

Nursing is a Work of Heart



2019 Nursing Annual Report



Glens Falls
Hospital



TABLE OF CONTENTS

MISSION AND VISION	4
NURSING PHILOSOPHY	5
NURSING PROFESSIONAL PRACTICE MODEL	5
PROFESSIONAL DEVELOPMENT	7
PROFESSIONAL PRACTICE	10
CARE DELIVERY	14
SHARED LEADERSHIP	16
INTERPROFESSIONAL DECISION MAKING	17
PATIENT, FAMILY & COMMUNITY	17

Welcome

Several years ago, we began the Journey to Magnet Excellence® at Glens Falls Hospital. Magnet Recognition® from the American Nurses Credentialing Center (ANCC) is the highest and most prestigious distinction a healthcare organization can receive for nursing excellence and high-quality patient care. This outcomes-driven credential brings wide-ranging benefits including improved patient outcomes, nurse satisfaction and retention, and reduced costs. Our nursing annual report highlights some of the innovations and outcomes that will be included in the evidence we submit for our Magnet designation.

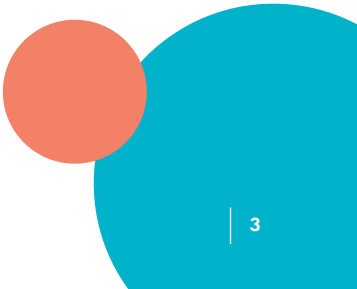
I am excited to share with you in the pages that follow some of the outstanding work being done by our clinical nurses and nurse leaders from across the organization. You will learn about our nursing philosophy, our mission, vision and values and the elements of our professional practice model—all of which were designed by the nurses that deliver the care at the bedside in our varied care settings. We are fortunate to have hundreds of caring, expert nurses here at Glens Falls Hospital delivering the most efficient, high-quality, heart-centered, evidence-based care possible. They comprise the very heart of this organization.

As you read through this report, you will see our nursing quality outcomes and nurse satisfaction scores outperform national benchmarks, validating our exemplary nursing practice. Our nurses are committed to professional development, and this is demonstrated in the rising percentages of registered nurses with baccalaureate degrees and specialty board certifications. Please also note the many individual recognitions awarded to our nurses, as well as the presentations sharing our practices at state and national professional conferences.

There is no limit to what can be achieved by a nursing workforce that is engaged and empowered to transform their practice environment. I am extremely proud to represent this remarkably talented, compassionate team of professional nurses, and to have this opportunity to share our work with you!

Sincerely,

Donna Kirker, MS, RN, NEA-BC
Vice President, Patient Services and Chief Nursing Officer



MISSION

To provide exceptional patient/family-centered care in every encounter in every setting



VISION

We will be a leader in advancing the profession of nursing evidenced by our compassionate, collaborative, evidence-based care for patients, family and community.

VALUES

- Integrity
- Diversity
- Respect
- Empathy
- Advocacy

Making a Difference



Nursing Philosophy

Our Nursing Philosophy statement is derived from the values, principles and beliefs which support the individual and collective contributions of professional nurses across all areas of the organization.

It is the belief of the professional nursing staff that every patient and family has the right to compassionate, competent, ethical, quality healthcare throughout all stages of illness and health.

The quality of that nursing care is enhanced by community involvement, continuing education, fiscal responsibility and evidence-based practice to improve outcomes across the continuum of care.

Nursing is committed to patient/family-centered care and dedicated to getting patients to their highest level of self-care while promoting health, healing and wellness. We are strengthening our practice through continuous learning, innovation and nursing research.

We believe in creating a dynamic nursing environment that is safe, trusting and collaborative and provides exemplary care at every level. It is a supportive environment where our patients feel comfortable and confident in the care they receive. It supports and nurtures clinical expertise, empowerment, lifelong learning, shared leadership, research and use of current knowledge and technology while fostering recruitment and retention of nurses who demonstrate integrity, competency and professionalism.



