



2020 NURSING ANNUAL REPORT



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Message from our Chief Nursing Officer

Dear Colleagues,

Welcome to the 2020 Nursing Annual Report for Mather Hospital. Once again, we are very proud to share this report as we reflect upon the exceptional care that is delivered by the nurses here at Mather to our patients and the community.

In looking back on our journey since our last annual report, I am proud of our accomplishments. We continue to hire clinical nurses and transition to practice nurses at Mather to join our collaborative team.

The role of the professional nurse is the hallmark of Mather. The foundations of nursing at Mather are reflected and demonstrated in our professional practice model. In this report we share examples how our nurses participated with evidence-based practice and research and processes which implemented changes in practice. Mather nurses partner with other healthcare professionals in the community to advance our vision to be a leader in transforming health care for our patients. As a Magnet® designated organization, our nurses are the "gold standard" in leading health care.

I value the ongoing and open conversations I have with the nurses regarding their practice environment, which includes opportunities to make innovative improvements. As we dialogue and engage in shared decision making, we continue to reinforce our culture of nursing excellence and professionalism.

On behalf of the nursing team here at Mather, we hope you enjoy learning about the important contributions of our nurses and our vision to be a leader in the region and nationally recognized in transforming health care.

Professional Practice Model

Accountability

Sincerely,

Marie Mulligan, PhD, RN, CNOR,

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NEA-BC CNO Vice President for

Nursing

Facts and Figures

83% of clinical nurses hold a BSN degree

41% of clinical nurses are certified

80% of nurse leaders are certified

2020 Gold plus Target stroke elite and a target type 2 diabetes Honor roll





3-star patient survey rating Care Compare October 2020 update

87th percentile Nationally for Nursing Communication 92nd percentile among New York Peer group

82nd percentile nationally for Response of hospital staff 89th percentile among NY Peer Group

26 percentile point increase in quietness of the hospital environment 87th percentile for courtesy of nursing assistants among NY Peer Group

2 East Bariatrics/Telemetry received second straight North Star 90 Award.





Mather Hospital is a twice-designated Magnet® Organization and we are on the journey to our third designation. Magnet recognition is a performance driven credential and an organizing framework for nursing and patient care excellence.

Approximately 9% of all registered hospitals in the United States have achieved ANCC Magnet Recognition status.

Transformational Leadership



NucleusCare Devices

On March 11, 2019 the World Health Organization (WHO) declared COVID-19 a pandemic and the world as we knew it was irrevocably changed. The entire Mather Hospital family was called to action to do what we do best; provide exemplary safe, quality care. There were rapidly changing guidelines and recommendations for hospital visitation from New York State, the World Health Organization (WHO), Centers for Disease Control and Prevention (CDC), and other healthcare organizations. Marie Mulligan, PhD, RN, NEA-BC, CNOR, CNO/VP for Nursing recognized that patients would be combatting not only COVID-19, but the psychological and emotional impact of isolation that would accompany it. With visitation suspended, Mather Hospital needed to find solutions that could readily connect patients to their loved ones, as well as facilitate visual communication between hospital employees and patients. Finding methods in these unprecedented times to connect people, enhance communication, and ease their concerns, was paramount.

Marc Rosenboom, Information Systems Manager recommended the NucleusCare remote monitoring technology as a solution. NucleusCare is an audio-visual communication device initially developed for use in skilled nursing facilities and assisted living communities. It is a dedicated tablet which facilitates communication between a patient, their healthcare providers, and their family members/significant others. Since early April 2020, Mather Hospital's Nursing, Information Services, and Patient Experience Departments have worked in tandem with NucleusCare's Development team to modify these devices for inpatient hospital functionality. Currently, there are over 200 devices deployed throughout Mather Hospital's inpatient units. Using video-call technology, rather than the traditional Responder 5 call bell system, permits team members to assess and address patient needs virtually leading to decreased PPE use and exposure. Built-in night vision also allows providers to virtually visit with patients overnight. Paired with the silent auto answer feature, this is currently being used to conduct overnight hourly rounding. Most importantly, patients and their families can connect openly through a user friendly, app-based platform to visualize and speak with each other, invite other family members to join, and also serves as a digital picture frame.



DAISY Award



The DAISY Award is a partnership with healthcare organizations to provide ongoing recognition of the clinical skill and the compassion nurses provide to

patients and families all year long. Mary Ellen Glennon, RN, MSN, CCRN, WCC, Wound Care Coordinator was the DAISY Award winner by demonstrating exemplary care and compassion.



What a wonderful, caring, thoughtful, soothing Wound Care Nurse. My mom had an extremely negative reaction to being physically examined as she just fractured her hip and in extreme pain. I, (her daughter) had an even harder time listening to my mother's screaming expressions of pain. Mary Ellen saw how I was tortured by my mother's pain. She joined my husband and me to help us understand the situation and tried to calm me down thoughtfully and caringly, speaking to us for a

half hour. What a special person. She is the ideal definition of a nurse and you are lucky enough to employ her.



Nassau-Suffolk Hospital Council Nurse of Excellence Award

Jeanne Brennan, MSN, RN-BC, CNL was our nominee for the Nassau-Suffolk Hospital Council Nurse of Excellence

Jeanne demonstrates extraordinary enthusiasm, flexibility and a willingness to serve. As a role model and leader, she takes accountability for patient outcomes through integration and application of evidence-

based information. She collaborates with her staff and colleagues from other departments to implement wide-ranging evidence-based initiatives that significantly improve the quality of patient care. These include decreasing pressure injuries, decreasing length of stay, and improving glycemic control.





Lorretta Hill-Civil, BSN, RN, PCCN was our nominee for the Zuckerberg Family Award for Nursing Service Excellence.

Lorretta is a patient advocate and change agent. Her positive attitude, dedication and professionalism inspires others to provide high quality patient care with competency and compassion. Lorretta's clinical expertise allows her to foster a healthy work environment by teaching and mentoring staff through all phases of their professional development. She has worked in collaboration with her colleagues to implement innovative strategies to advance quality outcomes such as improving patient throughput, decreasing length of stay, and increasing both patient and staff satisfaction.

Lived experience with Covid-19

In March of this past year, after weeks of prepping for the COVID-19 surge, I contracted the Coronavirus. I was fearful as this was a novel virus and little was known regarding the etiology. I have been a Registered Nurse at Mather Hospital for 33 years. I have always cared for patients and their families as if they were my own. I have worked in various positions throughout my career. My current role is the Director of Nursing for the Transitional Care Unit. I oversee the nursing care of this 16-bed inpatient rehabilitation unit. The first six days I was febrile and profoundly achy and tired and by the eighth day I was admitted to 3 North. I had never been an inpatient except for the births of my two children. I found it difficult to be on the other side of the siderail. The five days I was hospitalized were a blur. When the nurses came in, they were professional, compassionate and kind. I didn't want them to come in any more than they absolutely had to because I did not want to expose them. The Coronavirus has caused people to feel isolated. Mather found ways to improve this through use of the NucleusCare device. Patients can have audio-visual contact with their loved ones. I was also able to FaceTime my husband and daughter. I was fortunate to be able to leave the hospital after five days and return home on oxygen where I continued to heal from my illness. Many were denied this same privilege. There were also some high points during my illness. The staff of Mather called me, stopped by and dropped packages at my door. I received cards, emails and texts. I felt loved and supported at a time when I needed it the most. I have always felt that I could never work anywhere else. After this past year, I know I am right.



Carolyn Germaine, MSN, RN, CNL

Stress First Aid

Covid-19 has not only challenged the physical health of Mather Hospital's staff but also their emotional resilience and wellbeing. It creates an ongoing vigilance and persistent sense of life threat in our staff. It was vital for the organization to understand the acute and chronic stressors that nursing staff on the front line were facing and create an infrastructure to provide support and referrals.

