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,

Diann Johnston, MSN, RN, NEA-BC
Chief Nursing Officer & VP of Patient Care Services
Monmouth Medical Center
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,

Eric Carney
Chief Executive Officer
Monmouth Medical Center
Monmouth Medical Center
2019 Nursing Annual Report

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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.
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 was enculturated throughout the organization. The appraisers also visited every patient care unit where nurses work to affirm nurses are collaborating with their colleagues to achieve outstanding clinical outcomes.

MMCs Magnet Journey

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.”

“API, 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!”

“BS, 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

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

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

Darla Harmer, MSN, RN
Associate Vice President of Nursing

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

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

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

Deanna Tiggs, MS, APN, AOCNS
Regional Director of Operations Cancer 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 Mastrorilli (B5)    Lauren Byron-Rawding (NICU)
Robin Bordieri (PACU)     Ane Malone (T5MB)
Joann Wolfson (ICU)       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:

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

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:

<table>
<thead>
<tr>
<th>Nurse</th>
<th>Unit</th>
<th>School</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rebecca Dominguez, BSN, RN</td>
<td>AP2</td>
<td>Drexel University</td>
</tr>
<tr>
<td>Georgette King, BSN, RN, CCRN</td>
<td>Endoscopy</td>
<td>New Jersey City University</td>
</tr>
<tr>
<td>Carolina Rivero, BSN, RN</td>
<td>Greenwall 5</td>
<td>New Jersey City University</td>
</tr>
<tr>
<td>Kaitlyn Goodlow, BSN, RN</td>
<td>Greenwall 5</td>
<td>Sacred Heart University</td>
</tr>
<tr>
<td>Erika Lorenzo, RN</td>
<td>Greenwall 5</td>
<td>Brookdale Community College</td>
</tr>
<tr>
<td>Joann Wolfson, DNP, RN, CCRN</td>
<td>Intensive Care Unit</td>
<td>Chatham University</td>
</tr>
<tr>
<td>Shweta Mehra, MSN, APN, RN-BC</td>
<td>Infection Control</td>
<td>Monmouth University</td>
</tr>
<tr>
<td>Erin Dooley, PhD, RN, CBEC, CN-BN</td>
<td>Breast Center</td>
<td>Seton Hall University</td>
</tr>
<tr>
<td>Kellie Graf, MSN, RN, CPAN</td>
<td>Same Day Surgery</td>
<td>Capella University</td>
</tr>
<tr>
<td>Nicole Altenau, MSN, RNC, CBC</td>
<td>L&amp;D</td>
<td>Ramapo College of New Jersey</td>
</tr>
<tr>
<td>Jennifer Angersbach, BSN, RNC, CBC</td>
<td>L&amp;D</td>
<td>Chamberlain University</td>
</tr>
<tr>
<td>Jessica D’Erasmo, BSN, RN, CNOR</td>
<td>Operating Room</td>
<td></td>
</tr>
</tbody>
</table>
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 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.
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. They 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
- Motrin
- Antibiotics
- Prenatal vitamins
- Medication measuring cups
- Disposable gowns
- Scales
- Gloves
- Masks
- Stethoscopes
- Feminine hygiene products

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.

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.
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:

<table>
<thead>
<tr>
<th>RN Resident</th>
<th>Month Hired</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hannah Cahill, BSN, RN</td>
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<td>Tia Susak, BSN, RN</td>
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<tr>
<td>Jaymes Layug, BSN, RN</td>
<td>November</td>
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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:

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

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<td>Cheryl Ahearn, BSN, RN</td>
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<td>Christine Picarello, BSN, RNC-NIC, CBC</td>
<td>NICU</td>
<td>level change</td>
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<tr>
<td>Tara Ryan, MSN, RN, CBC</td>
<td>NICU</td>
<td>New</td>
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<tr>
<td>Alexandra Vandesype, MSN, RN, CBC</td>
<td>NICU</td>
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<td>Annmarie Vuono, BSN, RN, CBC</td>
<td>L&amp;D</td>
<td>level change</td>
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<td>Nicole Altenau, MSN, RNC, CBC</td>
<td>L&amp;D</td>
<td>New</td>
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<tr>
<td>Kaila Wiarda, BSN, RN, CBC</td>
<td>NICU</td>
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</tr>
<tr>
<td>Kathleen Malouf, BSN, RN, CCRN, CSRN, CBC</td>
<td>PMDS</td>
<td>New</td>
</tr>
</tbody>
</table>
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.

