### **CHRISTUS St. Michael Nursing Annual Report**

# THE COLORS OF COMPASSION

CHRISTUS ST. MICHAEL Health Systen

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# THIS IS LOUISE....



Dear Colleagues,

In January 2023, a Gallup poll revealed that nursing was named the most trusted profession in America for the 22nd year in a row. Despite the array of challenges faced by healthcare workers over the past several years, nurses have maintained resilience, excellence, and integrity that sets the profession apart. These character traits exemplify nursing practice at CHRISTUS St. Michael and this annual report is proof of that and so much more.

As we look back over last years' accomplishments in this report, I truly hope you see what I see...

### Transformational leadership

-Nurses leading through change and advocating for a better future for the profession- locally and nationally. -Nurses aligning with the strategic initiatives of CHRISTUS Health to improve outcomes and increase safety for patients and staff.

### Structural empowerment

-Nurses showing compassion through service to our community.

-Nurses dedicated to continuous professional development and growth- not just for themselves but for others as well!

-Nurses leading their practice and making improvements through shared governance.

### Exemplary professional practice

-Nurses protecting patient safety through the adoption and implementation of evidence-based practices.

-Nurses seeking answers to problems and making changes to improve patient care.

-Nurses providing quality care that protects our patients from harm.

### New knowledge, innovations, and improvements

-Nurses embracing new technology that enhances patient care and improves nursing practice and customer experience

- -Nurses developing innovative solutions to challenges
- -Nurses integrating evidence-based practices and professional standards and guidelines into practice.
- -Nurses leading research in the organization

The topics outlined in this report are just a few of so many initiatives and activities nursing has led and participated in over the past year (July 2022 – June 2023). I am honored to have the opportunity to serve as your leader.

Please enjoy this review of some of the many examples of nursing excellence at CHRISTUS St. Michael in FY23!

Sincerely,

forise Thomall, RV VP/CND

# NURSES DAY AT THE CAPITOL

Sherry Roberson and Jenni Hedrick attended Nurses Day at the Capitol during the 88th legislative session. Nurses of all backgrounds came together to advocate for policies that better the nursing profession. The session ended with history made as lawmakers passed multiple positive-nursing related bills.

<u>SB 840</u>- Increased the penalty for assaulting a nurse from a misdemeanor to a felony.

<u>SB 240</u>- Establishes a framework for workplace violence prevention and gives nurses a great role in determining those policies and plans of action.

<u>SB 1343</u>- Expands to Texas Board of Nursing from 13 to 15 members: one additional APRN and one public member.

"The larger the voice, the greater the impact."

\*Visit TNA website for a more details summary. <u>https://www.texasnurses.org/news/news.asp?id=644562</u>



Sherry & Jenni pictured outside US Represenative Gary VanDeaver's office.

CHRISTUS St. MICHAEL | Nurs

Sherry & Jenni pictured with Senator Bryan Hughes and TAMUT nursing faculty and students.

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# **NURSE LEADERSHIP CIRCLE**



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The Nurse Leadership Circle was a day long retreat and formation of the Nursing Leadership Council. The circle participated in professional development activities as leaders and continue this professional development quarterly during their monthly meetings. The retreat ended with a reception, which included the Nursing Leadership Council, Administrative Directors and Talent Aquisition.



### **Nursing Leadership Council**

### Purpose:

Involved in organizing, making collaborative decisions to allocate resources, and implementing strategies to achieve organizational goals and objectives.



### Nursing Leadership Council Primary Function:

To facilitate an environment that empowers one another to support organizational growth.

Congrats !



### Operating Room Received award



This award is presented to recognize health care facilities that have committed to providing increased surgical patient and health care worker safety by implementing practices that eliminates smoke caused by the use of lasers and electrocautery devises during surgery.

Way to go Surgery!

# **CERTIFIED NURES DAY**

On Certified Nurses Day, we celebrated 236 Registered Nurses who have completed certification in their specialty. Scholarly literature demonstrates a correlation between patient outcomes and the preparation of our Boar Certified nursing team. Specialty certification is one of the foundational building blocks that enables our nursing teams to deliver excellence.



STRUCTURAL EMPOWERMENT

CHRISTUS St. Michael in the Community

07



During week 4 of our celebration of nurse's month, St. Michael nurses had the opportunity to give back to our community with two community mission opportunities. Nurses went to Williams Memorial United Methodist Church to help stuff bags for their monthly distribution of food for Community Cafe. Another opportunity for community engagement was organizing clothes at For the Sake of One's Blessing Boutique. The Blessing Boutique offers a luxury-like shopping experience for foster parents to get clothes and other essential items for their foster children free of charge.



