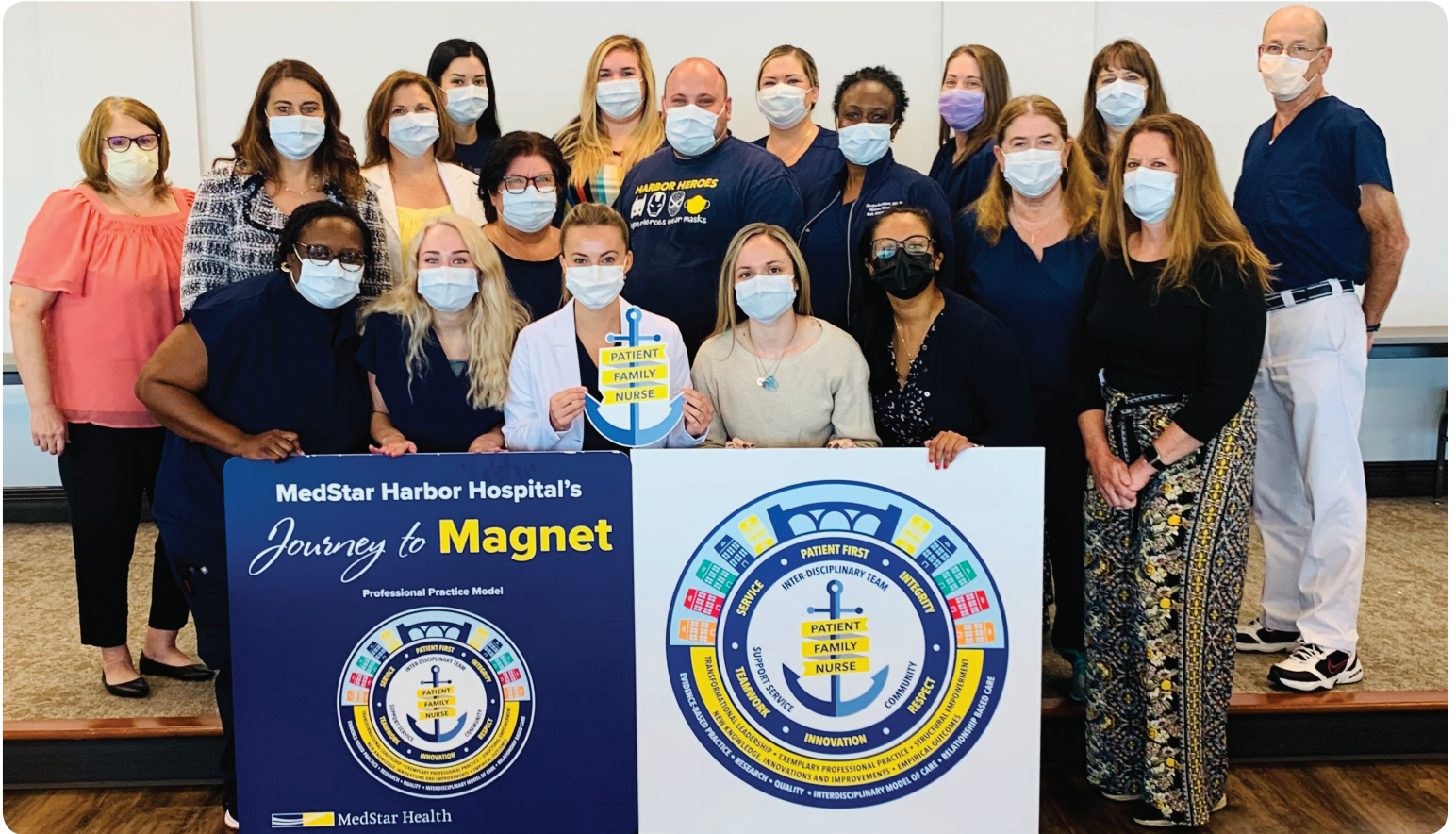




MedStar Health



Building the Magnet Culture Through Nursing Compassion and Care

MedStar Harbor Hospital FY22 Nursing Annual Report

It's how we treat people.

Nurse Leadership Directory—FY22/23



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A Message from Your Chief Nursing Officer



When I walked into the doors of MedStar Harbor Hospital as the newly-appointed chief nursing officer on May 2, 2022, I was greeted with warmth and welcome that exceeded my expectations. The people who work here genuinely care about one another and you feel it as you walk through the hallways, round on the units, have one-on-one interactions with people, and gather teams for huddles and meetings. From day number one, I have felt

humbled to have the opportunity to lead this incredible nursing team, and to be part of the MedStar Harbor Hospital family.

I am especially excited to come in while so much positive progress is being made toward Magnet designation. Building the Magnet culture is a key priority as MedStar Harbor goes through the application process, earns designation, and sustains designation. Culture building never ends, and those who work on the front line are positioned to serve as our change agents. Every day, we are challenging our nurses to identify and pursue new opportunities, problem solve strategically and creatively, bring evidence-based best practices to the bedside, and build a practice environment that optimizes patient care as well as their work experience. Their commitment to these challenges - and opportunities - is clear and plays an instrumental role as we move forward.

While it's true I have only been working at MedStar Harbor for a short time, I am already incredibly proud. This hospital's nursing team is genuinely dedicated to providing excellent care for our patients, and doing the right thing even when the right thing is the hard thing. Additionally, I have lived in Baltimore City for 26 years. It is a true honor and privilege to lead the nursing team that cares for and serves the community I call my own.

Finally, I want every nurse who works at MedStar Harbor Hospital to know that my door is open. I am here to listen when you need an ear, guide when you need direction, and roll up my sleeves when you need extra hands. Thanks for all you do to make this hospital such a special place to be.

Warmly,

Karen Elliott, DNP, MHA, RN, NEA-BC
Chief Nursing Officer and Vice President of Care Services

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Some photos were selected prior to the COVID-19 pandemic. All patients and providers are expected to follow the current MedStar Health guidelines for safety including proper masking and physical distancing where appropriate. Learn more at [MedStarHealth.org/Safe](https://www.MedStarHealth.org/Safe).