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.

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.
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 award by the NJ Sharing Network in 2019 for our compliance in identifying and reporting of potential Donors to help save lives.

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

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Winner</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st quarter – March</td>
<td>Laura Bourque, BSN, RN-BC</td>
<td>AP3</td>
</tr>
<tr>
<td>2nd quarter – June</td>
<td>Nellie Padre, BSN, RN, CCRN</td>
<td>Same Day Surgery</td>
</tr>
<tr>
<td>3rd quarter – September</td>
<td>Donna Jefferys, BSN, RN, CGRN</td>
<td>Endoscopy</td>
</tr>
<tr>
<td>4th quarter – December</td>
<td>Carmen Goral, MSN, APN</td>
<td>Healthy Lives</td>
</tr>
</tbody>
</table>

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 award 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
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 Quirik, 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-BB (Float Pool)
Amanda Boutros, BSN, RN (G6)
Jessica Preston, BSN, RN (C2)
Mallory Signoriello, BSN, RN-BB (IR)
Caroll DeRocco, BS, RN, OCN (BBR2)
Lois Collura, RN (T6E)
Lauren Fleming, BSN, MA, RN-BB (Consultant)
Bethany Glandt, BSN, RN-BB (Float Pool & Co-Chair)
Elesia Grant, BSN, RN (B5)
Kylie Allmers, BSN, RN (T6E)
Raluca Girdea, BSN, RN-BB (G5)
Angie Mendoza, BSN, RN (G6)
Katarzyna Reitmeyer, BSN, RN (G5)
Joe Cagliostro, MSN, RN-BB (CPDIR)

2019 Projects & Accomplishments:
• Distributed a month Medical-Surgical Newsletter
• 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 Bove, MSN, RN (Facilitator)
Mallory Sheehan, BSN, RN-BB (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 Dimseyu, 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, CHFN
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-BG (T6E)
Taylor Santora, BSN, RN (ED)
Jamie Hatala, BSN, RN, PCCN (G5)
Suzanne Forgach, BSN, RN, CCRN (ICU)
Olga Rostron, MSN, RN (ICU)
Patel Srinivas, 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 (BRR2)
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
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”.

2019 Projects & Accomplishments:

• Recognition: For Social Worker Recognition Month, Jennifer Whartonby (AP2) was awarded with a Dunkin Donuts gift card and a Seabreeze Café voucher; Awarded The Daisy Award to Laura Bourque in March; API 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 (API, 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.
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.
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?
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.
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

