

# Nursing reimaged.

2022 Nursing Annual Report



MedStar Health

MedStar St. Mary's Hospital



# A letter from our chief nursing officer.

## What an exciting time to be a nurse!



**Dawn Yeittrakis, MS, BSN, RN, NEA-BC, CEN**, Vice President and Chief Nursing Officer, MedStar St. Mary's Hospital.

I am incredibly proud of the work being done by the nurses at MedStar St. Mary's Hospital! As we have moved out of the COVID-19 pandemic, there is a renewed energy and excitement in our nursing units that fills me with a sense of promise and gratitude that I hope all of you reading this feel as well.

Throughout my nursing career, I have always considered my colleagues as my second family. There is so much shared experience with those you work alongside each day that it is only natural to develop a closeness and deep bond. Emerging from the challenges of the last few years, I see a renewed feeling of **teamwork** and camaraderie among our nurses that I believe will afford even greater opportunities for our team as well as our hospital.

During rounding with departments I hear a **readiness** in the voices of those I talk with; a desire to take on more complex roles and responsibilities and to work collaboratively with other healthcare professionals to provide the best possible outcomes for our patients. There is an **eagerness** to learn more, **develop** innovative solutions, and **advance** our professional nursing practice.

One thing that makes MedStar St. Mary's Hospital unique is the opportunity for growth. It is rewarding as I talk to nurses on different units to hear their stories of how they have advanced their nursing careers with financial assistance offered through our hospital and system with the support and mentorship of their colleagues. We know from recent surveys that growth is important to our nurses. Our profession offers a wide range of opportunities to pursue one's interests and I am proud to say that many of our nursing leaders have grown from within as they've followed their passions.

As we began our Magnet journey in 2021, we chose the theme "One team, growing together." I believe this reflects not only our efforts to achieve this important recognition, but also our renewed efforts to grow the nursing professional practice at MedStar St. Mary's Hospital.

It is an exciting time to be a MedStar Health nurse and I am happy to share this journey with you!

Dawn Yeittrakis





## Nursing degrees at MedStar St. Mary's\*

Master's: 39                      DNP: 12  
 Bachelor's: 203                Diploma: 1  
 Associates: 101

## Nationally Certified Nurses: 184\*

### Scholarship support

Grant-funded tuition support: \$199,335  
 Philanthropy Committee scholarships: \$75,777  
 Hospital associate scholarships: \$26,882

\*Includes MedStar St. Mary's Hospital employed RNs and MedStar St. Mary's Hospital Medical Staff credentialed Advance Practice Nurses

## In CY22, number of ...

**Registered nurses:** 343  
**Nursing residents:** 37  
**Nursing resident projects:** 9  
**CAP nurses:** 12  
**Nurse techs:** 162

## Clinical placements for nursing students:

**ADN:** 207                      **Wound Care:** 1  
**BSN:** 4                         **First Assist:** 1  
**MSN:** 2                        **Dr. James Forrest**  
**NP:** 4                           **Tech Center**  
**CRNA:** 9                      **students:** 117  
**Midwives:** 2



## Nurse sensitive indicators

Colors reflect hospital performance against national quarterly goals for top quartile performance for CY22.