Nursing Professional Practice Model

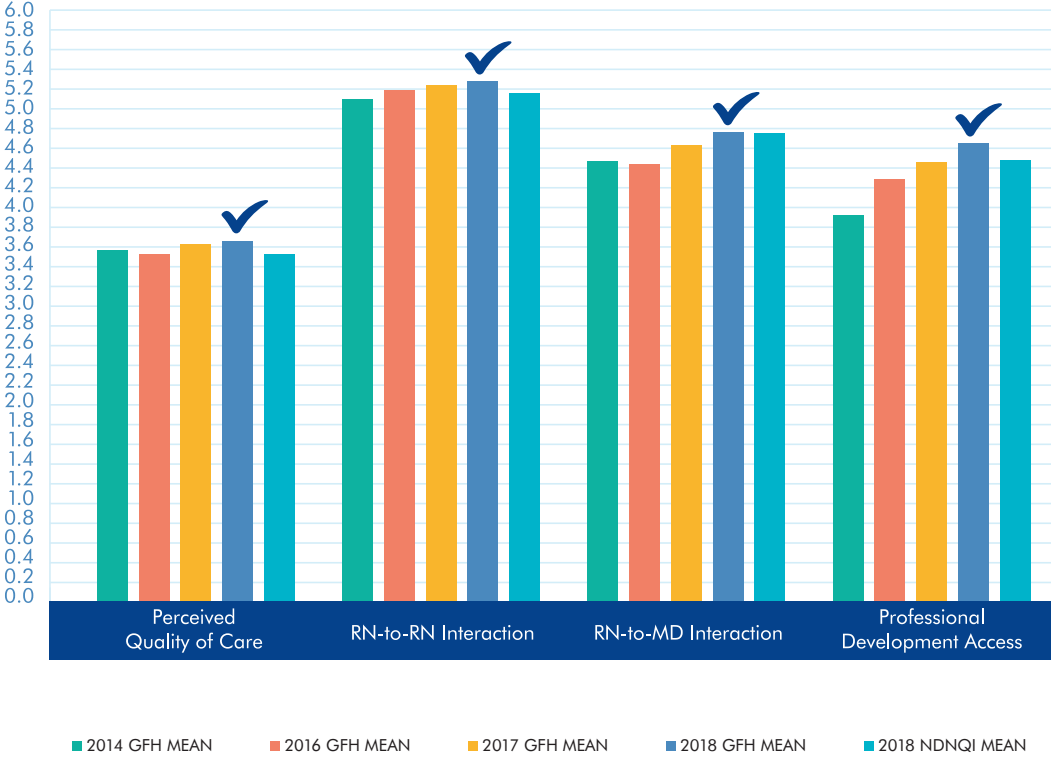
Shared Leadership Leads to Higher Nurse Engagement: GFH Shines in Nurse Satisfaction Survey

Glens Falls Hospital RNs were given the NDNQI Nurse Satisfaction survey over a period of three weeks. All RNs that spend at least 50% of their time providing direct patient care were eligible to take the survey. Seventy-five percent of the RN staff participated in the survey. There have been marked improvements in performance on this survey since our shared leadership councils were formed in 2015, with this past survey having the highest performance yet. The hospital outperformed the national mean in seven out of eight domains! These domains are:

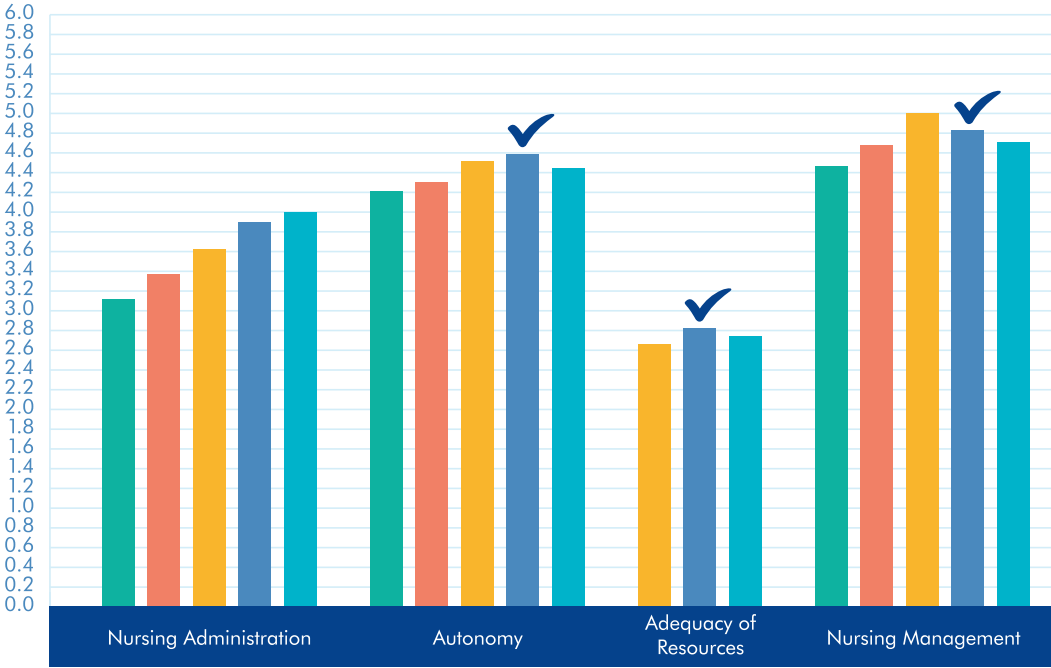
- Perceived Quality of Care
- RN-to-RN Teamwork and Collaboration
- RN-to-MD Teamwork and Collaboration
- Professional Development Access
- Autonomy
- Adequacy of Resources
- Nursing Management

Check out our results on the next page!

NDNQI NURSING SATISFACTION SURVEY RESULTS



✓ OUTPERFORMING THE NDNQI MEAN



Professional Development



Presentations

Congratulations to the following nurses who presented at various events throughout the country in 2019:

Amanda Wing, BSN, RN, John Green, MS, RN & Donna Kirker, MS, RN, NEA-BC. *Optimizing Continuous Observation Resources.* NYONEL Conference, Tarrytown, NY. March 2019.