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<tr>
<th>Title of Poster</th>
<th>Staff Involved</th>
<th>Venue Presented/Date</th>
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</thead>
<tbody>
<tr>
<td>Revision of a Nursing Professional Development Advancement Program to Increase Staff Involvement</td>
<td>Wendy Reich, MSN, RNC-OB, C-EFM, CBC; Danielle Hilliard, MSN, APN, CPNP, CCRN &amp; Marybeth Garland, MSN, RN, CCRN</td>
<td>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</td>
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<tr>
<td>The Identification and Implication Back-End Barriers to Patient Throughput from the Emergency Department to the Inpatient Units</td>
<td>Victor Almeida, DO, FACEP; Deborah Cioffi, MSN, MSA, RN; Kathy Rivera, RN; Darla Harmer, MSN, RN; Eric Carney; Kristi Kostyk</td>
<td>NJ Emergency Nurses Association State Conference/March 2019</td>
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<tr>
<td>Use of End tidal CO2 and Capnography During Cardiac Arrest</td>
<td>Lisa Turner, BSN, RN &amp; Nicholas LaCorte, BSN, RN</td>
<td>NJ Emergency Nurses Association State Conference/March 2019</td>
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<td>Exploring the Relationship Between Diabetes Knowledge and Perceived Knowledge in Staff Nurses Working in Acute Care Hospitals</td>
<td>Joe Cagliostro, MSN, RN-BC</td>
<td>ANPD Conference, Phoenix, AZ/April 2019</td>
</tr>
<tr>
<td>An Analysis of Patient Complaints at Community Teaching Hospital’s Emergency Department between 2014 and 2018</td>
<td>Victor Almeida, DO, FACEP; William Dalsey, MD; Kaitlin Galligan &amp; Deborah Cioffi, MSN, MSA, RN</td>
<td>2019 MMC Quality Fair</td>
</tr>
<tr>
<td>Utilizing a Coping in Labor Algorithm in Laboring Patients</td>
<td>Wendy Reich, MSN, RNC-OB, C-EFM, CBC &amp; Nicole Altenau, MSN, RNC-OB, CBC</td>
<td>2019 MMC Quality Fair</td>
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<tr>
<td>Reduction of Submission Errors on Samples Sent to Anatomical Pathology</td>
<td>Richard Felice, MT (ASCP); Amanda Clarkson, PA (ASCP); Richard Schultz, MS, HT, HTL (ASCP); Christopher Ramirez, MHA, MLS (ASCP); Michael Perdona &amp; Erin Winkels, BSN, RN</td>
<td>2019 MMC Quality Fair</td>
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<tr>
<td>A Multi-Collaborative Approach to Reduce Deep Tissue Injury and Improve Mobility in Critical Care Patients Admitted with a BMI &gt;25</td>
<td>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 &amp; Lisa Porth, RRT-NPS</td>
<td>2019 MMC Quality Fair</td>
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<tr>
<td>Reducing Emergency Department Throughput Times Using I-PASS Communication Tool</td>
<td>JoAnn Wolfson, DNP, RN, CCRN</td>
<td>2019 MMC Quality Fair &amp; Chatham University</td>
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<tr>
<td>Impact of a Multidisciplinary Approach to the Sustained Reduction in Sitter Use</td>
<td>Darla Harmer, MSN, RN; Rosemary O’Gara, RN, CPHQ, CPHRM, CPPS; Lynne Traister; Germin Fahim, PharmD, BCPS &amp; Scott Mathis, PharmD</td>
<td>2019 MMC Quality Fair</td>
</tr>
<tr>
<td>The Impact of the Respiratory in Home Program on COPD 30-Day Medicare Readmissions</td>
<td>Lisa Porth, RRT-NPS; Carmen Manzo, MSN, APN; Denise Yaman, DNP, APN, CHFN; Kim DeGregory, RT; Victoria Noto, MSN, APN &amp; Dianna Marron, RN</td>
<td>2019 MMC Quality Fair &amp; Magnet Site Visit Interdisciplinary Meeting</td>
</tr>
<tr>
<td>Modeling a Safe Sleep Environment in the Pediatric Unit at Monmouth Medical Center</td>
<td>Amanda Rea, BSN, RN, CPN; Debra Petersen, MS, APN, NEA-BC &amp; Gail Cudia, BS, MSN, RN-BG</td>
<td>2019 MMC Quality Fair</td>
</tr>
<tr>
<td>Peer-Led Education: The Product of Empowered Patient Care Associates (PCAs)</td>
<td>Lisa Aker, BS, RN-BG; Darla Harmer, MSN, RN; Johanna Rosario &amp; Joseph Cagliostro, MSN, RN-BG</td>
<td>2019 MMC Quality Fair</td>
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<td>Reducing Blood Culture Contamination Rate in the Emergency Department through Education &amp; Training</td>
<td>Jean Straker-Darbeau, DNP, RN, CEN; Sharmine Brasington, MSN, RN; Alexandra Lisi, BSN, RN &amp; Jeannie Avon, BSN, RN</td>
<td>2019 MMC Quality Fair</td>
</tr>
<tr>
<td>Reduction of C. difficile Rates Through Education, Proper Testing, and Antibiotic Stewardship</td>
<td>Andrew Lee, MD; Monica Shah, PharmD; Carolyn Korotky, BA, BSN, RN-BC, CIC; Shweta Mehra, MSN, APN, RN-BC &amp; Linda Pascarella, BSN, RN, CIC</td>
<td>2019 MMC Quality Fair</td>
</tr>
<tr>
<td>Implementing a Nurse Driven Evidence Based Substance Abuse Educational Program on a Voluntary Inpatient Unit</td>
<td>Laura Bourque, BSN, RN-BC</td>
<td>2019 MMC Quality Fair &amp; American Psychiatric Nurses Association National Conference, New Orleans, LA/ October 2019</td>
</tr>
<tr>
<td>The ReadRight Ruler: A Simple Tool to Improve Antenatal Surveillance</td>
<td>Robert Graebe, MD; Robert Massaro, MD; Adriana Fulginiti, MD; Stephanie Scianni, MD &amp; Wendy Reich, MSN, RNC-OB, C-EFM, CBC</td>
<td>New York Perinatal Society 42nd Annual Scientific meeting, NYC/ April 2019 &amp; Cutting Edge, Long Branch, NJ/July 2019</td>
</tr>
<tr>
<td>Chorioamnionitis: Standardizing Diagnosis &amp; Management</td>
<td>R. Horgan; L. Hossain; A. Naumova; W. Reich, MSN, RNC-OB, C-EFM, CBC; R. Massaro, MD; R. Graebe, MD</td>
<td>Cutting Edge, Long Branch, NJ/July 2019</td>
</tr>
<tr>
<td>Developing a New Graduate Psychiatric Mental Health Nurse Residency Program in the Behavioral Health Department of an Academic Medical Center</td>
<td>Angela Brathovde, DNP, RN-BC, HNB-BC</td>
<td>American Psychiatric Nurses Association National Conference, New Orleans, LA/ October 2019</td>
</tr>
<tr>
<td>Therapeutic Mindfulness Groups for Reduction of Anxiety and Stress on a Voluntary Inpatient Unit</td>
<td>PI: Joelle Kelly, BSN, RN, BC; Co-PI’s: Mary Mc Aleavy, BSN, RN, Angela Brathovde, DNP, RN, BC, HNB-BC</td>
<td>American Psychiatric Nurses Association National Conference, New Orleans, LA/ October 2019</td>
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## Panelist Appointments

