

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

2022 Nursing Annual Report



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FROM OUR LEADERSHIP



Message from our Chief Nursing Officer

Welcome to a glimpse of the inspiring work from 2022 of our Nursing staff here at Robert Wood Johnson University Hospital Rahway. It is with great pleasure that we can show our progress over the past year. Calling ourselves, “the small but mighty” is an understatement as we see all of the accomplishments of our nurses on a daily basis. Rahway nurses have shown their commitment to quality and service in a way that cannot be denied. Over the past year, we have been consistent in the message of improving and sustaining quality as we care for our patients and staff. For this, I am the proudest and continually honored to serve as your nursing leader.

This year recruitment and retention initiatives were vast. Our dedicated nurses created testimonials, videos and outreach materials highlighting Rahway’s clinical model, culture and opportunities. Through collaboration with a variety of schools of nursing, we created a pipeline for new recruits and established a designated education unit for senior nursing students to assist in transitioning from student to a practicing nurse. I am especially proud of the newly implemented Nurse Residency Program. This program uses education, coaching and mentorship to give nurses the confidence and skills necessary to thrive in the complex clinical arena and grow as a professional nurse.

Our Shared Governance Council is the forum for capturing improvement ideas, projects and recommendations for change. We believe that nurses who participate in decisions and lead change in clinical practice, quality improvement and professional development drive nursing excellence.

RWJR is committed to our important Safety Together initiative; this represents our efforts to create a physically and psychologically safe environment and equips us with proven practices to cement our reputation as a high reliability organization. This work is at the forefront of our continued improvement and consistency efforts to support all team members, especially our nurses.

Our nursing leadership and nursing staff have remained motivated and interested in growing as professionals and working to provide the highest standard, focusing on evidence-based practice. Their many accomplishments exemplify the commitment and dedication of our nursing staff. Striving to be recognized as a Magnet designated hospital continually remains our goal and is within our reach as we work together.

Sincerely,

A handwritten signature in black ink that reads "Ann Marie Shears".

Ann Marie Shears, MA, RN, NE-BC

Chief Nursing Officer and Vice President
of Patient Care Services



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



Eric Kleinert, MSN, RN
Senior Director,
Nursing Operations



Caroline Kornutik MSN, RN, CNOR, NE-BC
Senior Director,
Perioperative Services and
Outpatient Cardiac Services



Helen Peare, BSN, RN
Director, Cardiac Services



Kathleen Borenstein, DNP, RN, CCRN-K
Director, Center for Professional
Development Innovation



Sheri Cleaves, MSN, RN, CCRN, CRNI
Director, Clinical
Excellence and Magnet



Christine Meo, MSN, APN, RN-BC
Director Medical Unit - 2A



Courtney Kovacs, MSN, RN-BC
Director Post Intensive
Care Unit - 2E



Sandra Sanford, BSN, RN-BC
Director Telemetry Unit - 3C



Rose Caleen, BA, RN-C
Director Medical Surgical
Unit - 3E



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



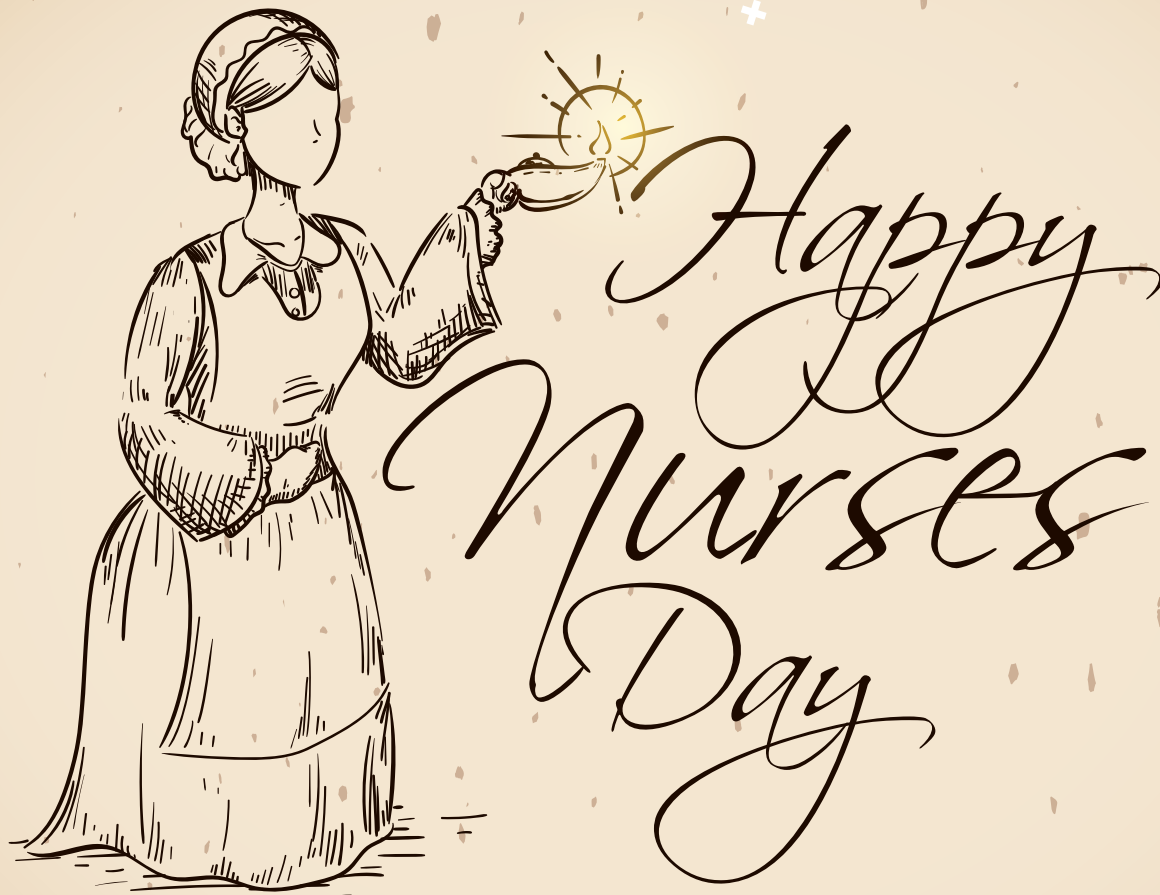
Lorraine Martino, MSN, RN, NE-BC
Director Critical Care Unit



Jimmy Sobrera, Jr., DNP, RN
Director of
Emergency Department



Bernie Valenzuela RN, CCM
Assistant Director of
Case Management



In 2022, the nurses at RWJUH Rahway remained focused on maturing and growing to support our journey to become a Magnet-designated organization. Nursing leadership and staff are dedicated and committed to improving the standards of care for their patients and the work environment for nursing staff.

Becoming a Magnet organization requires that nurses have “can do” attitudes and ask what can be done to make things better. Clinical excellence through collaboration and education is their priority. Each year, our nursing department matures to become stronger and more focused on patient outcomes as exemplified in many of the accolades identified in this report. The vision and mission of the nursing department—to provide excellence and patient-focused care in a family-oriented environment—remain strong. This structure allows the nurses of RWJUH Rahway to continue to enculturate the principles and best practices required for Magnet designation.

Developing and identifying a philosophy of which to guide their care and practice of nursing was specifically important to the nurses at RWJUH Rahway hospital. The Nursing Councils researched and chose the nursing models of both Madeleine Leininger with the theory of Transcultural Nursing and the Culture Care Theory and Florence Nightingale to base their philosophy and nursing practice. Integrating the two seemed fit as they were sure it matched their mission and vision of nursing. Rahway nurses are committed to improving the care of the community and their families. Whether it is through volunteer service or fund raising many nursing staff have participated in coat drives, health fairs, fund raising and volunteer service as will be shown in this annual report.

Florence Nightingale’s Caring Model Theory exemplifies the feelings identified by our community as reflected in our patient surveys. Nurses at Rahway provide the best caring model of nursing.



Diane, Marisol, and Joanne in outpatient infusion are absolutely wonderful people and excellent at their jobs.

The same day surgery dept. at RWJ Rahway is excellent! Great check in staff too! Jun is wonderful! Caring & keeps things running smoothly.

I encountered some of the best nursing staff while I was at the facility. The nurses routinely checked up on me, made sure that I was comfortable following my procedure, helped with ordering my food, and generally assisted me with all my needs until the time of discharge! cannot say enough about how great all your nurses were! **Bravo!**

I can't praise the nurses enough. They were **ALL EXCELLENT**, kind, attentive and well informed.

RN's were excellent. Cardiac Rehab was very good, friendly, and professional.

The nurses very kind, very respectful.