	Q1 CY22	Q2 CY22	Q3 CY22	Q4 CY22
<b>Ambulatory Surgery: Facility/Personal Treatment (Goal 98.22%)</b>	Q1: 94.77%	Q2: 97.50%	Q3: 97.08%	Q4: 98.36%
<b>Emergency Department: Stroke - Time to Intravenous Thrombolytic Therapy (Goal 85%)</b>	Q1: 67.0%	Q2: 80%	Q3: 88%	Q4: 88%
<b>Hospice Team Communication (Goal 88.12%)</b>	Q1: 89.12%	Q2: 92.47%	Q3: 93.24%	Q4: 88.87%
<b>Inpatient: Communication with Nurses (Goal 78.41%)</b>	Q1: 79.74%	Q2: 79.21%	Q3: 79.23%	Q4: 78.30%
<b>MGCI: Quality of Care Received from Nurse (Goal 93.84%)</b>	Q1: 95.24%	Q2: 95.35%	Q3: 95.00%	Q4: 76.67%
<b>Inpatient Falls with Injury (Goal .63)*</b>	Q1: 0	Q2: 0	Q3: 0	Q4: 0
<b>ED Falls (Goal &lt;0.36)*</b>	Q1: 0.45	Q2: 0.62	Q3: 0.55	Q4: 0.32
<b>Outpatient Falls (Goal &lt;0.36)*</b>	Q1: 0.20	Q2: 0.21	Q3: 0.31	Q4: 0
<b>Hospital Acquired Pressure Injury (HAPI) (Goal &lt;2.21)*</b>	Q1: 1.68	Q2: 1.24	Q3: 0.99	Q4: 0.48
<b>Hospital Acquired Pressure Injury (HAPI)-Advanced (Goal &lt;1.73)*</b>	Q1: 0.64	Q2: 0.28	Q3: 0.25	Q4: 0.36
<b>Physical Restraint Events-Acute Care (Goal &lt;0.83)</b>	Q1: 0.80	Q2: 0.47	Q3: 0.49	Q4: 0.61
<b>Central Line-Associated Bloodstream Infection (CLABSI) (Goal &lt;0.76)</b>	Q1: 0	Q2: 0	Q3: 0	Q4: 0
<b>Catheter-Associated Urinary Tract (CAUTI) (Goal &lt;0.85)</b>	Q1: 0	Q2: 0	Q3: 0	Q4: 0

\*Rate per 1,000 Days



## Realign

Transforming an organization's values, beliefs, and behaviors to meet the demands of the future.

Requires vision, influence, clinical knowledge, and a strong expertise relating to professional nursing practice.

Solves problems, fixes broken systems, and empowers staff to fuel organizational transformations.

# Transformational Leadership



## Growing from within

From interns and RNs to department coordinators and directors, nurses at MedStar St. Mary's have numerous career paths to explore. Three nurses who advanced their careers in 2022: **Jennifer Sams, BSN, RN**, left, Performance Management coordinator, and **Loren Stauffer, MSN, BSN, RN**, center, director, both in Quality, Safety & Health Information Management; and **Jessica Roberts, MSN, RN, PCCN**, director, Case Management. All three held progressive leadership positions at **MedStar St. Mary's** while growing their careers.

## Advance practice nursing

Nurses at MedStar St. Mary's Hospital receive support and encouragement to grow their careers by pursuing higher-level degrees.

### **Katelynn Edinger, MSN, APRN, FNP-BC**

Bariatric coordinator, MedStar St. Mary's Bariatric Surgery Program

"Prior to becoming a nurse practitioner I worked in the perioperative department as an operating room nurse, where my interest in bariatrics began. Becoming a bariatric nurse practitioner has allowed me to develop a close relationship with patients to help them achieve their individual desired health goals."

### **Elizabeth Friesen, DNP, CRNP, AGACNP-BC**

Hospital Medicine Nurse Practitioner

"I always knew I wanted to get a doctorate, and I felt like there was so much more I could learn about and do to improve hospital medicine and to elevate the quality of acute care. I started working on my Doctor of Nursing Practice Degree to become an acute care nurse practitioner in 2018, and then transitioned to working in the Intensive Care Center in late 2019, right before COVID hit. I learned so much about critical care that I was able to apply to my nurse practitioner education."

### **Bonnie Skinner, MSN, RN, CEN, MSN, EdD**

National board-certified teacher and Emergency Department RN

"I love teaching our future health professionals and many of them work at MedStar St. Mary's as CNAs, RNs, PAs, NPs, and MDs. Others work in diagnostic imaging, labs, local offices, and clinics all over the country. It is amazing to watch these students learn and grow in their careers. I still continue to work as a PRN RN in the Emergency Department (ED), which is my other passion."

### **Summer Seastrand, RN, IBCLC**

Women's Health & Family Birthing Center (WH&FBC)

"I went back to school to become an RN because I wanted to support birthing people and new families. I knew I wanted to become a lactation consultant and eventually a midwife. I joined the WH&FBC team in 2017. After a few years of bedside nursing, I felt even more compelled to become a certified nurse midwife. I will graduate with my MSN and sit for the American Midwifery Certification Board this April. My journey to becoming an Advanced Practice RN has been supported every step of the way by my colleagues here at MedStar St. Mary's Hospital."

## Nurses' suggestions lead to safer patient monitoring

The 3 Central nurses worked together to advocate for changes on their unit to increase patient safety by increasing patient visibility—both visually and virtually.

In 2022, the unit requested windows be installed in patient doors so that the nurses could easily check on patients without entering their room and having to continually put on new PPE. They also requested bedside monitoring to track patient vital signs and monitor cardiac rhythms.

"Bedside cardiac monitoring allows for real-time communication between the devices and the electronic health record for patients needing an intermediate level of care," explained **Lea Ann Carranza, MSN, RN, CNML, CWOEN, PCCN**, director of nursing (Telemetry) and interim director of nursing (Intensive Care Center and 3 Central). "And the new windows allow increased visualization of patients which positively impacts our fall prevention efforts and overall patient safety, as nurses are more readily able to note changes in patient conditions."





## Reimagine

Contribute to patient care, the organization, and the profession in terms of new knowledge, innovations, and improvements.

# New knowledge, innovation, and improvement



### Nurse champions new procedure to improve patient experience

Chosen as the first MedStar St. Mary's Hospital Nurse of the Year in 2022, **Polly Hansen, BSN, RNC-OB, C-EFM**, of Women's Health & Family Birthing Center received the honor, as well as a MedStar Health IMPACT Award, in part for her advocacy of a new procedure to help mothers experience less pain following a c-section.

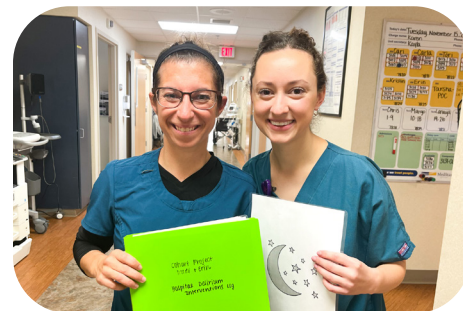
Polly had seen an elastomeric pump used at a different hospital and brought the idea to the Pain Champion Committee, where it was embraced. As the driving force behind the pain pump's arrival, Polly was involved in every step of implementation: from meeting with the vendor to staff/provider training, coordinating go-live with the obstetrician schedule, assisting with documentation/order set design, and more.

This initiative would not have been a success without her dedication to improving the level of Professional Nursing Practice at our hospital.

### Making an impact by sharing best practices

Sharing new innovations and best practices is important to advance the nursing profession, both in our hospital and beyond.

In 2022, our hospital earned NICHE-ABIM Foundation Choosing Wisely® Trailblazer Award in recognition of the evidenced-based practice project completed by **Rudi Adriani, RN**, above left, and **Erin Balderson, BSN, RN**, Telemetry, for their study on the initiation of a nurse-driven sleep protocol to prevent hospital delirium in acutely ill elderly patients.



**Cindy Dean, BSN, RN, CNOR**, assistant director, Perioperative Services, is listed among the authors of a recently published article in *The Journal of Continuing Education in Nursing* titled, "The Effect of a Nursing Research Council on System-Wide Practice Changes: An Evidence-Based Practice Process Improvement." Cindy is a member of MedStar Health's Nursing Research Collaborative Governance Council (NRC) which was tasked with a process improvement project

to increase the comfort and understanding of the Evidence Based Practice (EBP) process. The study estimated the influence of the NRC on adoption of evidence-based nursing practice across the MedStar Health system. The NRC efforts served to improve the comfort, knowledge, and skills of frontline nurses to implement best practices.

### Adding LPNs to the nursing staff

MedStar St. Mary's Hospital pioneered a program that introduces licensed practical nurses (LPNs) into the care team. An LPN performs certain direct care duties while the RN focuses on plan of care coordination. Thanks to this pilot, the LPN position has been introduced throughout the MedStar Health system. "At MedStar St. Mary's we are contributing to the development of system-level guidance on the MedStar LPN roles and responsibilities," said **Janet Smith, MHPE, BSN, RN, NPD-BC, CNML**. "Our nursing delivery model now includes LPNs on the care team in inpatient areas, and our current area of focus in the program is incorporating LPNs in the Emergency Department."



**MedStar St. Mary's has two LPNs, both in the Nursing Resources department. Amber Grube, LPN, right, has been a MedStar associate working previously as a CNA in 3 Central before becoming an LPN and transferring to Nursing Resources to take on a larger scope of practice. Jami Kurker, LPN, had been an LPN for several years before joining the MedStar St. Mary's nursing team.**



## Reinforce

Direct care nurses are involved in shared decision-making groups.

Direct care nurses from all levels can contribute to standards of practice and other issues.

Nurses are encouraged to participate in local, national, or international professional organizations.

Nurses are provided with educational opportunities, such as tuition reimbursement, preceptor training, certification preparation, and the Clinical Advancement Program.

# Structural empowerment



## Coordinating the team to achieve EFM certification

When MedStar Health set a goal for all nurses who interpret electronic fetal monitors (EFM) to be certified (C-EFM), by June 30, 2023, the Women's Health & Family Birthing Center (WH&FBC) got busy.

**Emily Gutowski, MSN, RN, C-EFM, RNC-OB, CNL**, had researched review courses and found one she was personally interested in. The program offered group reviews and when other nurses heard about the course from Emily, they expressed interest as well.

"I decided to look into options for group reviews and eventually worked out two dates for virtual reviews as well as a discounted rate for staff to complete a webinar review on their own time," said Emily. "It was a lot of effort that I think paid off as we are at almost 100% compliance."

## Tackling scheduling, staffing with positive changes

In a specialty that must be operational 24/7, scheduling and staffing can often be a challenge. Two nursing units worked with nursing leadership to create solutions to these challenges in an effort to increase nurse satisfaction and boost retention.

Nurses in the Perioperative Services department developed a new staffing pattern to lessen the call burden without impacting the operating room caseload and surgeon block time. A first assist, surgical tech, and RN circulator are now scheduled to be on call Monday through Friday from 7 p.m. to 7 a.m. During that week, these individuals are not scheduled to work a regular shift. This scheduling change limited the stress of working a 40-hour week in addition to call.

"The main goal was to lessen the call burden and improve wellness through a better work life balance as that is the ultimate driver of retention within our department," said **Stacey Corrick, BSN, RN, CNOR**, operating room charge nurse. After completing several cycles trialing the new schedule, Stacey said "the majority of staff are absolutely in favor of it."

A reorganization of Interventional Radiology (IR) nurses helped the team resolve staffing and morale issues that arose during the pandemic.

"We felt we needed nursing leadership to report to, bring concerns to, answer specific nursing related questions, evaluate our job performance, and help us build policies and procedures to ensure our patients' safety," said **Sarah Osborne, RN**, in IR.

In March 2022, the IR nurses merged with Perioperative Services nursing, which gave them the nursing leadership they needed to rebuild their nursing team. Now nursing turnover has stopped and staffing and morale have improved.

"Our team is full of highly experienced, specially trained nurses who provide an important service to this hospital and our community and thanks to this reorganization, we do it now better than ever before," said Sarah.



**Perioperative Services**



**Interventional Radiology**





From left, Courtney Pena, BSN, RN, 3 Central; Lisa Dzialoski, BSN, RN, Intensive Care Center; Jocelyn Carter, BSN, RN, CMSRN, Telemetry; and Patty Hall, BSN, RN, DN/CM, director, Nursing Resources, are members of the Nurse Engagement Committee.

## Nurse Engagement Committee working to boost satisfaction

In 2022, MedStar St. Mary's Hospital created a Nurse Engagement Committee with the purpose of developing innovative ideas to boost nurse satisfaction and ultimately increase retention. A representative from each nursing unit and Case Management serve on the committee.

One initiative being examined by the committee is nurse self-scheduling which allows nurses to sign up for the hours they wish to work as opposed to being assigned a shift. Being in control of their own schedules has shown to be a great nurse satisfier—leaving directors with fewer call-outs and better teamwork among nurses as they build their schedules cooperatively.

"The Nursing Engagement Committee was formed to assist with enhancing the culture and increasing nurse engagement," said **Patty Hall, BSN, RN, DN/CM**, director of nursing (Nursing Resources). "This committee consists of only direct care nurses with firsthand experience and insight into the changes needed within our hospital. These direct care committee nurses have the voices of not just themselves, but of their fellow peers to assist in innovative problem solving and having a positive impact on outcomes."

## Sharing knowledge and expertise to achieve bariatric certification

MedStar St. Mary's Hospital's bariatric surgery center received accreditation as a Comprehensive Center by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program® in 2022 after an extensive evaluation process.

During the application process, the evaluators wanted to know the policies and procedures of an acute care nurse's role when caring for bariatric surgical patients starting immediately post-operatively until time of discharge.

"As a nurse who has taken care of many bariatric patients, my feedback and knowledge of this specific group of patients seemed to be very informative and helpful during the review process," said **Alicia Dean, RN, CM**.

Alicia's expertise as well as her professionalism helped the center achieve this important milestone and creates a safer experience for patients. MedStar St. Mary's is the only hospital in the region with bariatric surgery accreditation.



## Collaborative governance lets nurses take the lead

Collaborative governance empowers nurses to influence decisions and solve problems that affect their nursing practice, professional development, and work environment. Collaborative governance is the process by which nurses have the authority to make decisions about clinical practice, quality improvement, and evidence-based practice and research.

The professional nursing staff at MedStar St. Mary's organize, integrate, and manage the delivery of nursing care through councils. Councils address issues related to practice, performance improvement/research, and education and professional development. Each nurse is encouraged to participate in a champion committee, or even a MedStar Health system council.

"As the demands of the pandemic have begun to subside, a renewed effort is being made to increase participation in nursing councils and committees," said **Amanda Dyson, MSN, RN, PCCN**, director, Nursing Practice Innovation. "We are excited to have nurses returning to these roles and bringing with them their creative ideas to improve patient care and innovate their professional environment."





## Renew

A comprehensive understanding of the role of nursing.

Applies that understanding with patients, families, communities, and the interdisciplinary team.

Applies new knowledge and evidence.

# Exemplary professional practice



**Catherine Kirk, MSN, RN, CCRN-K, left, and Anna Simons, MSN, RN, CNL, CCRN, FNE-ADN/CM, contributed to work on changing how vasopressors were administered to critically ill patients.**

## Finding the best treatment for critically ill patients

Vasopressors are often used in critically ill patients when the patients' blood pressure drops to dangerously low levels. Starting in 2021, MedStar St. Mary's Hospital Intensive Care Center began trialing the use of peripheral intravenous (PIV) infusions of vasopressors.

Historically, it was the standard of care to infuse vasopressors through a central venous catheter (CVC). Sometimes CVC insertion is necessary but infusing low-dose vasopressors through a PIV has been shown to safely and effectively deliver the lifesaving medication while decreasing risks to the patient that could include Central Line Associated Blood Stream Infections (CLABSI) that can potentially lead to sepsis and even death.

Thanks in part to the successful use of vasopressors at MedStar St. Mary's Hospital without any known complications or patient injuries, a proposed policy change was developed by the MedStar Health Critical Care subcommittee in 2022. The policy could be adopted system-wide if it receives the necessary endorsement from the Critical Care Pharmacy Group and the MedStar Health Nursing Practice Committee.

"Our work with this vasopressor administration change could result in much better patient outcomes for those in need of this critical intervention," said **Jennifer Alvey, MS, BSN, RN, NE-BC**, director of nursing (ICC, 3 Central, interim director Emergency Department).

## Honoring veterans and families for their service

Grateful acknowledgment of a veteran's service as they near the end of their life can help provide these patients and their families with a greater sense of peace.

Hospice of St. Mary's participates in the We Honor Veterans program, a collaboration of the National Hospice & Palliative Care Organization and the Department of Veterans Affairs. Once a hospice nurse or social worker identifies a patient's service, a day and time is scheduled with the patient, their family, and friends for a ceremony to honor them. Active duty Marine and Navy personnel present the patient and family with a certificate, pin them, and read the poem, "Home of the Brave." The volunteers then physically salute the veteran.

"This program means going the extra mile to get to know our patients," said **Emily Stagner**, Hospice of St. Mary's Development and Volunteer Coordinator. "I hear many goals of care for the end-of-life journey and acknowledgment falls into that. There must be a lot of family buy-in when an individual serves and it can mean the world to the family to have this special recognition."



**Jeannette Wolter, BSN, RN, DN, Hospice of St. Mary's charge nurse helps recognize patients' military service through the We Honor Veterans program.**



## Training shares knowledge about caring for psychiatric patients

Recognizing the unique care needs of psychiatric patients admitted to medical floors, a training program for non-Behavioral Health nurses was established and rolled out by members of the Behavioral Health team. As a pilot program for the system, the training involved online pre-course instruction followed by in-person classes.

"We have a high number of patients who require both psychiatric and medical care," said **Rob Elrod, BSN, RN**, director of nursing (Behavioral Health). "They cannot be admitted to our unit until their medical care is complete. This program gives nurses in other units more insight into caring for psychiatric patients, mental health laws, limit setting, verbal de-escalation, and psychotropic medications and their side effects. We also discussed making rooms as safe as possible while maintaining items necessary for the patient's medical care."



**Jim Arvin, RN, MA; Nancy Moran, Psy.D., RN, BC, and Rob Elrod, BSN, RN, from Behavioral Health led training for nurses on how to care for psychiatric patients.**



**From left to right, Sherry Wolfe, RN; Tamara Brewster, BSN, RN (Nursing Supervisor), and Courtney Springer, CNA, of the MedStar Georgetown Cancer Institute.**

## Team's caring spirit helps family through holidays

For the team in MedStar Georgetown Cancer Institute (MGCI) at MedStar St. Mary's, caring goes beyond their department walls. During the holidays, the team worked together to help one of its patients who was experiencing a particularly difficult time. With multiple children at home, a spouse who was out of work, and undergoing cancer treatment themselves, this patient's family was barely getting by.

The MGCI team donated clothes, toys, hygiene products, and gift cards to make sure the family had the necessities for Christmas dinner, and fun presents for the children.

"It made us feel grateful that we had the ability to make such an impact on their lives," said **Tamara Brewster, BSN, RN**, nursing supervisor. "The patient and their family were able to have a holiday to remember and celebrate without the stress of worrying about money."

## ED takes extra steps to help pediatric patients, families

Pediatric emergency care jumped into the spotlight in 2022 with an explosion of Respiratory Syncytial Virus Infection (RSV) among young children. The Emergency Department (ED) pulled together to meet the needs of its pediatric patients during this unprecedented surge.

The team held informational sessions for nurses and simulation days on how to perform suctioning, ventilation support, and fit pediatric patients with high-flow nasal cannula devices, a form of noninvasive respiratory support, to help them breathe easier. Handouts explaining these procedures were created by **Heather Barry, BSN, RN, CNE**, the ED pediatric champion, who joined the ED in January 2022 after working in a PICU at another hospital.

Heather, pictured at right, and the ED team, working in collaboration with **Avery Stearns Alatis, MD**, the physician pediatric champion, implemented a variety of changes to meet the needs of their youngest patients. "We created a pediatric corner of the ED to try to make it more comfortable for the families," said Heather. "ED nurses learned they could request cribs for these patients and reorganize the rooms so mom and dad could sleep on a stretcher near the crib."

Heather's interest in supporting pediatric patients also led her to suggest the creation of sensory boxes for children with conditions such as autism during difficult procedures. "These were dedicated boxes that gave them activities to do, little distraction devices, something to help them if we needed them to take deep breaths-things to help them cope in the ED which is a very stimulating environment, especially for someone with autism," said Heather.

Even though the winter illnesses have subsided, the team has additional plans to help ease ED visits for children. New height charts are being ordered to help during triage, as well as special equipment to assist nurses starting IVs on children and "buzzy" vibrating devices placed on the skin to distract kids during procedures.

"We're really trying to create a better ED experience for kids," said Heather.





## Recalibrate

Demonstrating solutions to numerous problems in healthcare systems.

Data showing us to be pioneers of the future.

Focusing on clinical outcomes related to nursing; workforce outcomes; patient and consumer outcomes; and organizational outcomes.

# Empirical quality results

## Helping the homeless heal through medical respite program

Healing from an acute illness or surgery can sometimes be difficult, even in the best environment. Imagine trying to heal and recover while also being homeless.

In 2017, MedStar St. Mary's Hospital teamed up with community partners to create a medical respite program for the homeless. Working in cooperation with the Three Oaks Center, a local nonprofit that provides services to the homeless, the six-bed facility was expanded in 2022 to 16 beds.

The medical respite program allows patients to be discharged from the hospital following an injury, surgery, or treatment of acute illness into one of the beds at the respite center.

"A car or tent is not a safe place for anyone to try to recover from a serious illness," said **Brenda Wolcott, MPH**, director of MedStar St. Mary's Hospital's Population & Community Health Department. "Without a safe place for them to go, these patients most likely would return to our hospital for readmission sicker than when they left due to lack of care."



**Jessica Boothe, BSN, RN, case manager**

## Maintaining patient safety by focusing on safe medication administration

Medication errors can be deadly. Improving proper patient identification (PPID) to reduce these errors is a systemwide goal for MedStar Health. The Telemetry unit at MedStar St. Mary's has put several safeguards in place to enhance PPID to reduce errors.