Cassandra Moore, MS, RN, CNE, CCRN, SCR.N. *Stroke Center of Excellence: Implementation, Innovation and Improved Patient Outcomes in a Community Hospital Setting.* NYONEL Conference, Tarrytown, NY. March 2019.

Britny McFadden, MSN, RN & Carolyn Maxam, BS, RN. *The Journey to a Smoke-Free Operating Room.* AORN National Conference, Nashville, TN. April 2019.

Catherine Fisher, BSN, RN, WOCN. *Registered Nurses Perception of Pressure Injury Risk Compared to the Electronic Pressure Injury Braden Scale Risk Assessment Score.* WOCNext Conference, Nashville, TN. June 2019.

Audrey Harris, BSN, RNC-LRN, Amy Green, MSN, RN & Mary McDermott DNP, RN. *Snuggery Shift Change Briefing: Safety Through Teamwork.* AWHONN NY Regional Conference, Tarrytown, NY. September 2019.

Kristie Depew, BSN, RNC-LRN. *Development and Initiation of the Special Care Nursery Newborn Blood Administration Bundle and Checklist.* AWHONN NY Regional Conference, Tarrytown, NY. September 2019.

Rebecca Stevens, BSN, RN, VA-BC. *Tissue Adhesive for Vascular Access—The Journey to Adoption.* AVA National Conference, Las Vegas, NV. October 2019.



Rebecca Stevens, BSN, RN, VA-BC

Britny McFadden, MSN, RN

Glens Falls Hospital RNs Demonstrate Commitment to Lifelong Learning

For professional nurses, continuing education is essential to safe and effective nursing care. Nurses have an ethical responsibility to commit to lifelong learning. Healthcare changes rapidly and the latest, evidence-based knowledge must be obtained and practiced at the bedside. Many nurses do not get broad knowledge of policy, research, leadership and global healthcare issues in two-year programs. This knowledge is necessary in order for the profession of nursing to continue to grow to meet the demands of today’s healthcare requirements.

The nurses below have taken the call of the Institute of Medicine seriously. They recommend that by 2020, 80% of the nursing workforce should be BSN-prepared. Here at Glens Falls Hospital, our percentage of nurses with a baccalaureate degree or higher in nursing continues to climb. Congratulations to the following nurses who earned advanced degrees in 2019:

BACHELOR OF SCIENCE IN NURSING

- Nadir Babck, BSN, RN Tower 2
- Erin Baker, BSN, RN, CMSRN Surgical Admissions
- Marsha Benson, BSN, RN Granville Medical Center
- Nicole Breault, BSN, RN, CCRN Tower 5
- Casey Burns, BSN, RN 2 West
- Christina Crowd, BSN, RN Float Pool
- Stephanie DiGiuseppe, BSN, RN 4 West
- Kristin Eisenschmidt, BSN, RN 2 West
- Kristine French, BSN, RN Tower 6
- Tracey Gamache, BSN, RN Care Management
- Korinna Graves, BSN, RN Emergency Department
- Andrea Graybill, BSN, RN Emergency Department
- Susan Hunter, BSN, RN Emergency Department
- Shannon Kelly, BSN, RN Emergency Department
- Jaime Kilmer, BSN, RN Surgical Admissions
- Heather Lacross, BSN, RN Tower 3
- Kaitlyn Lapham, BSN, RN Tower 3
- Min Liu BSN, RN Tower 3

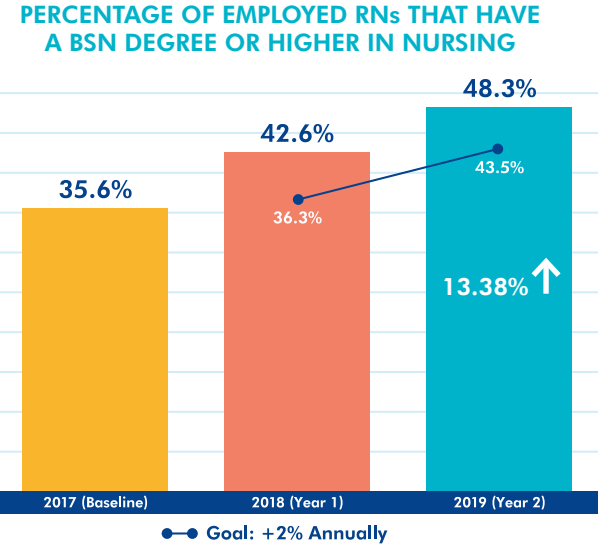
- Stephanie McLain, BSN, RN Emergency Department
- Elizabeth McManus, BSN, RN Behavioral Health
- Beth Portuese, BSN, RN Tower 6
- Heather Richards, BSN, RN Wound Healing Center
- Cassandra Seymour, BSN, RN Tower 3
- Shawn Smith, BSN, RN, CAPA Pre-Admission Testing
- Korrin White, BSN, RN, CPAN PACU
- Cheri Williams, BSN, RN-BC Whitehall Medical Center

