



# 2020 Nursing Annual Report

**NURSING EXCELLENCE AND  
INNOVATION IN A TIME OF CRISIS**



Glens Falls Hospital

An affiliate of  ALBANY MED



IN MEMORY OF  
OUR BELOVED COLLEAGUES:

ROBIN NEUMANN, BSN, RN

KRISTEN STEVENSON, BSN, RN, CCRN

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**Photo Disclaimer:**  
The 2020 Nursing Annual Report includes a collection of images from throughout the year, masked and unmasked. Please understand that the unmasked images were either taken before the COVID-19 pandemic or with proper social distancing.

Welcome

The past year has been unprecedented in terms of the magnitude of challenges faced by nurses at Glens Falls Hospital and across the globe. Without hesitation, our team adapted to never before imagined patient care situations as our hospital managed some of the sickest individuals impacted by COVID-19 in our region. Our nurses stepped up to face these challenges head-on, and their innovations, courage and compassion are simply astonishing.

Despite the ever-changing demands of fighting this pandemic over the last year, our nurses forged ahead with our Journey to Magnet® designation. In late July 2020, our 700+ page document was submitted, and by early December we were notified it had been accepted with no deficiencies! This is especially rare for organizations pursuing first-time Magnet designation. We were so thrilled to advance directly to site visit, and in early February 2021 we hosted our appraiser team for three-full days, demonstrating how Magnet excellence is embedded throughout the culture of Glens Falls Hospital. We anxiously awaited the official decision from the Commission on Magnet and I am thrilled to report that on April 27<sup>th</sup>, 2021, we were notified that we have earned designation as a Magnet organization.

I am delighted to share this annual report with you which showcases some of the numerous practice improvements and significant patient outcomes we accomplished over the past year. There are so many examples of exemplary practice and innovation, and so many stories of human caring and compassion that connect us to our mission. It is my honor to represent this remarkable team and support them in advancing the practice of nursing across the organization and beyond!

Sincerely,

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



“Without hesitation, our team adapted to never before imagined patient care situations...”





**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 Glens Falls Hospital.

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

The Glens Falls Hospital (GFH) Nursing Professional Practice Model (PPM) provides a unifying conceptual framework showing how nurses practice, collaborate, communicate, lead and develop professionally. The model illustrates the alignment and integration of nursing practice with the mission, vision and values and directs and describes the key elements of professional nursing practice.

Within a caring and inclusive environment that is centered on our patients and their families, the Professional Practice Model includes the following domains that describe our practice – Professional Practice, Shared Leadership, Interprofessional Decision-making, Care Delivery and Professional Development. It ensures consistency in the delivery of nursing care and defines for all RNs their authority, autonomy and accountability as they care for patients and families.



**Work where you matter. Work where care is elevated.**

At Glens Falls Hospital, our nurses are part of a vibrant healthcare community that is powered by shared governance and have a voice in how care is provided. We believe in fostering a dynamic nursing environment that is safe, trusting and collaborative to provide exemplary care. We also offer a variety of opportunities for growth so that our team can be the best versions of themselves. With continued support, mutual respect and personal integrity, our team excels every day in providing elevated patient-centered care.



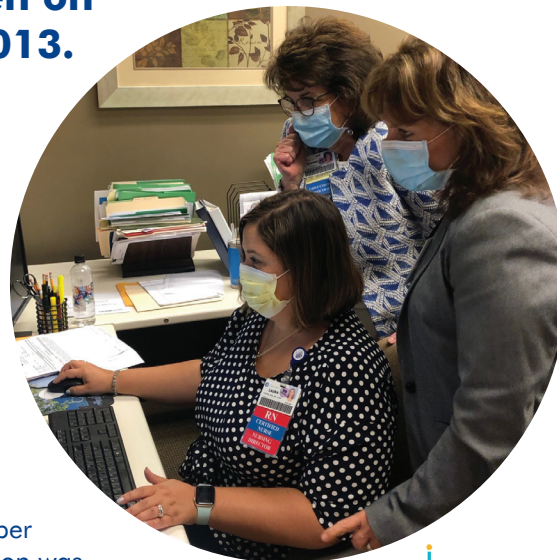
# GLENS FALLS HOSPITAL RECEIVES MAGNET DESIGNATION WE ARE MAGNET!

The nurses of Glens Falls Hospital have been on the journey to Magnet® Recognition since 2013. During that time, our nurses have been committed to shared governance, evidence-based practice, nursing research and patient-centered care.

Our Magnet Program Director and her team wrote a 700+ page document that chronicled countless examples of exemplary patient outcomes and elevated nursing practice. On July 15<sup>th</sup>, 2020, **Laura Pfeifer, MS, RN, CGRN, NEA-BC**, Director of Nursing Excellence and Magnet, with **Dianne Shugrue**, President and CEO and **Donna Kirker, MS, RN, NEA-BC**, Vice President of Patient Services and Chief Nursing Officer looking on, hit the send button and submitted our document to the American Nurses Credentialing Center (ANCC) for review.

After four months in review, the ANCC notified Laura and Donna in December that our document was scored at the level of 'excellence' and our organization was progressing directly to site visit without the need for additional documentation or data to be sent. This is a huge achievement and a high honor for a first-time applicant organization. The nurses have since completed the three-day virtual site visit that took place in February 2021. The site visit was an in-depth visit to verify, clarify and amplify the examples of excellence in our document.