What Brings Us Joy at Work



A large collage of wooden blocks, each containing handwritten text or logos, arranged in a grid-like pattern. The text on the blocks includes:

- Team Work & Smile
- Team work & smile
- Teamwork
- Enjoy working with ALL THE GOOD PEOPLE
- Helping my COLLEAGUES
- Helping patients get the best they need!
- Coordinating Care - providing resources that can make a patient's life a little easier!
- TEAM WORK W.A.R.B.
- Living The Team
- my supply chain, Family & patient care
- Helping my COLLEAGUES
- TO SERVE
- Helping Patients
- Working with an exceptional Team to improve the lives of others!
- Being the first smiling/laughing eyes they see when a wake-up call after surgery!
- Seeing patients happy and smiling
- Kindness and positivity
- Help Patients
- Working with my colleagues
- Bringing a smile to a pt.
- Making a difference in people lives
- Knowing I made a difference in someone's life
- Co-workers & Helping Patient
- Teamwork & Growth
- my Great Team in Imaging
- Babies
- Love and CO workers
- Patients/Family and/or Peers
- SUPPORTIVE COLLEAGUES
- Holding and taking care of babies
- Teamwork!! S3
- AWESOME Team Members
- WORKING TOGETHER AS A TEAM TO MAKE A DIFFERENCE
- He IPing
- Making Patients Feel Better!
- Teamwork! @ NYU
- Helping Others!
- Great Coworkers
- Respectful environment
- CO-worker camaraderie
- Working with a team of people that are so dedicated to making a positive impact on the lives of others.
- Seeing pts get better & smile!!
- helping others
- My TEAM!
- I Love helping other people!
- When we all work as a team!
- I get joy in seeing my patients get better and go Home - Joy in teaching
- Providing excellent patient care
- Making Patients smile
- MY WORK SISTER!
- GREAT TEAMWORK
- ing Everyone BY!!!
- My Co-workers
- HELPING OTHERS
- Making the World a better place
- CO-worker Camaraderie
- Working with a team of people that are so dedicated to making a positive impact on the lives of others.
- Seeing pts get better & smile!!
- Making a difference!
- MedStar Harbor Hospital
- ESPECT WITH OTHER
- patients & their caring, great operation
- My Co-workers and Team work!!!
- The opportunity live my dream Job, Pt. & ...
- The amazing people we have here
- Seeing my work make a difference in someone's life
- The ability work with my work
- MedStar Health
- Employees
- Helping Peoples
- GRATITUDE
- friendly environment
- Great Environment & positivity
- FRIENDLY & FAMILY ENVIRONMENT
- Smiling faces and teamwork!
- POSITIVE ATTITUDE
- Making a difference through positivity!
- my Co-workers
- TEAM WORK
- My Patients & Colleagues
- Helping OTHERS
- My wonderful Coworkers!
- Working with my Co-workers
- SMILE!
- Teamwork
- Making a difference in family caregivers
- Great Teamwork
- My AWESOME TEAM!
- Positive Patient Outcomes!
- To know that I can make a difference in someone's life!
- When it feel better enough to be discharged.
- Meeting New People
- Helping People
- Making someone smile
- Teamwork
- Team WORK
- Bringing joy to all that we meet and being a role model and mentor for new staff members
- Helping new moms bring New Life into this world
- Being involved to help make a difference
- I AM LOVED
- Life
- Good team
- Helping others succeed in their treatment plans!
- positively changing the world!
- Teamwork
- Peace Love & Happiness
- LOVE Working with People
- TEAM WORK
- Working with a great team!
- Meeting the Needs of our patients
- Learning EACH DAY!!
- My team in IR
- Smiling faces
- Engaging with the team
- Being able to work with the awesome Case Management team!
- making the needs of our Patients
- Love!!!
- Keeping patient safe brings me great joy!
- ENSURING PATIENTS RELAX
- Saving Lives
- Kind patients
- Only that thought: Ensuring the hospital is clean and sanitized
- making a difference every single call! Aiming to save lives!
- Working as a team to care for our patients and each other in a professional manner with exceptional care and positive outcomes!
- Knowing that I am part of a great team.
- Great teamwork & complete care & support
- Giving patients hope for a better tomorrow
- Good People
- Adults today better
- Patient Satisfaction
- Making a difference in a patient's life
- Teamwork
- Great Teamwork!
- Great Coworkers
- WORK COLLEAGUES ARE MY OTHER FAMILY MEMBERS. POSITIVITY IS AWESOME!
- My wonderful Coworkers
- My fellow Colleagues
- Seeing Patients Health Grow
- Patient Satisfaction
- Smile and a Blank Face and happy Patient
- SUPPORTIVE COLLEAGUES, friendly staff & encouraging smile whenever I look &
- Knowing I made a difference in someone's life
- Teamwork
- Seeing the Help
- making the patients feel better
- The Joy of Helping others
- LIGHT!
- Care for Patients
- Helping + Making people happy
- Working with my coworkers
- Making a difference
- Work with my Co-workers! SM4
- Teamwork on our unit
- Being able to make a positive difference in ones life!
- My amazing team & colleagues
- My CO-workers HAPPY ATTITUDE
- WELCOMING AURA
- Team work, family
- Helping Patients, Changing lives
- Improving Patients' lives & health!
- My patients bring me joy
- Seeing patient's smile
- Spending time with patients
- TEAM WORK
- A Purpose
- Helping Patients improve quality of life
- Helping Others
- Helping patients live a better life
- My Coworkers and Making people happy
- Helping People
- Making a difference
- Helping patients in the FAC.
- Team Work Friends
- Helping & Smiles
- CO WORK
- Happy Associates
- Laughing with friends & coworkers
- Being able to help my pt's coworkers to make them happy & smile
- Working together to provide quality care for our patients!
- My work Family!
- Supportive Co-workers (Positive Attitude)
- TEAM WORK!!
- HOPE
- Helping Patients
- Helping others
- Helping Patients
- Managing my Patient's Pain
- Great Coworkers and team people providing excellent care!
- Helping Patients get out of bed
- HELPING OTHERS
- Friend sale
- My Co-workers
- Team Work!!
- Teamwork!!
- Helping Others as coworkers
- Managing my Patient's Pain
- Great Coworkers and team people providing excellent care!
- CO-WORKERS! When patients are happy!
- Knowing that I helped a Patient
- Love work
- SMILE
- being supported by leadership!
- Helping Patients & their families of friends!
- Making a positive change in someone's life.
- Helping to bring smiles into the world
- When I learn and teach have on "AHA" moments.
- My coworkers
- wonderful coworker!
- Being able to help others
- Great Patients
- Helping others
- seeing a complicated problem
- People
- Teaching something that helps Nursing improve outcomes!