MASTER OF SCIENCE IN NURSING

- Jamie Aliperti, MSN, RN, OCN Education Services
- Katelyn Dwon, MSN, RN Emergency Department
- Theresa Hanaburgh, MSN, RN 2 West
- Julie Mosher, MSN, RN, CDE Education Services
- Nicole Warren, MSN, RN, CCRN-K Tower 5

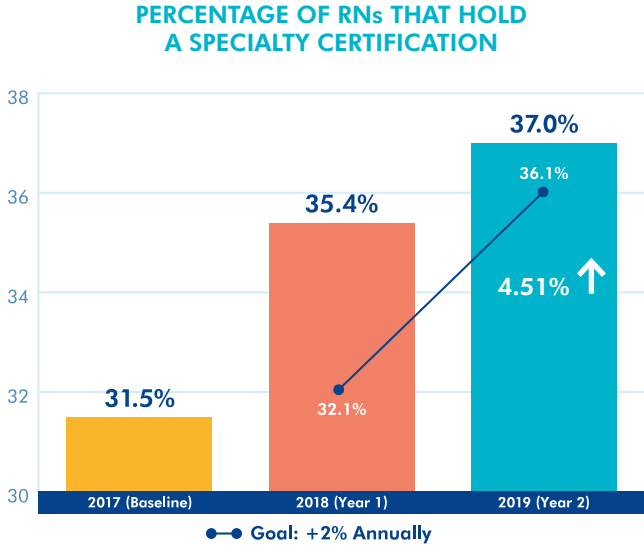
OTHER ADVANCED DEGREES

- Daniel Elinskas, MBA, MSN, RN, CAPA, CPAN Perioperative Services



Certified Nurses Celebration

On March 19th, 2019, over 100 nurses gathered at the Holiday Inn Resort in Lake George for an evening to celebrate GFH’s 178-Board Certified Nurses. This year’s certified nurses were treated to dinner, a gift and an inspiring speech by our very own **Cassandra Moore, MS, RN, CNE, CCRN, SCR.N**. Cassandra spoke about the value of certification and her own professional development journey that led her to multiple, exciting roles within nursing and tri-certification in Nursing Education, Critical Care Nursing and Stroke Care Nursing. **Congratulations to all!**



NURSES AT GLENS FALLS HOSPITAL ARE CERTIFIED IN THE FOLLOWING SPECIALTIES:

- Adult Gerontology Primary Nurse Practitioner
- Ambulatory Care
- Ambulatory Perianesthesia Nursing
- Breastfeeding Counseling
- Cardiac Rehabilitation
- Cardiac-Vascular Nursing
- Cardiovascular Invasive Specialist
- Case Management
- Childbirth Education
- Critical Care Nursing
- Diabetes Education
- Electronic Fetal Monitoring
- Emergency Nursing
- Executive Nursing Practice
- Family Nurse Practitioner
- Gastroenterology Nursing
- Infusion Nursing
- Lactation Consulting
- Low-Risk Newborn Nursing
- Maternal-Newborn Nursing
- Medical-Surgical Nursing
- Mental Health Nurse Practitioner
- Neonatal Nurse Practitioner
- Nursing Education
- Obstetrics
- Oncology Nursing
- Operating Room Nursing
- Pediatric Nurse Practitioner
- Perianesthesia Nursing
- Perinatal Loss Care
- Progressive Care Nursing
- Radiology Nursing
- Rehabilitation Nursing
- Stroke Nursing
- Vascular Access Nursing
- Wound, Ostomy & Continence Nursing
- Wound Specialist



Introducing the Next Generation of Healthcare Workers

The annual High School to Healthcare Event was held on November 5th, 2019 in the Community Learning Center. Students from several area high schools attended. The participants spent the evening visiting interactive displays and attending presentations from 18-different specialties at Glens Falls Hospital. This annual event is sponsored by the Education Services Department and the Nursing Professional Development Council.




Professional Practice




2019 DAISY Winners

The DAISY Foundation was created in 1999 by the family of Patrick Barnes, a 33-year old man that died from an autoimmune disease. DAISY stands for *Diseases Attacking the Immune System*. The Foundation wanted to recognize extraordinary nurses who provide care to patients and families every day, and the DAISY Award was born. This prestigious award to recognize nursing excellence is a cornerstone of recognition programs in over 2,500 hospitals around the globe. Winners are honored at their own organization and internationally by appearing on the DAISY website. Here are Glens Falls Hospital’s own extraordinary DAISY nurses of 2019:

- Nicole Molinero, RN, OCN Cancer Center
- Ron McMurry, RN-BC Cardiovascular Lab
- Richard Dieffenbach, RN, CRRN Tower 2
- Lisa Davis, RNC-OB Snuggery
- Mary Doty, BSN, RN 4 West
- Christy Olden, RN Tower 2
- Christine Aiken, RN, C-EFM Snuggery
- Theresa LaForest, BSN, RN Tower 6