I cannot say enough about how great all your nurses were! **Bravo!**

The nurses in my unit provided excellent quality care. **Best nurses ever!**



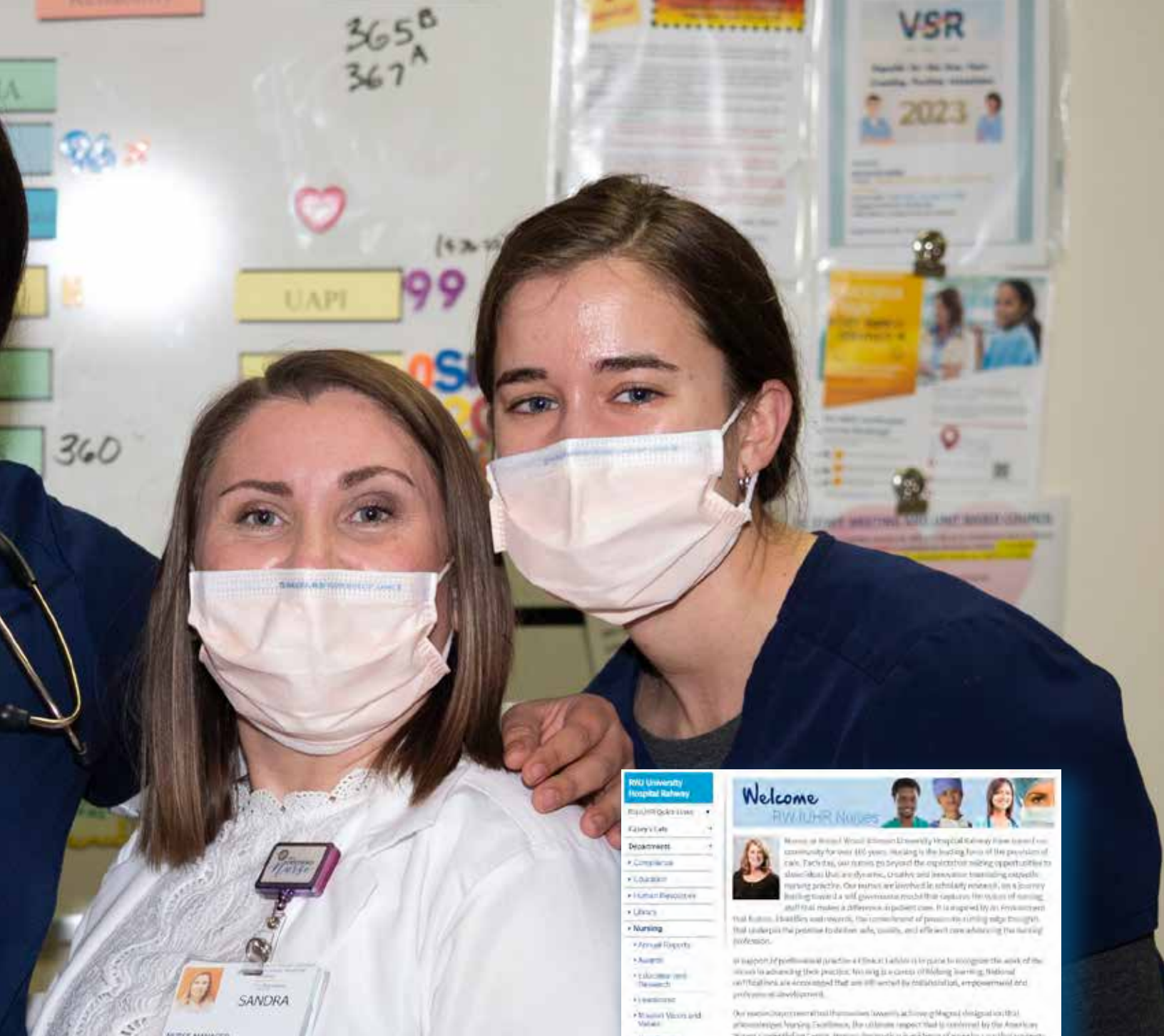
TRANSFORMATIONAL LEADERSHIP

Transformational leadership involves employing and measuring innovative and effective nursing leadership strategies.

This includes:

The mission, vision, values and strategic planning of nursing

- Advocacy for resources to support nursing
- Leadership through change
- Mentoring and succession planning
- Awareness, collaboration and accessibility



Nurses at all levels and in all roles at RWJUH Rahway serve as transformational leaders. Through their vision, influence, clinical knowledge and strong expertise, they motivate and inspire others to take ownership for their roles, embrace the organization’s vision and foster positive change. They have a unique ability to act as catalysts for change in nursing care practice.

Improving the communication to all nurses is supported on the Intranet with updates on Nursing Council progress and most recent Nursing Quality and Outcomes Data.

Our Nursing Page on the Hospital website displays many resources for our Nursing department as well as display our successes and achievements each year.

Nursing staff have easy access to our local regional librarian, as well as Nursing Resources on the Nursing Resource Center for Learning.

Rahway Nursing Leaders support Nursing staff as they participate in the New Jersey NWESC

Nursing Workplace Environment and Staffing Council at Rahway Hospital started in November of 2022. Nursing staff members participate in the New Jersey NWESC Collaborative. Nursing staff comprise of 52% bedside RN's with at least 50% of their work in direct patient care. Co- chairs Ann Marie Shears, MA, RN, NE-BC, CNO and Laura Calavano RN 2A started with leading the team with the focus of developing and creating goals that promote a positive work environment.

Based on the American Association of Critical Care Nurses (AACN) Standards for Establishing and Sustaining Healthy Work Environments the Rahway Nursing Team has developed a charter and goals for improving their workplace including patient throughput, nursing satisfaction and multidisciplinary collaboration. Feeling empowered to improve the collaborative relationships between units for better workplace environment has been the major focus of the team. The Nurses Well Being Council chartered their council with goals that are focused on real time issues from all disciplines of nursing. Ongoing education is provided to the staff as they set goals and achieve outcomes. Supported by the Nursing Leadership team including Nursing Director representatives and Education staff, the team is empowered to make change and feel supported that their voice is heard.

Nursing Leaders Serve on Local and National Boards	
Kathleen K. Borenstein, DNP, RN, CCRN-K Director, Center for Professional Development, Innovation and Research/Nurse Residency Program Coordinator	Member Collaboration with Professional Organizations and Local Nursing Programs Board of Directors Organization of Nurse Leaders of New Jersey Member of ONL-NJ Advisory Board Member of The Association for Nursing Professional Development Member of the Kean University Nursing Advisory Board
Vittoria Pontieri-Lewis, MS, RN, ACNS-BC, CWOCN Clinical Educator Development, Innovation and Research	Advanced Practice Nurse, Wound Ostomy Continence Current President Elect, National Wound Ostomy Continence Society Will be inducted as President in June 2023
Sheri Cleaves, MSN, RN, CCRN, CRNI Director of Clinical Excellence and Magnet	Member of the ONL-NJ Education Committee Member of the Kean University Advisory Board Co-founding member of the Nightingale Nurses Honor Guard of New Jersey
Rose Tarantino, RN	Member of the Kean University Advisory Board
Frances F. Mal, D.M.H., MA, RN, NPD-BC	Member of The Association for Professional Development

Experienced Nurses Transition as Clinical Leaders at the Bedside

In early 2022, after recognizing the need for additional clinical resources at the bedside, two Clinical Nurse Resource Nurses were hired to support the nursing staff.

Clinical resources nurses work with the primary nursing team to promote and maintain high-quality patient care by:

- Facilitating throughput
- Supporting nurse directors
- Coaching and educating nurses at the bedside
- Ensuring procedures, practices and standards are followed
- Serve as role models for clinical excellence

Our two Clinical Resources Nurses Kaitlyn Malcolm, RN and Robin Coughlin, RN are well-versed in communication, organizational and leadership skills. In their roles, they demonstrate the ability to deal with difficult decisions, delegate and coach effectively, and model problem-solving skills.

Nurse Resource Nurses

“Transitioning from a staff nurse to a Clinical Resource Nurse has been helping me grow into a nurse leader at the bedside. As this position helps me excel in my career, I hope my role supports nurses in making them more comfortable and confident in providing safer patient care.” - **Robin Coughlin, RN, Clinical Resource**

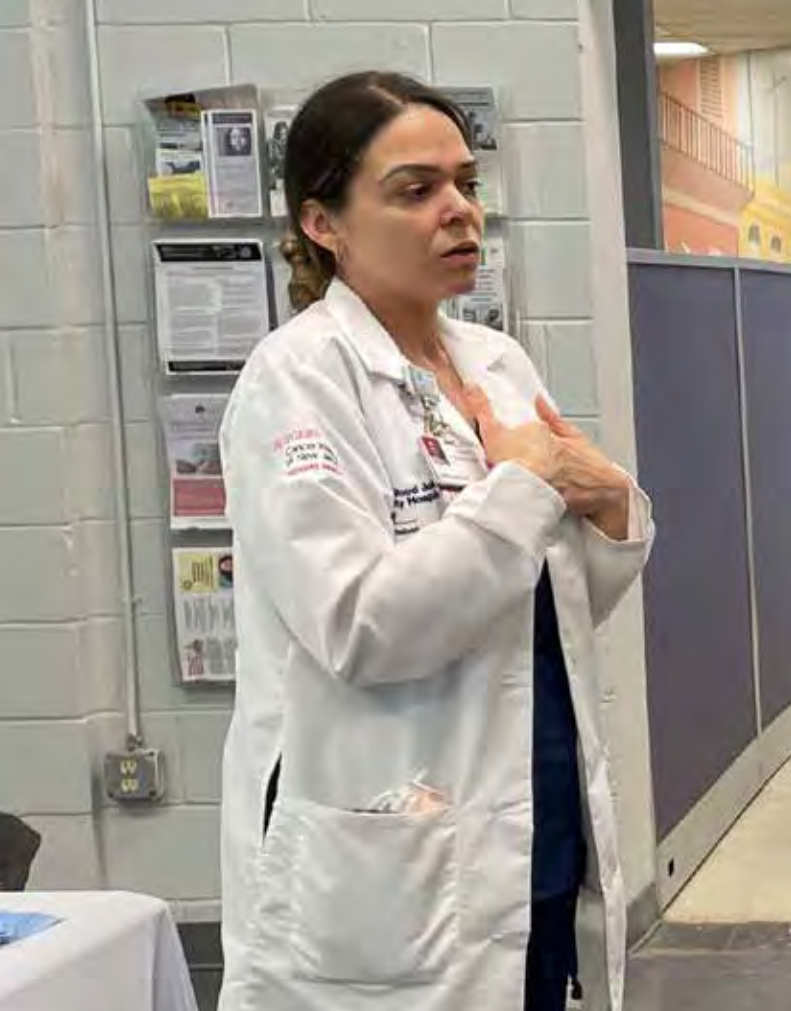
Kaitlyn Malcolm states, “as a floor nurse I noticed that myself and other colleagues were struggling with certain tasks and responsibilities. A Resource Nurse helps to support and improve safety and quality of care on the units.”



