



Monmouth Medical Center

2019 Nursing Annual Report



Monmouth Medical Center | RWJBarnabas Health



A Message from MMC's Chief Nursing Officer

As 2019 was drawing to a close, I was exceedingly proud to announce that Monmouth Medical Center was notified by the American Nurses Credentialing Center's Magnet Program Recognition Office that our Magnet document has been accepted, and that our Magnet site visit was scheduled for November.

During this site visit, a team of four nurse appraisers verified, clarified and amplified what was written in the Magnet document. The site visit feedback was very positive, with Magnet appraisers telling us we had a lot to be proud of and that our staff engagement far exceeds that of other Magnet organizations.

This crucial and final step toward our designation as a Magnet hospital, the highest and most prestigious distinction a health care organization can receive for nursing excellence and high-quality patient care, could not have happened without the support and collaboration of our dedicated nursing staff.

At Monmouth Medical Center, our nurses work with the entire MMC team to ensure that the best care possible is delivered to every patient, every day and around the clock. This impressive achievement on our Magnet journey was a testament to the crucial leadership role of nurses at the bedside and was the culmination of a year of impressive achievements at Monmouth Medical Center.

In November, we learned that we had received our 10th consecutive "A" Hospital Safety Score—the most in the region—by The Leapfrog Group, the nation's leading experts on patient safety. In cancer services, our Leon Hess Cancer Center achieved another three-year accreditation from the American College of Surgeons Commission on Cancer (ACoS CoC) with commendations on several standards. We are the only facility in the region designated as an Academic

Comprehensive Cancer Program by ACoS CoC, and through our partnership with Rutgers Cancer Institute of New Jersey, the state's only National Cancer Institute-designated comprehensive cancer center, we're increasing access to the latest advances in cancer treatment and research.

Our recent reaccreditation by the Joint Commission, which awarded us disease-specific certification for knee and hip replacement and spine surgery, is a testament to our commitment to excellence in the care of joint and spine surgery patients. Additionally, our Bariatric Surgery Center was reaccredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP®) as a designated Comprehensive Center. These MBSAQIP standards ensure that metabolic and bariatric patients receive the highest quality multidisciplinary care, which improves patient outcomes and long-term success.

Finally, the American College of Radiology awarded us reaccreditation for our MRI units, an achievement recognized as the gold standard in medical imaging. This certification assures patients our MRI's are of the highest quality and that our Radiology Department offers the safest, most cutting-edge imaging technology.

Our shared commitment to excellence enabled us to continue to achieve great things in 2019. As we move forward, our focus as always will remain on the safety and quality of our care that is reflected in these national quality awards.

Sincerely,

A handwritten signature in black ink, appearing to read "Diann Johnston". The signature is fluid and cursive.

Diann Johnston, MSN, RN, NEA-BC

Chief Nursing Officer & VP of Patient Care Services
Monmouth Medical Center



A Message from MMC's Chief Executive Officer

Here at MMC, we have achieved many impressive national recognitions of the quality of our care, but Magnet is the gold standard and is a true validation of the highest standard of nursing care. For Monmouth Medical Center, a major milestone in 2019 was the acceptance of our Magnet document by the American Nurses Credentialing Center (ANCC).

The criteria for Magnet Recognition are rigorous. A hospital must meet 60 standards, and the review process can last for several years. I am so grateful for the dedication and collaboration of our dedicated nursing staff, as well as the very special relationship the Nursing Department has with our Medical Staff, who have been incredible partners on our Magnet journey.

At MMC, our nurses work with the entire hospital team to ensure that the best care possible is delivered to every patient, every day and around the clock. Our Magnet journey is a testament to the talent and dedication that the clinical and ancillary staff brings to their roles each and every day. Everyone at MMC has our patients in their hearts, and our community feels that.

And in 2019, the national spotlight was shined on Nursing at MMC with the announcement that Diann Johnston, MSN, RN, NEA-BC, Vice President of Patient Care Services at Monmouth and Regional Chief Nursing Officer (CNO), was the recipient of the Organization of Nurse Leaders of New Jersey (ONLNJ) 2020 Nurse Executive Award in recognition of her exceptional leadership, guidance and service. Since 1971, ONL has been the preferred professional organization for nursing leaders in their quest for a united voice in representing nursing administration and management in all practice settings.

Under Diann's leadership, MMC has earned 10 consecutive Leapfrog grade "A" scores, the Leapfrog Top Teaching Hospital Award, the IBM Watson Top

100 Hospital Award and recently achieved the 2019 Press Ganey Success Story Award for demonstrating innovation and leadership to measurably improve safe, high-quality, patient-centered care. Diann also presented nationally at the 2019 National Press Ganey Client Conference in Orlando about the successes of MMC through the attributes of shared governance, work that was published in the Journal of Nursing Administration in September 2018.

With more than 35 years of dedication to ensuring the best possible care for patients, Diann's passion and commitment to serving the community as a healthcare leader is truly admirable. In addition to being a highly respected role model to aspiring nurse leaders, she is also an approachable leader who is dedicated to teamwork, rounding and a culture of safety and support.

Sincerely,

A handwritten signature in black ink, appearing to read "Eric Carney". The signature is stylized and fluid, with the first name "Eric" and last name "Carney" clearly visible.

Eric Carney
Chief Executive Officer
Monmouth Medical Center

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Monmouth Medical Center's Professional Practice Model

We feel MMC's clinical excellence is directly related to how nurses develop and follow the mission, vision, values and philosophy to grow, as professionals, and drive their practice.

Our **VALUE** statement is "passionate about quality, compassionate about people".

Our **MISSION** is to engage all team members through empowerment, education and collaboration to create a culture of high-quality, evidence-based, cost-effective care for our community.

Our **VISION** is to develop a healthcare team that will take responsibility for achieving and sustaining excellent patient care outcomes and that will hold each other accountable for delivering care that will exceed the expectations of the community we serve.

The MMC Nursing **PHILOSOPHY**:

As MMC nurses evolve and adapt in the 21st century, we continue to strive for nursing excellence valuing our historic traditions. We believe...

- The essence of nursing is the privilege to care for others.
- Nursing is an art and a science combining knowledge, caring, ethics and compassion to provide holistic patient care that meets the needs of body, soul and spirit.
- Diversity adds to our strength.
- Collaboration enhances our practice.
- Based upon sound judgment, competence, evidence-based research and ethics, adaptation is key in our ever-changing healthcare environment.
- Methods of quality improvement, research and innovation refine our practice.
- Nurses serve as leaders, aspiring for the highest level of judgment, ethics and standards. Leadership is recognized through accountability and accepting the responsibilities, privileges and rights within our professional practice.





MMC's Magnet® Journey

On February 1, 2019, MMC submitted their magnet document to the ANCC Magnet Recognition Program®. This document consisted of narratives and outcomes that sufficed 60 standards and highlighted the dedication of the entire interprofessional MMC team.

On November 11-13th, MMC graciously hosted four ANCC Magnet Appraisers during the Magnet site visit. The rigorous schedule consisted of meetings with nurses, Board of Trustees members, physicians, community members and other staff to **verify, clarify** and **amplify** what we had written about in the Magnet document. The appraisers also visited every patient care unit where nurses work to affirm nurses are collaborating with their colleagues to achieve outstanding clinical outcomes.



The following are comments made by the Magnet Appraisers during the site visit:

"MMC has an engaged Board of Trustees and Executive Staff....strong support of nursing. The Med Exec group was very engaged; all had such great things to say about nurses!"

"The Nurse Managers feel supported by Diann Johnston."

"We were happy with the nursing care of the mother-baby units."

"AP1, AP2 & AP3 – great staff doing great things!"

"Always look for innovation...highlight outcomes specific to your unit!"

"Perinatal Mood & Anxiety Disorder Program is ON FIRE!"

"The involvement in shared governance at MMC is phenomenal!"

"B5, G5 & G6 = Passion! The clip in the bathroom to decrease falls, the use of What's App..."

"Leslie from Vantage Point and staff = Loved them; patients picking out costume jewelry – adorable!"

"Impressed with Ethics Committee, longevity of the members and the two-day orientation of new members."

"Alyssa in Valerie Fund is infectious! Amazing!"

"Cardiology – great to see the involvement of the APRN."

"Shared Governance meeting – was a great group; you all do a great job communicating to the staff. It is evident the staff knows the process of getting resolution to issues."

"Educators are a very creative group! Loved Shark Week...Danielle was great!"

"The appraiser's Breakfast Meeting with nightshift nurses – these nurses didn't want to go home; they wanted to keep talking! The nightshift nurses were able to incorporate Jean Watson's caritas into their practice."

"The Informatics Council is a new, but great group of people; they need to be key in the Epic transformation to transform change."

"There is a lot to be proud of!! You should celebrate even before you get the phone call."

"Everyone was involved (i.e.: housekeepers, PCAs, etc). Everyone fought for airtime. People need to be cloned; there is so much enthusiasm!"

"This was a new experience; it is tough to get the flavor of everything. The cadence carried from day to day."

"The level of engagement far exceeds that of Magnet organizations!"

Meet the Leadership of Patient Care Services



Jenna Dibartolo,
MSN, RN, CNOR
*Associate Vice President of
Perioperative Services*



Darla Harmer, MSN, RN
Associate Vice President of Nursing



Sharon Holden,
BSN, MPA, RN, RDCS
*Associate Vice President of
Critical Care, Emergency &
Cardiopulmonary Services*



Lydia Lefchuck,
DNP, RNC-OB, CNM
*Associate Vice President of
Women's & Children's Services*



Kirsten Windos,
MSN, RN, CPPS
*Associate Vice President of
Performance Excellence*



Maureen Bowe,
MSN, RN
*Administrative Director of
Intensive Care & Nursing
Resources*



Deborah Cioffi,
MSN, MSA, RN
*Administrative Director of
Emergency Services*



Stanley Evanowski,
MSW, LCSW, LCADC
*Administrative Director
Behavioral Health*



Danielle Hilliard, MSN,
APN, CPNP, CCRN-K
*Administrative Director
of CPDIR*



Rose Polasky,
MS, RN, CCRN, NE-BC
*Administrative Director of
Perioperative Services*



Deanna Tiggs,
MS, APN, AOCNS
*Regional Director of
Operations Cancer
Services*



Kathleen Windram,
MSN, RN, CBC
*Administrative Director of
Pediatric Services*



Julie Villa,
MSN, RN, CCRN-K
*Director of Nursing Excellence
and Innovation – Magnet
Program Director*



Transformational Leadership

Transformational leaders stimulate and inspire their followers to achieve extraordinary outcomes and, in the process, develop their followers' own leadership capacity. These leaders help followers to grow and develop by responding to followers' individual needs and empowering them and aligning the objectives and goals of the individual follower(s), the leader, the group and the larger organization. (Bass & Riggio, 2006)

Transformational leadership inspires people to achieve remarkable results. It gives workers autonomy to make decisions regarding their practice. Some of the basic characteristics of transformational leadership are:



Inspirational - the leader can inspire workers to find better ways of achieving a goal

Mobilizing - the leader can mobilize people into groups that can get the work done

Morally Strong - the transformational leader raises the well-being and motivation level of a group through excellent rapport and good conflict resolution.

