



MedStar Health

One team. One mission.

2021 Nursing
Annual Report

MedStar St. Mary's Hospital



A letter from our chief nursing officer.



As 2020 was the Year of the Nurse, 2021 was the Year of Resilience.

We've all been challenged in unimaginable ways, yet we keep fighting. Few nurses could have planned for all that has been asked of us since the spring of 2020, but you have adapted with professionalism and perseverance. Together, we continue the work we've been called to do: caring for our neighbors and community, who depend on us both in moments of joy and struggle.

As we move out of the COVID-19 emergency, we must look forward. We have resumed our journey toward MedStar St. Mary's Hospital earning the distinction of being Magnet® designated—the highest level of recognition possible from the American Nursing Credentialing Center (ANCC).

The path to Magnet is paved with the innovation, dedication, and expertise of our nurses—qualities we have in abundance. The Nursing Professional Practice Model, our compass, emphasizes relationship-based care. That is the center of our work; you are its heart.

If you ever question the importance of what you do, take a moment to consider the lives you've touched—many in ways you might not even be aware. One example came in April 2021, when one of our hospital's first COVID-positive patients returned to thank his care team. Rick Dressler felt so strongly about recognizing his nurses and providers that, almost a year to the day since his discharge, he visited with a special plaque for the team he credits with saving his life. With his wife and young sons at his side, Rick reflected upon that time with deep gratitude. There wasn't a dry eye in the room.

Moments like that are sacred. They don't necessarily happen often, or as often as we'd hope. But when we get a chance to feel that gratitude—even for a moment—that is the battery-recharging gift we need, and you deserve.

My wish for all of you is that, in the year to come, you will receive those gratitude-filled battery boosts in abundance. Regardless, never forget that your work has purpose. It shapes lives forever.

Let's reflect upon the past year with pride as we continue building toward the future.

Warm regards,

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

Nursing at a glance

Calendar year 2021



Nurse sensitive indicators

Colors reflect hospital performance against national quarterly goals for top quartile performance for CY21.

	Q1 CY21	Q2 CY21	Q3 CY21	Q4 CY21
Ambulatory Surgery: Facility/Personal Treatment (Goal 96.59%)	Q1: 98.03%	Q2: 97.86%	Q3: 97.74%	Q4: 99.14%
Emergency Department: Nurses Overall (Goal 89.43%)	Q1: 88.18%	Q2: 87.14%	Q3: 87.04%	Q4: 86.25%
Hospice Team Communication (Goal 85.37%)	Q1: 88.94%	Q2: 87.67%	Q3: 88.85%	Q4: 85.71%
Inpatient: Communication with Nurses (Goal 78.85%)	Q1: 78.67%	Q2: 76.41%	Q3: 78.97%	Q4: 79.87%
MGCI: Quality of Care Received from Nurse (Goal 96.57%)	Q1: 95.24%	Q2: 99.14%	Q3: 99.48%	Q4: 96.43%
Inpatient Falls (Goal 2.15)*	Q1: 2.77	Q2: 2.72	Q3: 3.27	Q4: 1.97
Inpatient Falls with Injury (Goal 0.01)*	Q1: 0	Q2: 0	Q3: 0	Q4: 0
ED Falls (Goal <0.47)*	Q1: 0.37	Q2: 0.31	Q3: 0.51	Q4: 0.31
Outpatient Falls (Goal <0.22)*	Q1: 0.19	Q2: 0.12	Q3: 0.16	Q4: 0.15
Hospital Acquired Pressure Injury (HAPI) (Goal <2.01)*	Q1: 0.47	Q2: 1.06	Q3: 0.26	Q4: 1.18
Hospital Acquired Pressure Injury (HAPI)-Advanced (Goal <1.61)*	Q1: 0.62	Q2: 0.61	Q3: 0.13	Q4: 0.52
Physical Restraint Events-Acute Care (Goal <0.83)	Q1: 0.74	Q2: 0.56	Q3: 0.71	Q4: 0.64
Central Line-Associated Bloodstream Infection (CLABSI) (Goal <0.78)	Q1: 0	Q2: 0	Q3: 0	Q4: 0
Catheter-Associated Urinary Tract (CAUTI) (Goal <0.86)	Q1: 0	Q2: 0	Q3: 0	Q4: 0