"I appreciate the laughter of my co-workers and especially my patients. It brings me joy when my patient laughs out loud from my jokes, even if they are in pain. Sometimes it helps their pain go away. Laughter is indeed the best medicine."

—Johnna Dettori, RN, *PACU*

"What brings me joy as a nurse is helping oversee the care of people, in some cases from the very beginning of their pregnancies until the day their babies are born. Sometimes people visit us with their healthy babies, which is incredibly rewarding!"

—Mallory Cassely, RN, *Fetal Assessment Center*



"The most rewarding aspect of being a nurse in fetal assessment is the emotional rewards I receive by being part of our very close-knit team that includes not only the nursing staff, but also the sonographers, front desk staff, and physicians. This creates a happy work environment and also allows us to give patients the highest quality healthcare experience."

—Susan Colonna, RN, *Fetal Assessment Center*



"In behavioral health, we often get to see our patients come in one way and leave another. Hearing them say 'thank you' and knowing you are appreciated is a great feeling. I also love my co-workers."

—Jasmine Dickens, RN, *Behavioral Health*



"My job is to help nurses grow and accomplish their goals and dreams. It feels fabulous to see that happen and to be part of it."

—Lena Sutch, RN, *Nursing Education*

"I feel immense joy being back at MedStar Harbor Hospital as a leader, where it's my job to foster teamwork and excellence in patient care. It makes me happy when I see my team working together to achieve great patient outcomes."

—Brian Kelley, RN, *Intensive Care Unit*



"My team keeps me going and grounded. When I am providing patient care, it's all about impacting their life and getting them back to good health. I love seeing them leave the hospital well. It's a great feeling—I did something right."

—Dani Logan, RN, *Intensive Care Unit*



"Getting to make a significant difference in someone's life, and knowing you had a hand in that, is beyond rewarding. I love what I do, and I love working with my team."

—Elizabeth Riggs, RN, *Behavioral Health*



Leadership Appointments and Promotions



Karen Elliott, DNP, MHA, RN, NEA-BC
Chief Nursing Officer

Karen was appointed chief nursing officer at MedStar Harbor Hospital in May 2022. She spent the previous 16 years of her career in various

leadership roles at MedStar Health, most recently as senior director of operations at MedStar Southern Maryland Hospital Center. Throughout her tenure, Karen has led the successful implementation of contemporary models of nursing care, with nursing operations, process improvement, multidisciplinary practice management, and quality topping her list of clinical priorities. She has demonstrated a clear passion about improving healthcare outcomes, increasing professional development opportunity, and integrating innovation as a nurse and nurse leader. Karen earned her doctorate in nursing practice from the University of New Hampshire, a master's degree in healthcare administration and management from Towson University, and a bachelor of science in nursing, also from Towson University.



Beth Kilmoyer, DNP, MS, RN-BC, NPD-BC
Multi-Site Director of Nursing Professional Development

In February 2022, Beth joined MedStar Health as multi-site director of nursing professional

development, offering leadership support to both MedStar Harbor Hospital and MedStar Franklin Square Medical Center. Prior to joining MedStar Health, she worked at Mercy Medical Center, filling various nursing leadership roles since 2005. Beth is passionate about creating

ongoing education and professional development opportunities for nursing teams, with a belief that "education is a core responsibility in every role." Beth earned a diploma in nursing from Lancaster General Hospital School of Nursing, a master of science in nursing informatics from the University of Maryland School of Nursing, and a bachelor of science in nursing from Millersville University. She is also certified in both nursing informatics and nursing professional development by the ANCC.



Amy Alsante, DNP, RN, NE-BC, CHEP, LSS-GB
Senior Director of Nursing Excellence and Resource Management

Amy was promoted to the role of senior director of nursing excellence

and resource management. In this role, she is responsible for supporting nursing practices across MedStar Harbor Hospital, leading nursing practice, education, informatics, and resource management teams, while continuing to support the hospital's pursuit of Magnet designation. Amy earned a doctorate in nursing executive leadership from George Washington University, a master of science in leadership from the University of Maryland, and a bachelor of science in nursing from Towson University.



Cara Miller, MSN, RN, CNML
Senior Director of Nursing Operations and Patient Care Services

In her role as senior director of nursing operations and patient care services,

Cara directs operational, personnel, and financial activities for MedStar Harbor Hospital's

emergency department, inpatient units, and procedural units. Since joining MedStar Harbor Hospital in 2008, Cara has been promoted several times. She earned a master of science in nursing from the Notre Dame of Maryland University, a bachelor of science in nursing from Johns Hopkins University, and a bachelor of science in biology from Mount St. Mary's College.



Amy Bartholomew, MSN, RN, NPD-NC, CCRN-K
Director of Nursing Practice Innovation and Magnet Coordinator

As director of nursing practice innovation and Magnet coordinator, Amy oversees the adoption and integration of MedStar Harbor Hospital's nursing care delivery model and interdisciplinary model of care. Collectively, these models aim to promote the sustained integration of evidence-based clinical practices and provide support to nurses and other hospital associates on the journey toward Magnet designation. Amy graduated from Walden University with a master of science in nursing education and also earned a bachelor of science in nursing from the College of Notre Dame.



Katie Cavaluchi, BSN, RN, CMSRN
Director of Nursing, 4th Floor

Katie was promoted to the role of director of nursing for the fourth floor at MedStar Harbor Hospital in January 2022. She has been part of MedStar Health since 2011, and joined MedStar Harbor in 2017. Katie earned a bachelor of science in nursing from the University of Maryland at Baltimore School of Nursing and is currently pursuing a master of science in nursing from Aspen University.



Joseph Paren, MSN, RN
Accreditation Specialist and Stroke Coordinator

As accreditation specialist and stroke coordinator at MedStar Harbor Hospital, Joseph oversees Joint Commission and Maryland Institute for Emergency Medical Services Systems (MIEMSS) certifications, assures core measures are being met from quality and regulatory standpoints. He follows stroke patients through their journey of care, working to assure care delivery is exceptional and patient experience meets or exceeds expectations. Joseph has worked for MedStar Health since 2014 and for MedStar Harbor since 2017. He earned a master of science in nursing from Notre Dame Maryland University and a bachelor of science in nursing from Barton College in North Carolina.