Nursing Leadership Recognized at the Rose Ball Awards

Two of our Nursing Directors were recognized by the RWJUH Rahway Foundation for having a major contribution during the pandemic and for their work embodying the hospital's highest standard of care.

2E Nursing Director, Courtney Kovacs, RN (right) and 3C Nursing Director, Sandra Sanford, RN (left)



Fiordaliza Gomez, BA, BSN, RN

The Oncology Nurse Navigation Screening Program Comes To RWJUH Rahway

An additional position supporting the Oncology patients at Rahway, Fiordaliza Gomez, BA, BSN, RN is currently working as the Oncology Nurse Navigator. Liza has experience as an Inpatient Hematology Oncology Nurses. Her role as a Navigator helps patients with cancer understand their diagnosis and treatment options, including clinical trials. She will help them learn about available resources and services and how to access them, provide educational materials and serve as an advocate, helping to address and remove barriers to care, if they arise.

As a navigator, Liza ensures the seamless coordination of care between all members of the patient's healthcare team, even if the team members are at various locations, and works to improve communication between the patient and the team.

Liza's experience in public health focused on community mobilization and reducing health disparities through screenings, education and risk reduction. "It's my calling to use my expertise and passion to advocate for, educate and empower patients to take an active role in their healthcare." Says Liza.

Welcoming New Nurses to the Rahway Family Through Communication and Collaboration

In early 2022, nursing leaders at RWJUH Rahway were dealing with high turnover among nurses. As a result, they began hiring nurses directly out of school to help cover shifts. Because these nurses were new to the profession and the facility, nursing leadership proactively increased communication and collaboration among all nurses to ensure everyone felt supported, respected and part of the team.

“Our nurse engagement scores were high in 2021, but then we had tremendous turnover at the start of 2022,” explained Ann Marie Shears, RN, MA, NE-BC, vice president of patient services and Chief Nursing Officer at RWJUH Rahway. “To sustain those great engagement scores, we needed to be as good as we were the year before or ratchet it up a notch in 2022.”

The team made a conscious decision to make themselves even more available than they had been and to prioritize communicating well and often with new nurses.

Here are some of the ways nursing leaders improved communication in 2022.

Welcoming Agency Nurses

To improve cohesion among nurses, nursing leadership welcomed agency nurses with open arms.

“We treated agency nurses just like any other person on our team,” Shears explained. “Every nurse is valued, whether he or she is employed by us or by an agency. We welcome agency nurses into our ‘family,’ which strengthens our teams and fosters team spirit.”

Expanded Nursing Huddles

Huddles are held every morning at 7 a.m. in every inpatient unit. In 2022, these standing meetings were also used to help new nurses learn more about important patient safety procedures, particularly in high-risk situations.

“During huddles, we explained new processes or practices and how they evolved from previous practices,” said Shears, who attended a huddle in each unit at least once a week. “We used that venue to communicate key information we needed new nurses to understand. If nurses had questions or concerns, they could ask me or another senior leader during a huddle.”





New to the RWJBH Rahway Senior Nursing Leadership team, Senior Director, Caroline Kornutik MSN RN CNOR NE-BC and Dawn Schanz MSN, RN, GNP, CNOR led the team to success.

Nursing Leadership and Staff at Rahway Hospital Partner with Rutgers University

Utilizing the guiding principles of the Academic-Practice Partnership by the American Association of College of Nursing (AACN), RWJ Rahway Hospital and Rutgers’s University collaborated and implemented a dedicated education unit (DEU) for senior nursing students. A dedicated education unit (DEU) is “a patient unit developed into an optimal teaching/learning environment through collaborative efforts of nurses, management, students and faculty.”

In this model, two nursing students were partnered with two of our most experienced nurses from both 2A and 3C units as a Rutgers University faculty member provided oversight for the program. The senior year nursing student is assigned to the preceptor for the entire rotation. The staff nurse preceptors were provided with an on- line education program focusing on the role of the preceptor and were awarded 4 contact hours from the New Jersey Collaborating Center of Nursing. Students worked with their nurse’s assigned patients with a focus on learning work routines, critical thinking, prioritizing, time management and organizational skills.

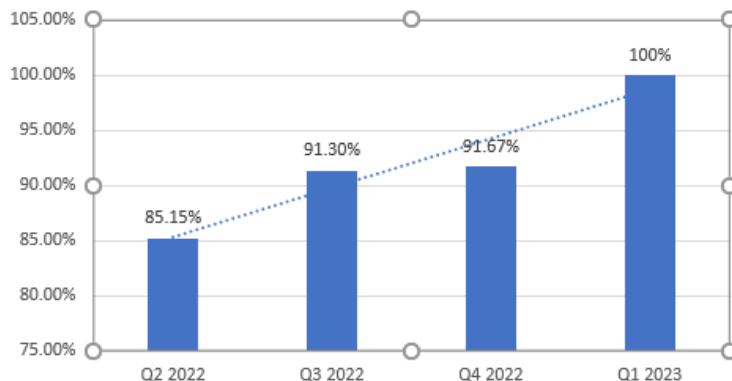
Participating as one of the preceptors for the program, Caitlin Fagan BSN, RN a Registered Nurse on 3C recognized the program as, “extremely valuable for new student nurses ready to graduate.” In fact she “loved being a preceptor and wanted to give the students the best experience that they could have by showing them as much as possible.” Caitlin was instrumental in helping to recruit these new nurses here at Rahway Hospital.

Benefits of partnering in a DEU at RWJB Rahway Hospital

The students and the nurses developed strong relationships as a result of the demonstrated leadership, teaching and mentoring that occurred during the semester. The nurses made recommendations and encouraged the students to apply for available positions on the units. The preceptorship and the positive learning experience, yielded the successful recruitment of three students to be hired at the conclusion of this program.

<https://www.aacnursing.org/Academic-Practice-Partnerships/The-Guiding-Principles>

Ambulatory Patient Satisfaction Q2 2022-Q1 2023- Friendliness/Courtesy of Nurses



Advocating for a better work environment helps to improve patient and nursing satisfaction in the Perioperative areas led by Nursing Leadership and nursing staff.

The Perioperative Services nursing services were thoroughly engaged in improving their work environment this past year. Staff meetings were focused on improving overall services for patients requiring surgery or outpatient procedures as well as Nursing Satisfaction in all perioperative areas. Monthly staff meetings and frequent huddles in the Perioperative Division was the method to making the many changes in their areas. Nursing leaders listened to the many suggestions and fostered a team approach to improving their workflow and environment. It has been clear that this has had an impact on staff morale and patient satisfaction.

Overall improvement through staff feedback included:

- Purchasing a new magnifier for endoscopy staff to adequately inspect endoscopes.
- Provided a Borescope to inspect internal scope channels
- Purchased new patient supply carts for each PACU Bay
- Replaced chairs for nursing staff
- Provided an additional warmer for bath wipes.
- Moved Pyxis unit to another location which freed up desk space for staff to document in comfort
- Replaced patient bedside curtains so they closed properly for patient privacy
- Purchased new desk in PAT area
- Purchased wheelchair with leg rest
- Moved scrubber machine as requested by OR staff to increase convenience for all users.
- Decluttered all nursing Perioperative areas of all unwanted, unused or not needed equipment and unnecessary storage.



Implemented ways to improve patient experience included:

- Providing the Same Day Surgery with parking tokens so patients did not have to wait in line of discharge to obtain tokens.
- Changed start times for patients to arrive in admitting to facilitate an on time OR procedure.

Committee Involvement

Several committees were formed at the hospital in 2022, including groups focused on performance improvement, reducing falls and reducing sepsis. Novice nurses were encouraged to join a committee and share their ideas.

“We learned early on that we needed to get some of the younger nurses to attend committee meetings,” Shears explained. “Even though they weren’t seasoned or fully acclimated to their roles yet, we wanted new nurses to have a voice and feel comfortable speaking up if they didn’t understand a process.”

In 2022, the staff-run Falls Committee helped reduce the number of falls by 14%, while compliance with the sepsis 1 hour bundle increased to 83% and 3-6 hour bundle improved to 81% due to staff involvement.

“Staff nurses involved with these committees reviewed the occurrences and developed action plans that were meaningful to them. Then, they were held accountable for implementing the action plans,” Shears said. “We’ve seen a decrease in falls and sepsis due to staff nurses’ proactive patient interventions. The best outcomes we saw in 2022 were because we had their participation.”

Committee work also led to workflow changes that improved nurses’ work-life balance.

“It’s good for young nurses to participate in committees to gain confidence, become better clinicians and help make decisions that can make a difference for themselves and their patients,” Shears said.



Improved Interdepartmental Communication

Because providing patient-centric nursing care requires a team approach, nurses must have open lines of communication and positive relationships with departments throughout the hospital. When nurses are having an issue with one of the other disciplines, a director or staff member from that department attends the unit’s meeting to discuss the issue and resolve it collaboratively; this was introduced in 2022.

“Nurses explain the issue that they’re having, and often the other discipline agrees to change a work routine to benefit the nurse,” Shears explained.

For example, nurses must administer routine medications at a certain time, but a patient can miss a dose if the Pharmacy doesn’t deliver the medication on time. Now, after some discussion, Pharmacy delivers routine medications earlier in the day, ensuring patients receive what they need on time.

To further improve communication, Shears also started holding twice-annual CNO Chats with staff. These open forums enable staff nurses to talk directly with Shears about any concerns or issues.

“In 2022, nurses brought forth operational issues where they felt they weren’t being supported by other disciplines,” she explained. “I provided feedback, and we worked together to implement action plans.”

For example, nurses reported having trouble reaching respiratory therapists during the night shift. After discussing the issue with Respiratory, therapists now write their beeper or cellphone numbers on the assignment board when they begin their shift.

“Some of the changes made in 2022 as a result of nurses’ input may seem like simple things, but by nurses bringing their concerns forward, staff nurses were able to tap nursing leadership to troubleshoot ways to improve efficiencies and reduce delays in care.”