08 A group of CHRISTUS St. Michael nurses participated in *Health on the Line*. This event provided resources for our community's health and wellness.

EMPOWERMENT

Our Nurse Advisory Council facilitated a canned food drive for a friendly department competition. Food donations were given to "The Warehouse". Kathy, owner of "The Warehouse", stated her passion is providing food to our community's elderly population. Many of which do not received food stamps, but do not have the money for groceries after paying bills.

St. Edward Catholic Charities Outreach Dec 19, 2022 · 😋

Special thanks to the CHRISTUS St. Michael Wound Care Clinic staff for providing hygiene kits to be included in the Christmas stocking for clients. St. Michael's Nurse Residency is a year-long program that incorporates adult learning, reflective practice, and experiential and blended learning techniques to advance the new graduate nurse from novice to advanced beginner, while establishing a foundation for continued professional development along Benner's Stages of Clinical Competence.

This year, Residents learned about self-care and healthy coping through a a "paint and sip (hot chocolate)" activity!



The Nurse Residents paintings were given to the Residents at Reunion Plaza to have and display in their own room.



### Goals of the Nurse Residency Program

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- **Nurse Retention**
- Knowledge & application of evidence-based practice in nursing.
- Confidence and proficiency in the domains of professional role, clinical practice, assessment & evaluation, interprofessional communication, and patient centered education.
- Stakeholder satisfaction

### **Measured Outcomes**

- Retention
- Knowledge & application of EBP
- Confidence
- Stakeholder satisfaction

ACCREDITED PRACTICE TRANSITION PROGRAM WITH DISTINCTION

AMERICAN NURSES

CHRISTUS St. Michael Health System Nurse Residency Pathway Program is accredited with distinction as a Practice Transition Program by the American Nurses Credentialing Center's Commission in Accreditation in Practice Transition Programs

# CELEBRATING OUR OWN....



ED NURSES WERE CELEBRATED FOR EMERGENCY DEPARTMENT WEEK! EVERY DAY YOU MAKE A VITAL DIFFERENCE IN THE LIFE OF OUR PATIENTS. WE ARE THANKFUL FOR THESE PROFESSIONALS WHO LIVE OUT OUR VALUES AND PROVIDE QUALITY CARE IN THE MOST STRESSFUL SITUATIONS 10

"LET US NEVER CONDISDER OUTSELVES FINISHED, NURES. WE MUST BE LEARNING ALL OF OUR LIVES." -FLORENCE NIGHGALE.

DURING NURSING PROFESSIONAL DEVELOPMENT WEEK, CLINICAL EDUCATION WAS CELEBRATED FOR ADVANCING CLINICAL EDUCATION IN OUR HEALTH SYSTEM AND OUR COMMUNITY





A NICU BABY SHOWER WAS HOSTED TO BENEFIT OUR NICU PATIENT'S AND THEIR FAMILIES. BLANKETS, TOWELS, WASHCLOTHS, & GOWNS WERE A FEW ITEMS DONATED TO OUR NICU BABIES.









YOU MAKE A DIFFERENCE

### Nursing Shared Governance Leader Spotlight Jennifer Buster, MSN, RN, CCRN, CHSE

Nursing Councils Jennifer Serves: Quality and Safety Council- Chair Research council

THANK YOU, Jennifer, for your leadership and dedication to the nursing profession at St, Michael!











Nursing Councils Iris Serves: Nursing Advisory Council (Co-Chair) Nursing Professional Development Council Professional Practice Council Quality and Safety Council Magnet, Rewards, and Recognition Council Research Council

FHANKYOU, Iris, for your leadership and dedication to the nursing profession at St. Michael!









### Nursing Shared Governance Leader Spotlight

Klorisa Withers, BSN, RN, CBC, IBCLC

Nursing Councils Klorisa Serves: Professional Practice Council- Chair

THANK YOU, Klorisa, for your leadership and dedication to the nursing profession at St, Michael!







### Nursing Shared Governance Leader Spotlight Carrie Dupas, BSN, RN, MSCRN, PCCN

<u>Nursing Councils Carrie Serves:</u> Nursing Professional Development Council- Co-Chair Nursing Advisory Council Unit Based Council – RCU

THANK YOU, Carrie, for your leadership and dedication to the nursing profession at St, Michael!