Preparing the Next Generation of Nurse Leaders at MMC

Succession Planning

Succession planning is the intentional grooming and coaching done to prepare our nurses to be eligible for career advancement and promotion. Succession planning is all about identifying talent and the process specifically intended to provide resources and learning activities to prepare the nurse for the next level.

Our CNO, Diann Johnston, MSN, RN, NEA-BC, was one of the co-founding developers of the RWJBarnabas Health Nurse Leader Succession Program. Candidates are selected by their supervisors based on their interest in leadership, their dedication to high-quality patient care and their current job performance. The candidates are given the opportunity to network with CNO's from within RWJBarnabas Health while learning critical skills such as budgeting, communication, quality improvement, finance and accountability. The year-long course incorporates didactic learning, collaboration and shadowing opportunities to allow the candidate growth within their career.

Nicole Mastroilli (B5)
Robin Bordieri (PACU)
Joann Wolfson (ICU)

Lauren Byron-Rawding (NICU)
Ane Malone (T5MB)
Courtney Rea (G6)

In addition to the above mentioned program, MMC supports our clinical nurses who chose to participate in another year-long nurse leadership program called The Rutgers New Graduate Nurse Leadership Residency. Nurses who complete the program earn credits towards a master's degree through Rutgers University.

The MMC nurses who completed the y were:

Melody Wang (Operating Room)
Jeannie Avon (Emergency Department)
Lauren Pericone (Women's & Children's Float Pool)

Mentoring

Nurses of all levels are mentored. Mentoring is all about the relationship between the nurse and his/her mentors and occurs over a period of time. A mentor can also be a non-nurse. In February 2019, Diann invited a group of engaged nurses to participate in an informational program designed to address issues and factors related to recent staffing legislation at the state level. This 4-part program, called Nurse Workforce Environment and Staffing Council (NWESC) was offered through the Organization of Nurse Leaders (ONL) of New Jersey (NJ) at the NJ Hospital Association in Princeton.

NWESC was such a success that the council is now a viable council within our Shared governance structure and is co-chaired by two clinical nurses: Maria Bryceland, BSN, RN (Emergency Department) & Kiera Reilly, BSN, RN-BC (ICU). The council members, comprised of clinical nurses and nurse leaders, meet with subject matter experts regarding issues related to staffing and finance to make informed decisions regarding patient care and their work environment.



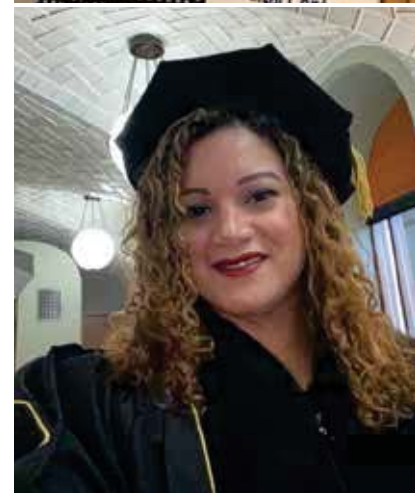


Structural Empowerment

Structural empowerment refers to the structures, programs and policies in place to assist nurses to be able to work to the top of their license (ANA, 2014). Structured pathways foster an environment where nurses can achieve professional growth and participate in decision-making interprofessional committees.

There are many opportunities at MMC for nurses to remain engaged while accomplishing their goals, namely:

- HRO Safety Together/Just Culture
- Community Outreach Programs
- Professional Engagement
- Academic Advancement & Professional Nursing Certification
- Reward & Recognition



Nurses in Politics

Nurse Leader Participates in Day on the Hill, May 21-22nd in Washington, DC

For the last five years, Deborah “Deb” Cioffi, MSN, MSA, RN, Administrative Director of Emergency Services, has attended the *Emergency Nurses Day on the Hill* conference in Washington, DC. All fifty states were represented at this conference, which addresses bills that affect New Jersey (NJ) as well as the nation. As the Chairperson of the Government Affairs Committee for NJ Emergency Nurses Association (NJENA), the liaison of the American College of Emergency Physicians (NJACEP) and a government advocacy member of the Organization of Nurse Leaders, Deb is afforded the opportunity to meet with senators and their legislative assistants (LA) to discuss the impact of bills on emergency care. Deb emphasized, “I was able to share stories about how these bills would impact emergency nurses and their professional practice. My positions in these committees are volunteer and it is my goal to train other emergency nurses to become active in government affairs.” As the liaison for NJENA ACEP, Deb attends their meetings and partners nursing with physicians to impact legislation together. Deb states, “After I met with Chris Smith, he signed two bills we discussed. I met with the LA from Senator Menendez’s office, the LA from Senator Pallone’s office and the LA from Cory Booker’s office.”

Some of the bills Deb has fought for were:

“*Preventing Workplace Violence in Acute Care Organizations*” – This bill passed through the House on November 20, 2019 (a bipartisan vote of 241:190); the bill is now in the Senate for committee consideration. Following a grass-root efforts march in Washington, DC, in March 2019, 140 people signed this bill. Deb added, “It is a felony in NJ to assault a healthcare worker.”

“Poison Control Enhancement Act” – This bill was signed by President Trump on December 20, 2019.

2020 Focuses:

- 1.) “Title VIII Workforce” – Funding for education for nurses through educational programs and grants
- 2.) Effective suicide screening assessment and treatment in emergency departments



New Professional Nursing Certifications

As of December 2019, MMC has maintained a professional nursing certification rate of 71%. The American Nurses Credentialing Center (ANCC) defines professional nursing certification as the formal recognition of the specialized knowledge, skill and expertise required to provide exceptional patient care outcomes. With a commitment to life-long learning and improving the quality of patient care, MMC thanks all nurses who maintain their professional nursing certification and recognizes those who achieved a new certification in 2019:



Nurse	Unit	Certification
Darlene Lupo, BSN, RN-BC	AP1	Psychiatric-Mental Health Nursing
Keisha Gayle, BSN, RN-BC	AP1	Psychiatric-Mental Health Nursing
Vera D'Silva, BSN, RN-BC	AP2	Psychiatric-Mental Health Nursing
Laura Lee Manfra, BA, RN-BC	AP2	Psychiatric-Mental Health Nursing
Lloyd Beckerman, BS, RN-BC	AP2	Psychiatric-Mental Health Nursing
Felicia Scotto di Frega, BSN, RN-BC	Borden 5	Medical-Surgical Nursing
Marie Brackett, RN-BC	PESS	Psychiatric-Mental Health Nursing
Kirsten Windos, MSN, RN, CPP	Nursing Administration	Certified Professional in Patient Safety
Josephine Lugtu, BSN, RN-BC	Non-Invasive Cardiac Lab	Cardiac-Vascular Nursing
Paige Knee, RN-BC	Emergency Department	Medical-Surgical Nursing
Abby Schrader, BSN, RN-BC	Emergency Department	Medical-Surgical Nursing
Patty Ostrander-Coffey, RN, CCRN	Intensive Care Unit	Acute/Critical Care Nursing (Adult)
Helena Semira, BSN, RN, CCRN	Intensive Care Unit	Acute/Critical Care Nursing (Adult)
Deanna Mancini, BSN, RN, CCRN	Intensive Care Unit	Acute/Critical Care Nursing (Adult)
Rose Polasky, MS, RN, CCRN, NE-BC	Perioperative Services	Nurse Executive
Nellie Padre, BSN, RN, CCRN	Same Day Surgery	Adult/Critical Care Nursing (Adult)
Kayla Senck, BSN, RN-BC	Radiology	Medical-Surgical Nursing
Lauren Barnshaw, BSN, RNC, C-EFM, CBC	L&D	Inpatient Obstetric Nursing (RNC)
Christy Tullino, BSN, IBCLC, CBC	L&D	International Board Certified Lactation Consultant (IBCLC)

New Degrees

MMC is proud of their nurses who continue to advance their knowledge and careers through advanced degrees and academic achievements. Nurses are supported in many ways in order to be able to obtain their higher education while working. Examples of how MMC support nurses who pursue their degrees includes (but is not limited to): scholarships, Nurses' Week awards, academic affiliations with schools of nursing, self-scheduling and tuition reimbursement. The following nurses achieved a new degree in 2019:



Nurse	Unit	School
Rebecca Dominguez, BSN, RN	AP2	Drexel University
Georgette King, BSN, RN, CGRN	Endoscopy	New Jersey City University
Carolina Rivero, BSN, RN	Greenwall 5	New Jersey City University
Kaitlyn Goodlow, BSN, RN	Greenwall 5	Sacred Heart University
Erika Lorenzo, RN	Greenwall 5	Brookdale Community College
Joann Wolfson, DNP, RN, CCRN	Intensive Care Unit	Chatham University
Shweta Mehra, MSN, APN, RN-BC	Infection Control	Monmouth University
Erin Dooley, PhD, RN, CBEC, CN-BN	Breast Center	Seton Hall University
Kellie Graf, MSN, RN, CPAN	Same Day Surgery	Capella University
Nicole Altenau, MSN, RNC, CBC	L&D	Ramapo College of New Jersey
Jennifer Angersbach, BSN, RNC, CBC	L&D	Chamberlain University
Jessica D'Erasmus, BSN, RN, CNOR	Operating Room	



Community Outreach

Nurses at MMC volunteer their time and talent to enhance the lives of the people within the hospital's service area. MMC is proud of their nurses who volunteer their time, talents and expertise to benefit the community in which we serve. These charitable opportunities are in line with our 2018-2022 MMC Strategic Plan. Pictured above is Diann Johnston and Eric Carney as they celebrate runners crossing the finish line at the New Jersey Novo Nordisk Marathon and Half Marathon in Long Branch in April.



Habitat for Humanity

Nurses from CPDIR and behavioral health joined forces with other MMC employees to build homes for area families. By volunteering their time, these nurses are making positive contributions towards our goals of improving factors of social determinants of those in our service area.



Philippine Nurses Association of New Jersey (PNANJ)

Many registered nurses and APRNs from MMC have been active members or officers of the Monmouth subchapter. Examples of how MMC has supported the PNANJ Monmouth chapter in 2019 is by sponsoring a table for the PNANJ Annual Education Day at the Pines Manor in April and allowing the chapter to hold its PNANJ, Monmouth chapter, Christmas party at MMC in December.



Power of Pink

Annually, the Women's Council for the Leon Hess Cancer Center holds a luncheon to support the various oncological services offered at MMC. Due to a very generous donor, Diann is given the opportunity to invite approximately eight nurses who have made positive contributions to MMC during the year as a form of recognition.



American Heart Walk

MMC nurses from Administration, Cath Lab, Cardiac Rehab, ICU, Non-Invasive Cardiac Lab as well as respiratory therapists joined forces to participate in the American Heart Association's 2019 Shoreline Heart Walk in Asbury Park, New Jersey on October 6th. By participating in the Shoreline Heart Walk, our nurses became "Heart Walk Heroes" like so many others across the nation raising funds for lifesaving science that will teach us how to live longer and be healthy for good.



Coasters for Cancer

As part of a new sponsorship with RWJBarnabas Health and Great Adventure, Great Adventure “wrapped” a roller coaster as a promotion of cancer services. Three hospitals: MMC, RWJUH-NB and SBMC were chosen to have patients spotlighted through handprints that will be incorporated into the design of the wrap. On March 27, Great Adventure had cancer survivors and staff from the oncology services paint their hands to make hand prints that were scanned onto the wrap that covered the Roller Coaster. The colorful hand prints were collected to show support of cancer survivors and to continue to the fight against cancer. There were APRNs, clinical nurses, physicians, administrative staff and patients that participated in the hand prints. On June 9, Great Adventure held an unveiling of the decorated roller coaster to show support of our cancer patients who are truly “survivors”.