Epic-Related Communications

RWJUH Rahway's transition from Allscripts to the Epic electronic medical record system required ongoing communication and collaboration. Nurses had to attend offsite training and needed to feel supported while they were away from the bedside.

"We tried to respect nurses' work-life balance so no one felt overwhelmed by juggling work with training," Shears said. "Staff from nursing informatics were available to answer questions about documentation in real-time at the bedside or attend committee meetings to address issues. We strived to provide an open dialogue where nurses could express their concerns and then collaborate to find solutions."

Recognizing Nurses

To further engage new nurses, Rahway's nursing leadership also focused on recognizing nurses for providing excellent patient care, being team players or furthering their education.

"If a nurse is recognized by a patient on a survey, we give them a public shout-out," Shears said. "When a nurse earns a new certification or degree, we celebrate the milestone in front of their colleagues. Our nurses go above and beyond daily, so we want to show appreciation for that. We want to make them feel special about their accomplishments."





STRUCTURAL EMPOWERMENT

Structural empowerment promotes staff involvement in organizational structures that engage and empower nurses to grow academically and professionally, ensuring their role as active decision-makers in the advancement of nursing practice and patient care.

These structures include:

- Professional development
- Teaching and role development
- Community involvement and outreach
- Recognition of nursing

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 the organization.

AMERICAN NURSES CREDENTIALING CENTER

CELEBRATE CERTIFIED NURSES

Nurses are encouraged and financially supported to become nationally certified in their area of specialty.

RWJUH Rahway is committed to supporting nurses who pursue national certification. We recognize that certified nurses provide the highest standards of care and, with confidence, seek higher learning and advanced professional development.

Several new nurses completed certification review courses in 2022. The American Nurses Credentialing Center (ANCC) Success Pays program has encouraged our newer, younger staff to seek certification when eligible. We recognize these nurses each year on March 19, National Certification Day.

CDI

Meagan Rueda, BSN, RN, CCRN-K

2 E

Susan Gelowitz, RN-BC

Emily Durso, BSN, RN-BC

Drupatie Ramlakhan, BSN, RN-BC

3C

Heather Ramstedt, BSN, RN, PCCN

Arlene Turner, RN, ONC

3E

Arlene Caparruva, RN-BC

Maria Catalan BSN, RN-BC

Bariatrics

Dianne Errichetti, MSN, RN, ASMBC, NSHCCHC

Cardiac Cath Lab

Maria Balo, BSN, RN, CCRN

Frederick Lavin, BSN, RN, RCIS, CFRN

Rolando Cenizia, MSN, RN, CCRN

Whitney Averett, RN-BC, Gerontology

Critical Care Unit

Sangeetha Alexander, BSN, RN, CCRN

Audrey Silovitch, BSN, RN, CCRN

Dhara Patel BSN, RN, CCRN

Emergency Room

Quinghua Li, AS, RN, CCRN

Rebecca Florczak, BSN, RN, CEN

Richard David, BSN, RN, CEN

Education

Frances Mal, MA, RN, NPJ-BC

Vicky Pontieri-Lewis, MS, RN, ACNS-BC, WOCN

Theresa Dobbin, MSN, APN-BC, CCRN, WCC

APN

Diane Strickland, MSN, RN, APN, CCRN

Endoscopy

Heasun Lee, BSN, RN, CGRN

Case Management

Bernie Valenzuela, MSN, RN, CCM

Psych Liason

Ugochi Abazie, DNP, RN, PMHNP-BC

Interventional Radiology

Rose Tarantino, BSN, CNOR

Operating Room

Leonilo Delacruz, BSN, RN, CNOR, RFNA

Beverly Focht, BSN, RN, CNOR-R

Nataliya Lizanets, RN, CNOR

Leila Palaganas, BSN, CNOR, CRNFA

Brigida Santiago, BSN, CNOR, CRNFA

Vickoriya Hourihan, AS, RN, CNOR

Outpatient Infusion

Diana Hopper, BSN, RN-BC

Sheila Thomas, BSN, RN-BC

PACU

Racquel Bisda, BSN, RN-BC, CCRN

Marlene Gamo, BSN, RN, CCRN

Lois Sancho, BSN, RN, CCRN

Non-Invasive Lab

Samira Castro, MSN, RN-BC

Nursing Leadership

Elvera Baez, DNP, RN, APN-BC

Kathy Borenstein, DNP, RN, CCRN-K

Sheri Cleaves, MSN, RN, CCRN, CRNI

Ann Cornell, MSN, CRNP, ON

Caroline Kornutik, MSN, RN, CNOR, NE-BC

Courtney Kovacs, MSN, RN-BC

Lorraine Martino, MSN, RN, NE-BC

Christine Meo, MSN, APN, RN-BC

Sandra Sanford, BSN, RN-BC

Dawn Schanz, MSN, GNP, CNOR

Ann Marie Shears, MA, RN, NE-BC

Quality

Deborah Gandy, MSN, MSA, RN, CPHQ

Eileen Parks, MSN, RN, AMB-BC

Educational Achievements

Congratulations to the following ancillary staff who successfully completed their nursing academics to earn their degree and registered nurse license in 2022.

Nursing Assistants Who Transitioned into RN Roles

Emily Delatorre, RN | CCU

Domonique Yates, RN | Nursing Float Pool

Jacqueline Carpio, RN | 3C

Manbhawan Singh, RN | 2A

Phoebe Araujo-Misitichi, RN | Emergency Department

Congratulations to the following nurse who have continued lifelong learning in the nursing profession by advancing their degrees in 2022.

Peter Ruiz received his BSN from Chamberlain College of Nursing



The DAISY Award for Extraordinary Nurses

Established by The DAISY Foundation, The DAISY Award® is an international recognition program that celebrates the extraordinary compassion nurses provide for their patients and families every day. Any RWJUH Rahway nurse who exhibits outstanding kindness may be nominated by anyone who experiences or observes their exceptional level of care. This includes patients, family members, colleagues, physicians and staff.

Examples of The DAISY Award criteria include:

- Exhibiting extraordinary compassion and kindness to patients and their families every day as an essential part of the healing process.
- Communicating in a calm, focused and caring way when patients and families may be experiencing the most difficult situation of their lives.
- Going above and beyond what is expected of nurses.

Rahway nurses are proud of their DAISY Award recipients for 2022.

RWJUH Rahway's STAR Performers

The STAR program, RWJUH Rahway's long-standing hospital-wide employee recognition program, 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 colleagues. The STAR Committee selects three STAR employees each month, along with a clinical and nonclinical STAR of the Year and a Department of the Year at the end of each year.



Sandeep Kaur, RN - 2A

Sandeep Kaur, RN, received a STAR Award for her attentive care and ability to connect with a patient's family. Sandeep was able to reassure a family during a difficult time. A family member wrote, "Sandy was so instrumental in my father's care after his surgeries. Talk about dedication! She checked in on him consistently. What a beautiful soul. She also made my mom feel comfortable and assured her he would be OK."



Cedrick Dagdagan, RN - 2E

Cedrick was recognized for his kind, attentive care. Two patients wrote how Cedrick's positive spirit and attention helped in their recovery.

Nursing Recipients of the STAR Awards for 2022

The STAR Award is an Employee Recognition Award that given to an employee who has gone above and beyond the standards of being **Courteous, Respectful and Professional**. The following nurses have been formally recognized by their Peers.

Name	Unit
Renee Darzanoff, RN	Medical-Surgical Unit-II
Drupatie Ramlakhan, RN	Medical-Surgical Unit-II
Brinder Johal, RN	Medical-Surgical Unit-III
Kaitlyn Malcolm, RN	Nursing Education
Alexandra Lee, RN	Emergency Department
Cedrick Dagdagan, RN	Medical-Surgical Unit-II
Edna Nwosu, RN	Medical-Surgical Unit-I
Sandeep Kaur, RN	Medical-Surgical Unit-I
Laura Makras, RN	Medical-Surgical Unit-I
Leslie Lanti, RN	Nursing Supervisors
Kimberly Martine, RN, 3E	Post Intensive Care Unit-II



Marisol Mateo, RN - Infusion Center

RWJUH Rahway Infusion Center nurse Marisol Mateo, RN, received the DAISY Award for her attentive, family-focused care.

The Colonia resident, who was nominated by the wife of a patient, was praised for her careful explanations, her gentle touch and her intuitive care. With one look, Marisol knows "when you need a blanket, a pillow or a big smile," the patient's wife wrote in her nomination letter.

"Every need is met with kindness and great care. She does her skills with kindness and grace," the patient's wife wrote. "It all matters when you are ill, That your nurse is so wonderful. Her attentiveness is breathtaking and personal."

The patient's wife said Marisol has "the special abilities, no matter what our circumstances are, to help me and make me feel calm and safe." Her husband also spoke highly of Marisol's care. His wife wrote that "his eyes would fill with tears" when he spoke of the nurse, his wife wrote.



Ashley Austria, RN - 3C

Ashley Austria, RN, was recognized for her kindness and ability to connect with her patient. In the DAISY Award nomination, a patient, who said she bonded with Ashley over the TV show Stranger Things, described Ashley as a "ray of sunshine" who routinely went above and beyond for her.

"She always provided me with excellent service. If she said she would return at a certain time, she always kept her word. What little time she had to share was always with a kind heart or kind words," wrote the patient.

NURSING AWARDS 2022



Transformational Leadership Award

Caitlin Fagan, RN, 3C

Caitlin's ability to inspire others is truly admirable and remarkable. Her ability to lead others by setting a strong example ultimately impacts the quality of care all of our patients receive. She is an effective communicator, motivator, teacher, role model and advocate. She takes pride in her department and team. She challenges them to get involved in decisions that may affect patients and their outcomes, and to further develop and educate themselves. Patients routinely recognize her by the name for providing exceptional care.