<table>
<thead>
<tr>
<th>Nurse(s)</th>
<th>Topic</th>
<th>Venue/Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gina Gillet, BSN, RN, CNOR</td>
<td>Improving Supply Expense Management in the OR</td>
<td>HealthTrust University Conference/ August 2019</td>
</tr>
<tr>
<td>Lauren Russo, MSN, RN; Courtney Rea, BSN, RN-BC &amp; Sharmine Brassington, MSN, RN</td>
<td>Women’s Health Month Panelist</td>
<td>MMC</td>
</tr>
<tr>
<td>Maria Bryceland, BSN, RN</td>
<td>Co-Chair Panelist</td>
<td>ONL NJ NWESC Education Session #3/ June 2019</td>
</tr>
<tr>
<td>Conrad Nweke, BSN, RN</td>
<td>International Men’s Day Panelist</td>
<td>MMC</td>
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## Internal & External Podium Presentations

<table>
<thead>
<tr>
<th>Title of Presentation</th>
<th>Staff Involved</th>
<th>Venue Presented</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pediatric Mental Health Crisis</td>
<td>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</td>
<td>RWJBH Pediatric Collaborative Annual Nursing Conference, CMC, Brick, NJ/ April 2019</td>
</tr>
<tr>
<td>And Sepsis Makes Three: Caring for the Perinatal Patient with Sepsis</td>
<td>Patricia Marcelle, MSN, RN, CCRN-K</td>
<td>AACN, Orlando, FL/May 2019</td>
</tr>
<tr>
<td>Sitter Use</td>
<td>Rosemary O’Gara, RN, CPHQ, CPHRM, CPPS</td>
<td>RWJBH Quality Forum, Edison, NJ/ November 2019</td>
</tr>
<tr>
<td>Perinatal Education: How Generational Learning Style Preferences Affect Use of Provided Patient Education Materials</td>
<td>Gail Cudia, MSN, RN-BC, CPN</td>
<td>RWJUH, New Brunswick, NJ/ November 2019</td>
</tr>
<tr>
<td>Achieving Nursing Excellence Through Shared Governance</td>
<td>Diann Johnston, MSN, RN, NEA-BC &amp; Julie Villa, MSN, RN, CCRN-K</td>
<td>Press Ganey National Client &amp; Executive Conference, Orlando, FL/ November 2019</td>
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</table>
### IRB-Approved Studies