Cyclenation

Nurses from our Non-Invasive Cardiac Lab attended the event with other MMC staff to show their support and have fun at the American Heart Association's Cyclenation in Asbury Park, New Jersey in April. Cyclenation aims at helping the community take control of brain and heart health by raising funds to promote life-saving stroke and heart disease research.



Nurses Participate in Black History Month Celebrated through The Diversity & Inclusion Committee

Diann and other MMC staff celebrated with MMC nurses from CPDIR, the Emergency Department, Behavioral Health and Endoscopy in an onsite celebration of Black History Month. Led by Diversity Officer, Sylvia Jacobs, all staff were given the opportunity to learn the historical significance of this celebration while enjoying traditional food. This is one of many events hosted by The Diversity & Inclusion Committee.





Nurses Mentoring Students through the Medical Explorers Program

Nurses at MMC volunteered their time to meet with students between the ages of 14–20 who are “exploring” a medical career. In 2019, the program involved 54 students from 23 neighboring towns Representing 9 different schools. The students pictured here are from Long Branch High School.

Mission Work Abroad

BBR2 nurses: **Leslie Shephard, MSN, RN, OCN;** **Sara Jess, BSN, RN;** **Diane Lopes, BSN, RN;** and **PCA Leiry Paulino** used their own vacation time and money to travel to Guatemala in October with an organization called “**Better Life Foundation for Guatemala**”. This grass roots organization started by a couple of Guatemalan travel agents, Archie and Jackie, provides water filters, provides medical care and provides non-medical necessities of daily living to the indigenous people. These nurses collected medical supplies and monetary donations. Two of the nine days, four registered nurses, two nursing students and a Guatemalan doctor provided medical care in a pop up clinic.

In addition to assessing patients in the medical clinic, these women provided education about medication, hand hygiene, STD prevention, pregnancy and baby care to approximately 150 women in an area shelter.

There are many different dialects in this region; one of the more common dialects spoken is K’iché, a mayan language spoken by the people of the central highlands. It is the second-most widely spoken language in Guatemala. Fortunately, Leiry or Archie, the organizer of Better Life Foundation for Guatemala could provide the translation of these important topics. Leslie commented, “Just seeing the great need for medical care and seeing the people’s reactions...they were so grateful for Tylenol! I would love to be able to go back with physicians from MMC. The water there is not healthy to drink. The have to process the water in order to drink it. The filters we installed gives them water for life.” Leiry added, “Doing the clinical work and seeing the lack of medical resources was heartbreaking. It made me happy to see my colleagues love it as much as I did.”

Realizing the importance of mission work, the leadership at MMC allowed the four BBR2 workers time off simultaneously. Items the group was able to collect from generous vendors included:

Tylenol	stethoscopes
Motrin	feminine hygiene products
Antibiotics	scales
prenatal vitamins	gloves
medication measuring cups	masks
disposable gowns	

The group also managed to bring, coloring books/games for the children and candy, which came in handy to occupy the children as their parents sought medical care.

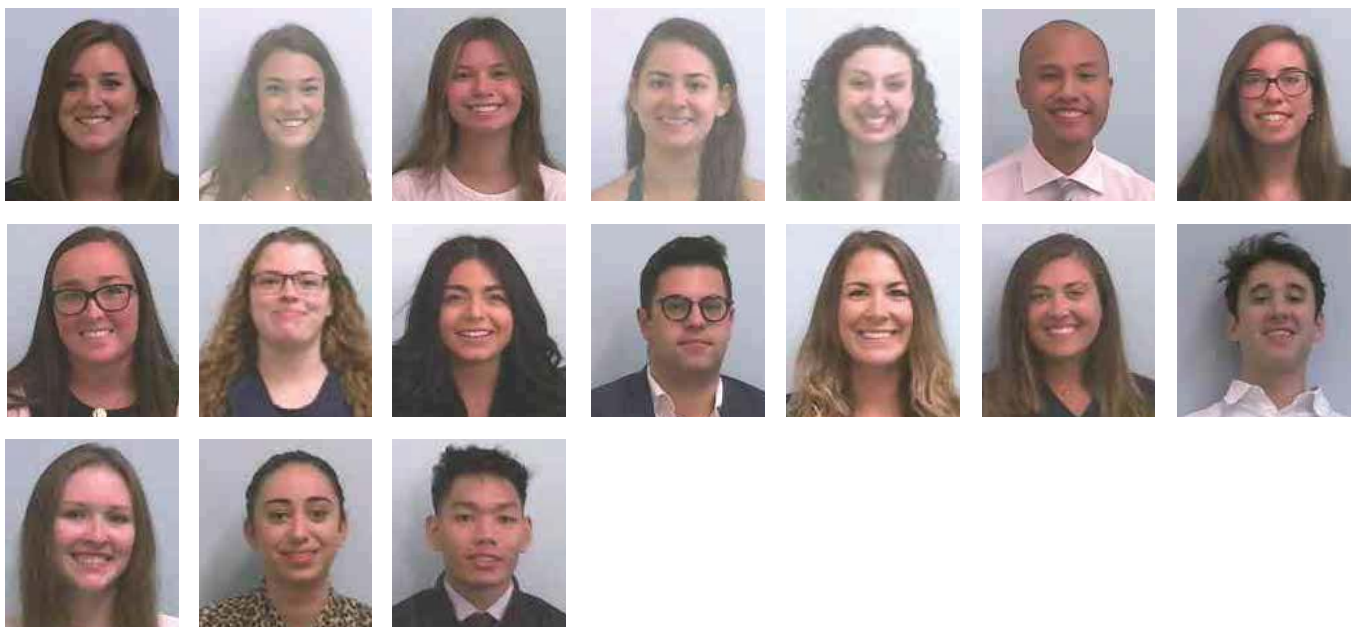


2019 RN Residency Program

Due to the complexity of patient care and the desire to provide new hires with a comprehensive orientation that allows a clinical nurse to thrive, the nurse educators at MMC have grown a successful and robust program whereby talented new graduate nurses are hired into a RN Residency (formerly known as: Clinical Entry into Practice [CEP]). This program provides the ability to onboard and orient clinical nurses in select specialties who are hired with less than six months experience. Although this program began in L&D many years ago, it has expanded into other areas, such as: the Emergency Department, the Intensive Care Unit, Behavioral Health and the medical-surgical units. Due to the success in these areas, there are plans to expand the program further into NICU and other areas. The RN Resident is provided an extended orientation that includes didactic learning experiences and professional development activities, which results in improved patient outcomes. These RN Residents and the outcomes associated with the program have allowed MMC to pursue PTAP Accreditation through the American Nurse Credentialing Center (ANCC).

MMC celebrates the 2019 RN Residents:

RN Resident	Month Hired	Unit
Hannah Cahill, BSN, RN	October	Labor & Delivery
Brianna Napoli, BSN, RN	September	Labor & Delivery
Haley Reichert, BSN, RN	September	Greenwall 6
Lorena Pessoa, BSN, RN	September	Borden 5
Devon McCluskey, BSN, RN	September	Betty Block Roberts 2
Gino Cortes, BSN, RN	September	Community 2
Kaitlyn Goodlow, BSN, RN	September	Greenwall 5
Kerry Morris, BSN, RN	September	Borden 5
Victoria Chmielowicz, RN	September	Todd 6 East
Gabriella Bianco, BSN, RN	March	Emergency Department
Matisyahu Dear, BSN, RN	September	Emergency Department
Jennifer Schoch, BSN, RN	September	Emergency Department
Janna Bogan, BSN, RN	September	Emergency Department
Dennis Reynolds, BSN, RN	September	Emergency Department
Meghan Devoti, BSN, RN	October	AP2
Tia Susak, BSN, RN	October	AP2
Jaymes Layug, BSN, RN	November	AP1



Nursing Grand Rounds

Nursing grand rounds provides a forum for nurses to share in clinical topics relevant to their practice. Nurses can be the learner and gain knowledge of best practices that impact patient care and their licensure. Nurses can also be the presenters in disseminating their clinical expertise and experiences or other topics of interest that help improve patient outcomes and enhance the patient experience. **Below is a list of the Nursing Grand Rounds offered at MMC in 2019:**

Month	Topic	Presenter(s)
January - No nursing grand rounds held.		
February 14	<i>PCS Town Hall Meeting</i>	Diann Johnston, MSN, RN, NEA-BC & Julie Villa, MSN, RN, CCRN-K
March 14	<i>Improving Clinical and Economic Outcomes through Nutrition</i>	Jane Ryan, MS, RD, PhD, FAND
April 11	<i>Vaccine Hesitancy Sets the Stage for Return of a Killer</i>	Margaret Fisher, MD
May 9	<i>Legal Nursing Documentation</i>	Marisa R. Kussov, Esq., RWJBH Senior Counsel-Litigation & Lauren H. Zalepka, Esq., Partner of Ronan, Tuzzio & Giannone Law Firm
July 11	<i>PCS Town Hall Meeting</i>	Diann Johnston, MSN, RN, NEA-BC; Julie Villa, MSN, RN, CCRN-K; Maria Bryceland, BSN, RN; Emma D'Ambrosa, BSN, RN & Kiera Reilly, BSN, RN-BC
August 8	<i>Abstract Writing & Poster Presentation Made Simple!</i>	Danielle Hilliard, MSN, APN, CPNP, CCRN-K
September 12	<i>Ethics in Action: A Review of Ethical Principles and Case Consults</i>	Violet Kramer, MD; Maureen Bowe, MSN, RN & Pastor Tony Cinardo
October 10	<i>Magnet Site Visit Prep</i>	Joann Wolfson, DNP, RN, CCRN; Danielle Hilliard, MSN, APN, CPNP, CCRN & Marybeth Gartland, MSN, RN, CCRN
November - No Nursing Grand Rounds held. Nurses to attend RWJBH Research Day in lieu of shared governance.		
December 12	<i>Schwartz Rounds - Healthcare Holiday Blues</i>	The Schwartz Rounds Committee

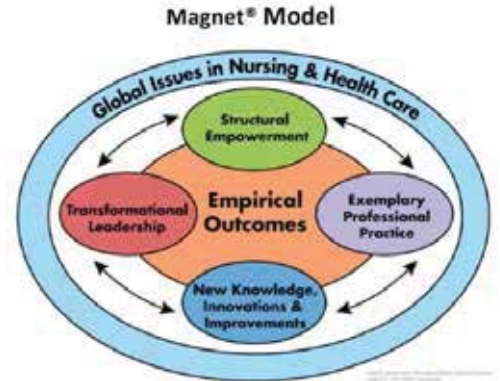


Professional Development Advancement Program (PDAP)

The Professional Development Advancement Program (PDAP) was redesigned to encourage clinical nurses to take advantage of opportunities to advance their clinical practice at MMC. The PDAP outlines the experience, critical thinking skills, education and professional activities nurses need to grow in their role. PDAP affords nurses the consistent framework to grow as a leader. This program provides the infrastructure for managers to offer those nurses interested in expanding their clinical practice as they navigate from novice to expert. It also serves as a mechanism for recruitment and retention of talent and incorporates the MMC Professional Practice Model (PPM) into daily practice.