Fellow Nominees:

Michelle Uchin, RN-BC, 2A

Matthew Kearns, RN, ED



Structural Empowerment Award

Matthew Gallo, RN, ED

As an active member of the NWESC committee Matthew has demonstrated being a key role in enhancing throughput to inpatient area. His involvement in the Sepsis Campaign has shown his dedication to improving patient outcomes as he has raised awareness through engaging the RN staff through the use of a trivia to help increase nursing competency. His involvement in improving documentation of skin assessments/wounds has resulted in significant improvement in accuracy leading to more comprehensive care for our patients. He is an exceptional nurse; his contributions are impactful not for just our patients but our staff.

Fellow nominee:

Samantha Lamsis, RN, ED



Exemplary Professional Practice Award

Peter Ruiz, BSN, RN-BC, 2A

Peter has been recognized for his exemplary work in reducing readmission rate of CHF patients on his unit. After identifying a significant learning need for the patients on his unit he developed educational material and created a packet as a comprehensive way for patients to easily understand and help them to manage their disease at home. Partnering with his peers Peter spearheaded the project and created a packet for the nurses to help with ongoing education from the start of admission to the time of discharge. Through his nurse led initiative and collaboration with his co-workers he led the unit to decreasing readmissions of CHF patients on 2 H.

Fellow Nominee:

Sandra Roman, BSN, RN, Same Day Surgery



New Knowledge, Innovations and Improvements Award

Kaitlyn Malcolm, BSN, RN

Kaitlyn has always been an exceptional nurse. She helped to create and grow into the role as the Clinical Resource Nurse. Her desire to improve outcomes by better disseminating information, educating and getting nurses more engaged was always evident. She is a wealth of knowledge and an asset to her colleagues. She has leading many projects to improve the delivery of care for patients and works to improve the knowledge of nurses in many clinical areas. She has been the go to EPIC champion and has facilitate education and improvement after our recent Joint Commission Survey.



Nursing Assistant/CCT Award Co-Recipients

Carla Henry - Buchanan 2A

From the moment Carla started working on our unit she has been an absolute team player. Finding something she lacks is very difficult as she excels in so many facets. She consistently gives a helping hand recognized not just by staff but patients/family as well. She always makes herself readily available, picking up shifts, promoting positive interprofessional interactions with a smile.

Yllana Amarra - 2 E

Yllana has an amazing work ethic and infectious positive attitude, with a clear passion for taking care of people. Not only does she provide the best possible care on a daily basis, she frequently goes above and beyond for her patients, well above the call of duty. You can easily see how comfortable the patients feel with her and how her presence is simple soothing. The patients and staff trust her as she ensures the patients are take care of while showing a positive attitude.

Fellow Nominees:

Shefali Patel - Same Day Surgery and Lynn Voden - Operating Room

Fellow Nominees:

Transport Department and Rafael Silva - Housekeeping



Unit Administrator Award

Jecenia Martinez- Same Day Surgery

Jecenia has been recognized as a great team player and a multi-tasker who constantly ensures the safety of our patients and excellent care is delivered. She ensures that the unit work flow is smooth by communicating effectively with the surgeons and anesthesia team and nursing teams.



Friend of Nursing Award Recipient

Amber Disbrow, Radiology Operating Room Services

Amber has been a true friend of Nursing as she works closely with the Operating Room Team. Her positive and agreeable demeanor has made stressful procedures more manageable as she communicates well and is open to conversation so each situation runs smoothly. Surgeons and staff are always happy to see Amber on their cases.

Fellow Nominees:

Transport Department and Rafael Silva - Housekeeping

Implementation Of Epic Is A Huge Success!!!

RWJUH Rahway Transitions to EPIC

Robert Wood Johnson University Hospital Rahway converted to EPIC, the electronic medical record system that provides an integrated electronic health record. Hospital President Kirk Tice praised staff for their hard work and patience in adapting to the new system.



Implementing New EMR System Requires Planning, Coordination and Teamwork

Like several other hospitals in the RWJBarnabas Health system, RWJUH Rahway transitioned to a new electronic medical record (EMR) system in 2022. This complicated undertaking required communication, collaboration and attention to detail.

The planning process to move from Allscripts to Epic began in April 2021, with the goal of going live on the new EMR system 12 months later. Rahway was part of the third wave of RWJBarnabas Health facilities to make the change, along with New Brunswick and Hamilton.

“To prepare, we focused our change management efforts in three areas: provider, ancillary and acute care,” explained Eric Kleinert, MSN, RN, senior director of nursing operations at RWJUH Rahway. “We brainstormed how tasks were done before and how they would be done in the future.”

To do this, Kleinert and others involved with the transition effort worked to identify which tasks could be problematic in the new EMR or high risk if not completed properly. This group of tasks included aspects of care such as documenting the use of restraints, processing discharge orders and administering blood products, heparin and insulin.

“Some tasks, such as restraints, are low volume but high risk,” Kleinert said. “We made sure that the new process was well-defined from the nursing perspective. We talked to staff in all areas, from the Cath Lab to the PACU to the OR.”

The team discussed how each order set is used and how orders were entered into the current EMR system, then documented the same steps in Epic. Because patient care couldn't stop during the switch to the new system, a cutover team backloaded patient orders into the new system to ensure pertinent information for more than 700 patients was proactively loaded into the new system. Then, on the go-live day, the team ensured all the necessary documentation and orders were correct for each patient.



The Task of Training

Before the new system went live, Kleinert worked with Christina Manata, Director of Physician Relations for RWJUH Rahway, to coordinate training hundreds of nurses, physicians, dietary, housekeeping, registration, laboratory, radiology and other staff on the system. Registration teams visited each unit to schedule staff to be trained at one of three offsite training centers. Staff could attend training in Edison, Oceanport or Somerset—whichever location was most convenient for them.

“More than 800 FTEs needed to be trained how to use Epic for their specific roles, and their shifts had to be covered while they were at training,” Kleinert explained.

After training, nurses continued to practice using the system in a simulated version of Epic called the “playground.” Binders were developed for each unit to house tips and information about functions in the system that couldn’t be accessed in the playground version of the EMR. Each nursing role had a corresponding job aid document to enable nurses to find how-to information quickly.

Leading up to the go-live, Facilities and Information Technology created a command center in a conference room. Command center staff coordinated with similar centers at RWJUH Hamilton and New Brunswick and Epic’s national command center in Wisconsin. Nursing Directors met with nursing informatics staff and Chief Nursing Officer Ann Marie Shears, MA, RN, NE-BC, during daily nursing huddles followed by “Top 10 at 12” meetings.

“Communication was an important piece of this change,” Kleinert said. “We held daily safety huddles, posted countdowns until go live and provided more targeted instruction where needed to make sure everyone was ready to go.”

Even with all of this coordination and planning, the go-live planned for April 2022 had to be delayed two months while staff managed another wave of COVID-19 cases. The system went live at RWJUH Rahway on June 2. For the first four weeks after going live, Kleinert and his team held daily meetings to discuss the top 10 issues related to the go-live each day at noon Epic provided “at the elbow” support for nurses at the bedside whenever someone needed help. After the first month, the Nursing Informatics team stepped in to provide support.

While learning a new system was challenging at times, the benefits of the system outweighed the struggles. Before the change, laboratory, registration and other areas had their own records system. With Epic, every area of the hospital is connected through the same system, from nursing to housekeeping to bed control. Now, vital signs captured in the Emergency Department or Intensive Care Unit automatically flow into the patient record, no longer requiring manual entry. Further, nurses can access records for patients seen at other RWJBarnabas hospitals and Epic facilities across the country. In conjunction with the new EMR system, many units received new, faster computers, while the new Imprivata “tap and go” badge reader system made signing on to a computer easier and quicker for nurses. With the EMR upgrade, nurses now have the most current diagnostic information at their fingertips.

COMMUNITY OUTREACH

Educating the Community: Commitment to our Mission, Vision and Values

For the past two years, nurses from RWJUH Rahway have conducted diabetes education classes in the community.

Our free classes, offered in collaboration with The Gateway Family YMCA – Rahway Branch, feature a diabetes educator, pharmacist, podiatrist, exercise specialist and a nurse. Some of our guests are recently diagnosed, but some have had diabetes for decades. Nurses facilitated

deep-dive discussions on topics such as medication, food, testing and managing glucose highs and lows—a more pressing concern among our attendees.

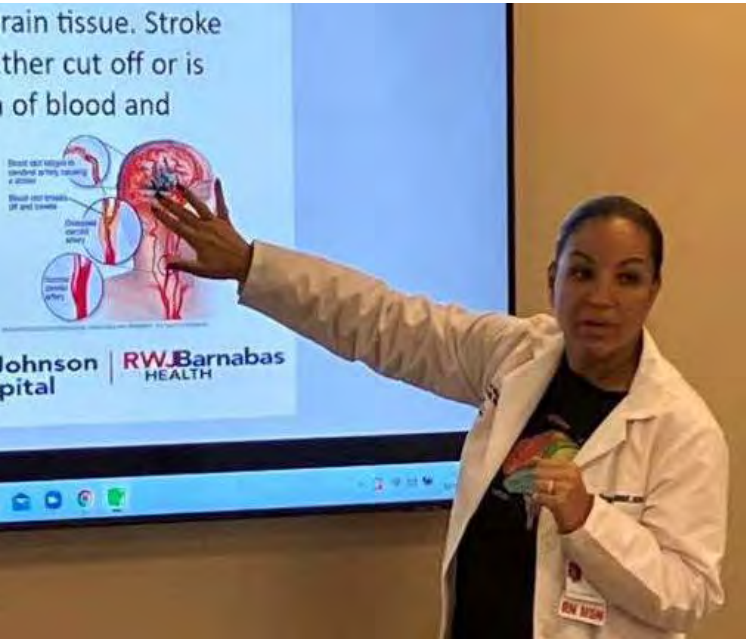
Stroke Educator and Team Provide Education to Our Community

Karen Vargas, RN, Stroke Coordinator, presented a lunch-and-learn session about stroke at the Linden Public Library. More than people attended the program to learn about the signs and symptoms of stroke.

Other programs given by Stroke Coordinator

Running with the Devils

Nursing Staff from 2A participate in a fundraiser with the New Jersey Devils supporting





NEW KNOWLEDGE, INNOVATIONS AND IMPROVEMENTS

The Registered Nurse Clinical Ladder Program provides opportunities for professional development as well as improved, safe and cost-effective quality care for patients. This concept is based on the belief that the art and science of nursing are practiced at various levels of expertise ranging from novice to expert. Based on Dr. Patricia Benner's Novice to Expert theory, advancing up the ladder enables nurses to gain skills and an understanding of patient care over time through a combination of a strong educational foundation and personal experiences.

Developed by the clinical nursing staff and education team of nurses, the RWJUH Rahway's Nursing Clinical Ladder Program supports organizational goals, advances the nursing profession and fosters the development of nurses. The program helps create and support a lifelong culture of learning that promotes role development, academic achievement and career advancement. From novice to expert, the nurse is able to grow and advance in the clinical ladder program which then fosters improved job satisfaction and staff retention.



It is a structured system for providing career advancement for nurses while remaining in the clinical setting, providing direct patient care. The ladder recognizes professional development and is used to differentiate the various levels of nursing expertise and contribution.

The purpose of the clinical ladder is to:

- Enhance, recognize and reward the professional development of nurses.
- Retain staff nurses in direct patient care positions.
- Enhance employee satisfaction of staff nurses.
- Facilitate the recruitment of registered nurses by being recognized as a “nurse-friendly” organization.
- Promote the nursing vision throughout RWJUH Rahway.
- Enhance nursing care by recognizing and utilizing nursing expertise in the care RWJUH Rahway patients.

There are four levels of clinical practice in which the nurses demonstrate initiative and progress toward clinical competence. Increased independent practice, expertise, health, disease dynamics, educational roles, and clinical professional programs guided by transformational leadership highlight the gaps between these levels. Clinical support and patient-centered care are emphasized.

RWJUH Rahway leaders support and applaud nurses on the clinical ladder program for outstanding nursing practice at the bedside and within the organization. Nurses can climb the clinical ladder by participating in performance improvement and/or nursing research projects and distinguishing themselves as experts in their clinical settings. This advancement recognition improves job satisfaction and increases staff retention.



Clinical Ladder projects by Peter Ruiz, BSN, RN-BC and Michelle Uchin, RN

Clinical Ladder Recipients for 2022

Level 1	
Maureen Disch, RN	Interventional Radiology
Level 2	
Kaitlyn Malcolm, BSN, RN, CPDIR	Education
Peter Ruiz, BSN, RN	2A
Michelle Uchin, RN	2A
Level 3	
Razel Abuan, BSN, RN	3E
Raquel Bisda, BSN, RN	PACU
Theresa Gorringer, BSN, RN	3E
Rose Tarantino, BSN, RN	Interventional Radiology

Other projects included:

Razel Abuan and Theresa Gorringer	Increasing Patient Experience Scores by Educating Nurses: New Medications/SE
Michelle Uchin and Peter Ruiz	Development of Patient Education for patients with Heart Failure
Rose Tarantino and Maureen Disch:	Decreasing use of PICCs and Midlines in Patients with Decreased Renal Function through Education and Collaboration
Raquel Bisda	Decreasing Use of Linen in Post-Operative Patients: A Cost Saving Program
Kaitlyn Malcolm	Improving Documentation of Nutritional Supplements on Inpatient Units



Names listed left to right Theresa Dobbins, RN, Kathleen Borenstein, RN, Frances Mal, RN, Kaitlyn Malcolm, RN, Vittoria Pontieri-Lewis, RN, Donna Owens.

RWJUH Rahway nurses continually seek new knowledge and innovations, incorporating evidence-based practice and research into clinical practice and operational processes. Nurses are empowered to design and implement clinical initiatives that improve nurse-sensitive and patient outcomes using evidence-based practice.

Nursing Education Plays a Vital Role

Nursing education provides a solid basis for safe, effective, and innovative nursing practice. A philosophy of lifelong learning in both the orientation and continuing education stages of professional development is crucial to a nurse's career advancement.

RWJUH Rahway's Center for Professional Development, Innovation and Research (CPDIR) encourages our nurses to participate in advancing nursing practice at RWJUH Rahway through our Clinical Ladder program, newly established Nurse Residency Program, and participation in unit-based and hospital-wide councils and committees.

Evidence-based projects completed as part of our Clinical Ladder program have resulted in practice changes and improved patient outcomes. Over the last two years, **more than 20 nurses** have participated in this program. In 2022, the CPDIR hosted **34 live classes/in-services** and **29 online programs**, awarded **more than 1,600 contact hours** to our team and **oriented 98 new team members**.

Nurse Residency Program Helps New Nurses Transition from Books to Bedsides

The RN Work Project found that nearly 18 percent of new nurses leave their first nursing jobs within the first year due to issues such as a lack of support while transitioning from school to clinical roles. To help new nurses better acclimate to careers at the bedside, nursing leaders brought the Vizient/AACN Nurse Residency Program™ to RWJUH Rahway in 2022.

Developed by Vizient, a health care performance improvement company, and the American Association of Colleges of Nursing (AACN), the residency helps new graduate nurses successfully become competent professionals by teaching them how to:

- Use effective decision-making skills
- Provide clinical nursing leadership when administering care
- Incorporate research-based evidence into practice
- Strengthen their professional commitment to nursing
- Formulate an individual development plan

“The 12-month program focuses on professional development, critical thinking and evidence-based practice to help nurses transition from nursing student to bedside nurse,” said Kathy Borenstein, DPN, RN, CCRN-K, Director of the Center for Professional Development Innovation at RWJUH Rahway. “The program aims to hit every aspect of what they need to make the transition.”

Only about one-tenth of the 6,000 hospitals in the United States participate in the residency program, which is designed to:

- Help decrease the nurse turnover rate
- Improve decision-making skills
- Enhance clinical nursing leadership practices
- Promote the incorporation of research-based evidence into practice

To bring the program to Rahway, the hospital received a grant from the New Jersey Department of Labor and Workforce Development through its involvement with the New Jersey Collaborating Center for Nursing. The curriculum must include sections on leadership, professional roles and quality outcomes, as well as a chapter specifically focused on nursing in ambulatory care environments. It also includes an evidence-based practice project (EBPP). All residents are required to complete an EBPP, which supports the development of critical thinking and clinical reasoning skills. The projects are presented at the end of the residency and can be submitted as poster or podium presentations at the Nurse Residency Program’s annual meeting.

Vizient provides the resources to develop the curriculum; each hospital creates its own content. Borenstein attended an orientation program to learn about the thousands of resources available, including sample curriculum guides, PowerPoint presentations, role-playing games and case studies. Once the nursing team developed the curriculum, it had to be approved by the Collaborating Center.

In November 2022, Rahway’s residency program welcomed its first six nurses. Christian Pirozzoli, RN, Mardell Jean-Pierre, RN both of 2E; Emily DeLa Torre, Critical Care; Phoebe Araujo-Misitchi, RN, ED; Jacqueline Carpio, 3C; and Manbhawan Singh, 2A.

Each month, nurses attend a six-hour seminar. Seminars include reviewing the content and listening to presentations from local experts on nursing topics, such as nursing professors from Rutgers University, pharmacists and unit directors. The last hour of each session is reserved for clinical reflections, during which participants can share their feelings and struggles in a safe, supportive environment.

“We try to mix it up so new nurses become enculturated into our facility and meet people in the organization who they can reach out to if they have questions,” Borenstein explained.

Assessing Progress

The Institute of Medicine’s “The Future of Nursing: Leading Change, Advancing Health” report recommends that hospitals develop nursing residency programs because they improve new nurses’ abilities and increase confidence. At Rahway, nurses are surveyed throughout the residency to assess their skills, track progress and gather feedback about the curriculum. Data can be compared with state and national benchmarks.

“While the residency focused on building confidence and increasing professionalism on the job, it also provides an opportunity to identify gaps in knowledge. For example, participants practice running a code by walking through and mimicking an emergency. They are able to talk it through, navigate the process and improve their skills.”

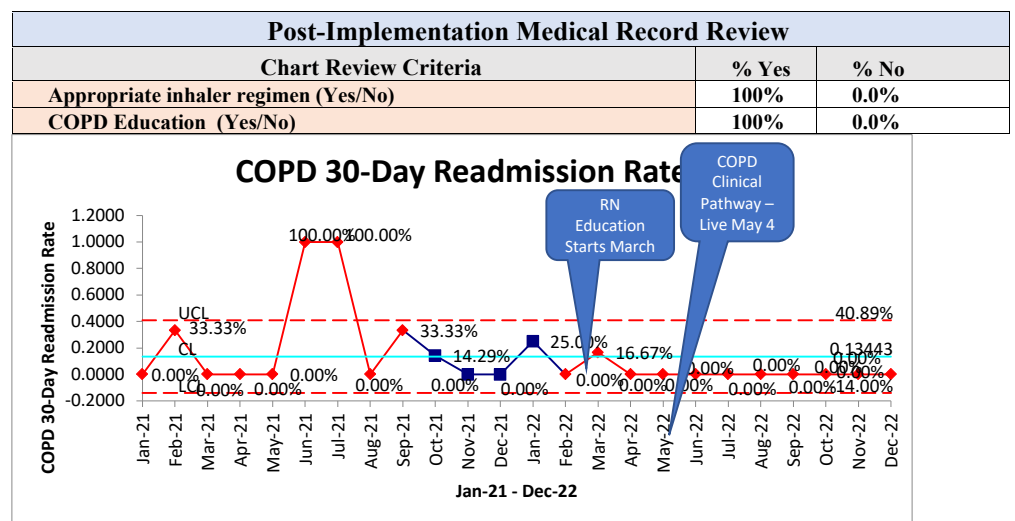
In 2023, Borenstein plans to expand the program to nine residents and refine the curriculum based on participant feedback.

Nursing Leaders partner with Multidisciplinary teams to improve the outcomes of patients with COPD

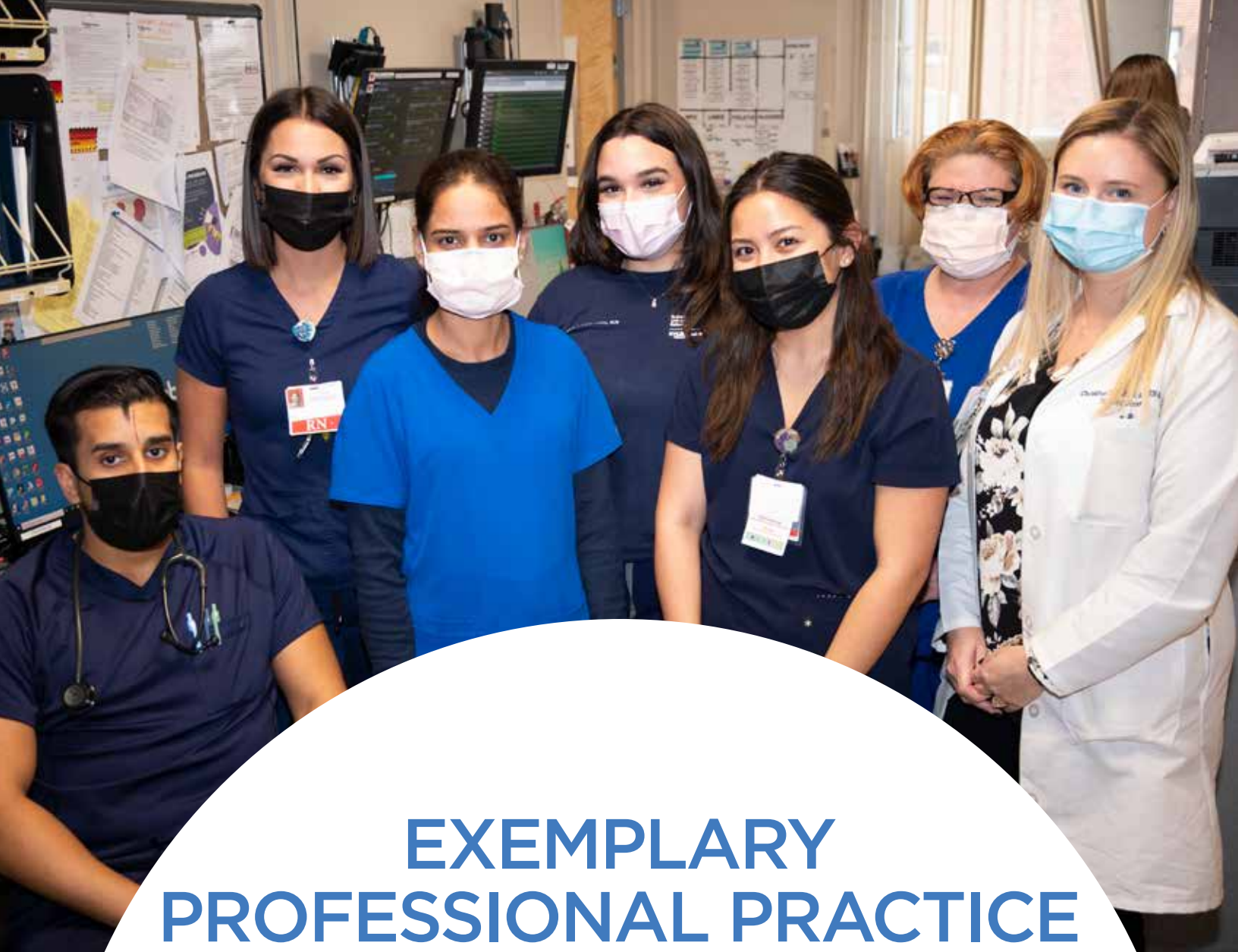
A multidisciplinary team supported by Nursing Education and staff, Case Management, Respiratory and Pharmacy improved outcomes of patients with Chronic Obstructive Pulmonary Disease. This Quality Improvement Project included many activities to improve patient compliance and a reduced COPD 30-Day Readmission Rate:

1. Implementation of a COPD clinical pathway based on Intermountain Health Algorithm and Milliman criteria for assessing COPD patients.
2. Implement visual alert for identifying COPD readmissions
3. CAT and mMRC tests are utilized to identify and evaluate COPD exacerbation
4. COPD education video was developed by clinical staff.
5. I-pads for patient and family education were deployed to nursing units.
6. Developed COPD Identification Cards
7. Listing of community resources compiled and provided to patients/family upon discharge by Case Managers.
8. Arrangement made with Staff Pharmacy to provide 30-day supply of medication for patients prior to discharge
9. Pulmonary Rehab is offered to all COPD patients.

Conclusion: As a result, there was 0 COPD readmissions from May 2022 – December 2022 bringing the COPD 30-day readmission rate down to 7.50 YTD. This is a 17.50% decrease compared to 2021.



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EXEMPLARY PROFESSIONAL PRACTICE

Exemplary professional practice requires a thorough understanding of the role of nursing and its application to patients, families, communities, and the interdisciplinary team to advance nursing practice.

The components of exemplary professional practice include:

- Care and delivery systems
- Staffing, scheduling, and budgeting methods
- Inter-professional care
- Accountability, competence and autonomy
- Ethics, privacy, security, confidentiality, and culture of safety

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

Identifying and developing a philosophy to guide care and their practice was important to the nurses at RWJUH Rahway. Nursing councils researched and chose the models of Madeleine Leininger and Florence Nightingale on which to base their philosophy. Integrating the two models dovetailed with the department's mission and vision.

For us who nurse, our nursing is a thing, which, unless in it we are making progress every year, every month, every week, take my word for it, we are going back.
- Florence Nightingale

Care is the essence of nursing and the central, dominant, and unifying focus of nursing.
- Madeleine Leininger

Nursing 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.

Nursing 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.



Significant Accomplishments of the Professional Practice Council this past year include:

1. Organized representation from all nursing care units and departments.
2. Developed and approved the Nursing Care Model for RWJBH-Rahway Nursing Department.
3. Review all Nursing Sensitive Indicator Data and identify action plans with Nursing Quality.
4. Participate in Multi-Disciplinary review of patient care concerns and quality improvement.
5. Education provided monthly to members on Shared Governance and NWESC activities.
6. Standardize analysis and review of all Patient Care Products.
7. Developed and refined the Nursing Council Structures with bylaws and guidelines.

2022 Professional Practice Members

Chairs:

Peter Ruiz, BSN, RN-2A

Michelle Uchin, RN-2A

Members:

Kathleen Borenstein, RN, Co-facilitator

Eileen Parks, RN, Quality Co-facilitator

Sheri Cleaves, RN, Co-Facilitator

Theresa Gorringer, RN, 3E

Razel Abuan, RN, PACU

Doreen Miller, RN

Kaitylyn Malcom, RN, Resource RN

Helene Leonard, RN, PACU

Caitlin Fagan, RN, 3C

Pnyekachi Festus, RN



2022 PRESS GANEY NURSING SATISFACTION SURVEY RESULTS IDENTIFY ENGAGEMENT AND LEADERSHIP SUPPORT FOR IMPROVING OUTCOMES

Nursing Satisfaction Data 2022 Results

In November 2022 our hospital participated in the Press Ganey Employee Satisfaction Survey. With over 83% of hospital staff participating in the survey 85% of our nurses participated in the Annual Survey. In alignment with the Magnet categories, Rahway Nurses spoke loud and clearly about how satisfied they were in all of the domain questions.

Looking Ahead to 2023

Because of these efforts to improve communication and collaboration, RWJUH Rahway had one of the highest staff engagement scores in the RWJBarnabas Health system in 2022.

“Our scores are high because we have so many different touch points with staff, and our nursing leaders make themselves available to work through issues that affect staff nurses,” Shears said. “When there are engagement and participation, there are also accountability and responsibility.”

Shears said that not all changes are perfect. Sometimes teams have to go back to the drawing board to find a different solution or tweak the original plan.

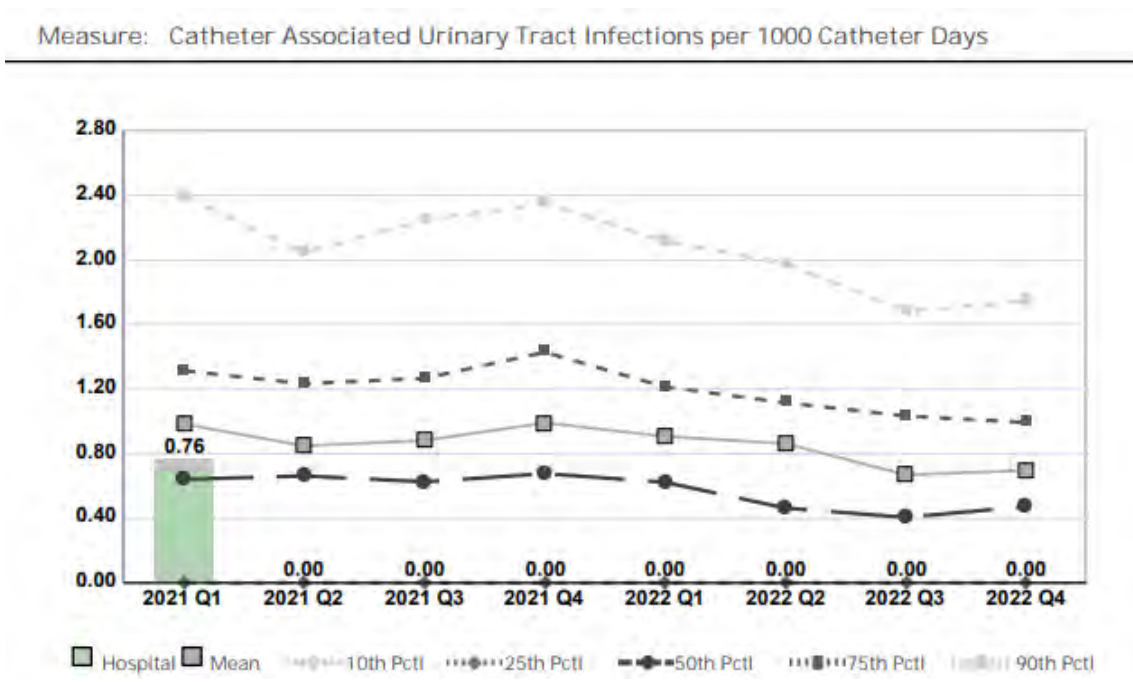
“If we design something that’s not working well, we can always go back, fix what’s broken and develop something a little different than what we started with,” she said.