<table>
<thead>
<tr>
<th>Title of IRB Study</th>
<th>Nurse(s) Involved</th>
<th>IRB#/Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>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?</td>
<td>Robert Graebe MD, Robert Massaro MD; Adriana Fulginiti MD, Stephanie Scianni MD, Wendy Reich, MSN, RNC-OB, C-EFM, CBC</td>
<td>n/a</td>
</tr>
<tr>
<td>Utilizing a Coping in Labor Algorithm in Laboring Patients – study started and completed in 2019</td>
<td>PI: Wendy Reich, MSN, RNC-OB, C-EFM, CBC &amp; Co-PI: Nicole Altenau, MSN, RNC, CBC</td>
<td>Study #19-011/closed</td>
</tr>
<tr>
<td>Efficacy of Pet Therapy Relief for Stress and Anxiety in Health Care Providers</td>
<td>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</td>
<td>Full/Open</td>
</tr>
<tr>
<td>Therapeutic Mindfulness Groups for Reduction of Anxiety and Stress on a Voluntary Inpatient Unit</td>
<td>PI: Joelle Kelly, BSN, RN, BC; Co-PIs: Mary McAleavy, BSN, RN; Angela Brathovde, DNP, RN, BC, HNB-BC</td>
<td>Study #19-020/Exempt-closed</td>
</tr>
<tr>
<td>Does an Additional Day Of Peer-Led Orientation Education Significantly Impact the Knowledge and Confidence Levels of Newly Hired Unlicensed Assistive Personnel?</td>
<td>Joe Cagliostro, MSN, RN-BC</td>
<td>Study #19-006/Closed-exempt</td>
</tr>
<tr>
<td>Intervention to Promote Advance Care Planning in the Joint and Spine Surgical Population</td>
<td>Caroline Castro, BSN, RN-BC</td>
<td>Study #19-008/closed</td>
</tr>
<tr>
<td>Mindfulness Groups for Reduction of Anxiety and Stress on a Voluntary Inpatient Psychiatric Unit</td>
<td>Joelle Kelly, BSN, RN</td>
<td>Study #19-020 Exempt/closed</td>
</tr>
<tr>
<td>Antimicrobial Stewardship in the Surgical Patient Through Penicillin Allergy Testing in the Pre-Anesthesia Testing Unit</td>
<td>Tracy Castleman, MSN, CRNA</td>
<td>Study #19-034/Open</td>
</tr>
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</table>

### Publications

<table>
<thead>
<tr>
<th>Title of Publication</th>
<th>Staff Involved</th>
<th>Name of Peer-Reviewed Journal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improving Behavioral Health Nurse Diabetes Literacy in Acute Psychiatric Emergency Screening Services (PESS)</td>
<td>Angela Brathovde, DNP, RN-BC, HNB-BC</td>
<td>New Jersey Nurse &amp; Institute for Nursing Newsletter (July 2019)</td>
</tr>
<tr>
<td>APRN Transition to Practice: Program Development Tips</td>
<td>Janet Urbanowicz, PhD, RN, CPHQ, NEA-BC</td>
<td>The Nurse Practitioner, Vol. 44, No. 12 (December 2019)</td>
</tr>
<tr>
<td>Revision of a Nursing Professional Development Advancement Program to Increase Staff Involvement at a Community Hospital</td>
<td>Marybeth Gartland, MSN, RN, CCRN; Danielle Hilliard, MSN, APN, CPNP, CCRN-K; Wendy Reich, MSN, RNC-OB, C-EFM, CBC</td>
<td>American Nurse Today (May 2020 issue)</td>
</tr>
</tbody>
</table>
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!

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%.