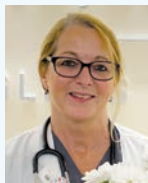
Nicole Molinero, RN, OCN



Ron McMurry, RN-BC



Richard Dieffenbach, RN, CRRN



Lisa Davis, RNC-OB



Mary Doty, BSN, RN



Christy Olden, RN



Christine Aiken, RN, C-EFM



Theresa LaForest, BSN, RN

Nursing Professional Development Council Bestows the First Bee Award

The Nursing Professional Development Council sought to recognize the hard work and dedication of our nursing assistants and technicians in a manner that was as celebrated as our DAISY Award for RNs. In October 2019, they created the Bee Award because no DAISY can survive without a bee and no bee can survive without a DAISY. The council nominated some very deserving PCAs and medical assistants and the first recipient was **Debra Wilcox, PCA**, Tower 3. **Congratulations and thank you for your hard work!**



Celebrating Career Milestones

In 2019, **Barbara McDermott, MS, RN, CCRN-K, RCIS, NEA-BC**, Director of Critical Care and Cardiac Services was recognized by the American Association of Critical Care Nurses for maintaining board certification in critical care nursing for 30 years.



Barb states: “Being a certified nurse not only provides you with continuous learning on new treatments and modalities, but it provides you a platform of support—a connection with other critical care leaders and nurses in other organizations. We learn how they address the same issues we are dealing with. You develop new connections and receive information that helps support better care for the patients you serve. What can be more rewarding than to make a difference to our patients?”



Mary Doty, BSN, RN retired after 50 years of dedicated service as a nurse at Glens Falls Hospital. Mary started here as a nurses’ aide in 1966 and worked in many positions on our medical-surgical units. She served as Nurse Manager of 4 West from 2005 until her retirement in December 2019.

Mary states: “I think the most important thing is caring and compassion before anything else. It’s okay not to know everything, and it’s okay to have to utilize your resources. Realize that there’s going to be good days, and there’s going to be bad days, too. It’s been an honor and a privilege to have this profession.”

Congratulations

to our 2019 Nurses and Teams of the Year:

CLINICAL NURSES OF THE YEAR

Nicole Barber, BSN, RN, CMSRN

Glens Falls Medical Group

Nicole Breault, BSN, RN, CCRN Tower 5

Kimberley Smith, BSN, RN, CRN, VA-BC
Interventional Radiology

NURSE LEADERS OF THE YEAR

Rebecca Sharrow, BS, RN Operating Room

Amanda Wing, BSN, RN Tower 3

NURSE EDUCATORS OF THE YEAR

Jamie Aliperti, MS, RN, OCN Education Services

Katie Fowler, MS, RN, CCRN Education Services

MAGNET CHAMPION OF THE YEAR

Stephanie Rollo, BSN, RN, CGRN GI Center

NURSING TEAMS OF THE YEAR

4 West

Surgical Specialists of Glens Falls Hospital

THE GLENNIE (INTERPROFESSIONAL TEAM OF THE YEAR)

The Stroke Team



The Stroke Team



Surgical Specialists of Glens Falls Hospital



Nicole Barber, BSN, RN, CMSRN



Nicole Breault, BSN, RN, CCRN



Kimberley Smith, BSN, RN, CRN, VA-BC



Rebecca Sharrow, BS, RN



Amanda Wing, BSN, RN



Jamie Aliperti, MS, RN, OCN



Katie Fowler, MS, RN, CCRN



Stephanie Rollo, BSN, RN, CGRN



4 West Nursing Team



Community Recognition of our Nurses

Times Union Salute to Nurses Winner: Nadia Giumarra, BSN, RN SAFE Emergency Department

Post Star Heart of Healthcare Award: Vickie Yattaw, BSN, RN, OCN Cancer Center

NYONEL Claire Murray Best Practice Award: Cassandra Moore, MS, RN, CNE, CCRN, SCR
Stroke Program

Donald Led Duke Heart Hero Award: Shawn Danahy, RN Tower 5, Honoree and **Kristen Stevenson, RN, CCRN**, Cardiovascular Lab, Honorable Mention

Capital Region American Stroke Association Paula Symanski Legacy Award: Cassandra Moore, MS, RN, CNE, CCRN, SCR Stroke Program

Zonta Centennial Celebration Award Recipient: Nadia Giumarra, BSN, RN, SAFE Emergency Department



Nadia Giumarra, BSN, RN



Vickie Yattaw, BSN, RN, OCN



Cassandra Moore, MS, RN, CNE, CCRN, SCR



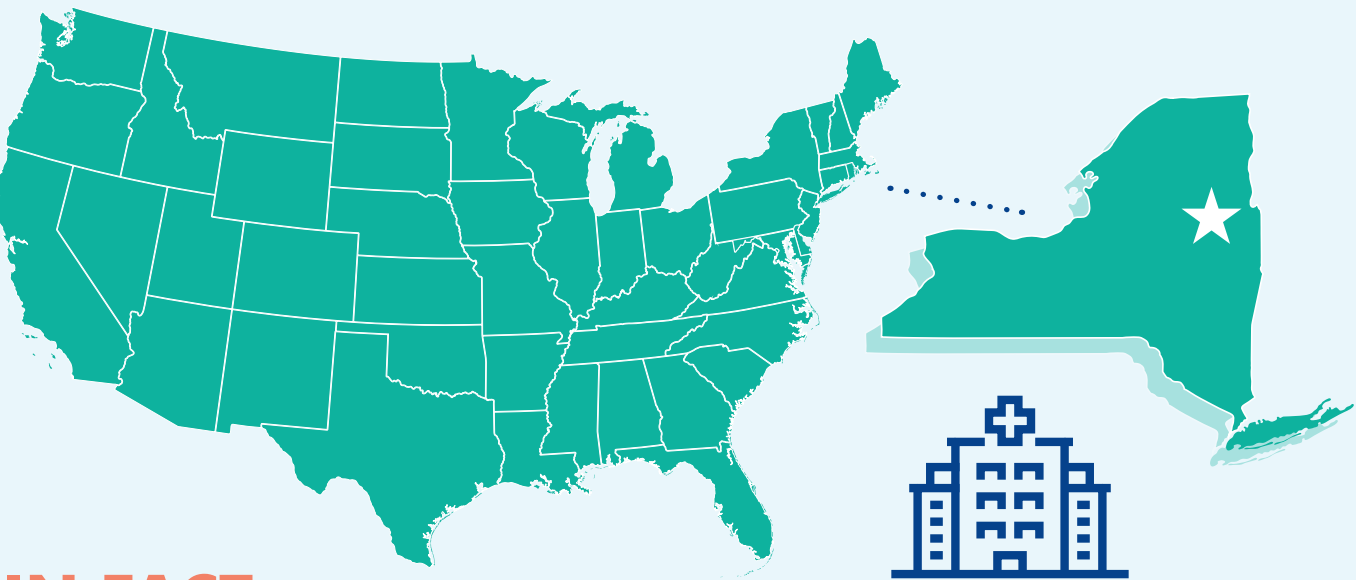
Shawn Danahy, RN
Kristen Stevenson, RN, CCRN

Care Delivery: Outperforming National Benchmarks



QUALITY OUTCOMES

In 2019, Glens Falls Hospital outperformed the **national average** of all hospitals in the NDNQI database for **catheter-associated urinary tract infections (CAUTI)** and **central line-associated bloodstream infections (CLABSI)** on all inpatient units!



IN FACT

The following units had



- ✓ Tower 5 ICU
- ✓ Tower 3
- ✓ Tower 2

The following units had



- ✓ Tower 5 ICU
- ✓ Tower 2
- ✓ 4 West
- ✓ Tower 6

Nurse Residency Program Achieves National Accreditation with Distinction

On July 22nd, 2019, leaders from throughout the organization, nurse residents and nurse educators gathered in the Community Learning Center to receive a long-anticipated phone call from the American Nurses Credentialing Center (ANCC). After many long months of hard work by the Nurse Residency Program Director, **Katie Fowler, MS, RN, CCRN** and Assistant Nurse Residency Program Director, **Jamie Aliperti MS, RN, OCN**, Glens Falls Hospital's Nurse Residency Program was accredited with distinction. Accreditation with distinction means that not only does our program meet the national requirements, but it has evidence of exemplary and innovative practices.

Our Nurse Residency Program was created in 2017 by former nurse educators Emily Coutts and Cassandra Moore and was called our "Bridge to Practice" Program. It was designed to foster the growth of nurses with less than one year of acute care experience. The program was well-received by its participants and led to a more successful transition to practice for new nurses. In early 2018, Katie and Jamie realized that changes would need to be made to the program in order for it to meet the stringent criteria and demonstrate the outcomes required of a nationally accredited program. It is an essential part of the Magnet Journey to have a nurse residency program that is either accredited or meets specific criteria.