*Rate per 1,000 Days

Nursing degrees at MedStar St. Mary's*

Master's: 86 DNP: 3
Bachelor's: 205 Diploma: 1
Associates: 108

Nationally Certified Nurses: 154*

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

Scholarship support

Grant-funded tuition support: \$107,443
Philanthropy Committee scholarships: \$93,227
Hospital associate scholarships: \$51,924

In CY21, number of ...

Registered nurses:
352

Nursing residents: 28

Nursing resident projects: 9

CAP nurses: 39

Nurse techs: 165

Mentors: 4

Clinical placements for nursing students:

ADN: 207

BSN: 4

MSN: 2

NP: 4

CRNA: 9

Midwives: 2

Wound Care: 1

First Assist: 1

Dr. James Forrest Tech Center students: 117

Transformational Leadership



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

Creativity and collaboration lead to pressure injury reduction

In 2021, wound healing nurse **Renee' Grubbs, MSN, RN, CWON, AGACNP-BC** adapted quickly to share important pressure injury prevention training in an ever-changing environment. MedStar St. Mary's Hospital's Skin Champion Committee meetings went virtual, with nurse training delivered directly at the bedside on subjects including proper patient positioning and best practices regarding medical devices in order to minimize injury to critically ill patients. Even through the challenges of COVID-19, MedStar St. Mary's achieved its goal of a 5% reduction in hospital acquired pressure injuries (HAPIs) in FY21—the lowest rate in three years. "Our practice was very collaborative, and involved creative problem solving in ways that might not have happened before the pandemic," said Renee'. "I'm very proud of the work that was done by our Skin Champions and the nursing staff in general to deliver outstanding care while reducing the HAPI rate."

Beyond consulting on wound care and pressure injury prevention, Renee' stepped in to work the floor during nursing staffing constraints on inpatient units. "There have been challenges, such as the increased acuity of patients, that pushed me to reflect on how to best treat a patient with the resources available—and our team has been very creative in doing so," she shared. "The collaboration between nurses, physicians, and myself really flourished during this time."



Recognized for excellence in cancer care

Cancer Care & Infusion Services was accepted into MedStar Georgetown Cancer Institute in early 2021, enhancing our collaboration with renowned oncology specialists while increasing access to the latest therapies, research, and clinical trials for patients.

Later that spring, MedStar Georgetown Cancer Institute at MedStar St. Mary's Hospital earned accreditation by the American College of Surgeons—Commission on Cancer. The program was also recognized by the National Accreditation Program for Breast Centers. Requirements include offering patients comprehensive care with a complete range of state-of-the-art equipment and services; a team approach to beating breast cancer; access to ongoing cancer clinical trials; access to prevention and early detection programs, support services, and more.



Externs gain hands-on skills

If the best way to learn is by doing, nursing externs are in the right place! MedStar St. Mary's Hospital's nursing extern program hosted two cohorts in summer and winter 2021. Students entering the fourth semester of their Associate Degree in Nursing or final year of their Bachelor of Science in Nursing may apply to the six-week program, focused on learning alongside experienced nurses at the bedside to develop skills including hands-on assessment, critical thinking, and time management processes.

Samantha Mendoza, Telemetry, pictured second from right, graduated from the College of Southern Maryland in January 2022. As an extern in 2021, she was "able to see different sides of nursing, and how much of an impact a nurse can make on their patients," Samantha shared. "I saw how much teamwork goes on within the unit, and I learned something new every day."



Advanced practice nurses hone their expertise

Advanced practice nurses (APRNs) engage in continuous education to remain ahead of developments in the field of nursing, bringing their unique knowledge to patients in roles such as certified nurse midwives, certified nurse practitioners, clinical nurse specialists, and certified registered nurse anesthetists. APRNs hold at least a master's degree and advanced clinical training and certification in addition to required licensing.