Regarding the benefits of enhanced communication, Shears said, “Nurses take care of patients, but who takes care of the nurses? It’s really important to me that nurses feel secure and have the tools they need to have a voice. By asking what challenges staff nurses are experiencing, nurse leaders can work collaboratively with nurses of all levels to resolve issues and make the workplace better.”

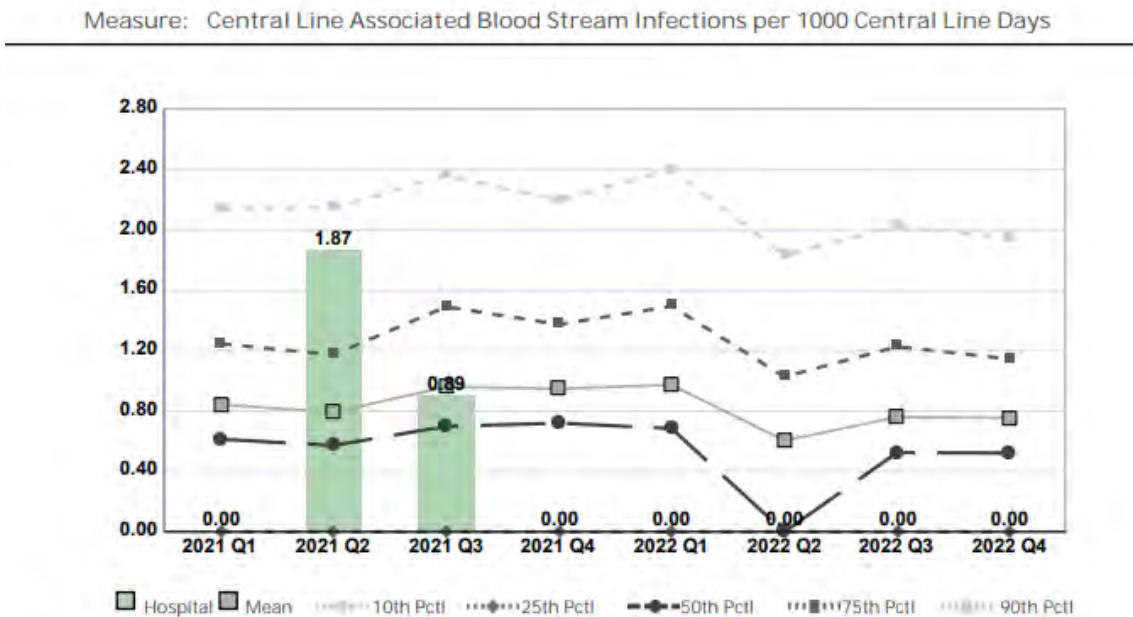


Nursing Sensitive Indicators

Overall Hospital CAUTI Data Continues to set the standard for clinical excellence. Success for reducing hospital acquired CAUTI's and CLABSI's has been attributed to diligence in daily huddles and review of patients with central lines and foley catheters. Mandatory yearly hospital competency review and daily quality monitoring assures that the staff is educated and aware of the benefit of excellence in patient care delivery. In fact, there were no incidence of catheter related infections or central line infections in the year 2022. Our nursing staff are proud of this accomplishment as they have worked with our many disciplines of care to assure that the best standards are in place.



CLABSI



Pressure Injuries

A Skin Care Committee meets monthly and consists of multidisciplinary representation from all units. Monthly Prevalence identified progressive reduction in hospital acquired pressure injuries and was reduced to zero for the second and third quarter. There was no incidence of PSI-03 for the year 2022.

Measure: Percent of Surveyed Patients with Hospital Acquired Pressure Injuries



Goals:

- Monthly Skin Care Committee completes monthly prevalence assessment.
- Focus on shift to shift assessments on all units
- Assure accurate data in reconciling Verge reports.
- Monthly Education provided for all team members monthly.
- Representatives from all nursing units including Emergency Room.
- Continue with annual competencies including review of products and assessment requirements.

2022 Pressure Injury Prevention Committee

Beverly Ochia, RN

Manbhawan Singh

Christine Meo, MSN, APN, RN-BC

Nereyda Madrid

Emily Durso

Marisa Cipriano

Gerda Morisseau

Olga Levytska

Theresa Gorringer (chair)

Razel Abuan, RN

Carolina erez

Caroline Drubuis

Lisa Loria

Harpreet Mann

Steven Pineda

Mathew Gallo

Eileen Parks, MSN, RN, AMB-BC

Vicky Pontieri-Lewis, MA, RN,
ANS-BC, CWOCN

Anthony Tonzola, MD, (Outpatient
Wound Center Director)

Sheri Cleaves, RN, MSN, CCRN, CRNI

Ann Marie Shears, MA, RN, NE-BC
Executive Sponsor

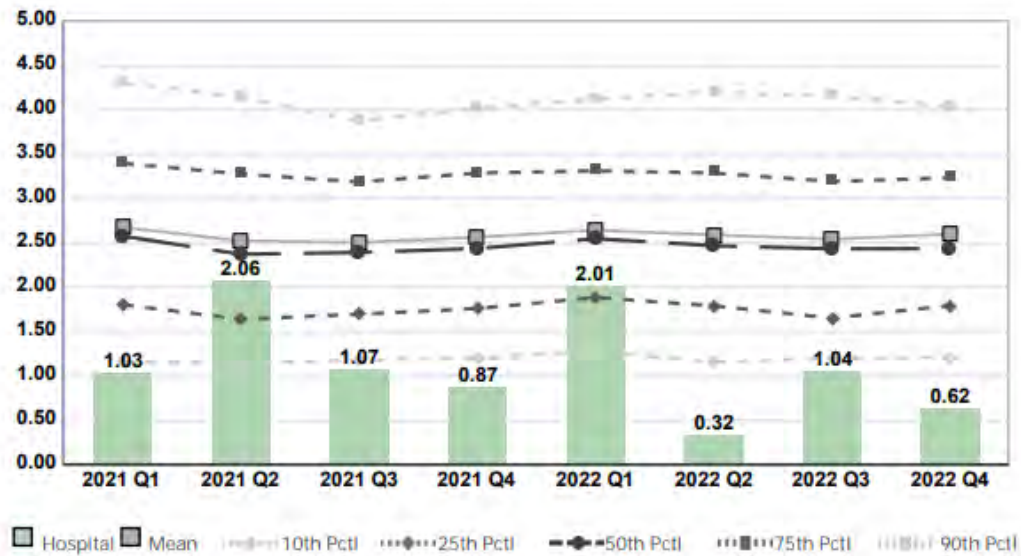
Facilitator: Theresa Dobbin, MSN,
APN, BC, RN, CCRN, WCC

Facilitator: Kathleen Borenstein, DNP,
RN, CCRN-K

Falls Committee Continues to help keep our patients safe.

Total Falls

Measure: Total Patient Falls Per 1,000 Patient Days



Fall committee Members:

Exec Sponsor :

Ann Marie Shears, MA, RN-BC

Facilitator:

Eric Kleinert, MSN, RN

Chair:

Sandra Sanford, MSN, RN-BC

Fall champions:

Sue Gelowitz, RN-2E

Laura Calavano, RN-2A

Roy Perez, RN-3C

Revelyn Briones, RN-3C

Amelia Ramlakhan, RN-3E

Jimmy Sobrera, RN-ED

Goals For 2022:

- Goal for committee was to have a 5% decrease with a stretch of goal 10% in inpatient falls hospital wide
- Falls prevention awareness month (September) activities every Friday
- Implement Posey lap belts
- Submit Quality poster and disseminate findings
- Retrospective data review of 2021 data for falls and DC delays
- Proposal of innovative technology as intervention to reduce falls
- Investigate potential research study with audiovisual call bell integration

Accomplishments for 2022:

- Revised fall audit tool Jan 2022
- Revision of post fall huddle form Jan 2022
- 2021 fall reduction recognition Mar 2022
- 2nd annual falls awareness month Sept. 2022
- All units represented on Falls Committee utilizing best practices for Fall initiatives on all units.
- Revision of falls newsletter Dec. 2022
- Falls committee stretch goal met - decreased falls by 28% from 2021



Leapfrog

Leapfrog Hospital Safety Scores are assigned to over 3,000 general acute care hospitals across the nation twice a year. Patient Safety is our hospitals number one priority. Keeping our patients free from errors, injuries, accidents, and infections is evident as we have received our third Leapfrog A score rating. This Safety Grade is the gold standard measure of patient safety in over 30 standard measures of safety.

Many of the Nursing Sensitive Indicators that are reported through the National Database of Nursing Quality are included in the Safety Scoring System. This year has been a year of continual collaboration and partnership with nursing staff and leadership to reduce the incidence of adverse events. As we have continued to develop our Nursing Councils and Committees, nursing and allied staff are engaged in improving patient outcomes every day.



Robert Wood Johnson | RWJBarnabas
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Rahway

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Rahway, NJ 07065

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