### Over 130 RNs participate in Nursing Shared Governance!









Sarah Howell Laura Daniels Brooke Smith Amanda Shada Breanna Willey Shelby Giles Morgan Pedron Trisha Tribble Kevin Sipes Chase Stephenson Jodi Williams Peggy Simpson Ashley Smith Shelby Jackson Lelanie Ramos Ashley Gaddy Tami Hancock Bradley Gathright Megan Martin Rachel Bouchard Robert Bryan Jaylie Abernathy Kimberly Bredehoeft Stevie Ford Jen Hutton Kelsi Usrey Krystal Groves Abigail Glover Latoya Spellman Shona Gross Telluah Bozeman Kayla Townsend Mindi Wheat Rose Wilson Morgan Frierson David Jones Loren Jones Susan Higgs Madison Miller Meagan Lummus Kelsie Bell Jennifer Buster Misty Fuller Kimberly White Stacey Breedlove Iris Bohun Brittany Wright Lauren Zeigler Molli Phillips Molly Howell Amber Wright Kristina Dozier Barbara Wright Brittney Webb Samantha Blake Klorisa Withers Jenni Hedrick Christina Askew Celeste Gollinger Jennifer Jackson Breanna Jones Shelby McDonald Brittni Plunk Holly Porter Kirsten Prince Brandi Resendiz Cynthia Scott Taylor Smith Hailey Jones Kaitlyn Kelsoe Laura Laguna Kayla Palmore Lyndsay Poe Amanda Roa Rebecca Barr Amy Backus Sadie East

Deanna Flurry Emily Hamilton Miranda Craig Brenda Dennis Terry Henry Brynn Blair Morgan Layssard Melissa Duncan Brooke Thornton Pam Brooks Hannah Eppinette Jennifer Smith Bella Quinn Kaeleigh Martin Jessica Whiddon Jennifer White Tammy Farmer Amanda Turley Heather Yeldell Monica Coffman Stephanie Fritts Angie Watson Patty Jones Nicole Crow Jowana Billingly Toni Sherman Meg Harris Heather Braley Amy Vaughn Cindy Teo Jacob Lemmon Cheyenne Solley Hollie McElwee Carrie Dupas Amanda Kreidler Traci Reese Terrell Jenkins Haley Schauperl Daniel Vammen Kasey Bowman Teisha Hubbard Nicole Elam Christopher Elder Madison Gilley Balinda Burt Lyndsey Foster Shannon Thomson Gary Dewberry Sherri Hillis Amber Nelson Stormi Scott Jason Hanes

Ichelle Whisenhunt Lesley Smith Laura Bowers

### 12

# NURSING Excellence Awards

CHRISTUS St. Michael held the second annual Nursing Excellence Awards on May 8, 2023, at Crossties Event Center. In celebration of nurses' month, 46 nurses were recognized at the awards ceremony. The nurses were nominated by their peers for professionally modeling the CHRISTUS St. Michael mission, vision, and core values, while driving quality patient outcomes and delivery excellent standards of care.



TOP LEFT: Keith Westbook (Rehab)- Rookie of the Year. TOP RIGHT: Lauren Greathouse (RCU)- Sunshine of the Year, Mollie Phillips (ICU)- Daisy of the Year. BOTTOM LEFT: Amy Backus (NICU)- Transformational Leader of the Year, picture with Rebecca Barr Clinical Director for NICU BOTTOM RIGHT: Kelsie Bell (Emergency Department)- Nurse of the Year

NOT PICTURE: Kenith Hanson (Rehab)- Preceptor of the Year

### NURSI WARDS NG

# GROWING OUR NURSES PROFESSIONALLY

CHRISTUS St. Michael Health System is approved as a provider of nursing continuing professional development by Louisiana State Nurses Association – Approver, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. In this capacity we strive to offer our nurses a variety of education opportunities which offer contact hours at no cost. All education offerings awarding contact hours are developed based on current needs identified in the organization. Examples of education offerings awarding contact hours include a dysrhythmia review course, a chemotherapy course, nursing jurisprudence and ethics education, and many more. Over the last two years, our number of education topics, total number of offerings awarding contact hours, as well as participants attending these education offerings have increased, showing both our commitment to our nurses' professional development, as well as our nurses' readiness to utilize these opportunities for professional growth.