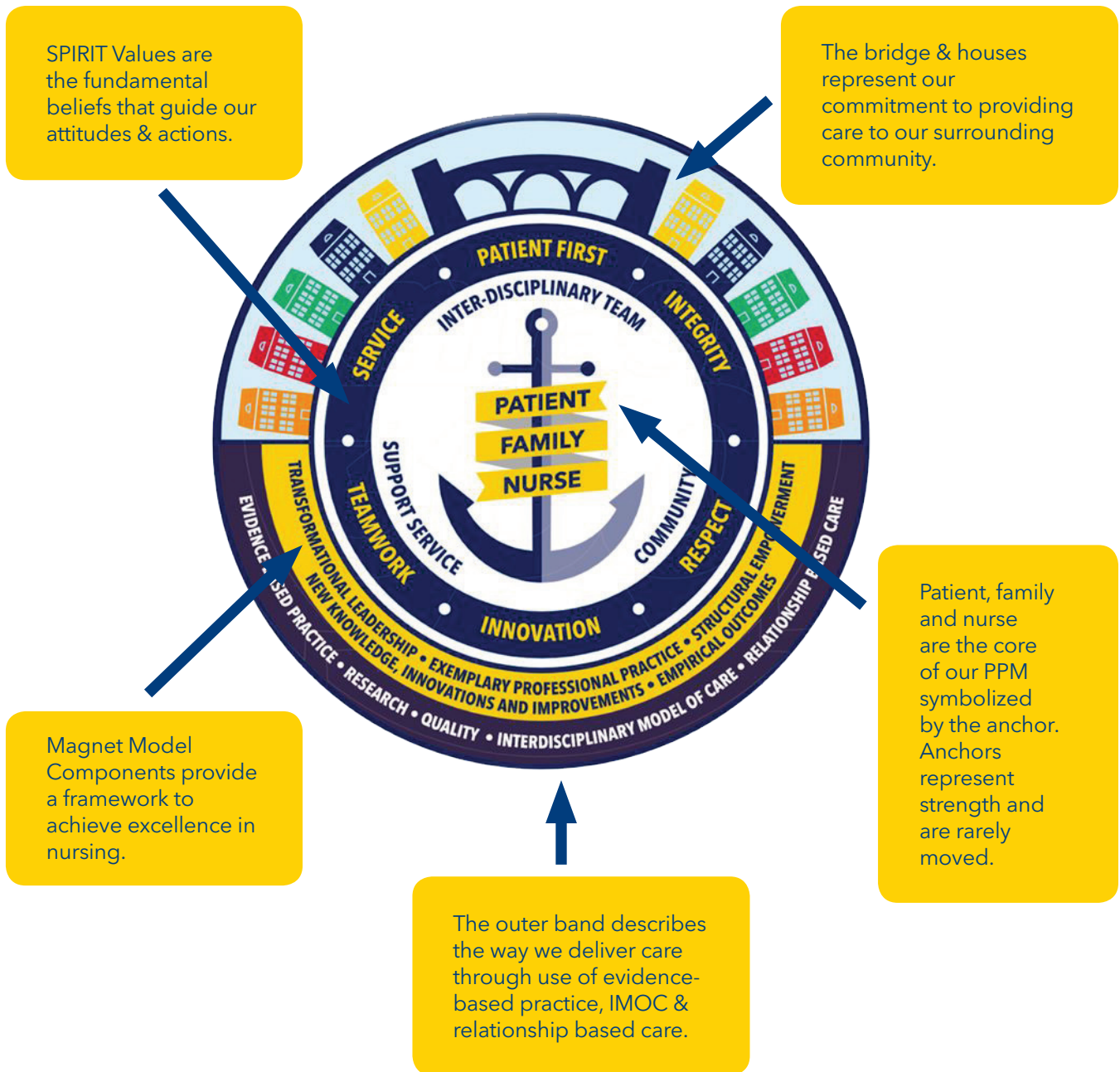
Nursing Leadership Professional Development

Congratulations to Jaime Krasauskis, RN, who was one of 12 nursing leaders across MedStar Health selected to participate in the organization's Nursing Leadership Professional Development (NLPD) program this year.

"One of the greatest benefits of this program was the opportunity to meet new people and build relationships with colleagues across MedStar Health," Jaime said. "I have a new network of people I can pose questions to and learn from. Being part of this program was a great experience, with so many tangible takeaways."

MedStar Harbor Hospital Nursing Professional Practice Model

The professional practice model is a conceptual framework that represents the delivery of nursing care at MedStar Harbor Hospital



The Journey Toward Magnet Designation



The American Nurses Credentialing Center (ANCC) facilitates its Magnet® Recognition Program to designate organizations worldwide where nursing strategic goals and patient outcomes successfully align. Magnet provides a roadmap for nursing excellence, with opportunities for education and professional development at every stage of a nurse's career. Hospitals that earn Magnet designation are recognized for providing the very highest quality care, by nurses who are supported to be the very best they can be.

For many years, MedStar Harbor Hospital's nursing team has been building the Magnet culture – applying best practices from both clinical and collaborative perspectives to make the hospital not only a great place for patients to receive care, but also a great place for associates to deliver care. During Fiscal Year 2022, MedStar Harbor made significant strides in its process of becoming a Magnet designated hospital,

with continued focus on the collection of data and sources of evidence (stories), to be part of the organization's official Magnet application. All materials will be submitted to the ANCC for review by the end of calendar year 2022. Here, we reflect on our progress to date.



Documenting Our Sources of Evidence

As part of the Magnet application, the ANCC requires submission of a minimum of 84 sources of evidence—or stories—that demonstrate nursing excellence and outcomes-based care.

“Our stories demonstrate that what we say about what we do and how we do it, is true,” said Amy Bartholomew, RN, director of nursing practice innovation and Magnet program director. “Each story stands as an example of what we are doing right, and how we have built a culture of excellence that benefits everyone who works at MedStar Harbor Hospital or that relies on us for care.”

Some stories are data-driven, demonstrating improvement of nurse sensitive indicators (NSIs) over time. Others are narrative-based, offering perspective on nursing practices, policies, and people, with focus on the delivery of high-quality clinical care by a team of people who are genuinely compassionate about their day-to-day work.

“Collectively, the stories that we are submitting to the ANCC show that we engage nurses across the hospital in positive and meaningful ways,” Amy said.

Stories that are compiled for MedStar Harbor’s Magnet application reflect activity that occurred between June 1, 2018 and June 1, 2022.

Engaging People in the Process

Significant effort has gone into making every associate who works at MedStar Harbor feel they are part of the process, as the hospital pursues Magnet designation. “Magnet Mondays” were implemented to build awareness of what Magnet designation is all about, and why it is important, and has included tables set up in the main lobby as well as traveling roadshows, where information has been taken out to the units.