To successfully navigate the PDAP application, the applicant is required to attest to the activities they are involved in or have already completed. These activities pertain to the ANCC Magnet® Model components that support Empirical Outcomes:

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



By modeling our nursing practice around the components of Magnet, the overall goal is to achieve nursing excellence by creating a culture focused on delivering high-quality, evidence-based nursing care with the continual improvement of empirical outcomes and greater patient and staff satisfaction.

Level I

Nurse	Unit	New Applicant or Level Change?
Stephanie Carrera, BSN, RN	L&D	New
Stacie Chan, BSN, RN	Todd 6 West Mother-Baby	New
Victoria Kotch, RN, CBC	Todd 6 West Mother-Baby	
Ellie Levin, BSN, RN	L&D	New
Courtney Mahoney, BSN, RN	L&D	New
Laura Quackenbush, RN, CBC	L&D	New
Emily Sheehan, BSN, RN	L&D	New
Hannah Whitman, BSN, RN, CBC	L&D	New
Nicole Foltz, BSN, RN	Todd 6 West Mother-Baby	New
Mary Angeline Mendoza, BSN, RN	G6	New
Kaitlin Zilly, BSN, RN	G5	New
Marissa Pilieri, BSN, RN	BBR2	New



Level II

Nurse	Unit	New Applicant or Level Change?
Cheryl Ahearn, BSN, RN	SDS	
Laura Barnshaw, BSN, RNC, C-EFM, CBC	L&D	
Loukia Lopresti, BA, RN	Emergency Department	
Krystal Blankenbaker, MSN, RN	PACU	
Marie Brackett, RN-BC	PESS	New
Teresita Brizuela, BSN, RN, CCRN	SDS	New
Margaret Burke, RN	Todd 6 East	New
Nicole Caruso, MSN, RN, CBC	Todd 6 West Mother-Baby	
Courtney Catania, BSN, RN	Operating Room	
Hei-Chuan Chang, RN-BC	ICU	level change
Eileen Clapp, BSN, RN	ICU	
Emma D'Ambrosa, BSN, RN	BBR2	
Rosemarie Darby, BSN, RN	SDS	New
Lauren DelleDonne, BSN, RN	ICU	
Caroll DeRocco, BS, RN, OCN	BBR2	level change
Katharyn DiBernardo, RNC-NIC, CBC	NICU	New
Melissa Dimsuyu, RN	PACU	New
Barbara Ehrhardt, RN, CBC	NICU	New
Lisa Fabrizio, BSN, RN	ICU	
Cynthia Famularo, RNC	L&D	New
Ashley Fava, BSN, RN, CBC	L&D	level change
Brianna Fenton, BSN, RN	Todd 6 West Mother-Baby	level change
Andrea Gorman, RN	PACU	
Jessica Kuch, BSN, RNC-NIC, CBC	NICU	
Danielle LaBella, BSN, RN, CBC	L&D	level change
Susan Lautier, RN, CBC	Todd 6 West Mother-Baby	New
Kerry Mallon, RN, OCN	BBR4	
Melissa Lynch, BSN, RN, CBC	L&D	
Eileen McGarry, RN, OCN, CBCN	BBR4	
Alyssa Meyers, RN	BBR4	
Bo Mi Na Lim, BSN, RN-BC	C2	level change
Sara Morales, BSN, RN	L&D	level change
Kaitlin Muller, BSN, RN, CBC	L&D	New
Gretchen Nicolosi, BSN, RN	ICU	New
Katie O'Brien, BSN, RN, CBC	T5 Mother-Baby	
Patricia Ostrander-Coffey, RN, CCRN	ICU	level change
Jasmine Paragas, BSN, RN	PICU	level change
Meghan Pedersen, BSN, RN-BC	G6	New
Emmanuella Phanor, BSN, RN, CAPA	PACU	
Meredith Picurro, BSN, RN, CBC	L&D	
Pellegrina Rego, RN, CGRN	Endoscopy	
Olga Rostron, MSN, RN	ICU	New
Kimberly Rudinski, BSN, RN, CBC	L&D	New
Rachael Rutz, BSN, RN, CBC	L&D	New
Rachel Sorensen, BSN, RN, CBC	NICU	
Laura Tedeschi, BSN, RN, CBC	Todd 6 West Mother-Baby	level change

Level II (cont'd)

Nurse	Unit	New Applicant or Level Change?
Samantha Tramontano, BSN, RN, CBC	Maternal Child Float Pool	New
Mary Tufano, RN-BC	SDS	New
Alisa Vandenbrouck, RN	Vantage Point	New
Kelly Williams, RN	Radiation Oncology	
Christine Wittman, BSN, RN-BC	SDS	New
Elina Zeigerman, BSN, RN	BBR4	New
Jennifer Cavanaugh, BSN, RN, CBC	NICU	New
Dana Primiano, RNC-MNN, CBC	T5 Mother-Baby	New
Kimberly Granada, RN, CBC	T5 Mother-Baby	New
Meredith Norton, RNC-OB	T5 Mother-Baby	New
Lauren Tramontano, BSN, RN, CBC	T5 Mother-Baby	New
Jacqueline Palmieri, RN-BC	Non-Invasive Cardiac Lab	New
Linda Olshan, RNC, BCC	BBR4	New
Bethany Glandt, BSN, RN-BC	Float Pool	New
Melissa Covello, BSN, RN-BC	G6	New
Susan Barringer, BSN, RN	G5	New

Level III

Nurse	Unit	New Applicant or Level Change?
Sheeba Antony, BSN, RNC-NIC, CBC	NICU	level change
Cynthia Arandella-Bundac, BSN, RN-BC	SDS	
Briel Arbeitman, BSN, RN, CBC	T5 Mother-Baby	New
Susan Beaver, RN, OCN	Vantage Point	New
Laura Bourque, BSN, RN-BC	AP3	
Laura Brooks, BSN, RN, CPN, CBC	Maternal Child Float Pool	
Kristin Chaparro, BSN, RN, CBC	NICU	
Erica Brown, BSN, RN, CBC	Maternal Child Float Pool	
Eda Chung, BSN, RN, CPN	Pediatric Unit	
Gabrielle Crine, BSN, RN, CBC	Todd 6 West Mother-Baby	New
Amy Cullen, BSN, RN-BC	AP1	New
Christina Daniel, BSN, RN, CPN, CBC	Pediatric Unit	
Mary Danish, RN, OCN, MICP	Cancer Services	
Susan DaSilva, RN	Vantage Point	New
Sandra De Noville, BSN, RN, CGRN	Endoscopy	
Linda DeRosa, BSN, RN, CNOR	Operating Room	
Bianca Gallipani, BSN, RN, CBC	Pediatric Unit	level change
Melissa Gentile, BSN, RN, CNOR	Operating Room	
Lauren Greenwald, BSN, RN, CNOR	Operating Room	
Donna Jeffreys, BSN, RN, CGRN	Endoscopy	
Georgette King, BSN, RN, CGRN	Endoscopy	
Karlie Korz, BSN, RN, CBC	PICU	level change
Jane MacMahon, BSN, RN, CBC	Todd 6 West Mother-Baby	level change
Susan MacMahon, BSN, RN, CBC	Todd 6 West Mother-Baby	level change
Jacqueline Malabanán, BSN, RN, CNOR	Operating Room	

Level III (cont'd)

Nurse	Unit	New Applicant or Level Change?
Jancy Mathew Abraham, BSN, RNC-NIC, CBC	NICU	
Mense Miranda, BSN, RN-BC	Endoscopy	
Jessica Montague, BSN, RN, OCN	Vantage Point	New
Ambily Nair, BSN, RN, CPN, CBC	PICU	
Elizabeth O'Donnell, MA, RN, OCN	Vantage Point	
Jennifer Quirk, BSN, RN, CBC	L&D	level change
Amanda Rea, BSN, RN, CPN	Pediatric Unit	
Colleen Rock, BSN, RN, CPN	PICU	
Veronica Romeo, BSN, RN, CBC	T5 Mother-Baby	
Maria Rovere, BSN, RN	T5 Mother-Baby	
Sheeba Suresh, BSN, RN-BC	G5	
Alyssa Wallschleger, RN, CPN	Valerie Fund	New
Nellie Padre, BSN, RN, CCRN	SDS	level change
Jennifer Angersbach, BSN, RNC, CBC	L&D	New

Level IV

Nurse	Unit	New Applicant or Level Change?
Joyce Bodine, BSN, RN, CPAN	PACU	
Vera D'Silva, BSN, RN-BC	AP2	New
Victoria LaPorta, BSN, RN, CBC	L&D	level change
Laura Niewiadomski, MSN, RN, CNL, CBC	NICU	level change
Christine Picarello, BSN, RNC-NIC, CBC	NICU	level change
Tara Ryan, MSN, RN, CBC	NICU	New
Alexandra Vandesype, MSN, RN, CBC	NICU	
Annmarie Vuono, BSN, RN, CBC	L&D	level change
Nicole Altenau, MSN, RNC, CBC	L&D	New
Kaila Wiarda, BSN, RN, CBC	NICU	
Kathleen Malouf, BSN, RN, CCRN, CSRN, CBC	PMDS	New



Awards & Recognition

Employee of the Month

Joe Cagliostro, MSN, RN-BC, was recognized as the Employee of the Month for March 2019. His colleagues in CPDIR held a celebration in The Learning Center that was themed “Nacho Average Joe” in celebration of all the contributions Joe has given so many. Joe is a very versatile colleague from dressing up to emphasize an educational importance to having tons of patience when he is asked to explain a new process for the hundredth time! Joe is always willing to help and is very savvy when it comes to IT issues.



Joe Cagliostro,
MSN, RN-BC

Lisa Turner, BSN, RN, was recognized by her manager and educator in September 2019 for her high level of professionalism, being a team player with her colleagues and an advocate to our patients, her regard for patient safety and patient satisfaction. This is exemplified by Lisa having the most I Make A Difference recognitions among all the staff in the Emergency Department.



Lisa Turner,
BSN, RN

Christine Picarello, BSN, RN, was recognized as Employee of the Month in December 2019. Christine is always willing to assist the unit any way she can! She is the founding member of the NICU’s nurse-driven PICC Team, is an active member of shared governance and the NICU Unit-based Professional Practice Council and she gladly accepts the responsibility as charge nurse and preceptor regularly.

Identifying a Stroke Hero to Keep the Focus on Stroke and Engage Staff

MMC Stroke Coordinator, Alicia Jones, BSN, RN, implemented a new award to engage staff throughout the entire organization while maintaining the focus on early identification of stroke symptoms. In February 2019,

Taylor Santora, BSN, RN, a triage nurse, called a neuro assessment on a 19-year old male patient that presented with right-sided weakness and difficulty speaking. She did not overlook his symptoms based on his age. Secondly, Taylor was the nurse during another Code Stroke that administered TPA to a patient in 44 minutes from their arrival to the Emergency Department.

The recognized nurse is awarded with a red Stroke pin and a Rook gift card.

Missy Porth, BSN, RN & Alex Lisi, BSN, RN, were recognized in October for quickly recognizing stroke symptoms in their patients while working as a triage nurse. All three nurses wearing their red stroke pins were photographed together.