Amy Magyar, CRNP, Interventional Radiology (IR) has experienced nursing from many angles. During 24 years spent at MedStar St. Mary's Hospital, she has cared for patients in Telemetry, the Intensive Care Center, and IR—the latter of which soon became clear was her calling. "I fell in love with interventional radiology from the moment I started in the department 12 years ago," she said. "I love serving this community. I love getting to know each

patient, how their diagnosis impacts their life, and providing personalized care to each individual."

When Amy decided to return to school in 2017, there was no doubt she'd pursue becoming an IR nurse practitioner. "As my experience and expertise grew, I wanted to have more autonomy in my practice," Amy shared. "I have been fortunate to work with incredible, experienced nurses who taught me all they knew," Amy shared. "I've also worked with physicians who have been outstanding mentors: Dr. Scott Kuo and Dr. Moutasem Aljundi have been instrumental in my success, teaching me about procedures, interpreting imaging studies, and patient care. This was my dream job, and I consider it an honor to be working here. It really is a dream come true."

For those who choose to continue furthering their education, internal hospital scholarships and nursing grants—including from the State of Maryland's Health Services Cost Review Commission—support nurses in pursuing advanced degrees.



Lorenda "Beth" Smith, CRNP, Acute Pain Services found that her dream to become a nurse practitioner seemed "a natural progression—the next step, some may say," she shared. Beth moved from Interventional Radiology to adult-gerontology, a specialty chosen to help meet the needs of this fast-growing patient population. "Knowing how our adult-gerontology patients continue to face numerous

diagnoses, I work harder every day to help them improve their quality of living," she said. "I have loved meeting my patients, collaborating with my wonderful team members, and providing guidance to the best possible outcome. My patients and their families come first."

On a personal level, Beth finds patients' smiles most rewarding. "When I enter a patient's room after coming up with a successful plan of care or I walk into my home after a long day, I look for the positive," she said. "I choose to look at the glass half full. My husband should receive most of the credit. My son has autism, which is challenging on a good day. This has taught me patience and unconditional kindness. Also, my daughter and I graduated on the same day last year. She finished her high school degree, and I completed my master's degree. Without my wonderful support system, this dream may not have happened."

Structural Empowerment



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

New positions support professional practice

Several key nursing positions were created in 2021. These nurses report locally to our chief nursing officer and the MedStar Health vice president for each of the specialties.

Steve Alvey, MSN, RN-BC, director, Clinical Nursing Informatics supports the implementation of system initiatives locally and serves as the liaison for our informatics needs at the system level. He had an integral role in our conversion to MedConnect, MedStar Health's electronic health record, in January 2021.

Amanda Dyson, MSN, RN, PCCN, CNML, director, Nursing Practice Innovation supports the implementation of nursing clinical practice guidelines. Amanda provides guidance to local nursing committees, councils, and champion programs. She also leads the nursing team in the pursuit of Magnet®.

Janet Smith, MHPE, BSN, RN, CNML, NPD-BC, director, Nursing Professional Development is responsible for the professional development program for nursing associates which embodies evidence-based practice and lifelong learning.



Clinical Advancement Program helps nurses grow careers

MedStar St. Mary's Hospital's nursing ladder shifted to align with MedStar Health's Clinical Advancement Program (CAP) in 2021. CAP offers nurses a pathway for career advancement without needing to leave clinical practice. It also provides progression along a continuum of competency and expertise. To date, 10 nurses have become CAP RNs, with more applications pending.

"CAP encouraged me to obtain a second certification in obstetrics. I took a review class and learned so much that I'm now applying to my clinical practice," said **Arika Parker, BSN, RNC-OB, C-EFM**, Women's Health & Family Birthing Center (pictured second from right), who credits friends and fellow CAP RNs **Polly Hansen, BSN, RNC-OB, C-EFM**, **Emily Gutowski, MSN, RNC-OB, CNL**, and **Dee Dee Johnson, MSN, RNC-OB**, for supporting her. "Just being more knowledgeable in the specialty that I work in has helped me to take the best care possible of my patients. No matter what your focus is, with CAP, the end result is better care and advocacy for the patient—who is the center of everything we do."