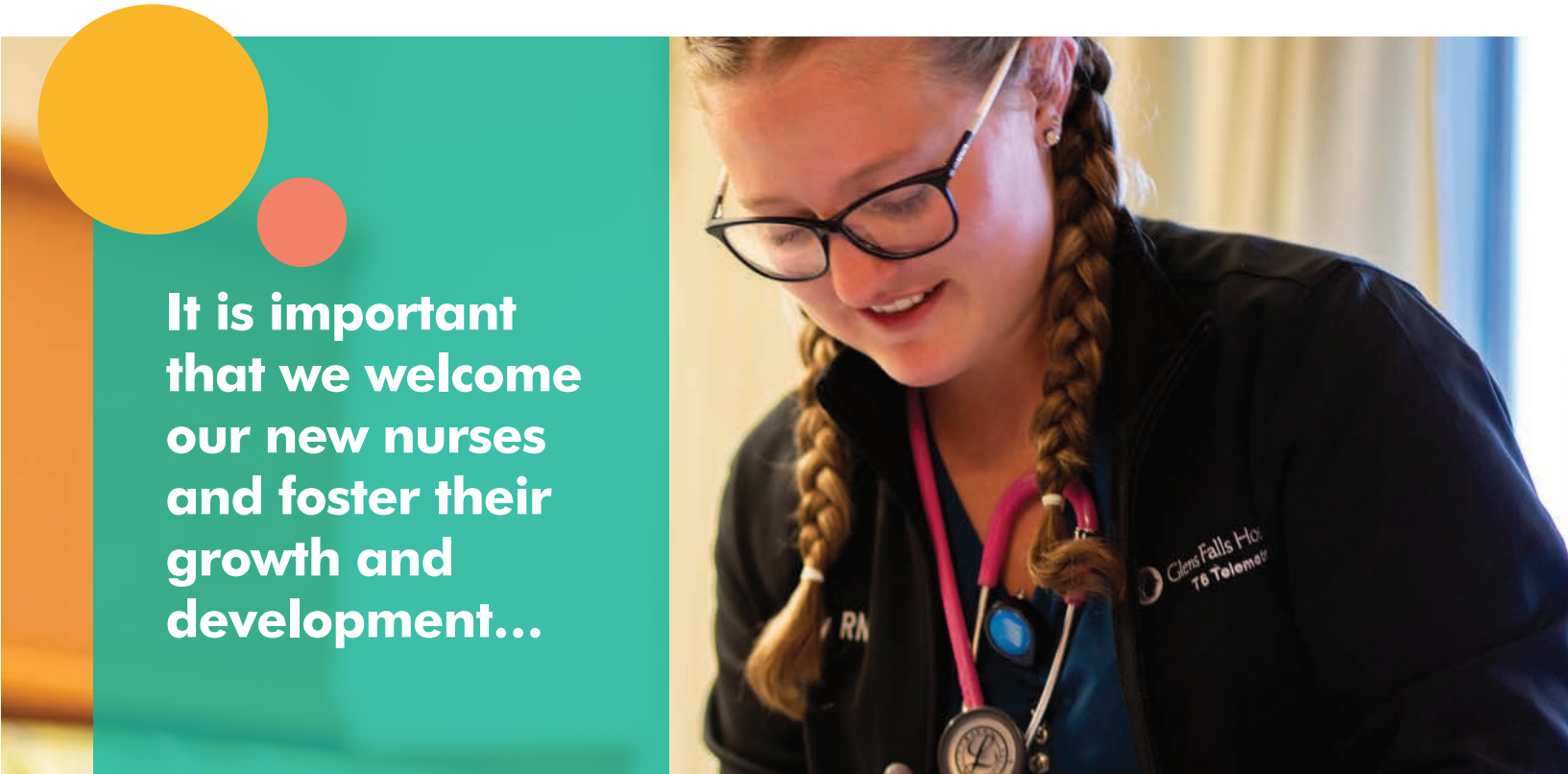
The Nurse Residency Program is one year in length from the nurse resident's start date. The first six months include bi-weekly educational sessions that are focused on the fundamental needs of medical-surgical nurses. Additional specialized education is scheduled for nurse residents that will be working on the telemetry/neuroscience unit on Tower 6.



All nurse residents are paired with a preceptor for clinical, practice-based orientation on their unit of hire. The last six months of the Nurse Residency Program culminates with a formal mentorship relationship, based on the Academy of Medical-Surgical Nurses guidelines.

The Education Services Department takes great pride in the fact that we have the first Nurse Residency Program in the capital region that has been accredited by the ANCC. Studies show that Nurse Residency programs foster a better transition into practice for new nurses and lead to a decrease in the turnover of these nurses in the first year of their careers.

It is important that we welcome our new nurses and foster their growth and development both organizationally and on our individual units. Cohesive teams with low turnover produce better patient outcomes and have less patient-safety events. Our Nurse Residency Program will be a key factor in our retention strategy.



It is important that we welcome our new nurses and foster their growth and development...



Shared Leadership

Check out some of our great accomplishments that our nursing councils were able to achieve this year:

PRACTICE & QUALITY COUNCIL

- Recommended two-RN urinary catheter insertion to prevent infection
- Approved new equipment & supplies related to pressure injury prevention

INFORMATICS COUNCIL

- Sponsored & facilitated the 1st Annual Clinical Informatics Skills Fair
- Streamlined documentation in the EMR to support patient care & nurse satisfaction

RESEARCH & INNOVATION COUNCIL

- Produced the 2nd Annual Posters on Parade Event showcasing nursing projects
- Monitored the progress of four-nurse-led research studies



LEADERSHIP COUNCIL

- Supported the Nursing Shared Governance structure and improved nurse engagement
- Monitored the status of the Magnet® Journey and associated quality metrics

COORDINATING COUNCIL

- Participated in the approval of the Nursing Strategic Plan for 2019-20
- Facilitated and supported all unit-based councils and associated projects

PROFESSIONAL DEVELOPMENT COUNCIL

- Organized and facilitated events for Certified Nurses Day and Nurses Week
- Sponsored and facilitated the Spring and Fall Education days

Interprofessional Decision Making



RN-MD Care Coordination Improvement Team—**Cassandra Seymour-Morin, BSN, RN** Tower 3

The goals of the RN-MD Care Coordination Improvement Team are to develop processes to improve communication and coordination of care, improve RN and MD relationships and improve the patient experience.