Christine Picarello,
BSN, RN



Taylor Santora,
BSN, RN



2019 Stroke Champions



The DAISY Award

FOR EXTRAORDINARY NURSES

IN MEMORY OF J. PATRICK BARNES

Daisy Award

In 1999, Bonnie and Mark Barnes envisioned a way to honor their son's death at the age of 33 due to complications of ITP. The DAISY (Diseases Attacking the Immune System) Award is an international award which recognizes extraordinary clinical nurses who care for patients by providing exceptional care every day.

The MMC Daisy Award winners for 2019



Laura Bourque,
BSN, RN-BC
AP3
1st quarter - March



Nellie Padre,
BSN, RN, CCRN
Same Day Surgery
2nd quarter - June



Donna Jefferys,
BSN, RN, CGRN
Endoscopy
3rd quarter - September



Carmen Goral,
MSN, APN
Healthy Lives
4th quarter - December

MMC Awarded Sharing Network Award

The month of April represents National Donate Life Month. **Maureen Bowe, MSN, RN**, Administrative Director of Critical Care & Nursing Resources, has been a longtime Advocate of organ donation and the New Jersey (NJ) Sharing Network. As a way to draw Attention to Donate Life Month and to celebrate National Donate Life Blue & Green Day, Maureen organized a flag-raising ceremony and group photo with the Sharing Network. In an interview with the Two River Times on April 9th, Maureen stated, "We want to Normalize the conversation about organ donation and encourage people, once they sign Up, to share it with their loved ones." Everyone was encouraged to wear blue and green to show their support for this cause. MMC was awarded the platinum award⁸ by the NJ Sharing Network in 2019 for our compliance in identifying and reporting of potential Donors to help save lives.



Diann Johnston Awarded the ONLNJ's 2020 Nurse Executive Award

On December 6th, managers and leaders of MMC proudly celebrated our **Chief Nursing Officer, Diann Johnston, MSN, RN, NEA-BC**, as she received the Organization of Nurse Leaders of New Jersey's (ONLNJ) Nurse Executive Award at The Forsgate Country Club in Monroe Township, NJ. In 2018, Diann has published in JONA and spoke at the Press Ganey®'s 2019 National Client & Executive Leadership Conference in Orlando in November immediately after hosting the ANCC Magnet® Appraisers for MMC's 1st Magnet site visit. Of the many achievements Diann has accomplished during her career, this award detailed how Diann's transformational leadership has allowed MMC to excel in a multitude of outstanding patient outcomes that lead the system and state of NJ, such as:

- Central Line Associated Bloodstream Infection (CLABSI) rate from 0.8 per 1,000 patient days in 4Q2016 to zero since 2Q2017
- Fall rate of ~2 per 1,000 patient days in 2Q2016 to ≥1.45 per 1,000 patient days since 2Q2017
- Catheter-Associated Urinary Tract Infection (CAUTI) rate >1.5 per 1,000 patient days in 3Q2017 to 0.82 per 1,000 patient days in 1Q2019

As of August 2019, MMC has achieved Press Ganey Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores:

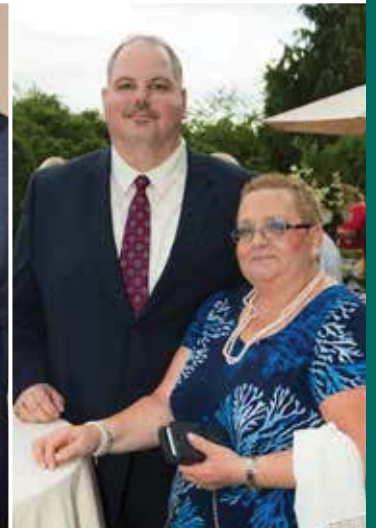
- Communication with Nurses 86.1%
- Recommend the Hospital 83.1%
- Communication with Doctors 86.8%
- Communication About Medicines 71.3%



MMC Annual Service Awards

BRANCHES RESTAURANT
WEST LONG BRANCH

JUNE 2019



2019 Nurses' Week Awards

The energetic staff of The Center for Professional Development, Innovation and Research (CPDIR) host a themed Nurses' Week Awards Ceremony annually in May during Nurses' Week. On May 12th, the theme for the 2019 Nurses' Week Awards Ceremony was The Wizard of Oz because **“there's no place like MMC”**

The 2019 Nurses' Week Award Winners are:

Monsignor Bradley Nursing and Education Research Award

Amanda Rea
Kaitlyn Petrillo

Partners in Care Award

The Respiratory Care Department

Nurse Mentorship Award

Lisa Bringoli
Patricia Marcelle

Caritas Nurse of the Year Award

Marianne Butler

Novice RN Award

Jacob Moise
Gabrielle Tiziani

The Maysie Stroock Nursing Education Award

Sharmine Brassington
Alyssa Meyers

Diversity Champion Award

Christendene Quiambao

Best Team Award

API





**NATIONAL
NURSES WEEK**



Exemplary Professional Practice



Exemplary professional practice at MMC is evidenced by effective and efficient patient care, interprofessional collaboration and high quality patient outcomes. Nurses continuously partner with patients, family members and the interprofessional team to achieve excellence in nursing outcomes that result in MMC being a leader within RWJBarnabas Health and within the state of New Jersey.

The dedication of the nursing staff at MMC, along with the other disciplines, has prepared MMC to be ready to apply for their first Magnet® designation. Magnet designation is granted by the American Nurses Credentialing Center (ANCC) Magnet Recognition Program, which ensures that rigorous standards for nursing excellence are met. By November of 2019, we hosted 4 Magnet appraisers in a three-day site visit that we are confident will result in MMC being Magnet-recognized (the 5th acute care hospital in RWJBarnabas Health).



Shared Governance

Shared governance provides nurses of all levels the structure to make informed decisions regarding their practice. Decision-making councils meet to discuss principles of autonomy, equity, accountability and ownership of factors impacting a nurses' practice. MMC has a robust shared governance model that allows clinical nurses to have a voice in their patient care and professional practice by utilizing bi-directional communication. All employees are encouraged to participate in their unit-based councils, which is the foundational basis of our shared governance structure. Nurses from each unit represent the divisional councils and/or specialty councils to work on actionable items that impact patient care. Chairs, co-chairs and facilitators of the divisional councils meet monthly with the Chief Nursing Officer to affect change in actionable items that need further discussion/approval, which is then communicated back to the respective councils for closure.



Benefits of our Shared Governance Model

- Improved quality of care and clinical effectiveness
- Improved collaboration and teamwork
- Increased nurse satisfaction and professional growth
- Development of new knowledge and skills
- Increased professionalism and accountability

Purpose

- Staff involvement in discussions and decisions, which directly impact nursing practice
- Open communication between nursing staff and leadership
- Increase nurse autonomy and accountability to provide outstanding patient care

The highest council within our shared governance model is the Patient Care Coordinating Council (PCCC). At the end of each shared governance day, all chairs/co-chairs and facilitators meet with the Chief Nursing Officer (CNO) to review what their council did for the day and have the opportunity to discuss resolutions to unresolved issues. In 2019, the CNO wanted to implement a new standardized uniform policy and entrusted the clinical nurses of the PCCC to ensure the process was successfully implemented. A taskforce consisting of clinical nurses was developed to address the details of this new initiative, which included: decisions on what brands/color(s) of uniforms would be allowed, the design of the MMC logo, a new standardized uniform policy and implementation dates.

Thanks to the dedication of these nurses and The MMC Foundation (courtesy of The Grateful Patient Program) for the funds provided to each registered nurse, the standardized uniform was a success and the nurses looked so professional during our Magnet® site visit.



Shared Governance Councils & Accomplishments

Women's & Children's Council

Kathy Windram, MSN, RN, CBC (Facilitator)
Nicole Ifantis, BSN, RN, CPN, CBC (T5MB & co-chair)
Gabriel Crine, BSN, RN, CBC (T6W MB)
Kathleen Malouf, BSN, RN, CCRN, CSRM, CBC (PMDS)
Christine Picarello, BSN, RNC-NIC, CBC (NICU)
Samantha Tramontano, BSN, RN, CBC (WCS Float Pool)
Cristina Van Note, RNC-NIC, CBC (NICU)
Amanda Thostensen, BSN, RN, CBC, CCE (WCS Float Pool)
Maria Rovere, BSN, RN (T5MB & chair)
Alison Bethea, BSN, RN, CBC (L&D)
Victoria Napoli, BSN, RN, CBC (Pedi ED)
Jasmine Paragas, BSN, RN (PICU)
Ashlee Poskonka, BSN, RN (Pedi ED)
Jennifer Quirk, BSN, RN, CBC (L&D)
Jeanette Reilly, BS, RN, CPN, CBC (Pedi)

2019 Projects & Accomplishments:

- Community health: pediatric nurses completed pediatric summer safety in local schools.
- Bake Sale proceeds donated to Jersey Shore Dream Center and gloves/hats to BH patients.
- Developed an informational brochure for patients on "What to Expect during your Stay on Mother/Baby". The brochure was presented to the Patient Family Advisory Council for review.
- In conjunction with PMAD, a consultation/referral form for high risk mothers was created facilitating a member of PMAD to contact the patient prior to discharge.
- Prepared dinner for The Ronald McDonald House.
- Conducted a backpack drive benefiting Long School Elementary Schools.
- Initiated and participated in employee retention by setting up a mentor-mentee relationship between senior nurses and newly-hired RNs.

Medical-Surgical Council

Leslie Shephard, MSN, RN, OCN (Facilitator)
Emma D'Ambrosa, BSN, RN (BBR2 & Chairperson)
Lauren Petach, BSN, RN-BC (Float Pool)
Amanda Boutros, BSN, RN (G6)
Jessica Preston, BSN, RN (C2)
Mallory Signoriello, BSN, RN-BC (IR)
Caroll DeRocco, BS, RN, OCN (BBR2)
Lois Collura, RN (T6E)
Lauren Fleming, BSN, MA, RN-BC (Consultant)
Bethany Glandt, BSN, RN-BC (Float Pool & Co-Chair)
Elesia Grant, BSN, RN (B5)
Kylie Allmers, BSN, RN (T6E)
Raluca Girdea, BSN, RN-BC (G5)
Angie Mendoza, BSN, RN (G6)
Katarzyna Reitmeyer, BSN, RN (G5)
Joe Cagliostro, MSN, RN-BC (CPDIR)

2019 Projects & Accomplishments:

- Distributed a month Medical-Surgical Newsletter
- Active participation in Evidence-Based Practice Committee
- Active participation in MMC Falls Committee
- Active participation in MMC Nursing Research Committee
- Collaborated in the "Walk in My Shoes" Program with the pharmacy department
- Developed and distributed a "Preparation for Procedures Guideline" for nurses
- Developed and distributed a "MMC Nursing Committees List"
- Attended the 14th Annual Nursing Research Symposium at Rutgers University

Critical Care/ED/Cardiology Services Council

Maureen Bowe, MSN, RN (Facilitator)
Mallory Sheehan, BSN, RN-BC (Cath Lab & Co-Chair)
Eileen Clapp, BSN, RN (ICU & Chair)
Nicole Vogel, BSN, RN (ED)