There were many barriers to engage staff into a wellness program. Those included difficulties of staff acknowledging or recognizing their own needs, the stigma of needing psychological support, and guilt of leaving patients or team members for self-care.

The Behavioral Health Service Line's response to employee wellness in respect to the COVID pandemic was to train identified individuals from each Northwell site to be trained in Stress First Aide.

Stress First Aid (SFA) is a framework for helping people confronting ongoing, persistent stress in an environment with a continued high operational tempo and exposure to risk. SFA is undergirded by 5 principles: ensuring safety, calming emotional reactions, promoting connectedness, promoting self-efficacy and mastery, and inspiring hope. It teaches one to identify levels of stress on a continuum and what interventions are necessary at each level. It is a strategy that is used by the military for veterans

Denise Driscoll, RN-BC, CARN, PMHCNS-BC, NPP, AVP Behavioral Health and Danielle Allgier, LCSW, Assistant Director Behavioral Health attended ongoing educational sessions via the Center for Traumatic Stress, Resiliency and Recovery led by the Director Mayer Belleson, PhD. They learned the components of Stress First Aide and how to address trauma related symptoms and methods to achieve resiliency.

Denise and Danielle decided to take a proactive approach; engaging staff into supportive care that included education regarding the Stress First Aide process. In addition, they shared ways to achieve resilience, or the ability to "bounce back", to their psychological state prior to the pandemic. The education also included normalizing their reactions to the pandemic. Whatever they were experiencing was normal. It was the intensity of their experience that would drive specific interventions to achieve wellness.

SFA is a peer run model, and the staff was encouraged to support one another in identifying stress levels. Additionally, they were expected to actively institute mechanisms for cooperation and collaboration and support those on the team who were more stressed than others. Denise and Danielle collaborated with the Health Work Environment group to meet the needs by providing a variety of days and times for the program. They taught the staff that self-care is not selfish. That we need to be prepared physically and mentally for the future. Denise and Danielle encouraged participation in Mather Hospital's support programs, provided referrals when needed, and ultimately created a safe space for those to speak without prejudice or judgement.

Structural Empowerment

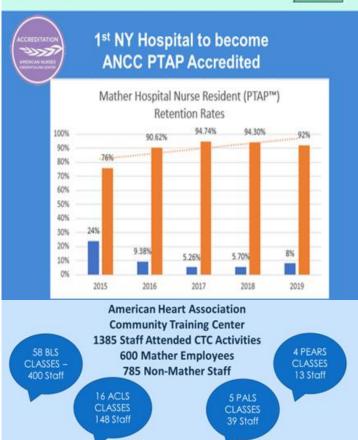


Mather Hospital Northwell Health Professional Development Department

Our team of educators support the changing landscape in healthcare. We are committed and strive to focus on the developmental and educational processes linking NPD standards to the practice of our Magnet nurses. We demonstrate expertise in promoting competency development, evidence-based practice, and professional growth.







Baccalaureate Prepared Clinical Nurses Mather Hospital Baccalaureate or Higher Clinical Nurses 86% 90% 80% **Nurses** with 70% Baccalaureate 60% 50% Degree or 40% 50% Higher 20% 10% 2018 2019 2020 Mather Hospital **SPHM Total Incidents** ~4500 Contact **Hours Awarded RN Mandatories Basic Arrythmia Course Critical Care Course** Cost incurred 2019 to 2020 **Certification Review** decreased by \$32,085

Nurse Leadership & Clinical Nurse Certification

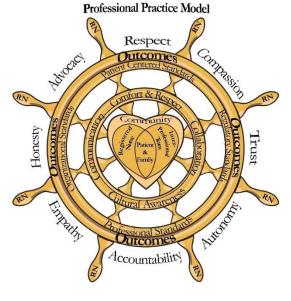
Mather Hospital Clinical Nurse Certification

Mather Hospital

Nursing Leadership Certification

A FEW MEMBERS OF THE NURSING PROFESSIONAL DEVELOPMENT TEAM!





Mather Hospital's Explorer Program

Exploring is a Learning for Life education program for young men and women focused on career education. The Explorers Program at Mather Hospital is focused on introducing health careers to young men and women in grades nine through twelve. Explorers Post 1929 meets on the first Tuesday evening of the month.

Each month a different health career within the hospital is showcased for the young men and women based on their requests. The objective of this program is for the Explorers to hear the speaker's passion about their profession and offer guidance in future classes, pre-requisites, internship opportunities, and other information regarding the featured career.

In February 2020 Joe Aliano, BS, DTR, Director Food and Nutritional Services and Joe Meyer, Assistant Director Food and Nutritional Services spoke to the Explorers about opportunities in the nutrition profession and food services. They described educational requirements and the various job functions and followed with a question and answer session. In addition, they spoke to the process for providing meals for patients and staff.

In March 2020 Amanda Vesey-Askey from the Eye-Bank for Site Restoration spoke to the Explorers about scholarship opportunities through the Eye Bank of New York. Michael Burghardt, FACHE, MBA, R.T. (R)(MR), VP Administration discussed his career as well as his tenure at Mather Hospital.

Explorer leaders Beth Giordano, CCRN-K, CDE, Katherine Lewin, MS, RN-BC, CCRN, Patricia Alban, MSN, RN, CEN, PCCN, and Director of Volunteer Services Keri Dunne are very proud to provide the community with this educational experience. Mather Hospital is the only hospital Explorer program in Suffolk County!

Affiliations with Schools of Nursing

In 2020 Mather Hospital collaborated with seven Schools of Nursing and placed 217 students for their clinical rotations. Students completed their rotations various departments including Behavioral Health, Critical Care, the Emergency department, Med/Surg, Stepdown, Surgical Services, Telemetry and



Ambulatory Care areas on both the day and night shift. In addition, students were placed with nurse leaders throughout the organization to fulfill their clinical time in leadership classes.

In 2020 Nursing Professional Development had two new graduate programs, formally called Nurse Resident cohorts, begin the New Graduate Nurse Transition to Practice Program. This program has been accredited since 2018. Cohort 11 began at the cusp of the COVID-19 pandemic with 11 Nurse Residents. These nurses were hired to 2 West, 3 East, 2 East, 3 South, Emergency Department, and the Operating Room. In August/September cohort 12 began with 27 Nurse Residents! These nurses were hired to work in the OR, 2 East, 2 South, 2 West, 3 South, 3 East, and 3 North. Their collective experiences from nursing school during the COVID-19 pandemic added to a unique clinical orientation.

The year ended with the program consistently meeting its goals of Nurse Residents attendance at 90% of monthly classes; Nurse Residents feeling better prepared to complete his/her job responsibility; Nurse Residents self-reporting an increase in the mean scores of feeling confident in communicating with physicians; and, a 90% employment retention rate of Nurse Residents at the end of the Program.

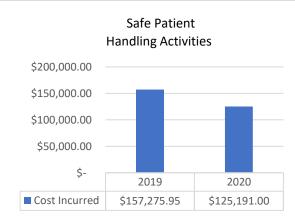
Each cohort is actively working on completing their evidence-based project which will be presented to Nursing Leadership on their graduation in 2021. After the New Graduate Nurse Transition to Practice Program graduation, the Nurse Residents then begin the mentorship program.

Safe Patient Handling

Mather Hospital's administration and leadership continues to contract Northwell Health Workforce Safety to implement and oversee an internal Safe Patient Handling (SPH) Program. This program includes workforce safety educators who provide education and act as a resource to all staff for patient handing activities.