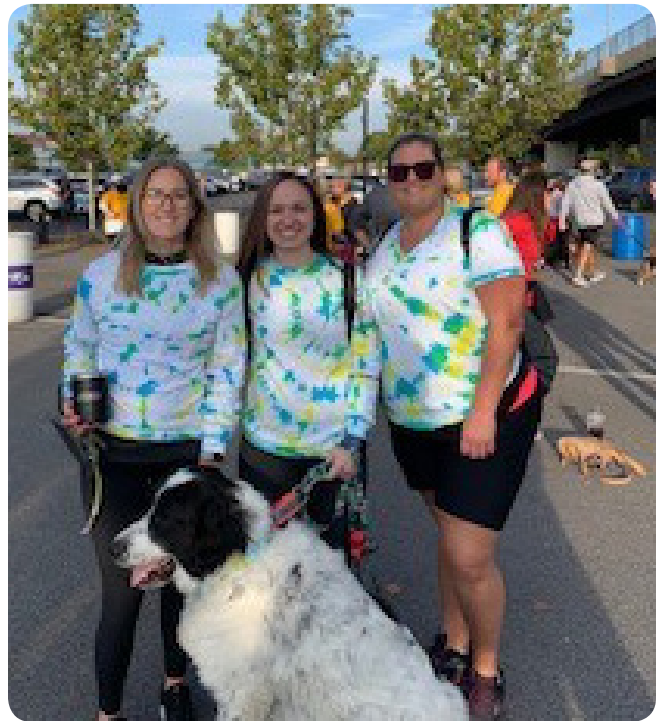
“One of our most important messages has been to remind folks that MedStar Harbor has been building the Magnet culture for a long time, as a way of optimizing patient outcomes and boosting associate satisfaction,” said Amy. “No one ever said ‘we need to start doing things differently if we are going to apply for Magnet designation.’ In fact, it was the opposite. Instead, it was ‘we are already doing what the ANCC requires, and we deserve to be recognized for it.’ Nursing excellence has long been embedded into our culture.”



Serving the Community in Meaningful Ways

As the ANCC is reviewing Magnet applications, consideration is also given for activities that take place outside of the walls of the hospital, designed to serve the surrounding community in meaningful ways. MedStar Harbor's nursing team participates in a wide range of community-based events, from the American Heart Association's annual Heart Walk, to Salvation Army events and fundraisers, and programs to support groups of people with special needs. One example of this was when the nursing team collaborated to hold a book drive, to benefit a local school.

"We wanted every kid to have a new book to read, and worked together to make it happen," said Amy. "We collected and donated 200 new books for the school. It speaks volumes about the commitment this team makes to take care of people, sometimes in ways you wouldn't expect."



Leading the Way Through the Work of Our Magnet Ambassadors

MedStar Harbor's Magnet Ambassadors serve as the hospital's "cheerleaders" as the hospital continuously builds the Magnet culture, and strives for designation from the ANCC. Their job is to educate and engage staff, volunteer in the community, and support the process of documenting proud moments around the house.

"Our Magnet Ambassadors understand how important it is for staff to know what Magnet designation represents for our organization, our people, and our community," said Amy. "This team has worked incredibly hard to meet people where they are and provide education in a way that is fun. We want every person who works at MedStar Harbor to feel they are part of this journey and all of the excitement that comes with it. Our Magnet Ambassadors have been invaluable in this process and their efforts are greatly appreciated."



The Continued Highs and Lows of COVID Management

In 2020 when the COVID-19 pandemic began, nurses had to learn how to take care of patients—and themselves—in new and uncharted territory. In 2021 and 2022, nurses continued caring for patients with COVID, bracing for and managing countless volume surges, while applying best practices and accounting for lessons learned. COVID has certainly changed the practice of nursing. But as nurse leaders at MedStar Harbor Hospital reflect back, the consensus is that it's also strengthened the practice of nursing, in so many ways. Here, our leaders share perspective.

"When I moved into the CNO role in May 2022, what was immediately clear is that this nursing team has been through a lot, but has stuck it out and is incredibly strong because of what they have experienced. No one wants another surge to happen, but if it does, this team knows what to do. The impact of COVID on healthcare broadly, and specifically on nursing teams, has been huge. I want our team to know I am in awe of their work, and am committed to supporting them as we move forward." —Karen Elliott, RN, chief nursing officer

"As the world has opened back up and people have begun resuming normal life, COVID is still present, and a lot more staff members have come down with the virus. As a leader, it's been consuming to constantly rethink how to efficiently staff the unit, keep people safe, and also keep people happy. But the team has stepped up in great ways, and we have learned how to handle change like pros. It's important to recognize those silver linings as we reflect back on what we have gone through."

—Jaime Krasauskis, RN, director of nursing, intensive care/telemetry units

"I have seen nurses demonstrating our SPIRIT values more now than ever before. Unknowns and constant change are part of our nurses' every day routines now, but they have maintained focus on what is most important, and through that, I have also seen nurses gain a lot of confidence in themselves. There are so many stories that



can be told that demonstrate how our people pivot and pitch in to help out, wherever they are needed. We continue to rally around what our patients and community need." —Cara Miller, RN, senior director of nursing operations and patient care services

"On an average day, we see 120 patients in the ED. When the Omicron surge took place, some days that number doubled. On our highest volume day, we treated 252 patients. On those