<table>
<thead>
<tr>
<th>2019 Unit-Level BSN &amp; Certification Rates</th>
<th>BSN Rate</th>
<th>CERT Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nursing Admin</td>
<td>100%</td>
<td>90%</td>
</tr>
<tr>
<td>Cath Lab</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>Float Pool</td>
<td>65%</td>
<td>76%</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>93%</td>
<td>36%</td>
</tr>
<tr>
<td>Regional Newborn Center (NICU)</td>
<td>73%</td>
<td>100%</td>
</tr>
<tr>
<td>G6</td>
<td>65%</td>
<td>71%</td>
</tr>
<tr>
<td>T6E</td>
<td>58%</td>
<td>50%</td>
</tr>
<tr>
<td>Operating Room</td>
<td>87%</td>
<td>87%</td>
</tr>
<tr>
<td>Interventional Radiology</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Clinics/Bariatrics/Wound Care</td>
<td>80%</td>
<td>25%</td>
</tr>
<tr>
<td>Endoscopy</td>
<td>83%</td>
<td>100%</td>
</tr>
<tr>
<td>L&amp;D</td>
<td>79%</td>
<td>85%</td>
</tr>
<tr>
<td>PMAD</td>
<td>75%</td>
<td>100%</td>
</tr>
<tr>
<td>PACU</td>
<td>67%</td>
<td>48%</td>
</tr>
<tr>
<td>SDS</td>
<td>73%</td>
<td>45%</td>
</tr>
<tr>
<td>PESS</td>
<td>47%</td>
<td>31%</td>
</tr>
<tr>
<td>Outpatient Psyche</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>Geriatrics/Ctr for Diabetes Educ</td>
<td>33%</td>
<td>33%</td>
</tr>
<tr>
<td>Pre-Admission Testing</td>
<td>43%</td>
<td>71%</td>
</tr>
<tr>
<td>Cancer Center</td>
<td>86%</td>
<td>100%</td>
</tr>
<tr>
<td>Vantage Point</td>
<td>33%</td>
<td>50%</td>
</tr>
<tr>
<td>Valerie Fund</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>PMDS</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Stress-Echo-Healthy Lives</td>
<td>67%</td>
<td>73%</td>
</tr>
<tr>
<td>Cardiac Rehab</td>
<td>100%</td>
<td>25%</td>
</tr>
<tr>
<td>non-unit based APRNs</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>ICU</td>
<td>69%</td>
<td>45%</td>
</tr>
<tr>
<td>Community Health Education</td>
<td>50%</td>
<td>0%</td>
</tr>
<tr>
<td>Performance Improvement</td>
<td>60%</td>
<td>20%</td>
</tr>
<tr>
<td>CPDIR</td>
<td>100%</td>
<td>100%</td>
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<tr>
<td>G5</td>
<td>76%</td>
<td>36%</td>
</tr>
<tr>
<td>B5</td>
<td>73%</td>
<td>75%</td>
</tr>
<tr>
<td>BBR2</td>
<td>68%</td>
<td>50%</td>
</tr>
<tr>
<td>BBR4</td>
<td>50%</td>
<td>83%</td>
</tr>
<tr>
<td>TSMB</td>
<td>76%</td>
<td>100%</td>
</tr>
<tr>
<td>OB Support</td>
<td>71%</td>
<td>100%</td>
</tr>
<tr>
<td>T6W M-B</td>
<td>93%</td>
<td>100%</td>
</tr>
<tr>
<td>Case Management</td>
<td>71%</td>
<td>60%</td>
</tr>
<tr>
<td>Infection Control</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>All Other RNs</td>
<td>33%</td>
<td>67%</td>
</tr>
<tr>
<td>Nurse Supervisor/RRT</td>
<td>92%</td>
<td>46%</td>
</tr>
<tr>
<td>Psyche Admin</td>
<td>67%</td>
<td>50%</td>
</tr>
<tr>
<td>Breast Center</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>Radiation Oncology</td>
<td>50%</td>
<td>50%</td>
</tr>
<tr>
<td>C2</td>
<td>84%</td>
<td>91%</td>
</tr>
<tr>
<td>API1</td>
<td>74%</td>
<td>47%</td>
</tr>
<tr>
<td>AP2</td>
<td>67%</td>
<td>57%</td>
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<tr>
<td>AP3</td>
<td>69%</td>
<td>29%</td>
</tr>
<tr>
<td>WCH Float Pool</td>
<td>85%</td>
<td>100%</td>
</tr>
<tr>
<td>Pediatric Unit</td>
<td>72%</td>
<td>87%</td>
</tr>
<tr>
<td>PICU</td>
<td>71%</td>
<td>71%</td>
</tr>
</tbody>
</table>
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 MMCs 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.
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: