

Robert Wood Johnson University Hospital Rahway

2019 Nursing Annual Report

Robert Wood Johnson University Hospital | **RWJ**Barnabas HEALTH
Rahway



Robert Wood Johnson University Hospital Rahway 2019 Nursing Annual Report

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President's Letter

2019 has been challenging with the dynamic changes in healthcare, yet exciting with all the remarkable transformations the nurses at Robert Wood Johnson University Hospital Rahway are creating. I recognize and I am impressed how nursing focused its strategies towards nursing excellence and Magnet™ components. Those strategies, aligned with organizational goals and encompassing “Safety Together” behaviors, provide the highest level of safety, quality, and experience for our patients. It is a commendable commitment to embrace a journey to achieve Magnet™ designation by the American Nurses Credentialing Center as it is the most distinguished recognition a health care organization can receive for nursing excellence. Sequentially, that will echo through our community that Rahway is a hospital that ensures that patient outcomes and satisfaction are better than average, that they are in a safer environment, and that our nurses are well trained, empowered to lead change, and invested in their professional development.

This was a year of transition for nursing as they began to develop and reinvigorate their infrastructure and processes; a bold and difficult feat that requires all to embrace change. Nursing enhanced their shared governance structure through re-focusing their professional practice model, strengthening Unit Based Committees, and increasing unit accountability by creating and transparently disseminated nursing dashboards that include real-time quality and patient experience metrics. The establishment of nursing performance improvement will continue to move this hospital forward into next year and has already shepherded nurse-driven initiatives and interdepartmental collaboration this is providing excellent, innovative care for our patients. For example, nurses helped steer interdepartmental collaboration with the development of a Mass Transfusion Protocol, newly designed patient communication boards, and interdisciplinary walking rounds. Nurses identified, voiced concern, and proposed solutions for safety,

leading to the pilot program of Peace of Mind and badge activated doors for high-risk units. Nursing created a new process to identify and track nurses' education and professional career development. This will benefit our hospital by identifying our nursing workforce trends, retention strategies, and well-deserved recognition.

I am delighted that nursing celebrated its first DAISY recipient which is an international recognition program. Furthermore, I am proud to note the current exemplary outcomes our nursing practice has achieved in 2019, such as the amazing work from 3E/2C to be CLABSI free in 2019 with their last CAUTI on January 12th. The quality care delivered by 2E to be CLABSI and CAUTI free with their last CAUTI dated October 14th, 2018. 3C maintaining CAUTI free since 2014 and CLABSI free for over 300 days and CCU incredible accomplishment to reduce their CDIFF rates from thirteen in 2017 to one in 2019. I am proud of the strides and initiatives our Emergency Department made with sepsis and was named best in the system in the third quarter. These accomplishments helped to contribute to our hospital in receiving an “A” designation from the Leapfrog Group.

In the words of John F. Kennedy, “Change is the law of life. And those who look only to the past or present are certain to miss the future.” As we look forward to 2020, I am confident our nurses will provide unparalleled care to our patients and continue growth for this hospital with innovative and inspirational changes. Nurses are the backbone of health care and I am truly thankful to our nurses and look forward to the upcoming year.

Sincerely,

Kirk Tice
President and CEO



Chief Nursing Officer's Letter

Nurses at Robert Wood Johnson University Hospital Rahway have served our community for over 100 years. Nursing is the leading force of the provision of care. Each day, our nurses go beyond expectation seizing opportunities to share ideas that are dynamic, creative and innovative translating exquisite nursing practice. Our nurses are involved in scholarly research, on a journey leading toward a self-governance model that captures the voices of nursing staff to make a difference in patient care. It is inspired by an environment that fosters, identifies and rewards, the commitment of passionate cutting edge thoughts that underpin the promise to deliver safe, quality, and efficient care advancing the nursing profession.

Looking back at 2019

Our nurses have committed themselves towards achieving Magnet designation that acknowledges Nursing Excellence, the ultimate respect that is conferred by the American Nurses Credentialing Center. Magnet designation is evidence of superior care that supports extraordinary nursing practice.

Nursing began to create the infrastructure required to achieve structure and process for quality outcomes through:

- Development of our Nursing Strategic Plan that aligns to the organizational plan and priorities.
- Restructuring Nursing Shared Governance through re-branding of Unit Based Committees and the Professional Nursing Practice Council.
- Revising RWJUH Rahway Nursing Professional Practice Model that helps to guide nursing practice.
- Revision of Nursing's Mission, Vision, and Values to align with organizational goals.
- Creation of nursing dashboards, Nursing PI and quality to measure and manage nursing sensitive indicators and patient experience.
- Interdisciplinary collaboration for creation and revision of nursing policies, procedures, and standards of care based on Evidence-Based Practice.
- Sustained Knowledge-Based Medication Administration safety over 99%.
- Creation of Nursing Intranet and Nursing Newsletters for communication, recognition, and transparency.

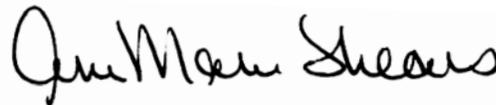
Nursing is a career of lifelong learning that supports professional practice, recognition, and empowerment:

- RWJUH Rahway nurses celebrated our first peer nominated Nursing Excellence Award based on Magnet components:
 - Transformational Leadership,
 - Structural Empowerment,
 - Exemplary Professional Practice,
 - New Knowledge, Innovations, and Improvements, and
 - Empirical Outcomes.
- Nurses celebrated our hospital's first DAISY Award Recipient, recognizing extraordinary nurses. This award has been adopted by healthcare facilities worldwide.
- Schwartz Rounds program was implemented, where opportunity is provided in a forum discussion to express feelings and thoughts from a patient experience.
- Creation of a nursing demographic data tool to measure professional growth and achievements.

Looking ahead for 2020

The year of 2020 will be an exciting time for RWJUH Rahway nursing. Our nurses will continue to strive for Nursing Excellence as we begin our Magnet journey. Several projects that will lead us into 2020, include Stroke Accreditation, securing an Institutional Review Board to advance our nursing research activities, revamping of our Clinical Ladder Program for nurses advancing their practice, and continued dedication for best quality outcome and patient experience.

As CNO and Vice President of one hospital in a leading healthcare system in New Jersey, I am delighted to surround myself with dedicated, unswerving, and hardworking professionals that have made their passion, their life.



Ann Marie Shears, MA, RN, NE-BC

Chief Nursing Officer and Vice President of Patient Care Services



Nursing Leadership Team 2019

Ann Marie Shears, MA, RN, NE-BC
Chief Nursing Officer & Vice President of Patient Services



Deborah Gandy
MSN, MSA, RN, CPHQ
Vice President of Clinical Effectiveness



Eric Kleinert
BSN, RN
Administration Director of Nursing Operations



Helen Peare
BSN, RN
Director of Ambulatory Cardiac Services



Victor Sanotsky
MS, RN
Director of Perioperative Services



Randolph Haywood, Jr.
DNP, MSN, RN
Director of Education and Research



Brianne Mellott
MHA, BSN, RN, CPHQ
Director of Quality & Patient Safety



Mary Muylk
MBA, BSN, RN, CCM
Director of Medical Management Case Management & Social Services



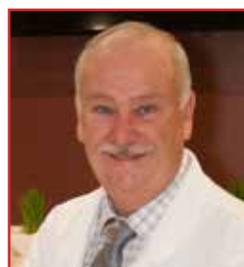
Jennifer Brown
MSN, MPA, RN
Magnet Program Manager & Nursing Practice Outcomes



Rose Caleen
BSN, RN-C
Nurse Manager
Medical Surgical Unit-3E



Maria Ruiz
MSM, BSN, RN, CCRN
Nurse Manager
Stroke Coordinator



Gary Buckalew
MSN, RN, CCRN
Nurse Manager
Medical Surgical Unit- 2E (retired)



Karen Vargas
BSN, RN
ED Nurse Manager
Emergency Department



Debra Toth
MSN, RN, CCRN
Nurse Manager- CCU
Critical Care Unit



Dawn Schanz
MSN, RN, GNP, CNOR
Perioperative Nurse Manager



Sandra Sanford
BSN, RN
Nurse Manager Telemetry
Unit- 3C



Courtney Kovacs
BSN, RN-C
Nurse Manager Medical
Surgical Unit- 2E



Marlene Baldinger
RN, CPHQ, CPHRN, ARM
Risk Manager



Kristy O'Connor
RN
ED Assistant Nurse Manager

RWJUH RAHWAY NURSING



PROFESSIONAL PRACTICE MODEL

What is a Nursing Professional Practice Model (PPM)?

Professional Practice Models provide a visual representation of nursing's contribution in an organization. Developed by RWJUH Rahway nurses, our model includes values and goals that define the professional nursing identity. It captures the professional elements and relationships that define the complex role of the nurse.

The RWJUH Rahway Nursing Professional Practice Model

The patient and family encompassed by healing hands serve as the anchor for our model. Encircling our center are words that represent our care delivery system, Relationship-Based Care. This model supports the framework of professional nurses in their everyday practice through leadership, collaboration, best practice, and professional growth. It fosters the importance of superior patient care, unifies nursing practice, and lifelong learning. These elements align with organizational goals, mission, and values.

Mission

To provide exceptional care and improve the health of our community with excellence in quality, service, and access through compassionate care, education, and community service.

Vision

Continuously strive for excellence in clinical quality, safety, and service. Consistently provide patient focused care in a family-oriented environment. We work to be trusted by patients, a valued partner in the community, and creators of positive change.

Values

Safety - We are committed to delivering our services in a safe environment that protects patients, staff, and visitors by promoting high reliability behaviors.

Quality - We are committed to excellence, which is characterized by high performance, innovation, stewardship of resources, teamwork, and regular evaluation service outcomes.

Collaboration - We trust our colleagues and physicians as valuable members of our healthcare team and pledge to treat one another with respect.

Dignity and Respect - We strive to meet the healthcare needs of the patients and families who reside or work within our Community by affirming the unique and intrinsic work and treat all those we serve with compassion, kindness, dignity, and respect recognizing confidentiality and patient rights in our daily practice.



Transformational Leadership



Transformational Leaders transforms their organization’s values, beliefs, and behaviors. This requires vision, influence, clinical knowledge, and a strong expertise relating to professional nursing practice. At RWJUH Rahway, nurses at all levels and in all roles serve as transformational leaders. They have an ability to influence change and be change catalysts for nursing care practice.

The Magnet Journey

In 2019, the nurses at RWJUH Rahway committed to become a Magnet designated organization. Magnet designation is the gold standard in nursing excellence and quality care. The standards for this designation is demanding and rigorous focusing on best practice and outcomes. It concentrates on our nursing structure and process on the Magnet components and continually raises the bar for clinical outcomes and professional growth. Magnet designation is something that is not given, it is earned; it encompasses who we are as nurses and our contribution to healthcare. The Magnet Journey cannot be rushed or forced. It is a culture that empowers nurses. This Nursing Annual Report will highlight the Magnet components and RWJUH Rahway nurses contributions. This report will tell the story how nursing is taking their first steps in creating a culture that is in alignment with Magnet Standards. We are creating infrastructure, structure, and processes to exceed these standards.





Workplace Violence Taskforce



Our new Professional Practice Model and Nursing’s Mission, Vision, and Values

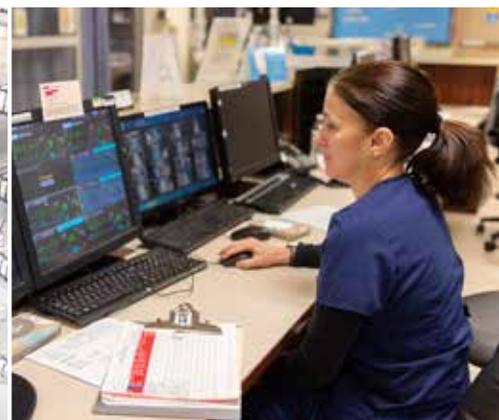
Transformational Leadership requires clear and precise direction from the Chief Nursing Officer. Once nursing goals and strategic plan were developed, RWJUH Rahway nurses began to re-identify their role. Professional Nursing Practice Council (PNPC) Chairs, Jennifer Brown MSN, MPA, RN, Magnet Program Manager, and Ann Marie Shears MA, RN, NE-BC, Chief Nursing Officer and Vice President of Patient Services, collaborated in providing in the revision of Nursing’s Professional Practice Model (PPM), Mission, Vision, and Values. The new PPM evolved to include empowered leadership, professional development, innovation, safety, quality, and community focus. The Mission, Vision, and Values are in alignment with nursing and organizational strategic goals. Proudly, in 2019 Nursing’s revised PPM (pg. 7), Mission, Vision, and Values (pg. 8) were born. The new guidance for nursing practice care has been and continues to be disseminated to nursing leadership and nursing staff.

A Voice for Nursing Practice Change

The work of Sandra Sanford, BSN, RN-BC, 2019 Chair of the Professional Nurse Practice Council, cannot go unrecognized. Sandy assumed this role and transitioned the council from a CNO/Director-led committee to a committee run by the nursing staff, with the voice of the staff first and foremost in the decisions made about practice changes. Sandy led the 2E Unit Based Council and saw over 70% decrease in the fall rate on that unit with her nursing initiative “Stay with Me” fall reduction program from 2018 that carried into 2019. This was based on a review of the falls data, a process change followed by team spirit, consistency in expectations and laser focus on results. This program has been widely used throughout the health system. In addition, Sandy led the implementation of SBAR (Situation, Background, Assessment, and Recommendation) handoff process for patient movement between units to improve the professional communication regarding patient status improving the safety for patients.

Advocacy for Resources against Nurse Workplace Violence

Critical Care Unit (CCU) nurses were instrumental in advocating for safety resources. Stemming from a workplace violence incident, nurses identified the need for creating a safer work environment. They brought their safety concerns of the event to acting CCU Manger Helen Peare, BSN, RN who voiced their concerns during a leadership safety huddle. A Workplace Violence Committee was created, which included staff of CCU, nurses Barbara Mullery, Vice President of Administration, Terrance McCarthy, Director of Clinical Services, and Bo Jackson, Security Manager. New processes were initiated such as the pilot of the POM (Peace of Mind) device that when activated alerts security to be dispatched. In addition, we implemented purposeful rounding by security, and enforcing two visitors in a room at a time. Future projects to be discussed include the installation of an access control system that will track and restrict CCU entry.



Massive Transfusion Protocol

Martha Mackay, MSN, RN, CCRN of CCU influenced nursing practice and care as she helped create, educate, and implement a new nursing protocol for Massive Transfusion based on evidence-based practice. She recognized a need for the protocol after experiencing an emergent and critical situation that required massive transfusions. She attended several taskforce meetings which consisted of Nursing Leadership, Director of Laboratory, and Emergency Department Physician, Dr. Matt Davis. Here she was able to provide feedback to the taskforce on her experience of not having a protocol for care in place and pushed for a protocol that would serve for better nursing practice and patient outcome. She created the MTP algorithm including input from content experts. She helped organize an educational in-service and drill for ED, CCU, and Post Anesthesia Care Unit nurses.

High Reliability Organization (HRO) - A Culture for Safety Together

RWJUH Rahway is committed to adopt and perform safety practices that are consistent across all services and settings. A system-wide initiative called “Safety Together” embraces safety behaviors and tools. Our goal is zero harm for our patients, families, visitors, and each other. Daily safety huddles allow heightened awareness for safety and “good safety catches” provide positive reinforcement and recognition. Our Safety Coaches, which consist of staff of all levels and departments help to instill an HRO culture.



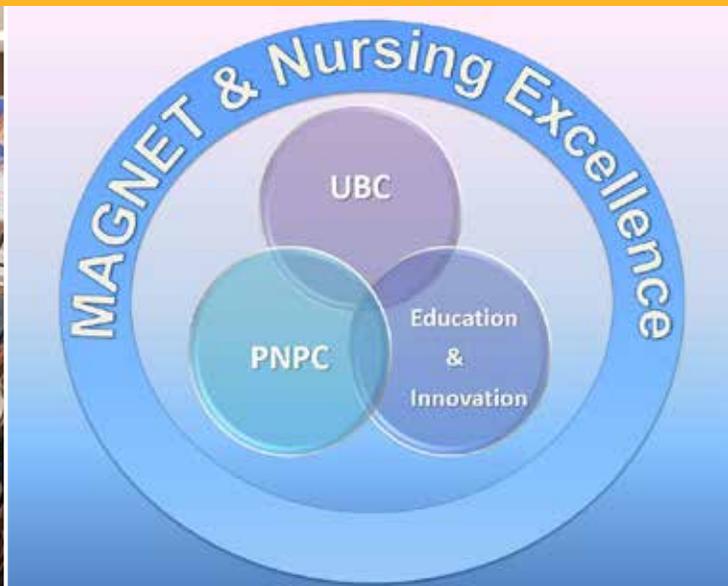
Safety Coaches

Safety is a team effort. Safety Coaches “aren’t there to be safety police or secret shoppers, we want people to know who they are, sharing what we’ve learned in HRO training, reinforcing and recognizing good safety practices” said Vice President of Patient Services and CNO Ann Marie Shears. Kaitlyn Pirozzoli, BSN, RN, (pictured left) of the Emergency Department, with a RWJBH Safety Together backpack. Kaitlyn is our Safety Coach for the Emergency Department and has had the most safety interactions and activities since we launched the Safety Coach program in April.

Our Team of Safety Coaches

Alison Ruchaevsky	Laboratory
Angela Espin	Food Services
Anita Whiting, RN	Education
Barbara Clark	2C Unit Administrator
Brionna Belk	3C Unit Administrator
Carmen Torres	2C Unit Administrator
Carol Ash, DO	Chief Medical Officer
Courtney Correa, RT	Radiology
Deepali Kadakia	2A Unit Administrator
Denise Cherepanya, RN	Stress Testing
Denise McTonic, RN	CCU
Joel Gamo	Quality
Kaitlyn Pirozzoli, RN	ED
Kathleen Diaz	3C Unit Administrator
Marissa Greenberg, RN	2E
Marlene Baldinger, RN	Risk Management
Marlene Gamo, RN	PACU
Maureen Disch, RN	Interventional Radiology
Mzia Gray	Food Service
Rodolfo Benito Silan, RN	3C
Rosemary Ferrer	Human Resources
Vidheeben Patel, RN	2E
Yashekia Dildy	ED Unit Administrator

Structural Empowerment



Structural Empowerment includes staff involvement in organizational structures that result in an empowered nursing professional practice. It increases nurse autonomy, promoting the highest levels of clinical excellence and professional practice. At RWJUH Rahway nurses are supported and encouraged to continue professional development and promote positive change through collaborative partnerships. Recognition and acknowledgment of nursing contributions are celebrated throughout RWJUH Rahway.

Unit Based Committees

Unit Based Committees (UBC) are lead by clinical nurses. The purpose of UBC meetings is to address unit issues and concerns and to create change within their practice for better outcomes.

Unit Based Council	Chair(s)
2E	William Toth, BSN, RN William.Toth@rwjbh.org Samira Castro, BSN, RN-BC Samira.Alaouie@rwjbh.org
3C	Christina Porter, RN Christina.Porter@rwjbh.org Revelyn Briones, BSN, RN Revelyn.Bulaon-Briones@rwjbh.org
3E	Razel Abuan BSN, RN Razel.Abuan@rwjbh.org Terry Gorringer, RN Theresa.Gorringer@rwjbh.org
CCU	Deanna Pinkham, MS, RN Deanna.Pinkham@rwjbh.org
ED	Eileen Parks, MSN, RN-BC Eileen.Parks@rwjbh.org Domenica Loffreno, RN Domenica.Loffreno@rwjbh.org
PERIOP	Marlene Gamo, BSN, CCRN Marlene.Gamo@rwjbh.org
Cardiac Services	Rose Tarantino, RN, CNOR Rose.Tarantino@rwjbh.org Farah Lebron, RN Farah.Lebon@rwjbh.org

Shared Governance

2019 marked the vision for Magnet designation. In alignment with our Magnet journey, nursing’s current shared governance structure was revised with input from nurses at all levels. Shared governance promotes professional practice environments while empowering nurses to help make decisions affecting themselves, their colleagues, and their patients. Participation in shared decision-making has shown to be so important that hospitals seeking Magnet designation must demonstrate effective structures of shared governance. PNPC chairs and co-chairs were involved in creating the council bylaws and 2020 charter to support the Organizational and Nursing Strategic Plan. Clinical nurses participate in Unit Based Committees, Hospital Committees, and System Committees.

Hospital Councils and Committees

Hospital Council/Committees	Purpose	Chair(s)
SCM End User Council	Integrates nursing practice and technology	Eileen Parks MSN, RN-BC Eileen.Parks@rwjbh.org
Patient Family Education	Charged to prepare patients, families, and caregivers for self-care and management after discharge	Mary Beth Puschak MaryBeth.Puschak@rwjbh.org Anita Whiting, MSN, ANPD Anita.Whiting@rwjbh.org
Professional Nursing Practice Council	Coordinating and information sharing forum for all individual Unit Based Committees to ensure unit goals are in alignment with the nursing and organizational strategic plans and goals	Sandra Sanford, BSN, RN Sandra.Sanford@RWJBH.org
Skin and Wound Committee	Provides education to staff for reduction of skin and wound issues for better patient outcomes.	Paula Mattis, RN, WCC Paula.Mattis@rwjbh.org
Education and Research	Provides educational resources and training	
Safe Patient Handling Committee	Ensures patient transfer/lifting is done safely and appropriately to protect both the employee and the patient from injury	Kristy O’Connor, RN Kristy.O’Connor@rwjbh.org
Safety Coaches	Upholds our culture of a High Reliability Organization	





Fall Prevention Education For Patients And Families

Call...Don't Fall

Any Patient, Any Age, Any Time... Can Fall



Strategies to Reduce Falls

Rahway nursing actively participate with RWJBH system Falls Collaborative. An initiative was rolled out to create a preventative falls brochure to educate patients and families on prevention and fall risks while in the hospital and at home. Through our PNPC, Nursing Leadership, and feedback from RWJUH Rahway Patient Family Advisory Committee an evidence-based educational brochure was developed. PNPC also played a role in revising RWJUH Rahway's "Fall Contract" which provides patient and family education of fall prevention and our pledge to keep patients safe.

Clinical Institute Withdrawal Assessment (CIWA) Protocol

RWJBH system PNPC collectively reviewed and created an evidence-based assessment tool used in evaluation of delirium tremens (DTs). CIWA is an aggregated score correlating with severity of alcohol withdrawal. This tool allows for better nursing practice in obtaining the medical care in prevention and symptom control from DTs. Sandra Sanford, BSN, RN-BC, previous Chair of PNPC, represented Rahway at the system PNPC. As Rahway has not had CIWA protocol in place, the nurses will find this a valuable tool when caring for patients and communicating with physicians for best care practice. The roll out for CIWA protocol will be in 2020.

Improving Patient Safety and Education

To help reduce patient falls and increase patient's knowledge on medications and its side effects, a red patient education folder now includes a picture of a medication bottle along with the key word side effects. This has now been adopted by the Patient Family Education Committee and implemented house-wide.

New Communication Boards

Recognizing the need to update to improve communication and patient satisfaction between patient and healthcare providers, new communication boards in patient's rooms were designed and implemented. Input from PNPC and Patient Family Advisory Council was utilized in the creation of these communication boards to include patient's perspective of what is of importance to them.

AMERICAN NURSES CREDENTIALING CENTER

CELEBRATE CERTIFIED NURSES

2A

Jeanneth Malicay, BSN, RN, WCC
Susan O'Connell, ADN, RN-BC
Sheela Thomas, BSN, RN-BC

2E

Samira Castro, BSN, RN-BC*
Emily Durso, BSN, RN-BC*
Jerilyn Gascon, BSN, RN-BC
Drupatie Ramlakhan, BSN, RN-BC

3C

Maria Concepcion Domingo, BSN, RN-C
Heather Ramstedt, BSN, RN, PCCN
Arlene Turner, ADN, RN, ONC

3E

Arlene Caparruva, ADN, RN-C
Maria Catalan, BSN, RN-C

Critical Care Unit

Sangeetha Alexander, BSN, RN, CCRN
Raquel Bisda, BSN, RN, CCRN
Arunateja Chennareddy, MSN, RN, CCRN
Theresa Dobbin, BSN, RN, CCRN, WCC
Martha Mackay, MSN, RN, CCRN*
Buffy Onyeche, ADN, RN, CCRN
Vanessa Ortiz, ADN, RN, CCRN, CEN, TCRN, CFRN
Meagan Rueda, BSN, RN, CCRN
Inga Schwartz, MSN, RN, CNL
Audrey Silovitch, BSN, RN, CCRN

Cardiac Services & Interventional Radiology

Robert Rosales, BSN, RCIS, RN-BC
Marlene Lopez, ADN, CCRN
Maria Balo, BSN, CCRN
Susan Lasko, BSN, RN-BC*
Rose Tarantino, ADN, RN, CNOR

Case Management

Catherine Ayala, BSN, RN, CCM
Judith Ervin, ADN, RN-BC

Emergency Department

Dana Colon, BSN, RN, CEN, TNCC, NVRN
Rey Alam, ADN, RN, TNCC
Myrna Bautista, BSN, RN, TNCC*
Ringle Biju, BSN, RN, TNCC
Christina Garrison, BSN, RN, CEN
Suzanne Giles, ADN, RN, TNCC
Diane Maiorino, ADN, RN, CEN
Christine Meo, MSN, RN-BC, ANP
Madeline Merced, BSN, RN-BC
Eleanor Molineaux, MSN, RN, FNP
Eileen Parks, MSN, RN-BC
Todd Riccitelli, BSN, RN, CEN
Evelyn Rodriguez, BSN, RN, CEN
Katherine Silva, BSN, RN, CEN
Karolina Zuniga, BSN, RN, TNCC

Perioperative Services

Leonilo Delacruz, BSN, RN, CNOR, RFNA
Beverly Focht, BSN, RN, CNOR
Nataliya Lizanets, ADN, RN, CNOR
Leila Palaganas, BSN, RN, CNOR
Heasun Lee, BSN, RN, CGRN
Dorothy Haywood, MSN, RN, NBCSN
Jane Julao, BSN, RN-BC
Lois Sancho, BSN, RN, CCRN
Marlene Gamo, BSN, RN, CCRN
Brian Golden, BSN, RN, TNCC

Infusion Services

Dianna Hopper, BSN, RN-C

Employee Health

Diane Strickland, MSN, RN, APN, CCRN
Joan Naberezny, ADN, RN, WCC

Education

Paula Mattis, ADN, RN, WCC
Anita Whiting, MSN, RN, ANPD*

Bariatric Services

Dianne Errichetti, MSN, RN, CBN*

Nursing Leadership

Elvera Baez, MSN, RN, APN-CP
Marlene Baldinger, ADN, RN, CPHQ, CPHRN, ARM
Gary Buckalew, MSN, RN, CCRN
Courtney Kovacs, BSN, RN-BC*
Rose Marie Caleen, BA, RN-C
Ann Cornell, MSN, RN, CRNP, ONS
Deborah Gandy, MSN, MSA, RN, CPHQ
Mary Mulyk, BSN, RN, CCM
MariaPureza Ruiz, MSN, BSN, RN, CCRN
Sandra Sanford, BSN, RN-BC*
Dawn Schanz, MSN, RN, GNP, CNOR
Ann Marie Shears, MA, RN, NE-BC
Deb Toth, RN, MSN, CCRN

* Certified Nurse 2019 attainment

2019 BSN and MSN Graduates

BSN

Sandra Sanford
Kaitlyn Pirozzoli
Drupatie Ramlakhan

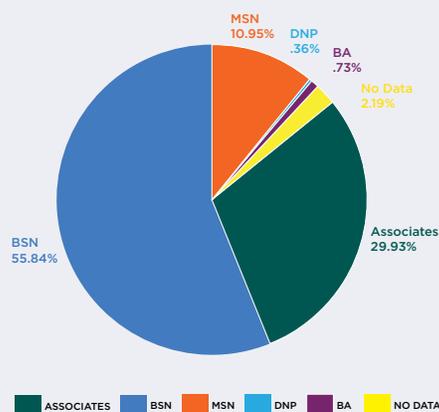
MSN

Martha Mackay
Valentina Ubush
Anita Whiting
Arunateja Chennareddy

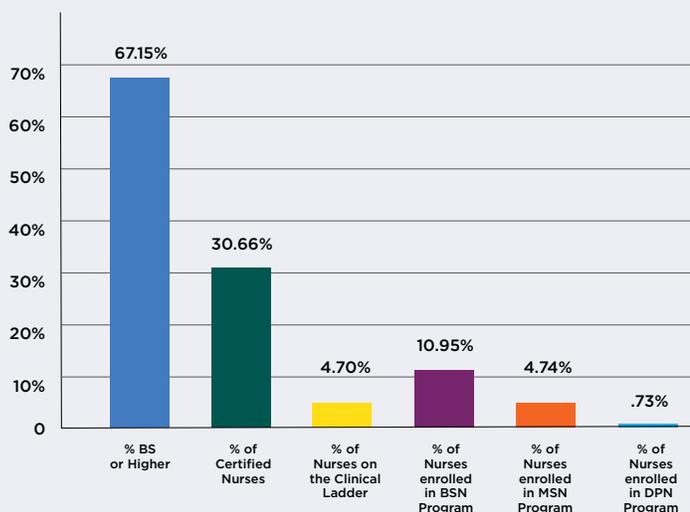
2019 Clinical Ladder Recipients

Clinical Ladder Level I
Kathleen Pirozzoli, BSN, RN
Ma Concepcion Domingo BSN, RN-C
Revelyn Bulaon-Briones, BSN, RN
Kevin McConnell, BSN, RN
Clinical Ladder Level II
Theresa Gorringer, RN
Navdeep Kaur, BSN, RN
Drupatie Ramlakhan, BSN, RN-BC
Roxanne P. Fraser, MSN, RN
Kelly Switzer, BSN, RN
Mary Joan Marcelo, BSN- BC
Clinical Ladder Level III
Marlene Gamo, BSN, RN, CNOR
Eileen Parks, MSN, RN-BC
Clinical Ladder Level IV
Deana Pinkham, MS, RN

2019 Nurses by Degree



2019 Professional Development Summary



In June of 2019 RWJUH Rahway launched the DAISY Award for Extraordinary Nurses, an international recognition award program. The goal of this award is to “ensure that nurses know how deserving they are... for the education, training, brainpower, and skill they put into their work and especially for the caring with which they deliver their care.” The recipient of RWJUH Rahway’s first DAISY Award is Laura Makras, RN of 2E. Makras’ nomination letter touched all those points, noting her strong communication skills and her fierce advocacy for her patients. “Laura is a stabilizing force on the unit; she has the ability to calm anxious patients and their families by realizing what is at the core of their unrest.”

Recognition for performance

RWJUH Rahway has a long-standing hospital-wide employee recognition program called STAR that celebrates outstanding performance in clinical and non-clinical areas. This monthly recognition program is based on cards, letters and emails sent to the STAR committee from patients, family members and co-workers. The committee, made up of representatives from Nursing, Patient Experience, Human Resources, and other areas of the hospital, evaluate the letters with the idea of identifying outstanding service. At the end of the year, the committee selects one clinical and one non-clinical Star of the Year. Of 21 clinicians chosen as Stars in 2019, nine were nurses.

Critical Care Nurse Theresa Dobbin, RN, BSN, CCRN, WCC, who began her career at Robert Wood Johnson University Hospital Rahway as a Candy Striper, was honored with the hospital's 2019 Star of the Year award for clinical excellence. Dobbin was celebrated for her work with a Critical Care patient who was in his 40's and ventilator dependent. The man, whose health was declining, no longer wanted to be on the ventilator. Dobbin's patient looked to her to honor his wishes and communicate to his divided, distraught family that he no longer wanted to be on the ventilator. She agreed to help. "There are many things Theresa could have done in this situation, including walking away and letting someone else handle it," Hospital President and CEO Kirk C. Tice said during a special award ceremony honoring her. "But she didn't do that."

Dobbin worked with the family to get them to understand - to hear - what her patient wanted. That included having the man mouth his wishes so the family could see and understand that he did not want to remain on the ventilator. The patient was eventually weaned from the ventilator and passed away. His family was at peace with his decision. "This story brings up the qualities of great health care — empathy, trust, and most important — listening," said Tice. "In my mind, what was most important was that the patient's voice was heard. Theresa made sure of that."

As healthcare providers, the best experience is having your patient walk out the door, able to live their lives, Tice said. But that doesn't always happen. The next best thing is to ease the process of dying for the patient and the family. "That means listening to our patients, putting their needs first and honoring them," Tice said.



Nursing STAR Winners 2019

January 2019:

Unit 2E Nurses Laura Makras, RN and Christopher Santillana, BSN, RN received STAR Awards. They were honored by co-workers and leadership for their comprehensive and compassionate care to patients and families.

Here are some of the many letters received about them:

"A patient wrote of Laura Makras, RN: "This morning, I was awakened by a friendly, welcoming voice; the voice of Laura Makras, RN. Laura is a kind compassionate person, who went above and beyond to calm me down and help me relax while waiting to find out my health issue. Knowledgeable, she explained every question I had with a grace that must be God given! I am extremely impressed by her care and compassion; she is the prime example of what a nurse is and should be."

A family member wrote this of Chris Santillana, BSN, RN:

"My father-in-law has Alzheimer/Dementia and is failing. Our family is devastated. Chris has been incredible. He shows skill, compassion and perfect bedside manners. These patients can be very difficult and Chris showed great ethics. We are very impressed and truly appreciated his understanding and care."

February 2019:

Arlene Turner, RN of 3C was February's STAR winner. She was nominated by co-workers and leadership for her professional and compassionate care. Patients and family members noted how she goes the extra mile for patients and exhibits warmth, great kindness along with compassionate care.



March 2019:

Critical Care Nurse Martha Mackay, MSN, RN, CCRN was recognized for her professional, compassionate care: "My mother complimented Martha immensely. I understood why. Not only is she hardworking and great at what she does, she has a great sense of how to make someone comfortable in a really bad situation."



April 2019:

3E Nurse Vivian Fotso, BSN, RN was honored by colleagues and coworkers for her understanding and compassion. Here's what a patient wrote about her: "She understands my conditions. I had the flu and my Lupus and Fibromyalgia broke out and caused me a lot of pain that I just wanted to cry all the time. She understands. I have been suffering since I was 28 years old. I have been dealing with this pain for 20 years. She is wonderful."



June 2019:

2E Nurse Laura Makras, RN was honored in June. "Laura came in on her day off to help my mom because (my mom) was scared and confused. She helped to calm down my mom and made sure everyone watched my mom. Laura is a SUPER STAR to me."



July 2019:

Critical Care nurse Theresa Dobbin, BSN, RN, CCRN was honored in July as a STAR recipient advocating for her patient's end of life wishes to his family.



October 2019:

Critical Care Nurse Racquel Bisda, BSN, RN, CCRN was honored by colleagues and leadership for her attentive, compassionate and professional care. "She held my hand when I cried and helped to lift my spirits. Her compassion is only surpassed by her excellent skills and nursing knowledge."

December 2019:

Denise Cherepanya, RN of Cardiac Services was honored in as December's STAR recipient. She was nominated by a former patient who regularly visits the department and nominated Denise for the exceptional care she provides and bond she creates with patients.