Before administering medication to patients, nurses use mobile computers and handheld scanners to first scan the patient's barcoded wristband and then scan the barcode on the medication. To ensure they have the proper equipment when needed, nurses are encouraged to speak up about any broken equipment and to collaborate with nursing practice and nursing informatics for any other equipment needs. Additionally, an "unscannable barcode form" is available for medication barcodes that do not scan so Pharmacy can be made aware.

"We run biweekly reports for barcode scanning compliance," said **Lindsey Perry, BSN, RN, PCCN**, assistant director, Telemetry. "Mid-month, we send out individualized reminders to staff that are below the 95% goal. End-of-month, we run another report to check for improvements in scanning."

The team also uses annual training and daily huddles to make sure the staff understands why this process is so important to reduce errors.

"Generally, we have found that because staff understand the value and importance of maintaining patient safety, the compliance rate is high," said Lindsey, "and they are motivated and committed to ensuring high quality care."



**Telemetry nurses demonstrate patient identification procedures. Left to right: Meaghan McFtridge, BSN, RN; Jennifer Gaines, MS, BSN, CWON; and Elizabeth Staufenberger, BSN, RN.**





## New technology advances wound care

In 2022, MedStar St. Mary's added a new technological advancement to help deliver the best outcomes for patients with pressure injuries.

Camera capture, a feature in the Electronic Health Record, MedConnect, went live in April. A photo is taken of any pressure injuries or skin abnormalities a patient has at admission, and if a patient develops a hospital-acquired pressure injury or skin abnormality at any point during their hospital stay. Each Wednesday, all pressure injuries are measured, and a new image is obtained.

"I remember having to tape Polaroid photographs to patients' charts earlier in my career and many of those images were lost when I went to look at them to see how my patients' wounds were progressing," said **Renee' M. Grubbs, MSN, CRNP-AC, CWON, AGACNP-BC**, Wound Ostomy and Continence Nurse, pictured on right with **Brenda Norway, RN**, Medical/Surgical/Pediatrics. "Now we have technology to place images in the electronic health record giving me a comparison on a regular cadence. This allows me to truly see if the wounds of my patient are improving, deteriorating, or not progressing at all. Camera capture is a valuable tool that allows collaboration between physicians, bedside nurses, and me in real time."

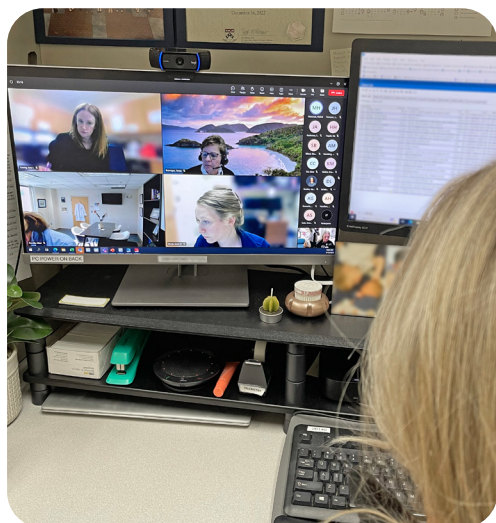
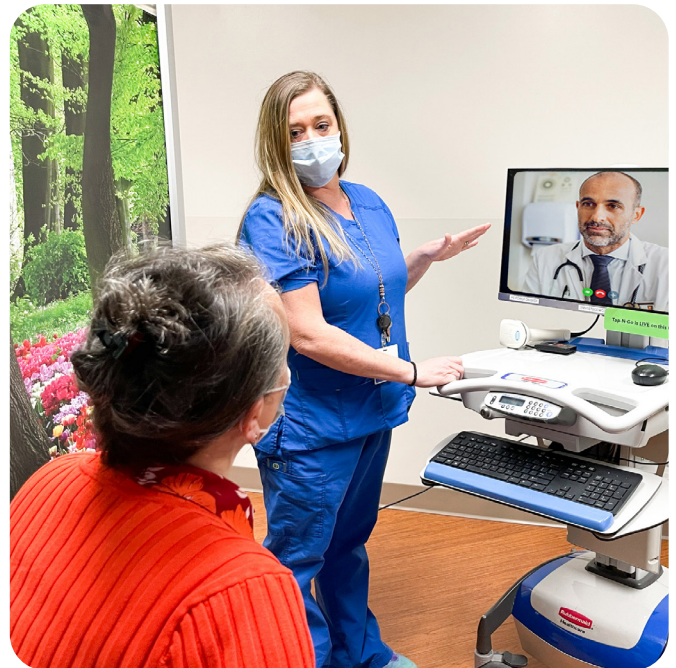
## Non-critical patients in the ED get treated faster thanks to new care model

Due to the unpredictable nature of the Emergency Department (ED), patient wait times can be long.