2019 Projects & Accomplishments:

- Cardiology Services Procedure Manual/Reference Guide for MMC nursing staff in Stress Echo, Nuclear/Dobutamine stress test, Non-nuclear stress, Tilt table, Cardiac Catheterization
- Created Stroke Reference Cards for nursing staff
- Collaborated with Medical-Surgical Council a Mock Code Stroke
- Developed "Walk a Mile in My Shoes" clinical experience between ED and ICU
- All council members participated in December 2019 Schwartz Rounds
- Member involvement in the Med-Surg Falls Committee
- Participated in NJ Sharing Network Race in May, American Heart Association Walk in September
- Council adopted a family through the Salvation Army

Peri-Op Council

Rose Polasky, MS, RN, CCRN, NE-BC (Facilitator)

Melissa Dimsuyu, RN (PACU & Interim co-chair)

Nellie Padre, BSN, RN, CCRN (Interim co-chair & SDS)

Denise Zappia, RN, CNOR (Pre-Admission Testing)

Donna Jeffreys, BSN, RN, CGRN (Endoscopy)

Kelly Kubas, BSN, RN, CNOR (OR)

Sheri Jovanovic, BSN, RN, CNOR (OR)

Mary Tufano, RN-BC (SDS-Cranmer location)

2019 Projects & Accomplishments:

- Coordinated Peri-op Holiday Party at McCloone's Pier House in Long Branchy on Dec 7th
- Council adopted a family for the 2019 holiday season
- Completed education for revised pre-op checklist for all nursing units
- Inpatient report sheet was created for use by SDS, OR and PACU so that all pertinent information was consistently documented on a single sheet
- Began collaborating on Perioperative communication tool that will go with the patient from PAT to SDS to OR and PACU (to be continued in 2020)

Oncology Council

Mary Danish, RN, CEN, OCN (Cancer Services & Chair)

Susan Beaver, RN, OCN (Vantage Point)

Alyssa Meyers, RN (BBR4)

Kim Novo, BSN, RN, OCN (Radiation Oncology)

Jessica Montague, BSN, RN, OCN (Vantage Point)

Kelly Williams, BSN, RN (Radiation Oncology)

Erin Dooley, PhD, MSN, RN, CBEC, CNBN (Cancer Services)

2019 Projects & Accomplishments:

- Developed & submitted the Therapeutic Phlebotomy Policy to P&T for review
- Revised & submitted the Reaction Policy to Med Exec Committee for review
- Completed the Radiated Consent
- Completed the new Radiation Therapy Education Pamphlets
- Completed Mosaiq upgrade for skin check, new patient consults and review of systems
- Participated Designer Bag Bingo & Susan G. Komen More than Pink Walk

APN Council

Nicole Keegan, DNP, APN-c (Chair)

Elena Leontieva, MSN, APN

Susan Dulczak, MSN, APN, CPNP

Brian Revfi, MSN, APN

Carolyn Boyle, MSN, APN

Paula Graziano, MSN, APN

Denise Yaman, DNP, APN, CHFNP

Teresa Vaccaro, MSN, APN

Joanne Peterson, MSN, APN

Dana Delatush, MSN, APN, AGPCNP-BC

2019 Projects & Accomplishments:

- Chairperson, who also co-chairs the system-level APP Council, was involved in three focus groups: a standard joint protocol for APRNs, a standard delineation agreement & standardizing general core privileges for all APPs.

Informatics Council (new for 2019)

Michelle Buban, MSN, BS, RN (Chair/Facilitator)

Laura Brooks, BSN, RN, CPN, CBC (WCS Float Pool)

Daniel Spektor, BSN, RN-BC (T6E)

Taylor Santora, BSN, RN (ED)

Jamie Hatala, BSN, RN, PCCN (G5)

Suzanne Forgach, BSN, RN, CCRN (ICU)

Olga Rostron, MSN, RN (ICU)

Patel Smirnov, RN (G6)

Colleen Rock, BSN, RN (PICU & Co-Chair)

Alyson Jordan, BSN, RN (B5)

Nicole Ifantis, BSN, RN, CPN, CBC (T5MB)

Sara Jess, BSN, RN (BBR2)

Michelle Wellner, BSN, RN, CNOR (OR)

Annmarie Vuono, BSN, RN, CBC (L&D)

Jacob Moise, BSN, RN (G5)

Gino Cortes, BSN, RN (C2)

2019 Projects & Accomplishments:

- Reviewed BCMA and CPOE numbers monthly
- Collaborate on improving documentation for patient belongings and valuables

Behavioral Health (BH) Council

Nahomie Marcenat, BSN, RN-BC (Facilitator)

Vera D'Silva, BSN, RN-BC (AP2 & Co-chair)

Meagan Daygoo, BSN, RN

Susan Wares, RN-BC (AP1 & Chair)

Sarah Connolly, MSW, LCSW

Laura Bourque, BSN, RN-BC

2019 Projects & Accomplishments:

- Recognition: For Social Worker Recognition Month, Jennifer Whartnaby (AP2) was awarded with a Dunkin Donuts gift card and a Seabreeze Café voucher; Awarded The Daisy Award to Laura Bourque in March; AP1 was nominated by Susan Wares for "Best Team of the Year" and won during Nurse's Week; Amy Edelman, BSN, RN (PESS) and MHA, Devin Wright (AP2) were awarded for Nurses Week and MHA recognition with a Dunkin Donuts gift card and a Seabreeze Café voucher.
- Team Building: In April, the council completed a Team Building Step Challenge between all BH units (AP1, AP2, AP3 and PESS) - PESS won the challenge with the most steps!
- Presentations: Meagan Daygoo and Vera D'Silva, co-presented with Angela Brathovde on "Pediatric Mental Health Crisis" in April at Community Medical Center's Pediatric Conference. Vera D'Silva and Jennifer Norcia, BSN, RN-BC (an AP2 UBPC member) presented at Children's Day at Allaire Community Farm in May,

which promotes mental health awareness and connects services in the community for attendees. Joelle Kelly presented Mindfulness Techniques for Self-Regulation and Reduction of Anxiety poster; Laura Bourque presented Implementing a Nurse Driven Substance Abuse Education Program on an Inpatient Voluntary Unit.

- Community Service: In collaboration with the volunteer department, BH Council members held a fundraiser and raised \$300 towards the Mental Health Awareness Table in the Seabreeze Café in May. Therapy Dogs greeted visitors of the table. BH Council members participated in The NAMI WALK in September in Seaside, NJ - raised \$570. BH Council members participated in The Out of the Darkness Jersey Shore Walk in September at Lake Como, NJ - raised \$3,301.00.

Magnet Recognition Program® Site Visit

On November 11th, 12th & 13th, MMC hosted three Magnet Appraisers and one appraiser candidate (an appraiser in training). Over 100 employees from the entire hospital met in the main lobby on November 11th for a "welcome reception" to show the appraisers our enthusiasm. Employees wore sailor hats and glasses that replicated the professional practice model. There was a red carpet, noisemakers, lots of clapping and employees holding letter signs to spell out "W-E-L-C-O-M-E M-A-G-N-E-T".

The three days were filled with unit tours, meetings with everyone from the Board of Trustees, the executive team, nursing administration, managers, staff nurses, community members, and the general public. During the closing meeting, the appraisers commented how "the level of engagement of the staff at MMC far exceeded that of any Magnet-recognized organization they have been to".



New Knowledge, Innovations and Improvements

Necessity is the mother of invention. For years the nurses at MMC have planned, designed, implemented and evaluated their work environment to improve workflow, workspace and patient outcomes. Nurses at MMC integrate evidence based practice and research into their clinical and daily processes. They continuously explore the safest and best practices for their patients and practice environment.

Through our pursuit to become a Magnet-recognized hospital, the commitment to quality patient care, nurse excellence and underlying framework to achieve exceptional outcomes is evident. Clinical nurse involvement in organizational-level committees is key in order to follow the principles of the Magnet model and impact our ever-changing work environment. The voice of the clinical nurse is heard and valued at MMC to maintain our excellent patient care outcomes.



Innovation & Initiatives



Clinical Educators Engage Staff Through Gaming

Our nurse educators in the Center for Professional Development, Innovation & Research (CPDIR) educated themselves on new ways to engage staff to learn. The educators keenly developed a series of themed escape rooms for nurses, residents, respiratory therapists and other staff to encourage professional development and improve clinical knowledge.

Examples of the escape rooms implemented in 2019 were:

- Shark Week SIM MAN
- Sepsis Escape Room (this was held on September 13th in honor of World Sepsis Day. Channel 12 News caught wind of this exercise and visited the hospital to air a segment on the impact of simulation to increase healthcare workers' knowledge of sepsis.
- Grandma Got Run Over By A Reindeer...or Did She?

25 min

Sepsis Escape Room Challenge

in recognition of Sepsis Awareness Day

Friday, September 13 in Sim Lab COVE
0.75 Nursing Contact Hours

Test your knowledge of sepsis!
Can you solve the puzzles and clues to save your patient and escape within 25 minutes?

Learning outcomes: Using team collaboration, learners will recognize sepsis bundle triggers and provide appropriate and timely patient care
Presented by: Clinical Education Department
Target Audience: RNs / Physicians

Session times:
7:30am / 8:30am / 9:30am / 10:30am / 11:30am / 1pm / 2pm

Session space is limited
Pre-registration in NLI is **Required**
Search: "NMAC only Sepsis Escape Room"

(Walk-ins may be accommodated as space allows)

Please arrive promptly for scheduled session

Mornton Medical Center is an approved provider of continuing nursing education for the American Nurses Credentialing Center's Commission on Accreditation. Approval number: 0001-0000-2019-0000. Approval status may not apply to all attendees. For more information, please contact the provider of the activity. There is no guarantee of approval for the activity. Policies and procedures may be subject to change.





Hall Of Hope: The Vision of a Clinical Nurse

Clinical nurse, Kaila Wiarda, BSN, RN, CBC, envisioned a way to honor the NICU patients while providing inspiration and hope to families dealing with the stressful uncertainty of having their newborn(s) admitted to The Hirair and Anna Hovnanian Foundation Neonatal Intensive Care Unit (NICU). The hall in between the Labor & Delivery unit and NICU features previous patients' picture and personal story. The families of these special babies want to share with current parents and visitors the miracles that happen within these walls and beyond these hospital doors. The goal is to ensure that everyone walking this hall is filled with comfort and encouragement.

MMC's Progress with HRO

2019 was a huge success! We had a 55% decrease in Serious Safety Events based on our Safety Together work, including Daily Safety Huddles. We expanded Daily Safety Huddles to 7 days a week and implemented the best practice of having Wednesday's safety huddle devoted to patient experience.

Clinical nurses from throughout the organization are members of our Safety Coach Committee, led by Brian Baker. The committee reviews monthly agenda items, such as: 2020 National Patient Safety Goals, serious safety events report (SSER), MMC's quality dashboard indicators including environment of care, workplace safety, C. Diff and hand hygiene.