- Streamlined communication between nurses and providers with a notification schedule
- Improved communication with anesthesia providers and created a care set in the EMR to ensure continuity of care on the off shifts
- Monitored the progress of unit-based, multidisciplinary rounds



Caritas-Centered Care: Caring for the Patient, Family, Community and Each Other



Nurses in the Community

GFH Nurses participate in V-Healthy Day at various schools in the Capital Region to teach students about vascular health and the risks associated with hypertension, diabetes, hyperlipidemia and smoking.



Nurse Leaders volunteer in Lake George for Habitat for Humanity.



GFH nurses represent our organization at the Adirondack Thunder game!

GI Center Nurses Bring Awareness to Colorectal Cancer

Each year in March, the GI Center staff provides support to various events that bring attention to the importance of colorectal cancer screening. Here they are wearing blue in honor of colorectal cancer awareness week.



Nurses Week Highlights

2019 Posters on Parade Winners

Posters on Parade is an annual Nurses Week event sponsored by the Nursing Research & Innovation Council. Nurses from throughout the organization submit professional posters that highlight the research, evidence-based practice, quality improvement projects and innovation-based projects that were completed during the year.

QUALITY IMPROVEMENT:

Winner: *Commit to Sit: Improving the Patient Satisfaction Related to Nurse Communication*—**Laura Pfeifer**

Honorable Mention: *Stroke Center of Excellence: Implementation, Innovation and Improved Patient Outcomes in a Community Hospital Setting*—**Cassandra Moore**

EVIDENCE-BASED PRACTICE:

Winner: *The Creation of a Caritas Sanctuary Within the Hospital Setting*—**Jacqueline Fowler**

Honorable Mention: *Optimizing Continuous Observation Resources*—**Amanda Wing, John Green & Donna Kirker**

INNOVATION-BASED PRACTICE:

Winner: *Tissue Adhesive: The Impact on Non-Routine Dressing Changes*—**Rebecca Stevens & Brianna Hall**

Honorable Mention: *Development and Initiation of the Special Care Nursery Blood Administration Bundle and Checklist*—**Kristie Depew**

NURSING RESEARCH:

Winner: *Registered Nurse's Perception of Pressure Injury Risk Compared to the Electronic Pressure Injury Braden Scale Risk Assessment Score*—**Cathy Fisher & Patricia Edwards**

Honorable Mention: *Patient Expectations in Outpatient Orthopedic Surgery*—**Dan Elinskas**

Watson Room

The Watson Room was unveiled in May of 2019. It was created through the vision and representation of nurses on each unit of our organization. Through generous donations, a sanctuary for caregivers was created. We are grateful that our community recognized the benefit of this space and gave us an area to seek respite, rejuvenation, peace and tranquility so that we may be open to the Caritas Processes of Dr. Jean Watson and be able to practice loving kindness and the ability to care for our patients with our whole selves when we approach their bedside. Self-care modalities provided in the room include aromatherapy, sound machines, guided imagery, meditation, massage chair, art therapy supplies, comfortable seating, salt lamps, soft music, journaling supplies and the teachings of Dr. Jean Watson.



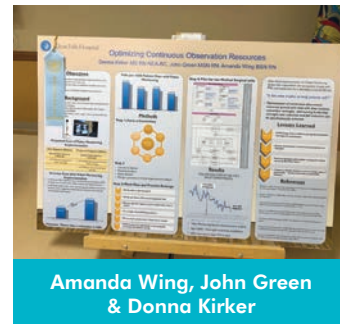
Laura Pfeifer



Cassandra Moore



Jacqueline Fowler



Amanda Wing, John Green & Donna Kirker



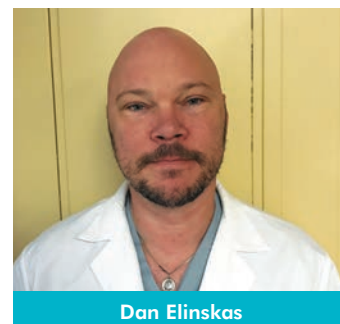
Rebecca Stevens



Kristie Depew



Cathy Fisher & Patricia Edwards



Dan Elinskas



“When love and skill work together, expect a masterpiece.” —John Ruskin



Glens Falls Hospital

100 Park St., Glens Falls, NY 12801
518.926.1000 | glensfallshospital.org



Glens Falls Hospital

100 Park Street, Glens Falls, NY 12801
518.926.1000 • GlensFallsHospital.org