MedStar St. Mary's nurses helped innovate a new care model designed to allow non-critical patients to be seen faster and sent home quicker.

The Rapid Evaluation and Treatment Area (RETA) was created and staffed with a dedicated provider, nurse, and nurse tech who work with patients who are not critical enough to need a bed immediately and otherwise might wait for long periods of time to be seen. Patients sent through RETA may have tests ordered and performed quickly, and then returned to the waiting area while results are gathered. Depending on their test results, patients may be discharged home or even admitted to the hospital, if needed.

"There is a significantly reduced wait time and patients are very appreciative," said **Christine M. Youmans, BSN, RN**, ED nurse, pictured on right.



## IMOC rounds: Going virtual to improve patient care

Interdisciplinary Model of Care (IMOC) rounds are held each morning to bring together members of the care team to discuss patients' care plans. During 2022, a collaborative effort between hospital providers and department leaders from nursing, clinical resource management, rehabilitation medicine, respiratory therapy, pharmacy, and other departments helped enhance the efficiency of IMOC rounds by moving to a Teams meeting instead of in-person discussions.

"Prior to moving to the virtual platform, IMOC rounds occurred separately on three medical units at three different times," said **Lea Ann Carranza, MSN, RN, CNML, CWOCN, PCCN**, director of nursing (Telemetry) and interim director (Intensive Care & Intermediate Care/3C). "To enhance time management, we moved to the virtual platform which allowed everyone to share information at one time to better facilitate throughput and improve coordination for patients which helps reduce their length of stay."

# 2022 Nursing Award winners

## Nurse of the Year

**Polly Hansen, BSN, RNC-OB, C-EFM,**  
Women's Health & Family Birthing Center (WH&FBC)

## Clinical Preceptor of the Year

**Arika Parker, BSN, RNC-OB, C-EFM,** WH&FBC

## DAISY Award winners

**Meghan Rogers, BSN, RN,** Intensive Care Center (ICC)

**Teresa Waldron, BSN, RN,** Hospice of St. Mary's

## 2022 SPIRIT winners

**Heather Barry, BSN, RN,** Emergency Department (ED)

**Erin Balderson, BSN, RN,** Telemetry

**Carla Emory, BSN, RN,** Clinical Resource Management

**Cari Hopson, RN,** Telemetry

**Carlos Jelinek, RN,** Telemetry

**Julie Marcos, RN, RNC-OB, C-EFM,** WH&FBC

**Lexi Myers, RN,** 3 Central

**Meghan Rogers, BSN, RN,** ICC

**Bonnie Skinner, EdD, MSN, RN, CEN,** ED

**Lindsay Stauffer, RN,** WH&FBC

**Shannon Vankirk, BSN, RN, CMSRN,** Medical/Surgical/Pediatrics

## 2022 Patient Safety Heroes

**Krista Young, RN,** 3 Central

**Brielle Morgan, BSN, RN,** WH&FBC

## MedStar Health Impact Award

**Polly Hansen, BSN, RNC-OB, C-EFM,** WH&FBC

# 2022 Awards and designations

- American Heart Association Get with The Guidelines® Gold Plus Stroke Award
- Healogics Wound Center of Distinction 2022
- Maryland Institute for Emergency Medical Services Systems (MIEMSS) Base Station designation
- Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP®) Comprehensive Bariatric Center designation
- Nurses Improving Care for Healthsystem Elders (NICHE) Trailblazer Award
- The Joint Commission Accreditation

Featured on the cover of the 2022 Nursing Annual Report are MedStar St. Mary's Hospital's nurse award winners for 2022.

Pictured, from left to right are

## Nurse of the Year

**Polly Hansen, BSN, RNC-OB, C-EFM; DAISY Award winners Teresa Waldron, BSN, RN, and Meghan Rogers, BSN, RN; and Clinical Preceptor of the Year Arika Parker, BSN, RNC-OB, C-EFM.**



MedStar Health

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