FY 2022 FY 2023

### 2022 Magnet Conference

The 2022 Magnet Conference was held in Philadelphia, Pennsylvania, to showcase the accomplishments of Magnet designated organizations and provide a venue for evidence based, best practices to be shared. The conference attendees presented to St. Michael's Nurse Advisory Council, their key takeaways.

- Shawna Moser presented on The Preceptor Recognition Program. Shawna put this to action by adding criteria for our preceptors and adding a Preceptor of the Year Award during St. Michael's Nursing Excellence Awards.
- Michelle Kvarda presented on Peer Exit Interview. Michelle is in the process of implementing peer exit interviews for CHRISTUS St. Michael. She has formed a team that will start soon.
- Keven Sipes presented on Becoming a Nurse Post Pandemic & The Role of Caring for an Oncology Patient.
- Tammy Hancock: presented on Medication Safety Escape room and Medication Handouts for patients.



Erica Higby, Keven Sipes, Michelle Kvarda, and Shawna Moser Tammy Hancock (not pictured)

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# M\*A\*S\*H STUDENTS VISIT ST. MICHAEL



Medical Applications of Science for Health (MASH) is a two-week summer enrichment camp that allows high school students to learn more about health career options.





### 15 SAFETY FAIR afety in our organization by addressing workplace

The annual safety fair focuses on patient and associate safety in our organization by addressing workplace safety initiatives. Thank you Nursing, Patient Relations, Physical Therapy, Emergency Preparedness, Associate Health, Security, Pharmacy and Labotory for planning and facilitating the safety fair.



# NDNQI Improvements in Central Line Assocatiated Blood Stream Infections





An organizational goal for CHRISTUS St. Michael nurses is to increase professional certifications by 0.3% each year. As of June 2023 30% of our nurses have a national recognized certification in their specialty. To support this achievement CHRISTUS St. Michael has offered 4 prep courses. A total of 58 of our nurses participated in either Med- Surg, Maternal, Emergency, or perioperative prep course.

# 

Reorient patient prn

Promote hydration & nutrition

Encourage wearing of glasses/hearing aids etc.

# ACADEMY OF MEDICAL-SURGICAL Delirium Work Group

Carrie Dupas Maynard, from RCU, attended the Academy of Medical-Surgical Nurse conference. After attending the conference, she presented to CHRISTUS St. Michael Nurse Advisory Council and quickly put her learnings into action. With the help of Andrea Howell, Carrie facilitated the delirium work group. This work group identified the need for bCAM education and nurse driven interventions that do not require physician orders. The delirium algorithm was made and sent out to all departments. Thank you to our delirium work group, Dr. Craytor, Carrie Dupas Maynard, Andrea Howell, Jennifer Buster, Breanna Wiley & Jenni Hedrick, for your hard work and support of nursing excellence.



### **Delirium Algorithm**

# **DISASTER DRILL**



CSM served as a treatment destination for "victims" of an Active Shooter drill. The hospital conducted a fullscale drill to validate readiness in managing unexpected events with an influx of trauma patients. All service lines- including all clinical and support departments- tested resources, capabilities, and procedures to evaluate strengths as well as identify areas of improvement. This was a community collaboration with Texas A&M University- Texarkana, Life Net, Texarkana College, Texarkana Police &Fire, Regional Advisory Council-F, Texas DPS, FBI, and local school police department to test readiness for a mass casualty incident.





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## **STRYKER LIFEPAK 15 DEFIBRILLATORS**

In 2022, the decision was made to transition all CHRISTUS facilities to Stryker LifePaK 15 defibrillators. Training in preparation for this conversion began at CHRISTUS St. Michael in December 2022 with 398 satff members attending live training sessions offered over the course of one week. Additional training was completed at the department level to ensure everyone whose job role could require use of a defibrillator during a patient emergency was familiar with the new device's functionalities. The new defibrillators went into use in all departments during the week of January 9th, 2023. While able to function as either an AED or a manual defibrillator, the LifePAk 15 also provided our facility with additional functionalities such as pulse oximetry and waveform capgnography monitoring capabilities we did not have with our prior



device. Waveform capnography is recommended by the American Heart Association for the monitoring of CPR quality which directly affects patients' likelihood of survival during a cardiopulmonary arrest. Having this new life-saving equipment with this functionality therefore enables our staff to provide both evidence-based and highquality resuscitation care to patients in cardiopulmonary emergencies.