In 2020, new co-chairs for the interprofessional SPH and Falls Committee were selected; Meghan Strebel, BSN, RN, PCCN, Assistant Nurse Manager and Kaylyn Finnerty, BSN, RN, Clinical Instructor from the Nursing Department, and from Rehabilitation Services, Kerri Hamilton, PT, Assistant Director and Megan Croniser, PT. Meghan and Kaylyn completed the Northwell SPH Champion training course at the Center for Learning and Innovation. This enabled them to assist with program implementation at Mather Hospital.

Despite healthcare challenges in 2020, and an increased acuity and complexity of patients, Mather Hospital saw a 20.4% reduction in cost from patient handling activities from \$157,275.95 in 2019 to \$125,191.00 in 2020. Code Fall response continues to be a success resulting in a 48% reduction in manual lifting of a person from the ground after a fall incident. The SPH and Falls committee also implemented proactive toileting and mobility programs to decrease patient falls and increase safe mobilization practices.



Professional Certification

The following registered nurses, and advanced practice registered nurses, are recognized for achieving or maintaining national Board Certification in their specialty area for 2020.

Michael Aboagye ANP-C Lori Accetta CCRN Kathleen Adams CDN

Brenda Lei Agaton MEDSURG-BC Patricia Alban CEN, PCCN Maureen Altieri NEA-BC Lisa Ambrose NP-C, CCRN Nicole Amendola PCCN-K Marret Ida Anderson NP-C

Sherry Anderson COCN, CWCN, GERO-BC,

MEDSURG-BC

Catherine Andolena ONC
Christine Arkali ANP-BC
Catherine Audus AGPCNP-BC
Deborah Aureliano WCC
Sigal Ayalon ONC
Franco Baingan ONC
Melissa Baranowski CGRN
Michael Anthony Barletta PMH-BC

Tara Bauer CEN
Kim Bauman PCCN-K
Laura Jeanne Bell NP-C
Deanna Marie Belte CPAN
Jessica Berkman MEDSURG-BC
Kathleen Susan Biase MEDSURG-BC
Donna Blaskopf CRN, VA-BC
Michele Bonafede PMH-BC
Denise Bonneville MEDSURG-BC

Carole Boyd PMH-BC Donna Bragg CRN Anna Marie Braslow CCRN Joann Brazil ANP-BC

Jeanne Brennan MEDSURG-BC, CNL
Jessica Lynn Brett MEDSURG-BC
Sandra Brown MEDSURG-BC
Carissa Jo Burke WCC
Maureen Burke HN-BC
Alisa Maria Caliendo NP-C
Trisha Calvarese CAPA
Allison Camuso MEDSURG-BC
Dana Cardiello MEDSURG-BC
Jennifer Casilla AGNP-BC
Maria Cassara CMSRN
Irene Cassata CPAN

Renee Castelli MEDSURG-BC Maureen Cataldo PMHCNS-BC

Emily Cauchi CCRN Reginald Charles PMH-BC

Maureen Chernosky CEN, CCRN, RN-BC

Laura Chesnowitz CEN Nancy Clavin CRNI, OCN Kristen Clifford CRN Kelly Coleman CNOR Donna Collins CRN, CPAN Jennifer Ann Colucci PMH-BC Jennifer Condlin FNP-BC Patricia Cordle PMH-BC

Domenica Corrado CNOR, FNP-BC

LoriAnn Crispino CEN
Stephanie Crispino CBCN
Cassandra Cucuzzo MEDSURG-BC
Maria Antonia Cuison WCC
Rose Cummings CPAN
Richard Daly NP-C
Nicole D'Amore PCCN
Dalma Daniel WCC

Marianna David MEDSURG-BC, CCDS,

GERO-BC, ONC

Christine DeBernardo MEDSURG-BC Marsha Deckman NE-BC, ONC Nicole Delvecchio AGPCNP-BC Kristina Demarco ANP-BC Joyce DeMoore RN-BC Susan DeTurris CAPA Kristin Dillon CCRN

Amy Christine Dittler PMHNP-BC Patricia Dodd NP-C, HWNC-BC, NCCAOM, HN-BC, PGMT-BC Annemarie Doodian NEA-BC

Alyssa D'Oro CCRN Lisa Doumas PCCN, CCRN Denise Driscoll RN-BC, CARN,

PMHCNS-BC, NPP Christina Drumm FNP-BC Lisa Dubrow ANP-BC Christa Dwyer RAC-CT Elyse Erato CCRN

Stephanie Faggione PCCN Judee Falcone MEDSURG-BC Sarah Farnworth PCCN

Lorraine Farrell FNP-BC, PAC, CCCTM Candice Fella MEDSURG-BC, WCC

Anthony Ferrara CCRN Mary Ferrara OCN

Divina Grace Fordham MEDSURG-BC

Alanna Foerth CMSRN Gloria Fortune PMHNP-BC Sandra Helene Galantino PMH-BC Nicole Helen Geiss MEDSURG-BC

Carolyn Germaine CNL Nina Gervais CCRN

Elizabeth Giordano CCRN-K, CDE

Kimberly Giordano RAC-CT Cameron Gittens CEN, CRN, VA-BC Dina Giulietti CEN, NEA-BC Mary Ellen Glennon CCRN, WCC Michael Glinka PMH-BC, NEA-BC

Joan Godbold PMH-BC

Kaitlin Graeb MEDSURG-BC

Carrie Grattan OCN Marina Grennen CEN

Theresa Grimes PGMT-BC, FNP-BC, CCRN

Michelle Gustaferri CEN Gina Hannon PCCN

Stacey Hartcorn CEN

Donna Hardwicke MEDSURG-BC Lauren Ann Harris MEDSURG-BC

Margaret Hassett CAPA
Elise Haussel CNOR
Patricia Hebron FNP-BC
Kathleen Herrera MEDSURG-BC
Stacy Heuschneider NP-C
Lorretta Hill-Civil PCCN
Nicole Hoefler CV-BC

Maria Rosaria Hofbauer MEDSURG-BC

Joshua Hombrebueno CCRN Lyla Hongthong MEDSURG-BC

Tracy Hopkins CBN Donna Hughes CAPA Lisa Iuliucci PMH-BC

Barbara Jacome MEDSURG-BC Kathleen Jochen PMH-BC Denise Johnson CEN Stacey Jolley OCN

Tracey Joost-Morea FNP-BC Christine Juanta PCCN Ellen Kasprzak CCCTM

Marianne Kiernan CN-BN, CB-CN

Maria Kirchner CCRN Eleana Kitz CCRN Danielle Knuppel NP-C

Kirsten Lyn Konsevitch MEDSURG-BC

Jamie Lin Kotler MEDSURG-BC

Austin Kraft CCRN Krystie Kramer NP-C Tracy Kuhn PCCN Lisa Kuveikis NP-C

Jessica Lagala MEDSURG-BC

Vivien Langford CRN Christine Lao CPAN Valarie LaSala ANP-BC

Anne Lasota MEDSURG-BC, ONC
Joanne Lauten SCRN, CPHQ
Katherine Lewin CCRN, RN-BC
Chhiu Mei Liu CFCN, CWON, NP-C
Marigrace LoMonaco MEDSURG-BC
Michael Andrew Lospinuso MEDSURG-BC

Gerard Francis Lunetta ONC Julia Macauley CCRN

Christine MacEntee CIC, CNE,

MEDSURG-BC

Michelle Tomaszewski OCN

Phyllis Macchio ANP-BC

Andrew Thomas Magnano MEDSURG-BC

Nita Malik NP-C

Margaret Maltz CAPA Lora Mamuyac

ANP-BC

Dianne Maniaci PCCN Taylor Massaro MEDSURG-BC Cynthia Mattson CWOCN

Jennifer McCormac NP-C, CFCN, CWCN

Darlene McDay NP-C Colleen McDermott CEN Kelsey McDonough CCRN Shirlee McKenna CAPA Christine McKeon CEN Phillip Messina NE-BC Kelly Miller CCRN Ken Mills PCCN Komal Mistry CCRN Melissa Monaghan CCRN Bonnie Moore MEDSURG-BC Judith A. Moran NE-BC. GERO-BC

Susan Morin PMHCNS-BC Marie Mulligan CNOR, NEA-BC **Christine Mulvey CNOR**

Rosa Nania WCC

Aleksandra Nappo CNOR Alain Montesa Neri ANP-BC

Laura O'Brien CRN

Marie O'Brien NP-C, PGMT-BC, CCRN

Janice O'Connor WCC Jamie O'Hara CAPA Anthonia Onyemem PCCN Margie Orale CEN Nicole Paccione PCCN Brianna Passaretti CCRN, CSC Melissa Pearson CEN, FNP-BC, PCCN

Karen Petrosino WCC Karen Picasso CEN

Elizabeth D. Picozzi MEDSURG-BC

Miguelina Platt CRN

Ginger Marie Postiglione MEDSURG-BC

Samantha Poveda PCCN Toni Ann Prost CNOR

Katherine Quezada MEDSURG-BC, NP-C

Donna Randone WCC Christina Razack CGRN Colleen Reale CEN Ronnie Reid CPTC Nicole Rice MEDSURG-BC

Tina Riggs NP-C, NP-DW Nancy Robb MEDSURG-BC, OCN

Anne Roberts CCM Sharyn Rodillado CEN Vilma Rosario WCC Andrew Rotjan NP-C

Maria Rubino NP-C, CHPN, PGMT-BC

Kathryn Rush CCRN, CRN Frank Russ PMH-BC

Lisa Sammmarco NE-BC, AMB-BC,

FNP-BC

Jessica Santamaria ONC Deirdre Sargent FNP-BC Mary Scannell CGRN Justine Schleiffelder FNP-BC

Heidi Schrader NP-C Steven Schwab CCRN

Suzanne Schwamb CMSRN, CNN Genine Schwinge ANP-BC, VA-BC Michele Nicole Scomello NP-C Angela Shapiro CNOR

Alicia Sheron ONC **Deborah Shull CPAN** Marielle Singson CCRN Patricia Slokovitz NP-C

Agnieszka Sobolewska MEDSURG-BC

Dana Lee Soler NP-C Pasqua Spinelli PMHNP-BC Tabitha Spinelli WCC Karen Sproul NP-C Renata Sterne FNP-BC Faustina Stoebe CPAN, RN-BC Brittany Lauren Stokes GERO-BC, OCN

Meghan Strebel PCCN Justin Stroker PCCN Mary Sundquist ACHRN Jennifer Susskraut CEN Michelle Swensen CPAN

Julie Tegay CEN

Amanda Trypaluk MEDSURG-BC Debra Ann Tuttle MEDSURG-BC Erin Vaccariello MEDSURG-BC Krista Vanhove PMH-BC

Thresiamma Puthuvayalil Varughese NP-C Christine Viterella PMH-BC Samantha Villella PCCN Kristy Lynne Vutrano PMH-BC

Geraldine Walter MEDSURG-BC Trudy-Ann Weekes-Roach CNOR

Steven Weiss NP-C

Maryanne Wisniewski MEDSURG-BC, ONC Andrea Wohlenberg COCN, CWCN, CCCN

Kaitlyn Wong PCCN

Sylvia Kathryn Wood ANP-BC

Michele Wyllie CWS Cecil Yoo CDN **Debra Youngs ONC**



Exemplary Professional Practice



Integrative Pain Management Program

The Integrative Pain Management Program has continued to grow throughout 2020 despite the impact of the pandemic. The program's Nurse Practitioners and Holistic Nurses have evolved from a pain service that uses holistic and integrative care to an Integrative Program that also manages pain.

The program staff have a passion for research and evidence-based practice that drives the care they provide to patients. A grant from the American Society for Pain Management Nurses funded an Institutional Review Board (IRB) approved research study on the feasibility of acupuncture as a non-medication intervention for the management of pain in a hospital. This study, challenged by COVID-19 restrictions, continued to recruit participants. Additionally, the team was accepted to the 2020 ANCC National Magnet Conference to present a podium presentation on The Effect of Reiki for the Total Joint Patient. This presentation will take now take place in November 2021.

The Integrative Program has continued to expand the use of aromatherapy and Reiki though CNE approved educational programs offered to Mather staff and our surrounding communities.

The dedication and devotion to holistic care and concern for their Mather family, the Tranquility Center committee created a peaceful space for all staff. This space offered meditation, aromatherapy, Reiki, Yoga, acupuncture and other self-care programs. Through community donations a portable labyrinth was purchased to offer walking mindfulness meditation sessions to decrease the impact of the stressful environment.









Nurses' Week Celebration

National Nurses Week begins each year on May 6th and continues through May 12th, the birthday of Florence Nightingale, a British nurse, statistician and social reformer who was the foundational philosopher of modern nursing. 2020

Awards presented at Mather Hospital's Nurses Week celebration included:

- ❖ Advanced Practice Nurse Richard Daly, DNP©, AGACNP, FNP-C
- Nurse Leader Annamaria Buzzetta, BSN, RN
- ❖ Clinical Instructor Maureen Chernosky, MSN, RN, ACNS-BC, CEN, CCRN, NPD-BC
- Clinical Nurse Melanie Burns, BSN, RN
- * RN "Rookie" Camila Martinez, BSN, RN
- Nursing Assistant Kristina Oliver, CNA
- Unit Secretary Meghan Krulder

















Schwartz Center Rounds

The Schwartz Center for Compassionate Care celebrates the compassion, kindness and caring inherent to the healthcare field. In 2020, validating the emotions, actions, and thoughts of healthcare workers as they navigated the COVID-19 pandemic was more important than ever. With direct executive support from Dr. Marie Mulligan and Dr. Joan Faro, a small team of Mather Hospital leaders formed the Schwartz Rounds Planning Committee. Together, Justin Stroker, Lorraine Farrell, Jaclyn Reinoso, Dr. Marie O'Brien, and Dr. Harish Rengarajan, later joined by Emily Jehle, planned and implemented Mather Hospital's inaugural Schwartz Center Rounds on Monday, December 7, 2020. During this one-hour, interprofessional discussion, 43 members of the Mather Hospital family joined via a Zoom webinar to hear the unique stories of three brave team members' experiences during COVID-19 and their strategies for resilience. The planning committee intends to host Schwartz Rounds quarterly, addressing topics that are relevant and meaningful for Mather Hospital's diverse workforce.

TELEHEALTH

The pandemic presented health care with definite urgent threats to human wellbeing. This was especially true for vulnerable populations such as those living with mental illness and substance abuse. Mather Hospital provides a wide spectrum of mental health and substance abuse outpatient treatment, providing thousands of visits each year to those living in our community. In February 2020 the CDC issued guidance to decrease the spread of the COVID-19 pandemic. This included the adoption of social distancing policies that would have otherwise limited the access to Behavioral Health Care.

Through the innovation and multiple efforts of the Behavioral Health Staff, Legal Department, Revenue Cycle, Information Services and Patient Access, the Behavioral Health outpatient programs quickly developed a way to provide these much-needed services through Telehealth. Telehealth is the use of two-way telecommunications to provide health care remotely. This care delivery model rapidly expanded access to care, while significantly reducing disease spread. With little to no interruption to our services, or patient volume, the Mather Hospital Behavioral Health programs maintained or surpassed the number of visits for Behavioral Health Care over the previous year. Not only has our access to care expanded, but our engagement with clients is at an all-time high. With the success of Telehealth Services, Mather Hospital applied for and was granted permanent regulatory permission to continue Telehealth services for our community beyond the pandemic.

2020 Professional Organizations

EMPLOYEE	TITLE	OFFICES HELD
Maureen Altieri, MSN, RN, NEA-BC	Director of Service Excellence and Magnet	New York State/Vermont Magnet Hospital Consortium Chairperson 2016 – present
Irene Cassata, BSN, RN	Clinical Instructor	Vice President of Graduate Nursing Student Organization at St. Joseph's College
Maureen M, Chernosky, MSN, RN, ACNS-BC, CCRN, CEN, NPD-BC	Clinical Instructor	New York State Emergency Nurses Association (NYSENA) delegate to the 2020 ENA General Assembly Suffolk County Region ENA Education Chair New York State Delegate to the National ENA General Assembly
Rose Cummings, BSN, RN, CPAN	Clinical Nurse	Local District Board Secretary New York State PeriAnesthesia Nurses Association (NYSPANA)
Marsha Deckman, MSN, RN, NE-BC, ONC	Director Nursing Professional Development	Ambassador with the Orthopaedic Nurses Certification Board (ONCB) Member of the Orthopaedic Exam Preparation Committee
Marina Grennen	Clinical Instructor	Emergency Nurses Association (ENA) Treasurer Injury Prevention Chairperson for Suffolk County ENA
Theresa Grimes, PhDc, FNP-BC, RN-BC, CCRN	Integrative Pain Service Nurse Practitioner	ASPMN Long Island Chapter Secretary and Chair of the Research Committee Past Presidents' Scholarship Task Force and Distinguished Service Award Selection Task Force
Mary Ellen Lasala, PhD, RN	Clinical Instructor	Co-President Nomination Committee for the Association of Community Health Nurse Educators (ACHNE) Member and Counselor for Sigma Theta Tau International, Kappa Gamma Chapter
Lilly Mathew, PhD, RN	Nurse Researcher/Statistician	Board Member for the Transcultural Nursing Society (TCNS) Northeast Chapter
Marie Mulligan, PhD, RN, CNOR, NEA-BC	CNO / Vice President for Nursing	Nassau-Suffolk Hospital Council Nurse Executives Committee Chairperson
Marie O'Brien, DNP, ANP-C, PMGT-BC, CCRN	Pain Management Coordinator	President of the American Society of Pain Management Nursing (ASPMN) Member of the Steering Committee for the National, Nurse-led Care Consortium PCORI (Patient- Centered Outcomes Research Institute)
Maria Rubino, MSN, ANP-C, AGACNP, PMGT-BC, CHPN	Integrative Pain Management Nurse Practitioner	Recording/Corresponding secretary for the American Society of Pain Management Nursing (ASPMN) – Long Island Chapter
Genine Schwinge, RN, ANP-BC, PNP, VA-BC	Nursing Vascular Access Coordinator	Journal Reviewer for The Journal of the Association for Vascular Access and The Journal of Infusion Nursing
Faustina (Tina) Stoebe, MS, RN, NPD-BC, CPAN	Clinical Instructor	President for NYSPANA District One (Nassau/Suffolk) Board Member NYSPANA
Michelle Swensen, BSN, RN, CPAN	Clinical Nurse	Local District Board Treasurer New York State PeriAnesthesia Nurses Association (NYSPANA)

New Knowledge, Innovations, and Improvements



The Proning Team

As the number of patients diagnosed with COVID-19 began to rise in March 2020, all elective procedures were cancelled. A literature search revealed there is evidence to demonstrate that placing patients with COVID-19 in the prone position helps to expand their lungs and improves their oxygenation. While other units in the hospital were busy caring for these critically ill patients, the decision was made to use the knowledge and expertise of the Operating Room (OR) staff to assist in the care of these patients. The OR staff collaborated with the Safe Patient Handling team to create an action plan to keep both patients and staff safe and enhance outcomes. The proning team consisted of six staff members which included Registered Nurses (RN), Surgical Technologists, Surgical Service Aides, as well as Physical Therapists, Occupational Therapists, and Respiratory Therapists. The proning team leader was always an RN from the OR. Proning carts were created with the necessary supplies to enable proper positioning of the patients. Four different carts were created to mitigate response time. These carts were continually updated as new supplies were being identified each time they were used. These carts included items such as pillows, eggcrate foam, pressure prevention dressings, EKG pads and eye lubricant. The leader confirmed everyone knew their role during the actual patient positioning. The respiratory therapist was responsible for maintaining and protecting the airway, so they were always positioned at the head of the patient. The patient's nurse was responsible for securing any lines, drains, catheters, and IVs. Prior to moving the patient, communication between the team, and direction from the team leader, was crucial. The positioning was a methodical process. It was deliberate, controlled, and perfectly executed to ensure safety. The staff were happy and grateful for the assistance in proning these patients. that many times the proning team was greeted with tears, cheers, and hugs. True collaboration was demonstrated within and among disciplines to assure safe, high quality care to those we are privileged to serve.





ANCC Practice Transition Accreditation Program (PTAP) 2020 Evidence-Based Practice Projects

March/April/May 2020 Cohort

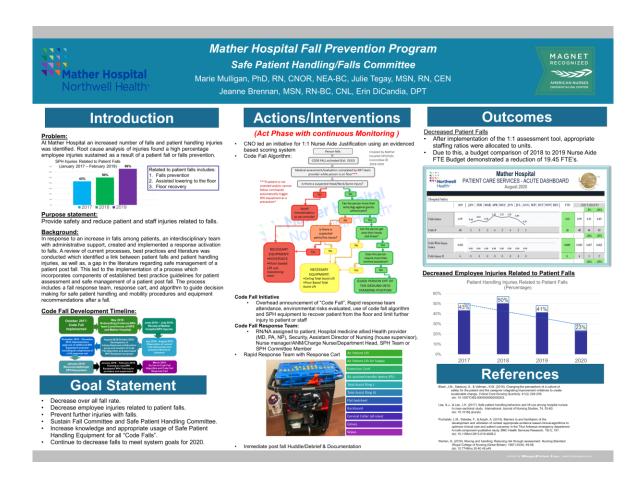
Names	Unit	Project Title
Chelsea Hawks, BSN, RN Anoopa Singh, BSN, RN Sarah Schmitt, BSN, RN	2 East (medical/surgical)	Will Effective Hand Hygiene Decrease Infection Rates?
Bria Coleman, BSN, RN Michael Mayer, BSN, RN Waler Heitz, BSN, RN Jillian Krause, BSN, RN	3 East (Telemetry) 3 South (Orthopedic/Spine Surgery) Emergency Department	Will Implementation of a "Break Buddy" Initiative Increase RN Job Satisfaction?
Adina Santana, BSN, RN Ty Vallinoto, BSN, RN	2 West (Adult Psychiatry)	Will Implementation of a Pre- Discharge Educational Intervention Decrease 30-Day Readmission Rates Among Adult Psychiatric Patients?

August/September/October 2020 Cohort

Names	Unit	Project Title
Claudia Bizzaro, BSN, RN Shaun Coon, BSN, RN Nicole D'Amore, BSN, RN Barbara Ferentinos, BSN, RN Samantha Villella, BSN, RN	3 East (Telemetry)	Will the Implementation of the Hester Davis Fall Scale Decrease Patient Falls?
Erin Dawson, BSN, RN Nicole Flatley, BSN, RN Emily Wolff, BSN, RN	3 South (Orthopedics/Spine Surgery) Transitional Care Unit (TCU)	Will Nurse Scripting Increase Patient Satisfaction?
Deanna Lupo, BSN, RN Jesse Vardaro, BSN, RN	2 East (Medical/Surgical) 2 South (Oncology & Medical/Surgical)	Will Implementation of a Post-Code Huddle Decrease Anxiety Among RNs?
Monica Grismer, BSN, RN Danielle Monteverde, BSN, RN Jamie Peterson, BSN, RN	3 North (Medical/Surgical, Surgical Stepdown)	Will More Efficient Discontinuation of Telemetry Monitoring Improve the Patient Transfer Process and Patient Satisfaction and Decrease Length of Stay?
Nina Marie Mazzone, BSN, RN Lisa Whalen, BSN, RN	Emergency Department	Will Improving Efficiency of IV Access in Patients with Abdominal Pain Improve Pain Management and Patient Satisfaction?
Jordan Ahmed, BSN, RN Aneesa Kahn, BSN, RN Camila Martinez, BSN, RN Jessica Pisano, BSN, RN	Critical Care	Will Updating Practice Standards Related to Therapeutic Hypothermia in Post-Cardiac Arrest Patients Improve Outcomes?
Natalya Famighetti, BSN, RN Caroline Gorski, BSN, RN Julianne Martin, BSN, RN	Operating Room	Will Educating RNs on the Clinical Units About Proper Implementation of "Surgical Bundles" Decrease Postoperative Surgical Site Infections?

2020 Virtual Quality Showcase

Hospital Quality week was celebrated on October 29, 2020 with the tenth annual Nursing Quality Showcase sponsored by the Nursing Quality Council and the Hospital Quality Management Department. For the first time, the event was held virtually enabling participation remotely. The virtual posters displayed organization-wide quality improvement projects and outcomes. There were 26 poster presentations demonstrating frontline leadership projects, evidence-based nursing practice projects, interprofessional problem-solving initiatives and departmental Performance Improvement Coordinating Group (PICG) Projects.



Mather Hospital Northwell Health

Emergency Department Medication Information Board

Project Lead: Colleen McDermott, RN, ANM Executive Sponsor: Marie Mulligan, RN, PhD, CNO Process Owner: Stacey Hartcorn, RN, Interim Nurse

Additional members: Olga Larios, Pharmacy Director; Carla Berger, ED Pharmacist; Tyler Yarema, ED Pharmacist; Sharyn Rodillado, Jeanette Gibbs, Gina Curreri, ED Unit Council

Background

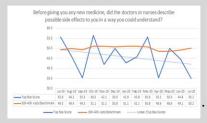
- Press Ganey reports from patients who are discharged from Press Ganey reports from patients who are discharged from the Emergency Department have indicated low satisfaction scores (10th percentile in May 2020) for the topics of "Before giving you any medicine, did the doctors or nurses tell you what the medicine was for?"

 The Emergency Department also scored in the 2nd percentile in May 2020 for the question "Before giving you any new medicine, did the doctors or nurses describe possible side effects to you in a way you could understand?"

Project

- 8 pamphlets were created that captured the most
- commonly given medications in the ED
 These pamphlets include antibiotics, pain medications,
- These pamphlets include antibiotics, pain medications, psychotherapeutics, heart and blood pressure, stomach problems, breathing/allergy problems, and miscellaneous (wounds, supplements, and urinary problems). A Clear plastic rack has been placed in the middle of the ED to hold these pamphlets for ease of access of both staff and patients to grab and view





Challenges

- · ED staff not handing out the pamphlets every time
- a new medication is administered to a patient

 Patients not receptive to receiving the pamphlets
- "there is too much paperwork · Pamphlet rack empty during high volume times

Lessons Learned

- · Compliance with patient knowledge of their
- medication information increased
 As of August 2020 the department has
 reached the 99th percentile for "Before giving
 you any medicine, did the doctors or nurses tell you what the medicine was for?"
- As of August 2020 Press Ganey, we are in the 85th percentile for "Before giving you any new medicine, did the doctors or nurses describe possible side effects to you in a way you could understand?"
- WE are very proud of our August Data however July showed room for improvement, so our next goal is to keep a consistent increase in the percentile

Next Steps

Medication pamphlets to expand to individual areas of the Emergency Department in addition to the main board in the hallway for easier access for staff

Mather Hospital

Reduction of Hospital Acquired Pressure Injuries

Mary Ellen Glennon MSN, RN, CCRN, WCC

Sherry Anderson BSN, RN-BC, COCN, CWCN Julia Macauley MSN, RN, WCC, CCRN

Jennifer McCormac MSN, NP-C, CWCN, CFCN



Purpose

To reduce the rate of hospital acquired pressure injuries, improve patient outcomes and increase patient satisfaction.

Relevance

Hospital-acquired pressure injuries can have a negative affect on the patient's outcome. The CMS Hospital-Acquired Condition (HAC) program identifies HAPI's (stage 3&4), as "never events". The treatment of a HAPI is costly for an organization due to increased length of stay, impending legal action and decreased patient satisfaction. The cost of a HAPI to the patient is related to pain and suffering, disfigurement and increase risk for mortality.

Increased by 6%, HAPI's cost the U.S. here was a 13% decrease in the HAC rate but, the HAPI rate increased by 6%, HAPI's cost the U.S. healthcare system an estimated \$11 billion annually.

Implementation

- Implementation

 Task Force identified weak areas and inspection of the Pressure Injury Prevention

 Task Force identified weak areas and inspection of inspection of the Individual of the Individual of Individual o

Pressure Injury Prevention Task Force Critical Care Director

Julia Macauley	Critical Care Director
MaryEllen Glennon	IPWC
Jennifer McCormac	WC NP
Sherry Anderson	NPD WC
Nicole Amendola	NM 3N
Kim Bauman	NPD
Jeanne Brennan	MS Director
Sarah Eckardt	Statistician
Grace Ebinger	Central Distribution NM
Joseph Hein	NPD
Kathleen Long	NM 3S
Rosemary Ryan	Nutrition

Outcomes

There were **zero** incidents of HAPI in the last five months of 2019 with a decrease rate of 2 from 2018.

There have been **zero** incidents of HAPI since May 2020.



Conclusions

Early identification of patients at risk can help reduce the incidence of pressure injuries. This can be done through education and consistent use of prevention techniques. Improvement is an ongoing process which can be achieved with commitment, cooperation and communication among caregivers. We continue to strive for zero HAPI.

COMING TOGETHER IS A BEGINNING. KEEPING TOGETHER IS PROGRESS. WORKING TOGETHER IS SUCCESS.

References

Preventing Pressure Ulcers in Hospitals. Content last reviewed October 2014. Agency for Healthcare Research and Quality, Rockville, MD.

https://www.ahrg.gov/patient-safety/settings/hospital/resource/pressureulcer /tool/index.html

Fact sheet ELIMINATING SERIOUS, PREVENTABLE, AND COSTLY MEDICAL ERRORS - NEVER EVENTS. (2006, May 18). Retrieved October 21, 2020, from https://www.cms.gov/newsroom/fact-sheets/eliminating-serious-preventable-and-costly-medical-errors-never-events





The Effectiveness of Integrative Health Care Practices in Decreasing the patients perceived Anxiety Mather Partial Hospital Programs: Adult, Adolescent & Eating Disorder

Sue Morin, NPP, Gloria Fortune, NPP, Amy Dittler, NPP, Pasqua Spinelli, NPP, Kathy Jochen, RNC

Introduction

Problem: Unmanaged anxiety can lead to diminished functioning and potential health and safety risks. Patients attending Partial Hospital experience levels of Anxiety that range from mild to severe. Untreated Anxiety impacts safety, level of functioning and readiness to discharge to a less restrictive level of care.

Purpose: Mather Hospital Northwell Health Outpatient, Partial Hospital Psychiatric Program (Adult, Adolescent and Eating Disorder) is exploring the effectiveness of Integrative Health Care Practices on the following outcomes:

- 1. Reducing Anxiety & Improving Mood among patients.
 2. Improving knowledge and readiness for change
- readiness for change 3. Improving Patient Readiness For Discharge

Goal Statement:

•The Nurses at Partial will develop an Integrative care bundle delivered in weekly Integrative Health Care Groups to assist clients in developing a healing environment that may lead to perceiver reduction in anxiety, improved mood, and Improved readiness for Discharge at a goal rate of 80%.

Methods

Actions/Interventions:

• Weekly Integrative Care Nursing
Groups were initiated in January.
Method of delivery was impacted by
the pandemic.
These Groups Include:

- These Groups Include:
 Movement & Meditation
 Health & Lifestyle Education
 Aromatherapy
 Reiki (to begin 10/2020)
- Anxiety & Mood levels & additional questions are evaluated and recorded before & after each group,

via zoom chat, email, or in person.

Results are recorded in the EMR and reports are pulled from CPM

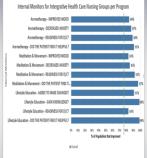
-Patients complete the Generalized Anxiety Disorder Scale (GAD-7) on admission and Discharge to evaluate how well these Interventions lower perceived Anxiety scores. In 2019, the average outcome score for the program decreased by 5.63 points. The goal is to exceed this

baseline.

The program will also look at the Impact these interventions may have on perceived Readiness for Discharge with a goal of meeting the

Discharge with a goal of meeting the rank of 85 at a rate of 80% on this Press Ganey Measure.

Results



All Goals were Reached on the Internal Monitors with >80% for each factor January through September 2020

GAD-7 Scores: Sum of GAD-7 Score difference from Admission to Discharge/Patient Encounters: 1828/318 = 5.75 Average Point Decrease in Anxiety Score.

Average Point Decrease in Anxiety Score This reflects an improvement in Anxiety scores at a rate of 82%

Press Ganey Rank of 85 For Question: Extent To Which you felt Ready to be Discharged was met 7 out of 10 periods at a rate of 70%

Conclusions

- The Introduction of these Integrative Health Care Nursing Groups has been an effective Evidence Based Approach to improve Behavioral Health Outcomes within three distinct programs at the Partial Hospital Program
- Continue to Monitor our Metrics to evaluate the response to our Treatment Modality on our targeted goals, and look for additional factors that may further achieve improved outcome measures.
- Continue to work at achieving Press
 Ganey Rank of 85 at a rate of 80% for question, "Felt Ready to be discharged.
- These groups will become a standard of care in all of our Partial Hospital Programs.

Bibliography

- Manincor et al. BMC, Establishing key components of yoga interventions for reducing depression and anxiety, and improving wellbeing Complementary and Alternative Medicine (2015) 15:85 DOI 10.1186/s12906-015-0614-7
- Bobbi Jo H. Yarborough*, Scott P. Stumbo, Julie A. Cavese, Micah T. Yarborough, Carla A. Green. Patient perspectives on how living with a mental illness affects making and maintaining healthy lifestyle changes Patient Education and Counseling 102 (2019) 346– 351

Improving the Quality of Safety Planning for Suicide Prevention on an Inpatient Psychiatric Unit Joan Godbold RN-BC Shannon Kennedy RT

Mather Hospital Northwell Health

Introduction

BACKGROUND:

- Over 44 million Americans are living with a mental illness in the United States today.
- Suicide is the 4th leading cause of death among adults and the 3rd leading cause of death of children and adolescents.
- Safety Planning: Is the Development of an external plan to recognize suicidal thoughts and assist with managing them safely during times of crisis.
- Joint Commission National Patient Safety Goal 2020: To Reduce the risk of suicide for patients whose primary reason for care is behavioral health

Methods

Process:

- Utilize the Stanley and Brown Safety Plan intervention method
- 6 basic elements in the patients own words
- Placed in every patient's admission packet
- Patients attended Weekly safety planning groups
- Plan reviewed prior to discharge
- Patient given a copy at discharge
- Initiate staff education and training

Goal:

The Goal of the project was to engage patients in the process of developing a comprehensive safety plan and to improve the quality of the safety plan so that it would become a useful tool for patients who are in crisis post discharge.

Results

- A scale to determine the Quality of the safety plan was developed into quantifiable scoring system.
- We determined that 76% of our safety plans met the quality standard in which the average quality score was 16.3 out of 21.
- Compliance with Completion of safety plans was determined to be 82%



Conclusions

- Goal was met in improving the quality of content within the safety plan.
- Next steps are to determine the ongoing compliance rate of the safety plan for 2021.

Bibliography

Safety Planning intervention: a brief intervention to mitigate suicide risk, B. Stanley 2012

Assessing Variability and implementation fidelity of suicide prevention safety planning. JM Gamarra et al 2015

Quality improvement evaluation of the feasibility and acceptability of adding a concerned significant other to safety planning for suicide prevention BB DeBeer, 2019



Improving Press Ganey Scores in Critical Care

Julia Macauley RN, MSN, WCC, CCRN

Laura O'Brien RN, MSN, CRN



Purpose

To obtain an accurate assessment of the patient experience, in order to focus on areas that need improvement through a real time question and answer that relates only to

Relevance

Press Ganey reflects on the patient Press Ganey reflects on the patient experience and the impression of the organization in the community. This initiative is an insight into the perception of the patient's opinion of the care we deliver and where the areas of improvement are needed. We are a Magnet Organization that continuously works to delivering the highest standard of care for each patient. Our organizational goal is to be the best organizational goal is to be the best community hospital in New York State.

Intervention

Members of the Critical Care Unit Council along with the Management Team for Critical Care put together a plan where the patients that are alert and oriented would be given a questionnaire to be completed prior to transfer or discharge.

The patients are given an iPad and asked to voluntarily answer the questions and free text opportunities for improvement.

The data is collected and tabulated by Justin Stroker, RN, Director of Patient & Customer Experience. The data is evaluated by the Unit Council and Management team for common denominators and areas of improvement.

Project Members

Name	Role
Julia Macauley RN	Director of Critical Care
Laura O'Brien RN	Nurse Manager
Margaret Pendl	Assistant Nurse Manager
Tabitha Spinelli RN	Assistant Nurse Manager
Armando Lastra RN	Assistant Nurse Manager
John Miller RN	Assistant Nurse Manager
Komal Dold RN	Staff RN/Unit Council Co-Chair
Anthony Ferrara RN	Staff RN/Unit Council Co-Chair
Justin Stroker RN	Director of Patient & Customer Experience

Previous Outcomes

June 2020: N=1

Nurses treat with courtesy/respect rank: 99

Nurses listen carefully to you

Based on a low N we initiated the iPad questionnaire to obtain an accurate assessment of the patient's satisfaction.

Collected Data

Margaret and josh both really took great care of me and I am thankful. Even the ER here was great. Thank you for helping me

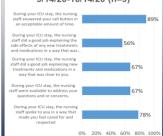
Everyone was good but Anthony F was exceptional Overall good

Overall good Everyone was so kind and helpful. Nurses Lori, Komal, and Kate were very caring, attentive and mindful. NA Sabrina, Ashley, Sally and Emily all very kind. Thank you

Melissa RN and MD DESAI were outstanding providers... special thanks to them

special thanks to them
Sally was excellent, she gave me a lot of time and
understood I was going through a crisis mentally and
spent time talking to me about it and let me know I'm not
the only one who has felt like this in this situation.
Another person who's name I can't recall gave me time to
mentally process being transferred and all that was
happening to me.