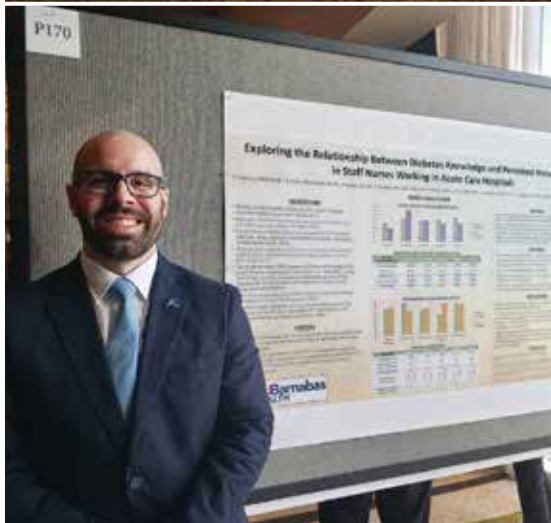
Internal & External Poster Presentations

The key to providing exceptional patient care is the continuous effort to define and implement best practices. Through research and evidence-based practice, MMC nurses strive for the knowledge and evidence that improves outcomes and the quality of care.

Internal & External Poster Presentations

Title of Poster	Staff Involved	Venue Presented/Date
Revision of a Nursing Professional Development Advancement Program to Increase Staff Involvement	Wendy Reich, MSN, RNC-OB, C-EFM, CBC; Danielle Hilliard, MSN, APN, CPNP, CCRN & Marybeth Gartland, MSN, RN, CCRN	NYU Langone Health's 23rd Annual Nursing Research Conference, NYC/June 2019; NJ NLN Conference, Atlantic City, NJ/March 2019; ONL Conference, Princeton, NJ/March 2019
The Identification and Implication Back-End Barriers to Patient Throughput from the Emergency Department to the Inpatient Units	Victor Almeida, DO, FACEP; Deborah Cioffi, MSN, MSA, RN; Kathy Rivera, RN; Darla Harmer, MSN, RN; Eric Carney; Kristi Kostyk	NJ Emergency Nurses Association State Conference/March 2019
Use of End tidal CO2 and Capnography During Cardiac Arrest	Lisa Turner, BSN, RN & Nicholas LaCorte, BSN, RN	NJ Emergency Nurses Association State Conference/March 2019
Peer-Led Education: The Product of Empowered Patient Care Associates (PCAs)	Joe Cagliostro, MSN, RN-BC & Lisa Aker, BS, RN-BC	RWJBH Quality Forum, Edison, NJ/ November 2019 & RWJBH Research Day, New Brunswick, NJ/November 2019
Exploring the Relationship Between Diabetes Knowledge and Perceived Knowledge in Staff Nurses Working in Acute Care Hospitals	Joe Cagliostro, MSN, RN-BC	ANPD Conference, Phoenix, AZ/April 2019
An Analysis of Patient Complaints at Community Teaching Hospital's Emergency Department between 2014 and 2018	Victor Almeida, DO, FACEP; William Dalsey, MD; Kaitlin Galligan & Deborah Cioffi, MSN, MSA, RN	2019 MMC Quality Fair
Utilizing a Coping in Labor Algorithm in Laboring Patients	Wendy Reich, MSN, RNC-OB, C-EFM, CBC & Nicole Altenau, MSN, RNC-OB, CBC	2019 MMC Quality Fair
Reduction of Submission Errors on Samples Sent to Anatomical Pathology	Richard Felice, MT (ASCP); Amanda Clarkson, PA (ASCP); Richard Schultz, MS, HT, HTL (ASCP); Christopher Ramirez, MHA, MLS (ASCP); Michael Perdoni & Erin Winkels, BSN, RN	2019 MMC Quality Fair
A Multi-Collaborative Approach to Reduce Deep Tissue Injury and Improve Mobility in Critical Care Patients Admitted with a BMI >25	JoAnn Wolfson, DNP, RN, CCRN; Cindy Kwiatkowski, MS, RD, CNSD; Patricia Marcelle, MSN, RN, CCRN; Shannon Ursu, MD; Muhammed Asif, MD; Dianne Donner, BSN, RN, CWCN; Billie Lesperance, LRCP & Lisa Porth, RRT-NPS	2019 MMC Quality Fair
Reducing Emergency Department Throughput Times Using I-PASS Communication Tool	JoAnn Wolfson, DNP, RN, CCRN	2019 MMC Quality Fair & Chatham University
Impact of a Multidisciplinary Approach to the Sustained Reduction in Sitter Use	Darla Harmer, MSN, RN; Rosemary O'Gara, RN, CPHQ, CPHRM, CPPS; Lynne Traister; Germin Fahim, PharmD, BCPS & Scott Mathis, PharmD	2019 MMC Quality Fair
The Impact of the Respiratory in Home Program on COPD 30-Day Medicare Readmissions	Lisa Porth, RRT-NPS; Carmen Manzo, MSN, APN; Denise Yaman, DNP, APN, CHFN; Kim DeGregory, RT; Victoria Noto, MSN, APN & Dianna Marron, RN	2019 MMC Quality Fair & Magnet Site Visit Interdisciplinary Meeting
Modeling a Safe Sleep Environment in the Pediatric Unit at Monmouth Medical Center	Amanda Rea, BSN, RN, CPN; Debra Petersen, MS, APN, NEA-BC & Gail Cudia, BS, MSN, RN-BC	2019 MMC Quality Fair
Peer-Led Education: The Product of Empowered Patient Care Associates (PCAs)	Lisa Aker, BS, RN-BC; Darla Harmer, MSN, RN; Johanna Rosario & Joseph Cagliostro, MSN, RN-BC	2019 MMC Quality Fair

Title of Poster	Staff Involved	Venue Presented/Date
Reducing Blood Culture Contamination Rate in the Emergency Department through Education & Training	Jean Straker-Darbeau, DNP, RN, CEN; Sharmine Brassington, MSN, RN; Alexandra Lisi, BSN, RN & Jeannie Avon, BSN, RN	2019 MMC Quality Fair
Reduction of C. difficile Rates Through Education, Proper Testing, and Antibiotic Stewardship	Andrew Lee, MD; Monica Shah, PharmD; Carolyn Korotky, BA, BSN, RN-BC, CIC; Shweta Mehra, MSN, APN, RN-BC & Linda Pascarella, BSN, RN, CIC	2019 MMC Quality Fair
Implementing a Nurse Driven Evidence Based Substance Abuse Educational Program on a Voluntary Inpatient Unit	Laura Bourque, BSN, RN-BC	2019 MMC Quality Fair & American Psychiatric Nurses Association National Conference, New Orleans, LA/ October 2019
The ReadRight Ruler: A Simple Tool to Improve Antenatal Surveillance	Robert Graebe, MD; Robert Massaro, MD; Adriana Fulginiti, MD; Stephanie Scianni, MD & Wendy Reich, MSN, RNC-OB, C-EFM, CBC	New York Perinatal Society 42nd Annual Scientific meeting, NYC/ April 2019 & Cutting Edge, Long Branch, NJ/July 2019
Chorioamnionitis: Standardizing Diagnosis & Management	R. Horgan; L. Hossain; A. Naumova; W. Reich, MSN, RNC-OB, C-EFM, CBC; R. Massaro, MD; R. Graebe, MD	Cutting Edge, Long Branch, NJ/July 2019
Developing a New Graduate Psychiatric Mental Health Nurse Residency Program in the Behavioral Health Department of an Academic Medical Center	Angela Brathovde, DNP, RN-BC, HNB-BC	American Psychiatric Nurses Association National Conference, New Orleans, LA/ October 2019
Therapeutic Mindfulness Groups for Reduction of Anxiety and Stress on a Voluntary Inpatient Unit	PI: Joelle Kelly, BSN, RN, BC; Co-PI's: Mary Mc Aleavy, BSN, RN Angela Brathovde, DNP, RN, BC, HNB-BC	American Psychiatric Nurses Association National Conference, New Orleans, LA/ October 2019



Panelist Appointments

Nurse(s)	Topic	Venue/Date
Gina Gillet, BSN, RN, CNOR	Improving Supply Expense Management in the OR	HealthTrust University Conference/ August 2019
Lauren Russo, MSN, RN; Courtney Rea, BSN, RN-BC & Sharmine Brassington, MSN, RN	Women's Health Month Panelist	MMC
Maria Bryceland, BSN, RN	Co-Chair Panelist	ONL NJ NWESC Education Session #3/ June 2019
Conrad Nweke, BSN, RN	International Men's Day Panelist	MMC

Internal & External Podium Presentations

Title of Presentation	Staff Involved	Venue Presented
Pediatric Mental Health Crisis	Angela Brathovde, DNP, RN-BC, HNB-BC; Meagan Daygoo, BSN, RN; Michael Neilson, BSN, RN-BC; Vera D'Silva, BSN, RN-BC; Marie Brackett, RN-BC	RWJBH Pediatric Collaborative Annual Nursing Conference, CMC, Brick, NJ/ April 2019
And Sepsis Makes Three: Caring for the Perinatal Patient with Sepsis	Patricia Marcelle, MSN, RN, CCRN-K	AACN, Orlando, FL/May 2019
Sitter Use	Rosemary O'Gara, RN, CPHQ, CPHRM, CPPS	RWJBH Quality Forum, Edison, NJ/ November 2019
Perinatal Education: How Generational Learning Style Preferences Affect Use of Provided Patient Education Materials	Gail Cudia, MSN, RN-BC, CPN	RWJUH, New Brunswick, NJ/ November 2019
Achieving Nursing Excellence Through Shared Governance	Diann Johnston, MSN, RN, NEA-BC & Julie Villa, MSN, RN, CCRN-K	Press Ganey National Client & Executive Conference, Orlando, FL/ November 2019



IRB-Approved Studies

Title of IRB Study	Nurse(s) Involved	IRB#/Status
Can the use of Miller's ReadRight Rule to interpret fetal heart rate tracings, optimize the analysis of fetal tracings on a grand scale, ultimately improving medical management on the Labor and Delivery floor?	Robert Graebe MD, Robert Massaro MD; Adriana Fulginiti MD, Stephanie Scianni MD, Wendy Reich, MSN, RNC-OB, C-EFM, CBC	n/a
Utilizing a Coping in Labor Algorithm in Laboring Patients - study started and completed in 2019	PI: Wendy Reich, MSN, RNC-OB, C-EFM, CBC & Co-PI: Nicole Altenau, MSN, RNC, CBC	Study #19-011/closed
Efficacy of Pet Therapy Relief for Stress and Anxiety in Health Care Providers	PI: Michele Fields, PhD; Co-PI's: Laura Siemientkowski; Danielle Hilliard, MSN, APN, CPNP, CCRN; Stefonia Thompson, BSN, RN-BC; Julie Villa, MSN, RN, CCRN-K; Lauren Fleming, MA, BSN, RN-BC	Full/Open
Therapeutic Mindfulness Groups for Reduction of Anxiety and Stress on a Voluntary Inpatient Unit	PI: Joelle Kelly, BSN, RN, BC; Co-PIs: Mary McAleavy, BSN, RN; Angela Brathovde, DNP, RN, BC, HNB-BC	Study #19-020/Exempt-closed
Does an Additional Day Of Peer-Led Orientation Education Significantly Impact the Knowledge and Confidence Levels of Newly Hired Unlicensed Assistive Personnel?	Joe Cagliostro, MSN, RN-BC	Study #19-006/Closed-exempt
Intervention to Promote Advance Care Planning in the Joint and Spine Surgical Population	Caroline Castro, BSN, RN-BC	Study #19-008/closed
Mindfulness Groups for Reduction of Anxiety and Stress on a Voluntary Inpatient Psychiatric Unit	Joelle Kelly, BSN, RN	Study #19-020 Exempt/closed
Antimicrobial Stewardship in the Surgical Patient Through Penicillin Allergy Testing in the Pre-Anesthesia Testing Unit	Tracy Castleman, MSN, CRNA	Study #19-034/Open