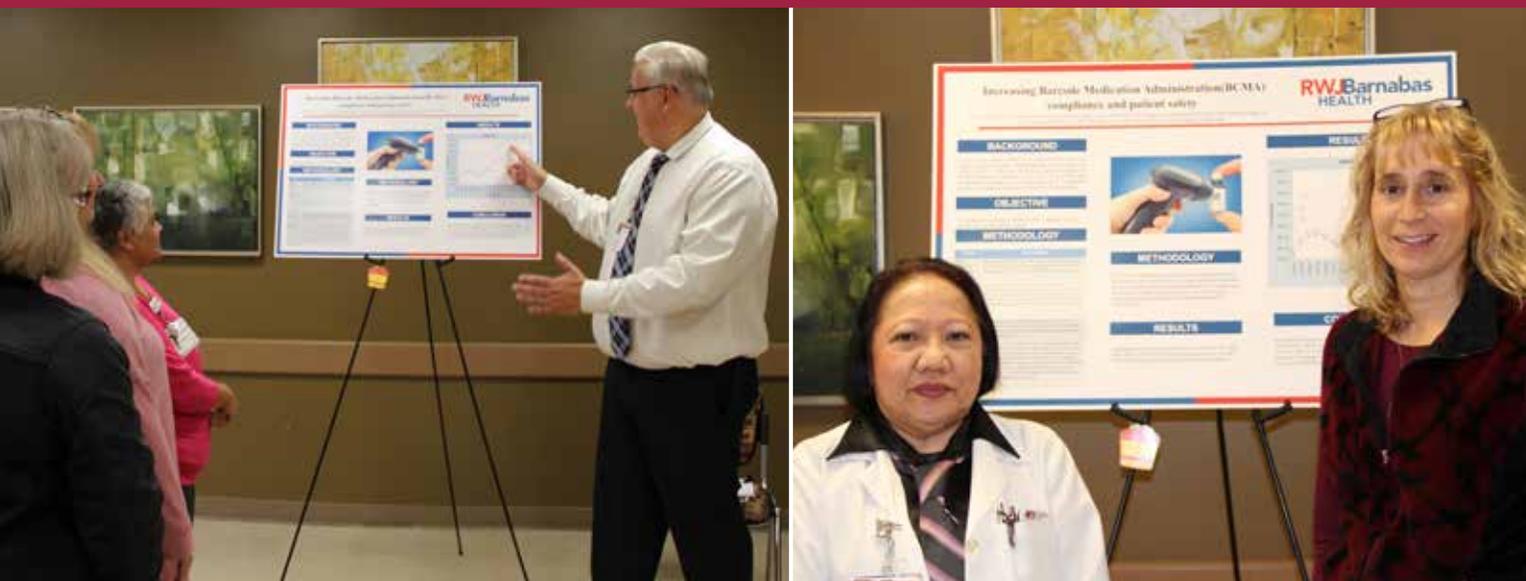
Peri-operative Palacademy Award

Dmitry Eremtchouk, RN was recognized at a national educational program for perioperative professionals as an Advocate for Best Practice in reducing orthopedic revisions.

2019 Nursing Scholarship Award

Education Department's 2019 Nursing Scholarship sponsored by a former patient, Livia Kelemen, had bequeathed funds to the hospital for the education of nurses. Rose Tarantino of Interventional Radiology and Henrietta Udeh of Nursing Supervision each received scholarship monies towards their education tuition. Rose is currently in school for her BSN and Henrietta Udeh is working to become a Nurse Practitioner.





Provides respectful and compassionate evidence-based care through comprehensive understanding of the role of nursing with patients, families and communities and the interdisciplinary team to continuously drive practice forward. RWJUH Rahway nurses uphold safety and regulatory standards while striving for excellence in quality outcomes through improving practice change.

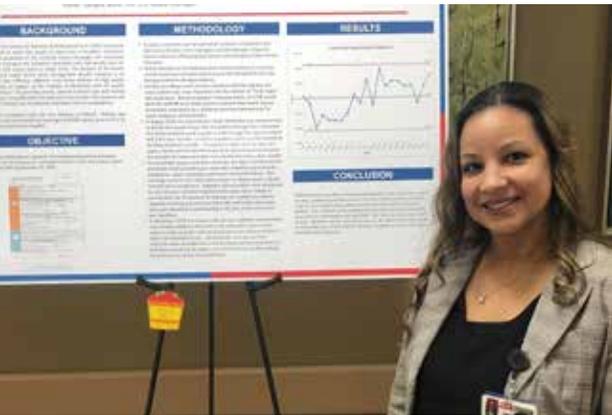
Quality Indicator Improvements

RWJUH Rahway hosted its annual Quality Fair in October featuring posters highlighting quality improvement initiatives throughout the hospital. Two posters were selected as finalists to be presented at the system-wide Quality Fair in November, including Increasing Barcode Medication Administration (BCMA) Compliance and Patient Safety.

Increasing Barcode Medication Administration (BCMA) Compliance and Patient Safety

Nursing leadership led a multidisciplinary tactical approach to achieve and maintain a BCMA of 95% or greater. Leapfrog barcode scanning compliance increased from 87.27% in fall of 2018 to 95.95% for the 2019 spring submission contributing to a letter “A” rating. Success continues with a projected 2019 fall submission near 98.5%.

Nursing Leaders involved with this multi-disciplinary performance improvement: Eric Kleinert, BSN, RN, Director Nursing Operations; Rose Caleen, RN, RN-BC, BA, Manager 3E; Maria Ruiz, BSN, RN, CCRN, MSM, Manager 3C; Gary Buckalew, MSN, RN, CCRN; Manager 2A/2E, Debra Toth, MSN, RN, CCRN, Manager Critical Care.



Sepsis Compliance

Karen Vargas, BSN, RN, ED Nurse Manager, presented “A Multidisciplinary Approach to Combating Sepsis.” RWJUH Rahway was able to maintain 3 hour and 6 hour sepsis bundle compliance in order to meet system goals and to provide improved care to the sepsis patient. Sepsis bundle is a tool that healthcare organizations can use to guide implementation of evidence-based guidelines recognized to improve outcomes in the treatment of sepsis and septic shock.



“Commit to Sit” for Patient Satisfaction

Revelyn Bulaon Briones, RN lead 3C’s PI project, “Increasing Nurse Communication by using Commit to Sit Program.” The unit’s intervention for improvement consisted of nurses sitting down during bedside shift report (BSR) and engaging the patient from a seated position to enhance conversation and inclusion of the patient/family member in their care.



Pain Medication Alternative Brochure

Razel Abuan, BSN, RN has been recognized by her peers for the work she has done as Chair on PNPC and leading the Unit Based Committee. She developed a patient brochure on alternatives to pain medications. Her energy and direction facilitated participation of all staff to shift practice from exclusively giving medications to accompanying medications with holistic care, aromatherapy, massage, and the simple gesture of touch.