Critical Care Patient Experience Tool Responses 9/14/20-10/14/20 (n=9)



References

Reay N. (2010). How to measure patient experience and outcomes to demonstrate quality in care. Nursing Times, 106(7), 12–14.

Vettor, T., Ulbler, L., Sozic, K., Vetter, T. R., Uhler, L. M., & Bozic, K. J. (2017). Value-based Healthcare A Novel Transitional Care Service Strives to Improve Patient Experience and Outcomes. Clinical Orthopaedics & Related Research, 475(11), 2638–2642.

Wilson, M., Guta, A., Waddell, K., Lavis, J., Reid, R., & Evans, C. (2020). The impacts of accountable care organizations on patient experience, health outcomes and costs: a rapid review. Journal of Health Services Research & Policy, 25(2), 130– 138.



Thank You Dr. Judith Moran

For your insight and expertise.

Mather Hospital Northwell Health®

Innovative, Interdisciplinary Strategies Decrease Patient Falls on 3East(Telemetry)

Tracy Kuhn- BSN, RN, PCCN Nurse Manager Meghan Strebel- BSN, RN, PCCN Assistant Nurse Manager Lorretta Hill-Civil - BSN, RN, PCCN Assistant Nurse Manager 3East Staff Erin Dicandia-Manager of SPHM Kerri Hamilton- Assistant Director of Physical Therapy

Background

- Patient Falls Index of 3.59(June 2020), above established benchmark of 1.36 on 3East. Majority of patient falls occur in patient bathrooms.
- Patient falls place patients at risk for injuries that negatively effect quality of life, increase hospital length of stay(LOS), and increase overall hospital costs, which are not reimbursed by insurance

Purpose

Develop and implement an innovative, evidence-based patient fall prevention program on 3East, referred to as Calls, Don't Fall, Better Time For All program

Methodology

July 10, 2020: Staff "buy in" achieved via 3East Staff meetings focused on educating staff about 3East patient falls data and designing innovative, evidence-based practices aimed at fall prevention. Key Components of the Program: Toileting Tracking Sheet (place on patient's doors).

Patient Contract,
Patient Contract,
Staff/Patient/Family Education.
Red Magnetic hearts place on the doors of Patients on
Program
July20, 2020: "Go Live" of the Program.

Primary patient focus on Diagnosis of Heart Failure d Daily weight physician order.







Methodology

- July sample size: 4-7 patient captured on CHF and Daily Weight list
 August sample size increased: 10-12 patients captured with CHF, Daily Weight, and Diuretics.
 August 26, 2020: Meghan Strebel BSN, RN ANM(3East) joins the Safe Patient Handling/Fall Prevention Committee.

Mobility Assessment incorporated into the Fall Prevention Program. August 31, 2020: Tracking Sheet update. Mobility

column added.

3Categories:
Green - Independent
Yellow = Minimum Assistance

Red = Moderate Assistance

Color-coded magnets placed ouside patinets' doors.
List of patient names/with mobility categories at Nursing
Station(updated every day and more frequently as needed).

September13, 2020: Staff re-education.

October 5, 2020: Enhanced Calls, Don't Fall, Better

Time For All program on 3 East Patient population expanded to include "C". Outcomes
October sample size increased: 18-20 p

108 Fall Free Days on 3 East (July 8-October23, 2020). YTD August 2020 Falls Index is 0.82, which is significantly below the established benchmark of 1.36.

Future Plans

Expand Falls Prevention Program hospital-wide.

IRB Approved Nursing Research Studies

Title	Investigators	Study Types
Effect of Reiki Therapy on Pain Among Postoperative Total Joint Replacement Patients	Marie O'Brien, DNP, ANP-C, PMGT-BC, CCRN	Quantitative
Acupuncture for Pain: A Pragmatic Pilot Study for the Inpatient Pain Service	Marie O'Brien, DNP, ANP-C, PMGT-BC, CCRN	Quantitative
Coping and Adaptation Among Nurses During the Coronavirus (COVID-19) Pandemic: A Mixed Methods Study	Judith Morn-Peters, DNSc, RN, NE-BC, BC	Quantitative Qualitative
Impact of Educational Program "Expressions of Humanism" on Caring Behaviors, Patient Experience and Quality Outcomes	Jane White, PhD, RN	Quantitative
US Clinician Wellbeing Study	Marie Mulligan, PhD, RN, NEA-BC, CNOR	Quantitative

2020 Publications



The American Psychiatric Nurses Association November/December 2020

Effects of Animal-Assisted Activity on Mood States and Feelings in a Psychiatric Setting Sandra Brown, MSN, RN-BC; Jill Snelders, BS, MBA, CTRS; Joan Godbold, BSN, RN; Judith Moran-Peters, DNSc, RN, NE-BC, BC; Denise Driscoll, RN-BC, CARN, PMHCNS-BC, NPP; Donna Donoghue, MD, Lilly Mathew, PhD, RN; Sara Eckardt, MS, BS



The Journal of Psychosocial Nursing and Mental Health Services February 2020

Making Fall Risk Assessment Clinically Relevant in an Adult Psychiatric Setting Lilly Mathew, PhD, RN; Darlene Steigman, RN-BC, PMHNP-BC; Denise Driscoll, RN-BC, CARN, PMHCNS-BC, NPP; Judith Ann Moran-Peters, DNSc, RN, NE-BC, BC; Ira M. Fischer, MBA, MA; Patricia Cordle, RN-BC, MA; Vanessa Marie Bishop Hyde, BS; Sarah Eckardt, MS, BS

Nursing Poster and Podium Presentations

Date(s)	Presenter	Podium/Poster Title	Conference	Location
February 21-23, 2020	Marie Mulligan, PhD, RN, NEA-BC, CNOR	Feasibility of RNs Using Scribes in the Acute Care Setting: Challenges to Implementation	Marcus Evans Annual Healthcare Leaders Conference	San Diego, Ca.
June 6, 2020	Denise Driscoll, RN- BC, CARN, PMHCNS- BC, NPP	Changing Stigmatic Perceptions Related to Mental Illness and Substance Abuse Among Public Library Staff: A Nursing-Library Community Initiative	Medical and Scientific Libraries Association of Long Island (MEDLI) 2020 Spring Meeting	ZOOM Video Conferencing
September 30 – October 4, 2020	Joan Godbold, BSN, RN-BC Jill Snelders, BS, MBA, CTRS	Behavioral Health Patients' Perceptions of Benefits Associated with a Peer Support Program	American Psychiatric Nurses Association (APNA) 34 th Annual Conference	ZOOM Video Conferencing
September 30 – October 4, 2020	Sandra Brown, BSN, RN Joan Godbold, BSN, RN-BC Jill Snelders, BS, MBA, CTRS Sara Eckardt, MS, BA	Effects of Animal Assisted Activity on Mood States and Feelings in a Psychiatric Setting	American Psychiatric Nurses Association (APNA) 34 th Annual Conference	ZOOM Video Conferencing
October 23-24, 2020	Denise Driscoll, RN- BC, CARN, PMHCNA- BC, NPP Lilly Mathew, PhD, RN	Changing Stigmatic Perceptions Related to Mental Illness and Substance Abuse Among Public Library Staff: A Nursing-Library Community Initiative	American Nurses Association (ANA) New York 8 th annual meeting/conferen ce	ZOOM Video Conferencing
November 12, 2020	Judith Moran-Peters, DNSc, RN, NE-BC, BC	Coping and Adaptation Among Nurses During the Coronavirus (COVID-19) Pandemic: A Mixed- Methods Study	Northwell Health System's 26 th Annual Nursing Research Conference	ZOOM Video Conferencing

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