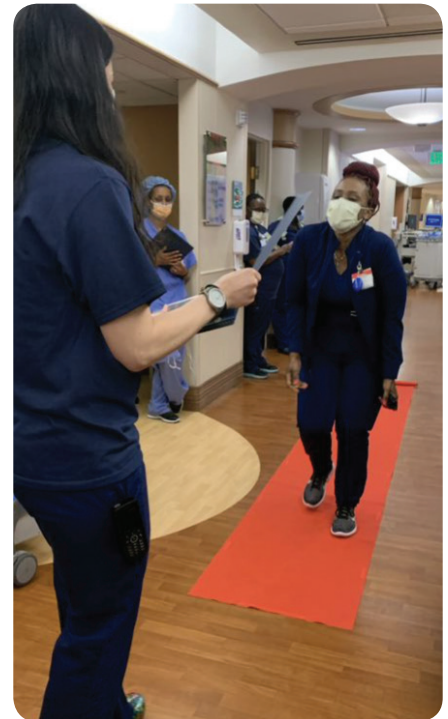
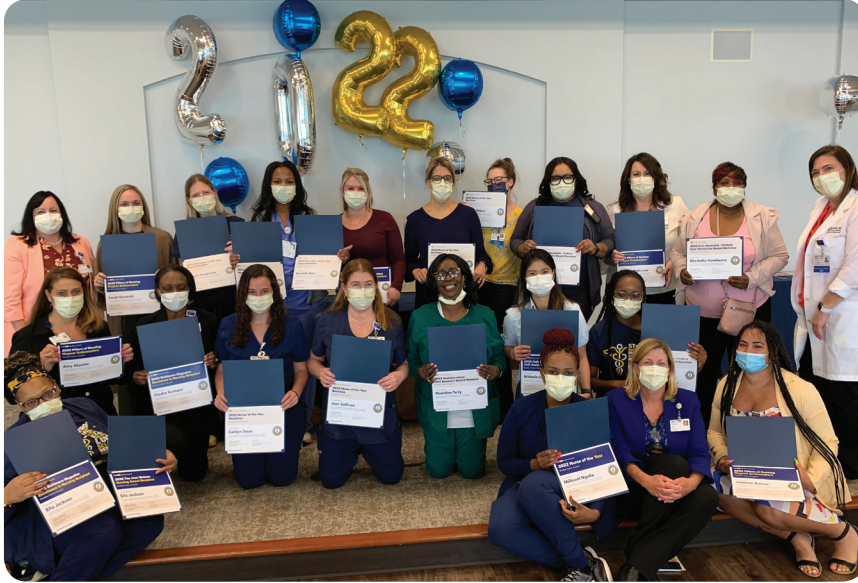


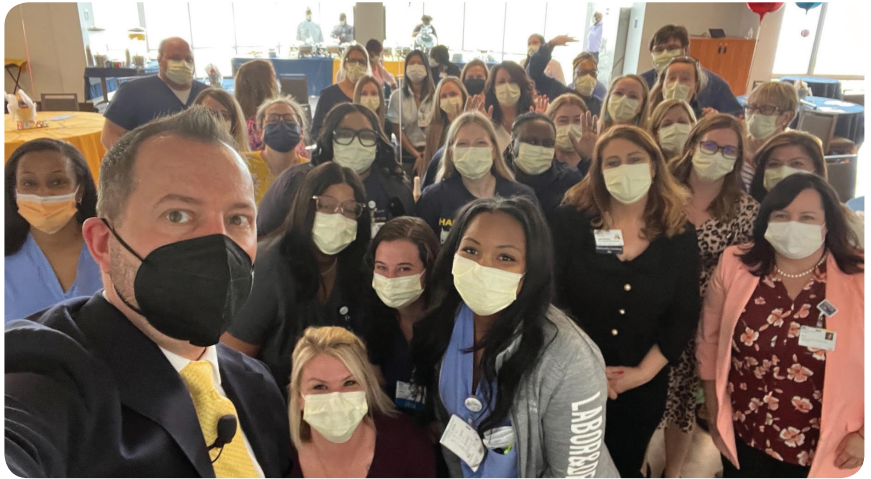
days, we learned that our people are incredibly agile. They understood that we would do things one way on Tuesday and a different way on Wednesday. It was amazing to see new work flows implemented, with people coming in from other areas of the hospital to fill gaps, and teams working together in different ways to make sure we could take good care of every patient.”
–Billy Taylor, RN, director of nursing, emergency department

“When the pandemic began, the behavioral health unit did not provide care for patients who tested positive for COVID. But then a shift took place, because we know that psychiatric patients with COVID still need our care. In January 2022, we opened an entire COVID section on our unit to accommodate patients who tested positive with mild symptoms or who were asymptomatic. Patients were referred to us from other MedStar Hospitals, so it took a lot of planning, logistics coordination, and teamwork to make it happen. It was during this time that you really saw our SPIRIT values in action. I was super proud of my team for how they handled this transition - from their willingness to bring ideas to the table to their willingness to volunteer for shifts in the COVID section of our unit.” –Charles Kozak, RN, assistant director of nursing, behavioral health



Celebrating Nurses Week





Nurse of the Year

Presented to Millicent Ngatia, RN



“My job is to make the day better for someone who is sick or troubled in life. I am honored to be named Nurse of the Year. It confirms that people notice when you do things out of the goodness in your heart.”



When Millicent Ngatia, RN, heard her name called out as winner of MedStar Harbor Hospital’s Nurse of the Year, she felt equal levels of shock and excitement.

“When I am at work, I keep my patients and their needs at the center of everything I do,” said Millicent. “Providing excellent care is about taking care of the patient medically but it also means stepping up for the little things that matter, like emptying someone’s trash can, helping someone take a bath, or transporting someone to where they need to go in their wheelchair. I’ve learned that human beings value the little things.”

Millicent joined MedStar Harbor six years ago and works on the stroke / neurology floor. In her day-to-day work, she challenges herself to look beyond what she sees; to read between the lines to truly understand what her patient is experiencing and what she can do to help them.

“As a bedside nurse, I am here to advocate for my patients,” said Millicent. “Sometimes that means you have to be bold and speak up when difficult situations arise. I am committed to going the extra mile when doing so will help a patient manage their pain or will lead to better outcomes in their process of care.”

Millicent is a native of Kenya, where she studied biology and was inspired to follow in her mother’s footsteps by pursuing a career in nursing. The potential to make a good salary was an early motivator. However, once Millicent landed a nursing job, she quickly realized that she was in exactly the right place.

“Nursing felt like a calling,” she said. “I was meant to do this. I love my job and the opportunities it gives me to be a blessing in other people’s lives.”

Millicent is mom to three kids, Eleanor, Paul, and Vanessa. In her free time she enjoys spending time with her family, shopping, gardening, and traveling.

Annual Jean Watson Award

Presented to Ella Jackson, RN



The people who work with Ella Jackson, RN, would tell you that she takes the notion of “creating an excellent patient care experience” to a whole new level. Her efforts were recognized when she was named winner of MedStar Harbor Hospital’s annual Jean Watson Award during Nurses Week.

Part of MedStar Harbor Hospital’s behavioral health services team since 2018, Ella is often seen coming onto the unit with bags of personal items for the patients she cares for and is committed to building personal bonds with them. Sometimes she comes to work with hair supplies, art supplies, or special treats. Other times it’s clothes or shoes. It all depends on what her patients need, or what will bring a smile to their faces.