Publications

Title of Publication	Staff Involved	Name of Peer-Reviewed Journal
Substance use Disorder: Prenatal, Intrapartum and Postpartum Care	Mahoney, K., Reich, W. & Urbanek, S.	American Journal of Maternal Child Nursing. Vol. 44/No. 5 pgs. 284-288.
Improving Behavioral Health Nurse Diabetes Literacy in Acute Psychiatric Emergency Screening Services (PESS)	Angela Brathovde, DNP, RN-BC, HNB-BC	New Jersey Nurse & Institute for Nursing Newsletter (July 2019)
APRN Transition to Practice: Program Development Tips	Janet Urbanowicz, PhD, RN, CPHQ, NEA-BC	The Nurse Practitioner, Vol. 44, No. 12 (December 2019)
Revision of a Nursing Professional Development Advancement Program to Increase Staff Involvement at a Community Hospital	Marybeth Gartland, MSN, RN, CCRN; Danielle Hilliard, MSN, APN, CPNP, CCRN-K; Wendy Reich, MSN, RNC-OB, C-EFM, CBC	American Nurse Today (May 2020 issue)

Empirical Outcomes

Patients

Nurses

Organization

Consumers



Empirical outcomes reflect nursing's essential contributions to patient care, the nursing workforce and organizational strategic goals (Magnet, 2017). Achieving empirical quality outcomes related to nursing leadership and clinical practice is essential at MMC. Empirical outcomes are metrics and quality outcomes that demonstrate the quality of patient care being provided at MMC. Continuous performance improvement is practiced at MMC through a Plan-Do-Check-Act (PDCA) model. Cultivating a high reliability organization (HRO) environment requires special attention to improved outcomes at the unit and organizational level.



RN Satisfaction

MMC nursing leadership truly cares about their nurses' level of job satisfaction. In order to measure nurses' satisfaction, MMC has surveyed all registered nurses (RNs) and advanced

practice registered nurses (APRNs) using a survey administered by a third party. In 2019, the RN Satisfaction survey questions were combined with the Engagement Survey administered by Press Ganey Associates. All staff, including RNs and APRNs are highly encouraged to participate. The questions address areas such as: leadership, teamwork, safety, resilience and job satisfaction in the workplace. Press Ganey was able to separate aggregate responses given by nurses to provide RN Satisfaction results.

Employee engagement is a vital indicator of our success as an organization and plays an integral role in providing high quality patient care. We are very pleased to announce that Press Ganey has confirmed MMC achieved a 99% participation rate in 2019. Below is the MMC RN Satisfaction results compared to the national benchmark. MMC outperformed the national benchmark in all categories!

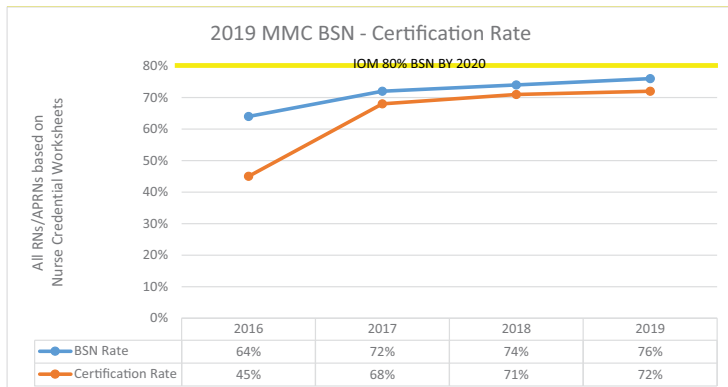


2019 Unit-Level BSN & Certification Rates

	BSN Rate	CERT Rate
Nursing Admin	100%	90%
Cath Lab	75%	100%
Float Pool	65%	76%
Emergency Department	93%	36%
Regional Newborn Center (NICU)	73%	100%
G6	65%	71%
T6E	58%	50%
Operating Room	87%	87%
Interventional Radiology	100%	100%
Clinics/Bariatrics/Wound Care	80%	25%
Endoscopy	83%	100%
L&D	79%	85%
PMAD	75%	100%
PACU	67%	48%
SDS	73%	45%
PESS	47%	31%
Outpatient Psyche	50%	50%
Geriatrics/Ctr for Diabetes Educ	33%	33%
Pre-Admission Testing	43%	71%
Cancer Center	86%	100%
Vantage Point	33%	50%
Valerie Fund	100%	100%
PMDS	100%	100%
Stress-Echo-Healthy Lives	67%	73%
Cardiac Rehab	100%	25%
non-unit based APRNs	100%	100%
ICU	69%	45%
Community Health Education	50%	0%
Performance Improvement	60%	20%
CPDIR	100%	100%
G5	76%	36%
B5	73%	75%
BBR2	68%	50%
BBR4	50%	83%
T5MB	76%	100%
OB Support	71%	100%
T6W M-B	93%	100%
Case Management	71%	60%
Infection Control	100%	100%
All Other RNs	33%	67%
Nurse Supervisor/RRT	92%	46%
Psyche Admin	67%	50%
Breast Center	100%	0%
Radiation Oncology	50%	50%
C2	84%	91%
AP1	74%	47%
AP2	67%	57%
AP3	69%	29%
WCH Float Pool	85%	100%
Pediatric Unit	72%	87%
PICU	71%	71%

BSN & Professional Nursing Certification Rates

MMC supports their nurses in pursuing higher education and obtaining their professional nursing certification in their specialty. Below is the graph that indicates our progress over the past few years to attain our stated goals. In an effort to comply with the Institute of Medicine's (IOM) goal of 80% BSN by 2020 recommendation, MMC provides definitive plans on how nurses can achieve their goals related to higher education and certification. All non-BSN new hires must be enrolled in a program and sign a contract that they will complete their degree within five years of hire. As of December 2019 and including all RNs and APRNs, MMC's BSN rate is 75% and the certification rate is 71%.



Patient Satisfaction

MMC utilizes the services of Press Ganey Associates to survey our inpatient and ambulatory patient population. Each year, corporate sets goals for all RWJBarnabas Health hospital to achieve. The graph below demonstrates MMC's year-end 2019 patient satisfaction scores compared to the established goals. MMC remains a top performer within RWJBarnabas Health and in the state of New Jersey.

**Monmouth Medical Center
HCAHPS Report
2019 Year End Scores**

CAHPS	2016	2017	2018	2019	Change
	Top Box	Top Box	Top Box	Top Box	
Rate hospital is safe	74.8	76.3 ▲	75.4 ▼	77.8 ▲/73%	+2.4
Recommend the hospital	80.5	81.1 ▲	79.8 ▼	81.9 ▲/83%	+2.1
Cleanliness of hospital environment	76.0	78.1 ▲	77.0 ▼	78.2 ▲/87%	+0.4
Quietness of hospital environment	64.4	64.1 ▼	64.0 ▼	64.6 ▲/88%	+0.6
Comm w/ Nurses	83.2	84.6 ▲	83.7 ▼	85.3 ▲/84%	+1.6
Response of Hosp Staff	71.5	72.4 ▲	71.5 ▼	74.6 ▲/90%	+3.1
Comm w/ Doctors	83.6	84.8 ▲	84.1 ▼	86.4 ▲/83%	+2.3
Hospital Environment	70.2	71.1 ▲	70.9 ▼	71.4 ▲/69%	+0.5
Care Transitions	59.1	60.7 ▲	58.9 ▼	61.6 ▲/84%	+2.7
Comm About Medicines	70.6	73.9 ▲	72.4 ▼	73.1 ▲/92%	+0.7
Discharge Information	89.3	90.3 ▲	90.3 ▲	90.1 ▼/73%	-0.4

■ < Below Goal ■ > At or Above Goal
 Displayed by Discharge Date Displayed by Discharge Date - as of 2/20/2020 © 2019 Press Ganey Inc.

2019 year End Scores

Services	2019		2019% Rank	2019 Goal
	Score	N		
Ambulatory Surgery				
Monmouth Medical Center	94.8	914	44 th %	94.7/57 th %
Emergency Department				
Monmouth Medical Center	90.4	818	74%	88.9/60 th %
Inpatient Behav. Health				
Monmouth Medical Center	86.3	909	60%	85.7/73 th %
Inpatient Pediatric				
Monmouth Medical Center	88.4	138	32%	88.7/50 th %
Outpatient Services				
Monmouth Medical Center	94.1	4372	50%	93.5/50 th %

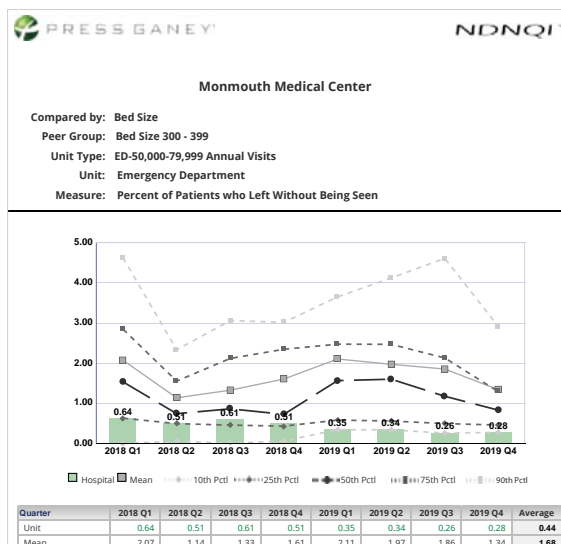
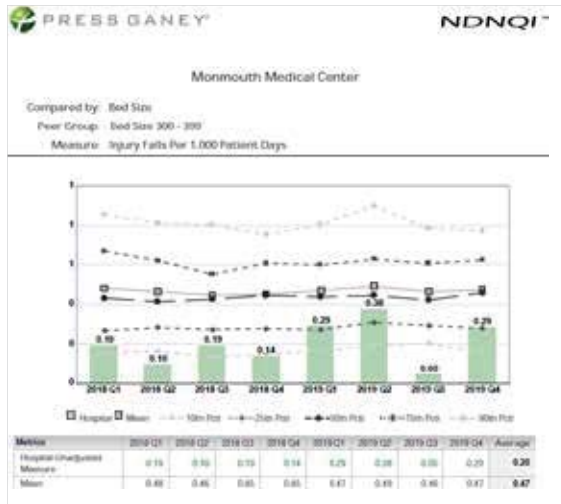
■ Goal Met ■ Goal Not Met © 2019 Press Ganey Inc.



Nurse-Sensitive Indicators

MMC reports nurse-sensitive indicators based on each units' eligible indicator(s) to the National Database of Nursing Quality Indicators (NDNQI®) in order to determine and monitor their quarterly performance benchmarked nationally against other like units. These outcomes are also compiled to provide hospital-level results, which are benchmarked against other like hospitals nationally. Nurses at MMC learn of their units' and the hospital's performance through communication with their supervisor, staff meetings, unit-based practice councils, shared governance council involvement, Breakfast with Diann meetings and bi-monthly Hourly Rounds meetings.

Below are the graphs that depict MMC's quarterly performance over the 2019 year:



**Monmouth
Medical Center** | **RWJBarnabas
HEALTH**

300 Second Avenue
Long Branch, NJ 07740

732-222-5200