN	Vivien Langford CRN	Elizabeth Picozzi NE-BC	Jeannette Zirpoli RN-BC
Triaha Calvase CAPA	LoriAnn Gersbeck CEN	Ann Lasota RN-BC	Madeline Pieloch CPUR	
Dana Cardillo RN-BC	Nina Gervais CCRN	Andrea Lauckhardt CAPA	Debbie Pitre RN-BC	
Barbara Carlotta ANP-BC	Cameron Gittens CEN	Joanne Lauten SCRN	Ginger Postiglione RN-BC	
Maria Cassara CMSRN	Dina Giulietti CEN	Mary Linder RN-BC	Emily Pozgay ANP-C, CRN	
Irene Cassata CPAN	Mary Ellen Glennon CCRN	Marigrace LoMonaco RN-BC	Kevin Pryor CNOR	
Diane Cesario RN-BC	Joan Godbold RN-BC	Ray Luttinger CIC	Nicole Rice RN-BC	
Maureen Chernosky CEN, CCRN	Maryann Goodman ONC	Julia Macauley CCRN	Cassandra Rivera RN-BC	
Jean Clark CPUR, CPHM	Thomas Gorman RN-BC	Phyllis Macchio ANP-BC, GNP-BC	Irma Rivera CAPA	
Nancy Clavin OCN	Margaret Coffey FNP-BC	Nia Malik FNP-BC	Nancy Robb RN-BC	
Margaret Coffey FNP-BC	Kelly Coleman CNOR	Margaret Maltz CAPA	Anne Roberts CCM	
Kelly Coleman CNOR	Donna Collins CPAN	Karen Maluka ANP-C	Nancy Rochler CCRN	
Donna Collins CPAN	Teresa Collins RN-BC	Kathy Manzi CNOR	Elizabeth Rogers CNOR	
Teresa Collins RN-BC	Elizabeth Conneally CCRN	Thomas Manzi CNOR	Katie Rush CCRN, CRN	
Elizabeth Conneally CCRN	Marilyn Conner ANP-BC	Cheryl Martinez RN-BC	Kristy Schuster RN-BC	
Marilyn Conner ANP-BC	Joanne Connor CPHO, NEA-BC	Geraldine Massimino RN-BC	Karen Schwartz CEN	
Elizabeth Cook RN-BC	Victoria Cook PMHCNS-BC	Cynthia Mattson CWCN	Genine Schwinge ANP-BC	
		Melissa McCabe RN-BC	AnnaMaria Servellon FNP-C, RN-BC	
		Joan McCarrick NE-BC	Angela Shapiro CNOR	

\* Reflects more than one ANCC certification

*We appreciate what you do to continue our growth as healthcare providers and to always build our skills together to contribute to higher standards of care and better patient outcomes.*

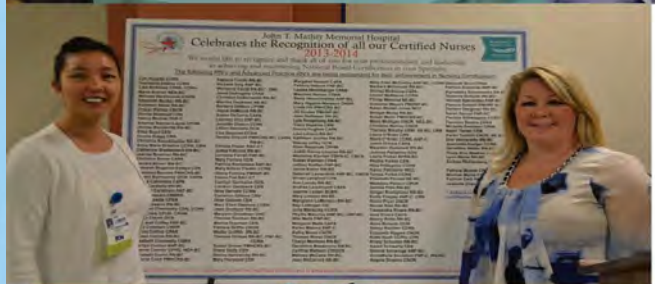


# Nursing Excellence





# Nursing Excellence



## Certified Nurses Day 2014

Mather Hospital recognized nurses who had achieved certification in a specialty. Certified Nurses Day on March 19 honors nurses who contribute to better patient outcomes through national board certification in their specialty. Certification affirms advanced knowledge, skill and practice to meet the challenges of modern nursing.





# **MATHER**

John T. Mather Memorial

# **HOSPITAL**

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