“I have learned that the little stuff can have big meaning to our patients,” said Ella. “They don’t expect it but they appreciate it so much. And doing things to bring others happiness makes me happy.”

Ella’s generous ways extend to her team, too. She’s the first to step up to the plate to organize celebrations when it’s a co-worker’s birthday,

when someone is having a wedding or baby, or when a farewell party is in order for a team member who is moving on. She brings muffins in when the unit is having a particular challenging week and needs a morale booster. On one occasion, she even donated some of her paid time-off to a co-worker who was dealing with a significant personal issue.

“I am not a manager but I aim to set positive and inspiring examples for others,” said Ella. “You can change the culture on your unit by doing small things that bring people joy, and giving them reasons to be grateful.”

Ella says she was overwhelmed and overjoyed to win the Jean Watson Award.

“It was truly one of the biggest moments of my life,” she said. “It’s an honor I will forever be proud of.”

Why We Honor Jean Watson ...

Each year, MedStar Harbor Hospital presents the annual Jean Watson Award to a nurse who demonstrates an extraordinary commitment to caring for others. Jean Watson’s philosophy and science of caring centers around how nurses express care in their interactions with patients. She believed a holistic approach to healthcare was critical in the practice of nursing, and that care demonstrated by nurses promotes growth through 10 carative factors:

- Forming humanistic-altruistic value systems
- Instilling faith-hope
- Cultivating a sensitivity to self and others
- Developing a helping-trust relationship
- Promoting an expression of feelings
- Using problem solving for decision making
- Promoting teaching-learning
- Promoting a supportive environment
- Assisting with gratification of human needs
- Allowing for existential-phenomenal forces

Pillar of Nursing Award

The Pillar of Nursing Award was created to recognize an individual or team that provides the necessary foundation for the hospital to deliver high quality, safe, and efficient patient care, as well as a positive patient experience. Additionally, it recognizes nurses who demonstrate a balanced approach to leadership and decision making, and who are resources for every member of their team.

In May 2022, the award was presented to the hospital's Magnet Ambassador team, in recognition of their extraordinary commitments to educating and engaging staff as the journey toward Magnet designation has continued. The group remains focused on designation requirements outlined by the American Nurses Credentialing Center (ANCC) in all that they do.

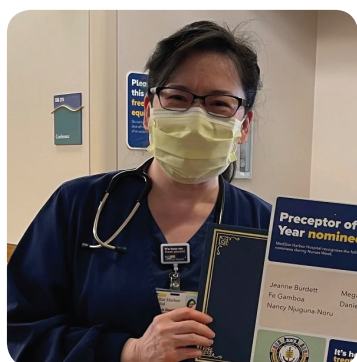
"The Magnet Ambassadors have taken the lead on countless activities and events, many of which were held to prepare staff for an anticipated site visit from the ANCC," said Amy Alsante, RN, senior director of nursing excellence and resource management. "We are incredibly grateful for the energy and enthusiasm this team of nurses has demonstrated. They are our true Magnet cheerleaders."



Congratulations to our Pillar of Nursing Award Winners!

- Amy Alsante, RN
- Jasmine Barros
- Amy Bartholomew, RN
- Corrine Berube, RN
- Sara Feely, PA
- Sandra Isaac, RN
- Terri LaPorta, RN
- Dani Merchen, RN
- Sara Romecki, RN
- Amber Schmale, RN
- Brittany Sherbert, RN
- Katherine Szyperski, RN

Preceptor of the Year Award



Fe Gamboa, RN, was named MedStar Harbor Hospital's Preceptor of the Year in May 2022. A member of the hospital's telemetry/cardiac nursing unit since 1996, she has earned a reputation as a skilled nurse, a strong leader, and an inspiring mentor who can be counted on to tackle challenges and find solutions.

"I have learned so much from Fe," said her nominator. "She is always available for her team while also making sure patient safety and comfort are a top priority. She is an excellent preceptor—one of the best on S3."

Fe says serving as a preceptor has been a very rewarding experience.

"It's like teaching an art, where in the end you get to see the beauty of what you made," said Fe. "It's gratifying to see someone succeed as a nurse and liking what they do, and knowing you helped guide them as they were getting started."

Fe is honored to win the Preceptor of the Year award.

"It makes me feel like my hard work has paid off and that others see the good in what I do when I come to work each day," said Fe. "This is an important program that I'm proud to be part of."

DAISY Awards

Throughout the year, associates and patients at MedStar Harbor Hospital are encouraged to recognize nurses who go above and beyond the call of duty, and who are committed to touching the lives of others in special ways. One of the best ways to recognize a nurse who does this is by nominating him or her for a DAISY Award. It's a way of saying "thank you" to nurses for delivering excellent clinical care that is also compassionate, personalized, and patient-centered.

Today, 5,400 hospitals, healthcare systems, and schools of nursing across the globe participate by honoring DAISY recipients. Congratulations to the three nurses who are part of MedStar Harbor Hospital's nursing team, who earned DAISY Awards in Fiscal Year 2022!

Congratulations to our FY22 winners!



First Quarter
Daniel Tesfamariam, RN
S4



Second Quarter
Jennifer Anyika, RN
Behavioral Health



Fourth Quarter
Angel Miller-Mauldin RN
S2

Top Nurses ... Appearing in the May 2022 Issue of Baltimore Magazine

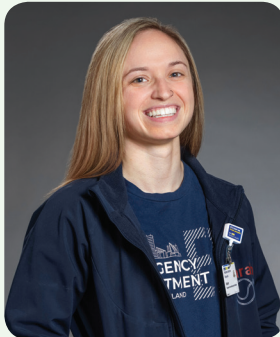
Each year, *Baltimore* magazine engages a team of well-respected nurse leaders from across the city to dig deep and identify who should be recognized as the "best of the best" when it comes to quality nursing care in Maryland. The area's Top Nurses are then recognized in the May issue of the magazine, and invited to take part in a special awards ceremony. Kudos to Ella Jackson, BSN, RN, Diedre Korkpor, MS, RNC-OB, and Sarah Romecki, BSN, RN, CEN, for the selection as 2022 winners, and for representing MedStar Harbor Hospital on this prestigious listing.