# RCU PROJECT

After RCU nurses attended the Academy of Medical-Surgical Nurse conference, their UBC initiated offering sleep kits to provide a quiet and healing environment for their patients. Lack of sleep leads to delirium; impacting staff safety, patient outcomes, and length of stay. Sleep kits include eye mask and eye plugs. Criteria was set



for patient who would benefit from the sleep kits. The patient and family members were informed they could provide feedback of their "overall patient experience" by filling out the patient survey at discharge.

### CHRISTUS St. Michael Awarded FACILITY OF THE MONTH

Dear Christus Saint Michael Staff,

The Angel One Transport team would like to recognize your ER Unit as the Angel One Facility of the Month for March 2023.

We recognize the difficult task that you have evaluating, stabilizing and preparing patients for transport. Especially when those patients are traumatic injury, pediatric patients. On March 28, 2023, Angel One was called to your facility to transport a child when St. Michael's Hospital was tasked with caring for a sudden influx of patients, mostly pediatric, after a horrific head on collision in your community. Your personnel had already experienced the demise of this patient's sibling, so emotions were raw and the ER was very busy at the time of transfer. The effort we witnessed by your team clearly demonstrated a heart for patient care performance and medical excellence. We would like to recognize your employees, stationed in the ED who were so helpful to our team as we began preparing this 4- year-old patient for transfer to Little Rock. All of your staff were extremely helpful and professional during this critical transfer. We personally want to recognize Dr. Brandon Morschedi; Andrew Jamison, RN; Madison Tate, and Ashley Vostick, not to mention countless others including security and pharmacy who quickly met our requests for a smooth transfer.

Then again, on April 28th, our team was call for yet another critical, traumatic event. To successfully transport him to Arkansas Children's Hospital, this event required surgical intervention to assist in stabilization. The staff involved at your facility that we would like to mention were Drs. William Bennett and Ben Dubois as well as Sudi, RN, along with other staff including a Chaplin and unit secretary.

Because of your efforts, we would like to award your hospital with our Facility of the Month.

Please accept our sincere thanks for your caring attitude and outstanding attention to the medical provision you give to our many patients as they transition from your caring hands to ours.

Thank you,



# NICU offers NicView

NicView is an innovative camera system placed at designated bed spaces in the NICU and allows parents, family and friends to view their infant in real-time, 24/7, through a secure on-line portal. This service helps families bond with their preemie or hospitalized infant even when they can't be in the NICU with them. The camera delivers a secure. live-stream video for parents and family members to view their baby remotely. Family can securely access NicView from anywhere there is an internet connection via a laptop, smartphone, or tablet. The service is compatible with any internet capable device and most popular browsers.



# Nozin Nasal Swab

Evidence-based practice implemented to reduce hospital acquired infection rates!

- Begin at admission to Critical Care areas
- Continue Q 12 hours (0900 & 2100)
- May apply gently around oxygen cannulas, nasogastric tubes, & ETTS used for nasal intubation

### **CONTRAINDICATIONS:**

- Nasal Packing/trauma
- Active nasal wound or bleeding
- Documented allergy to citrus oil.

### CONSIDERATIONS

 MRSA PCR testing: collect nasal swab prior to first dose. (Specimens collected after 48 hrs. of Nozin use are no longer considered accurate.

# RESEARCH COLLABORATION



Study findings presented at Texas Nurses Association 2023 Annual Conference.

Barbara Wright, MSN, RNC-OB (L&D) has an active study for Emergency Department nurses comfort level providing emotional support to patient facing miscarriage. "Research shows that difficult challenges exist for ED nurses when caring for women experiencing early pregnancy loss. This is a chance to share experiences, with a goal to improve the level of comfort and confidence when compassionately care for women in this situation." – Barbara Wright

CHRISTUS St. Michael nurses were asked to participate in a research study: Modification of the MEND Scale to better assess for posterior circulation in strokes, by Nicole Fant PhD, RN, CNE.

### **OTHER RESEARCH.....**



Heather Biddy, Trauma Program Manager for Atlanta, submitted her abstract for the ACC Quality Summit. Her submission was accepted. She will have an ePoster to be displayed in the online Poster Hall on Reducing Door-In-Door Time for ST-segment Elevation Myocardial Infaction at a Rurual Non-PCI Acute Care Facility.