Nurse-Driven Initiatives and Education

Deanna Pinkham, MS, RN, (picture centered) of CCU participated in helping care providers learn how to assess patients, use nurse-driven protocols and appropriate supplies and equipment to prevent hospital acquired infections. She provided respectful and compassionate evidence-based care through comprehensive understanding of the role of nursing with patients, families and communities and the interdisciplinary team to continuously drive practice forward.



Celebrating Low Rates for Nursing Sensitive Indicators Impacting Patient Outcomes

2E

CLABSI and CAUTI Free in 2019

Last CLABSI 10/26/2018

Last CLABSI 10/26/2018

3C

Last CAUTI since 2014

Over 300 days CLABSI free

MRSA and CDI/F free in 2019

3E/2C

Recognized Unit of the Year for achieving and maintaining excellent year end scores in both quality and patient satisfaction

MRSA, CDI/F, CLABSI free in 2019

Surpassing organizational patient experience goals for RN Communication and Communication about Meds.

CCU

MRSA free since 2018

Reduction of CDI/F from 13 in 2017 to 1 in 2019

ED

Named best in system for Sepsis Bundle in quarter 3

Quality and Safety Awards



New Knowledge, Innovation and Improvement



RWJUH Rahway integrates evidence based practice and research into clinical and operational processes. RWJUH Rahway nurses are encouraged to embrace the spirit of inquiry to discover innovative and best practice for patients and practice environments.



Technology Tools and Resources

OR Simulation Lab

The OR simulation lab built by RWJUH Rahway in 2019 integrates an operating room training program into nurses' orientation. This simulation lab is a learning space for the health system for best practice.

New Smart Pump Infusion Technology

Robert Wood Johnson University Hospital Rahway is the first hospital in the RWJBarnabas Health System to employ a state of the art infusion system using "smart pump" technology that promises to make infusions safer and more efficient. The hospital rolled out 188 of the new Baxter Spectrum IQ systems on August 20. The pumps have a number of safeguards and safety features to prevent errors, including a seamlessly updated drug library of the most currently used medications.



RWJUH Rahway Intranet

Jennifer Brown, MSN, MPA, RN, Magnet Program Manager, initiated utilizing the RWJUH Rahway Intranet as a modality for disseminating information, resource information for Nursing, and acknowledge and highlight nursing activities. The goal is to increase easier access for resources as a one-stop shop while being conservation minded. The building of a robust intranet continues as a living document.

Research Search Engine

Randolph Haywood, DNP, MSN, RN, Director of Education, implemented library access for nurses to use for evidence-based practice, performance improvement, and research.

Nurse Reference Center Plus

Nurse Reference Center Plus is a point-of-care resource for nurses which includes quick lessons, evidence-based care sheets, patient education materials, and practice guidelines. An educational tool for nursing to assist in providing best care.

Nurse Research and Education Committee

The goal of nursing research and education is to influence nursing practice through research to become a High-Reliability Organization. As such, the philosophy for Nursing Research and Education involves all organizational staff members and nurses working in multidisciplinary research teams for committee-generated hospital research projects. Through the understanding and efficient use of organizational management and nursing theories, research is promoted to ensure that nursing practice is evidence-based and knowledge-driven.

Schwartz Rounds

RWJUH Rahway rolled out Schwartz Rounds for hospital employees. This forum provides a safe environment in which caregivers can openly discuss the difficult emotional and social issues they face as a direct result of caring for others. Nurses who have participated in Schwartz Rounds report several benefits:

- Increased ability to give support and receive it from others
- Improved teamwork and appreciation of others' roles
- More effective communication
- Improved interdisciplinary collaboration
- Increased retention rates
- Increased appreciation and understanding of the emotional impact of patient care on caregivers.
- Increased patient/family well-being
- Increased patient/family and staff satisfaction scores
- Decreased feelings of anxiety, stress, and isolation
- Better patient experience

Community Activity Outreach



Nurse Education

Nurses at RWJUH Rahway go to health fairs, senior centers, schools, churches — even a community pool — demonstrating, counseling and leading. In 2019, some 20 nurses gave hands-only CPR demonstrations, took blood pressures and performed glucose checks for the community. Nurses are the facilitators for our popular breast cancer, caregiver, fibromyalgia and bereavement support groups. We have our nurses talk to the community about how to navigate the healthcare system, how to stay on track after weight loss surgery, how to properly wash hands, and how to activate the Emergency Response System.



Teaming up for American Heart Association Greater Northern NJ Heart Walk

The American Heart Association Greater Northern Heart Walk is held annually in October and raises awareness for cardiovascular disease and funds to support prevention and treatment. Over the past 10 years Denise Cherepanya, RN of Healthy Hearts coordinates and organizes RWJUH Rahway’s team to participate. She brings together healthcare workers, their families, and former patients to join in the walk.

Rahway Unites for Relay for Life

Relay for Life is a community-based fundraising event for the American Cancer Society and raises funds for to improve cancer survival through and improve quality of life for cancer patients and caretakers. In Terry Gorringer, RN became involved with Relay for Life in 2011 after her mother was diagnosed with pancreatic cancer. Since then she annually organized a team that includes hospital employees and their families, community, and survivors from cancer to participate in the event.

Professional Appointments and Community Services Activities

Name	Activity	Organization
Randolph Haywood, Jr. DNP, MSN, RN	Program Review Committee	National League for Nursing
Jennifer Brown, MSN, MPA, RN	Board Member	Kean University
Denise Cherepanya, RN	Lead organizer	American Heart Walk
Theresa Gorringer, RN	Lead organizer	Relay for Life American Cancer Society
Rose Tarantino, RN	Board Member	Kean University
Dianne Errichetti, MSN, RN, ASMBS	Bariatric Support Group	RWJUH Rahway
Marlene Gamo, BSN, RN, CCRN	Volunteer wellness screenings and community education for healthy lifestyle	RWJUH Rahway
Paula Rovinsky, MA, RN, BSCDE, HNC	Lead Organizer for: • Community diabetes management program • Community stress management program	RWJUH Rahway

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