Ella Jackson, BSN, RN



Diedre Korkpor, MS, RNC-OB



Sarah Romecki, BSN, RN, CEN

IMOC, Relunched and **More Efficient Than Ever Before**



The Interdisciplinary Model of Care (IMOC) centers around how members of a healthcare team come together collaboratively to deliver the best possible patient care. The core principles of IMOC were challenged greatly during the COVID pandemic, when social distancing guidelines made it virtually impossible for in-person meetings of any kind to take place. As those guidelines began to shift, so did MedStar Harbor Hospital's ability to "relaunch" IMOC. New processes and procedures were established, and as a result, today, patient care delivered on the hospital's three medical units is more connected and streamlined than ever before.

"IMOC helps assure that all care providers are on the same page in terms of what our patients need on any given day, as well as decision-making about patient discharge," said Connie Butler, BSN, RN, manager utilization - case management. "It is incredibly collaborative and efficient, and helps our team prioritize which patients have the most pressing or urgent medical needs."

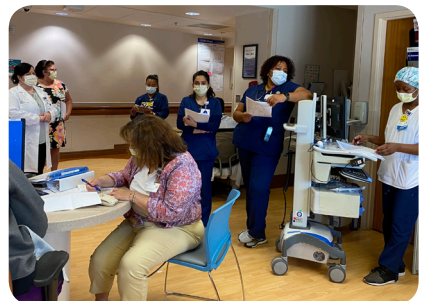
Each day begins with a morning capacity call, moderated by a physician advisor, with participation from nursing, hospitalists, physician assistants, case management, social work, pharmacy, and physical therapy. Decisions are

made regarding patients ready for discharge, and steps that must be taken to assure each can get home and continue the healing process, safely. Each day, IMOC rounds take place on MedStar Harbor Hospital's medical units. The status of every patient is discussed, with focus on new or critical medical needs, changes that have taken place over the past 24 hours, and resources required to facilitate the best possible care. The meeting on each unit lasts just 20 minutes.

"One of the biggest changes is that physicians are now geographic, so they remain on one unit rather than rotating to various locations within the hospital," said Connie. "This allows these discussions to be very structured and goal oriented, with great focus on continuity in both care for our patients and communication amongst our providers."

Connie says nurses across MedStar Harbor have shared positive feedback about their participation in IMOC rounds.

"IMOC brings providers from many disciplines together, and accounts for various patient encounters and perspectives," she said. "It underscores that every person on our team plays an important role, and has a voice in the process of patient care."



Regulatory Readiness

A Constant Hospital-Wide Priority



All hospital leaders know – the Joint Commission can show up on your doorstep, ready to evaluate every inch of your grounds, at any time. This is precisely why regulatory readiness is a constant hospital-wide priority at MedStar Harbor Hospital.

Once per month, Environment of Care rounding occurs when representatives from infection control, facilities, operations, environmental services, clinical engineering, and quality and patient safety select a unit to round on and analyze comprehensively. Their goal is to identify any deficiencies or problem areas that could be noted by the Joint Commission, and to problem solve, proactively.

“Being Joint Commission ready means each unit has the right processes in place—whether it’s being HIPPA compliant, storing and securing medications properly, or following policy and procedures,” said Chris Roberge, RN, performance improvement manager of quality and patient safety. “We also

confirm that preventative maintenance has been completed on equipment, supplies are not outdated, and if any areas on the unit require refreshing or repairs.”

Additionally, Chris stresses how important it is to stay abreast of new and changing Joint Commission standards and provide updates to staff. Through an agreement with Vizient, MedStar Harbor has access to information, resources, and training, with focus on Joint Commission compliance requirements and preparedness.

“We know that we can all learn from and help one another,” said Chris. “It allows us to be proactive in identifying and addressing issues and assures that our hospital remains compliant at all times.”

Anatomic Pathology Specimen Collection Project

Historically, specimens collected in the operating room that required lab analysis were documented on paper, signed off on by the surgeon, and sent to pathology. The process was manual, time consuming, and inefficient. Recognizing the opportunity to standardize and automate this process, the Anatomic Pathology Specimen Collection Project was implemented at MedStar Harbor Hospital in spring 2022. Now, the surgeon verbally states what the specimen is. The information is pointed to MedConnect and a special label with a QR code is generated and printed. Nurses double check the order, verify it’s accurate, and collect a signature from the surgeon before the specimen leaves the room.



“Critical diagnoses are made based on tissue samples collected in the operating room so we have a responsibility to safeguard them and assure they get to the lab safely, and labeled accurately, for testing,” said Sharon Bonner, MS, RN-BC, director of clinical informatics. “This is an important quality and safety initiative, with clear benefits.”

Making the Extern Experience Engaging and Fun



Over the past year, MedStar Harbor Hospital has revamped its student nurse extern program, with focus on making the experience more interactive and fun while equally educational. The program caters to nursing students who are in their junior and senior years of study, who are committed to gaining hands-on, practical experience that will prepare them for jobs in clinical settings.

“We looked at historical versions of the extern program to identify core concepts that needed to be carried over, and then worked to improve that foundation,” said Lena Sutch, RN, nursing professional development specialist. “This year, our externs learned using virtuality tools, the escape room concept, and games such as The Price is Right.”



Extern cohorts typically involve 10 to 15 students from various nursing schools across the state of Maryland. They work full-time at MedStar Harbor for a period of 10 weeks, gaining practical knowledge about equipment and tools used in the clinical environment, with opportunities to be part of the patient care experience alongside experienced nurses and clinicians.

“Externs create a solid pool of candidates for our team to hire from, with an added benefit that they have already worked in our hospital and are engrained into our culture,” said Lena. “These are the students that are willing to take extra steps to prepare for their careers. It speaks volumes about their commitment and professionalism, and these are the kind of people we typically want to hire.”



ED Crash Course

The emergency department is a fast-paced environment, and there is a lot to learn as new nurses take the floor, eager to deliver exceptional care for patients. This year, MedStar Harbor Hospital introduced a new four-day ED Crash Course, designed to arm new hires with the information they need to know to hit the ground running in the emergency department.

“We’ve gotten great feedback from our team about this course and the ways it supports nurses who work in emergency medicine, where care needs can be incredibly diverse,” said Lena. “Moving forward, we will be looking for ways to take what we have built here and branch it out to other MedStar Hospitals.”

Going the Extra Mile to Give Back to Our Community

Throughout the year, nurses and other members of the MedStar Harbor Hospital family participate in a number of events and programs, designed to make healthcare more accessible, and to put information and resources into the hands of people who need our help the most. We are proud of our team for bringing the spirit of our hospital out in the community.



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MedStar Health