Growing new roles in support of Baby-Friendly

MedStar St. Mary's Hospital is designated Baby-Friendly by the Baby-Friendly Hospital Initiative (BFHI), earned by providing optimal support to lactating patients and their infants. Baby-Friendly status requires staff to complete competencies in several key areas, including 20 hours of didactic education focused on promotion, initiation, and protection of breastfeeding. The hospital first earned accreditation in 2017.

Two new positions were created in 2021: the unit's first full-time certified lactation consultant **Jenna Mattingly, BSN, RN, CBS**, pictured below right, and a nurse educator role fulfilled by the promotion of **Colleen Kinney, BSN, RNC-OB, IBCLC**.

"Our team makes sure that every mother has access to the help she needs to achieve her breastfeeding goals, whatever those might be," said Colleen. "We're proud of the work we do to help babies get off to the best possible start and support new parents as well."



Exemplary Professional Practice



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 geriatric care

MedStar St. Mary's earned Nurses Improving Care for Healthsystem Elders (NICHE) Exemplar status for 2021-22, recognizing our team's superior efforts in caring for geriatric patients. NICHE hospitals are grounded in best practices and driven by innovation in which all older adults receive age-friendly and outstanding nursing care. Exemplar status is bestowed upon hospitals that have demonstrated ongoing, high-level dedication to geriatric care and pre-eminence in the implementation and quality of system-wide initiatives. **Kathy Nasman, MSN, RN, CMSRN**, director of Medical/Surgical/Pediatrics (MSP) and **Anita Wetzel, BSN, RN**, MSP clinical coordinator, lead our NICHE Committee, Committee member **Becky Bjerke, RN, MSP**, is pictured above left with Anita.



Hospice nurse liaison program brings education, support to inpatient units

With the goal of increasing hospice length of stay and caring for more patients with life-limiting illnesses, the hospice nurse liaison program began in 2021. Who qualifies for hospice and palliative care? The answer is broader than many people expect.

"We wanted to find a way to touch more patients and families in need while reducing readmissions and mortality," said **Kara Rawlings, MBA, RN, CHPN, CM/DN**, director, Hospice & Palliative Care. "The hospice nurse liaison has focused on education and communication with the hospital team, so they know we're here to answer any questions and help them make informed decisions with their patients."

Stroke Shepherd training empowers nurse advocacy

On a busy Saturday in early 2021, **Amanda Mason, RN**, Medical/Surgical/Pediatrics (MSP), pictured right, was concerned about a soon-to-be discharged patient's change in mental status. She alerted her charge nurse, **Colleen Corliss, BSN, RN-BC**, MSP, pictured left, and activated a Code Stroke. Colleen was the facilitator of the event, having just completed a Stroke Shepherd course focused on evaluations for individuals believed to be experiencing a large vessel occlusion (blood clot).

Intensive Care Center nurse **Shelby Smith, RN**, pictured center, responded. The team completed a VAN (vision, aphasia, neglect) assessment and advocated for the patient to receive three exams: a dry head CT, a cerebral angiogram, and a perfusion CT of the head and neck. While this standard Code Stroke practice had been set in the Emergency Department, it wasn't yet solidified on other units. The exams were initially canceled after a colleague expressed concern about kidney function. Knowing the patient was VAN positive and at risk for stroke, the team utilized the chain of command and escalated their concerns to the intensivist. He concurred with nursing's assessment and evaluated the patient in the CT scanner. A completely occluded carotid artery was confirmed.

Connecting to the tele-neurology team at MedStar Georgetown University Hospital and MedStar Washington Hospital Center, the patient was prepped for transport. Amanda and Colleen's quick activation of Code Stroke and collaboration with Shelby to get the patient a CT led to tPA being administered quickly to help dissolve the clot, which required a surgical thrombectomy at MedStar Georgetown to resolve. Their stroke training, advocacy, and One Team approach ensured the patient received timely and appropriate care.



New Knowledge, Innovation, and Improvements



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

Purple Diamond alerts staff to potential dangers

Workplace violence and aggression are not “just part of the job” for nurses. The hospital’s Purple

Diamond policy and corresponding signage went live in July 2021 to alert healthcare workers to the potential for violent or aggressive behavior before entering a patient’s room.

The magnetic diamonds, placed at eye level on

the door frames of appropriate patients primarily in the Emergency Department and Behavioral Health, advises associates to either exercise caution when entering or not enter alone based on the color of the 2.

De-escalation training also continued online at MedStar St. Mary’s, ensuring this important preparation was available throughout the pandemic.

Offering SAFE exams for patients

Growing the Sexual Assault Forensic Examination (SAFE) program at MedStar St. Mary’s has been a team effort. In collaboration with local partners including the Southern Maryland Center for Family Advocacy, St. Mary’s County Health Department, St. Mary’s County Sheriff’s Office and Maryland State’s Attorney’s Office, the Emergency Department (ED) team offers care, resources, and patient support.

“SAFE allows for the immediate needs of the patient to be met through medical or psychiatric evaluation, stabilization, collaboration with law enforcement, and community advocacy support for the survivor,” said **Regina Russell, MS, BSN, RN, CPEN**, director of the ED, pictured left. “This is one of many programs we can offer to make a difference.”

Until SAFE’s growth in 2021, any patient who required a sexual assault exam had to be transferred out of St. Mary’s County. Our hospital is now one of only 24 in the state to have a forensic nurse examiner (FNE) on staff, according to the Maryland Coalition Against Sexual Assault, with three nurses currently certified—including **Dara Arnold, RN, FNE-A**, pictured above right—and counting.



Administering Stress First Aid

We cannot pour from an empty cup. **Loren Stauffer, MSN, BSN, RN**, Quality, Safety & Health Information Management, led wellness initiatives for staff throughout 2021 (pictured left), continuing the Care for the Caregiver program and helping to implement Stress First Aid, a MedStar Health Center for Wellbeing initiative. Stress First Aid is a flexible model of small steps for self-help and peer support for managing stress at work. Help may come in the form of peer-to-peer support and emotional debrief, Wellness Rounds, the Employee Assistance Program (EAP), or other strategies. Visit [MedStarHealth.org/Wellness](https://www.MedStarHealth.org/Wellness) to learn more.

Infusing hope through challenging times



By late summer 2021, monoclonal antibodies were available for use in appropriate COVID-19 patients. Pregnant individuals with coronavirus were presenting for infusions in the Emergency Department (ED), and the Women’s Health & Family Birthing Center (WH&FBC) team chose to bring these individuals to Labor & Delivery to alleviate pressure on the ED. Chief among them was **Stephanie Konecny, RNC-OB**, who consistently volunteered to care for these high-risk patients.

“I felt this was a calling, to do something bigger than myself. It pushed me out of my comfort zone and made me feel like

I was making a difference,” said Stephanie. As a Labor & Delivery nurse, Stephanie normally assists with bringing new lives into the world. The pandemic provided another perspective—the opportunity to care for individuals with COVID-19 at the end of life on other units through team nursing. “My most memorable experience was being there for someone, when family wasn’t able to be there, and holding the patient’s hand as they took their last breath,” she shared. “The ‘end of life’ deserves as much care and respect as the beginning, and no one should be alone.”



Bringing robotics to the OR

Robotic-assisted surgery arrived in our operating rooms in 2021 with the addition of the ROSA Knee system and da Vinci Xi. Nurses **Emily Saucier, BSN, RN, CNOR, RNFA**, pictured left, and **Meghan Bryant, BSN, RN, CNOR, RNFA**, Perioperative Services, were among those who expanded their skills through specialized training to assist with robotic procedures, many of them gynecologic.

“My training included attending a hands-on da Vinci lab with Dr. Arthur Greenwood, where we learned about basics of instrument use and indications,” said Emily. “We then completed a hysterectomy on a live pig, which was amazing; Dr. Greenwood was able to dissect down to the iliac artery.”

Emily enjoys working with new technology—her favorite part of the job. “The da Vinci has an initial learning curve when ‘relearning’ surgery, but it’s actually very simple,” Emily explained. “The visualization is incredible compared to traditional open surgical approaches, and even laparoscopic surgery. The robot can articulate in ways that even the human hand cannot.”

“It’s very exciting to work with da Vinci because of all the great capabilities robotic surgery provides to our patients here,” said Meghan. “The visualization of anatomy is unparalleled, which provides a better outcome for our patients.”

Working together through team nursing



Throughout the pandemic, nursing staff have floated to areas of greatest need to help as the patient census surged. Leadership deployed team nursing: a tiered approach that assigns non-bedside nursing staff to perform specific elements of care for acutely ill patients, allowing other nurses who specialize in that area to focus primarily on tasks leveraging their expertise. “For patients, team nursing means they receive individualized care in a timely manner,” said **Shirley Tumang, MSN, RN, PCCN**, Human Resources & Education. “For the staff, team nursing means they are able to

provide quality care for their patients without rushing from one task to the next.”

For nurse volunteers like Shirley, this practice meant returning to the bedside after they had transitioned into different nursing roles. The experience reignited a spark for Shirley, who “really enjoyed being able to provide direct care and assist the nursing staff,” she said. “This helped me become a better educator with the Nurse Residency Program because I am able to understand the new-to-practice nurses’ perspectives.”

Vaccinating the vulnerable



Population & Community Health teamed up with the St. Mary’s County Health Department to deliver vaccinations to homebound residents throughout 2021.

“Many residents are in wheelchairs, have transportation issues, or have multiple medical issues that make it difficult to leave home,” said **Jessica Boothe, BSN, RN, CCM, ACM-RN**, case management specialist, Population & Community Health. “Being able to meet the needs of some of our most vulnerable population was incredibly rewarding.”

The Population & Community Health team also took on the role of assisting community-based providers to vaccinate patients at risk of a severe allergic reaction. Coordinating with the Emergency Department, these individuals came in early to receive their shot “in the safest way possible,” said Jessica. “Patients with multiple allergies felt safe knowing they were being monitored closely, and were in the appropriate area if something were to happen,” she continued. “I’m happy to report there were no severe reactions, and the patients were very grateful.”

Empirical Quality Results



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

Managing capacity with new bed tracking in 2021

Nursing Resources refined capacity management efforts to better track beds throughout our hospital and MedStar Health. **Sunita Waddell, DNP, MSN, RN**, pictured left, **Patricia Hall, BSN, RN, DN/CM**, and **Steve Alvey, MSN, RN-BC**, teamed up to lead the initiative to standardize the admitting, transfer, and discharge process at our hospital—particularly important during the pandemic. “The goal is for us all to begin utilizing tele-tracking electronic boards for efficiency, effectiveness, and transparency,” said Sunita. “Currently, some of the same patient type unit beds have different identifying names in our system. We want to create a consistent identification process throughout MedStar Health.”

In addition to being able to tell if a bed is available at other facilities’ Intensive Care Centers, for example, the systemwide identification process will ultimately allow everyone to easily access rooms’ differing capabilities—such as ADA compliant, bariatric, or negative pressure. These enhanced features will allow Bed Board, Capacity Management, and Patient Registration at each facility to quickly visualize available beds across the system.



Intermediate Care Unit established

Intermediate Care (IMC) beds were created on 3 Central in March 2021. **Jennifer Alvey, MS, BSN, RN, NE-BC** led the establishment of a new and needed service for MedStar St. Mary’s Hospital. IMC establishment and standardization, a MedStar Health initiative, were created to aid in capacity management across the system.

IMC beds are for patients with an acuity too high for typical medical staff flooring, but who do not require, or no longer require intensive care. Patients are screened to identify whether they qualify to be placed in an IMC bed with the appropriate staffing to meet their need for increased monitoring.

Fall rates drop on Telemetry

When it comes to fall prevention, many tactics help keep patients safe. From yellow fall socks to bed and chair alarms, new strategies have been championed by the Falls Committee in the last few years, with fall lights—demonstrated by **Karen Raley, BSN, RN**, Telemetry, pictured left, and **Chavonte Johnson, CNA**—among the features helping to protect patients.

Under the direction of director **Lea Ann Carranza, MSN, RN, CNML, CWOCN, PCCN**, Telemetry saw improvements on reducing the total number of falls and increased utilization of the fall mat in 2021. Telemetry increased their mat use for patients that qualify from 62% in 2020 to 71% in 2021, and experienced five fewer falls from one year to the next and zero falls with serious injury or death. The drop was especially notable given how many patients were on isolation.



Pause and reflect...

As nurses, we have the opportunity to heal the body and soul of our patients. “They may forget your name, but they will never forget how you made them feel.”
-Maya Angelou



“...the nurses made sure I was as comfortable as could be and you could tell they really care for their patients.”

Megan Del Grosso

“These nurses should be proud. They are amazing human beings and are great at their job of making something so scary and often very painful (childbirth) seem easy and achievable.”

Alissa Bishop

“One after another, the nurses, and nurse techs we dealt with made sure we were comfortable, safe and most importantly, healing ... How do you thank someone for saving your son’s life? There are not enough words ... I hope the positive energy and health that you showed my son is reflected on you and your loved ones tenfold.”

Deb D’imperio

“...You ALL were so kind, caring and genuine...you made a very scary experience a blessing. THANK YOU and GOD BLESS...”

John Simm

“The nurses were the best I have ever seen. GREAT JOB.”

Daniel Morris

“Rest assured that anyone and everyone that I speak to about my health will only receive accolades about MedStar St. Mary’s Hospital.”

Gary Sacks

“...without you working and helping others, Americans wouldn’t be in the better shape they are today...stay safe, we still need you!”

Linda Everett

“...I am most grateful to the staff who took such wonderful care of me, [holding] my hand and calming my fears when I needed it. Recovery [from COVID-19] was long and there are some lingering longterm effects. I am most thankful God and these amazing healthcare professionals took such good care of me.”

Sandy Dyson

2021 honorees

Clinical Preceptor of the Year

Lindsey Bennett, BSN, RN, Medical/Surgical/Pediatrics (MSP)

DAISY Awards

Cathy Caulder, BSN, RN, CHPN, CEN, Hospice & Palliative Care

Kayla Custer, BSN, RN, 3 Central

DAISY Team Awards

Emergency Department, Intensive Care Center, Perioperative Services, and Women's Health & Family Birthing Center (WH&FBC)

Hospice & Palliative Care

Jean Watson Award

Gary Pearson, BSN, RN, Emergency Department (ED)

MedStar Health Wellbeing Advocate Award

Loren Stauffer, MSN, BSN, RN,

Quality, Safety & Health Information Management

Patient Safety Heroes

Diana Altevers, BSN, RN, ED

Karina Cox, BSN, RN, Perioperative Services

SPIRIT Awards

Megan Arends, BSN, RN, ED

James Arvin, MS, RN, Behavioral Health

Lindsey Bennett, BSN, RN, MSP

Lauren Burr, BSN, RN, Intensive Care Center

Brittney Gamiz, BSN, RN, PMH-BC, Behavioral Health

Aimee Hayes, MSN, RN, Case Management

Jessica Heather, BSN, RN, 3 Central

Stephanie Konecny, RNC-OB, WH&FBC

Gary Pearson, BSN, RN, ED

Teresa Waldron, BSN, RN, Hospice & Palliative Care



MedStar Health

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The Magnet[®] journey has only **just begun.**

We are on a path to achieve acceptance into the Magnet Recognition Program[®], a prestigious designation by the American Nurses Credentialing Center (ANCC). Join us in our commitment to outstanding patient care and clinical excellence!