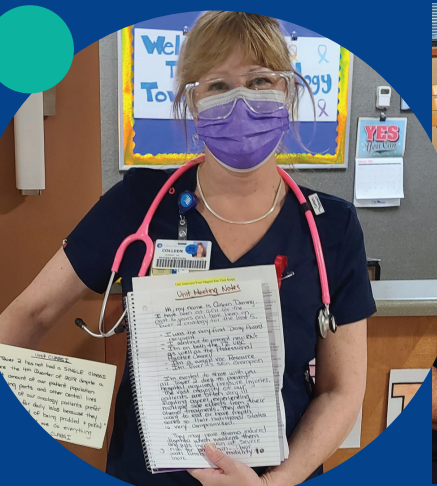
On April 27<sup>th</sup>, 2021 in a live video call, the Commission on Magnet Recognition notified Glens Falls Hospital that they were officially designated a Magnet organization and that seven of our document's sources of evidence were identified as industry exemplars. If you'd like to watch the video, please go to [www.GlensFallsHospital.org/Nursing](http://www.GlensFallsHospital.org/Nursing)



Left page, from left to right: **Colleen Dominy, RN; Robert Carpenter, RN, OCN & Ted Tobin, BSN, RN;** The Staff of the Cardiac Catheterization Lab & Interventional Radiology; Above: **Dianne Shugrue**, President & CEO, **Donna Kirker, CNO**, & **Laura Pfeifer**, Director of Nursing Excellence & Magnet await the call from the Commission on Magnet Recognition; Circle photo: **Laura Pfeifer** and **Julie Mosher** celebrate the great news; Group photo below: Members of the Nursing Leadership Team from left to right: **Mike Durling, Julie Mosher, Mary Shannon, Laura Pfeifer, Donna Kirker, Sally Schlak & John Green;** Corner photo: GFH nurses await the call



## GETTING READY FOR OUR SITE VISIT!







Opened in April 2020

## THE GLENS FALLS HOSPITAL LOGISTICS CENTER

### Logistics Center Created to Maximize Organizational Efficiency & Improve Patient Outcomes

The Glens Falls Hospital Logistics Center opened in April 2020 in an area of the former 3 East nursing unit. It is a central location for coordinating staffing, patient movement, patient monitoring and to identify bottlenecks in patient throughput. The goal of the Logistics Center is to seamlessly integrate our technology and patient needs, while leveraging acuity and caregiver utilization rates in staffing decisions, mitigating patient throughput barriers and governing hospital resources to improve patient outcomes. The Logistics Center monitors multiple, real-time dashboards including Emergency Department (including department volume/acuity/turnaround time), bed board (showing patient occupancy and attributes), surgery dashboard (including volume/readiness for discharge and move to floors), transfer and discharge lists and predictive staffing models. The Logistics Center is led by **John Green, MSN, RN**, Director, Nursing Resources. The Administrative Nursing Supervisors provide leadership coverage of the Logistics Center and decisions impacting operations from 3:00pm – 7:00am Monday – Friday and 24-hour coverage on weekends and holidays. Additionally, the AvaSys monitor and

technician are situated here as well. AvaSys is a tool that we use to help ensure that our patients are safe, even if they are alone in a room. It has a video camera and two-way audio, which allows a trained staff member to see and speak to our patients.

During the start of the pandemic, the Logistics Center served as a call center coordinating COVID-19 patient movement with Albany Medical Center, and hospitals closer to New York City. Using a combination of bed occupancy, staffing demands, current volumes and trends in the Emergency Department, real-time efforts consisted of how to support hospitals in the region with COVID-19 capacity and staffing issues. Managing COVID-19 volume, bed placement and overall patient and staff movement has been challenging, but we were able to add clinical attributes to our COVID-19 patient tracking board. This allows staff to identify COVID-19 tests from order to result and help make real-time decisions on placement throughout the hospital. This results in improved patient throughput and safe bed placements during this challenging pandemic.

## Care Delivery



### A Global Pandemic Shifts Our Care Delivery Model

On January 21<sup>st</sup>, 2020, the CDC confirmed the first U.S. case of the new novel coronavirus in a Washington State resident that had recently returned from a trip to Wuhan, China. The virus began quickly spreading throughout the nation, with the first case in New York diagnosed on March 1<sup>st</sup>, 2020. New York City and its surrounding boroughs quickly became the epicenter for this new virus strain, SARS-CoV-2, which causes the disease known as COVID-19. The news coming out of NYC was grim and the staff of Glens Falls Hospital quickly jumped into action to ensure our hospital and community were prepared. In collaboration with our interprofessional partners, Glens Falls Hospital nurses:

- Set up a testing tent and trailer in our parking lot to triage patients and provide COVID-19 swabbing
- Facilitated and worked at off-site testing areas to increase access to the community
- Changed workflows in the Emergency Department to ensure patients with suspected or known COVID-19 entered the building safely
- Opened units to care for COVID-19 patients separately from other patients
- Redeployed staff to other areas to work where needed during virus surges
- Facilitated contact tracing to prevent further virus spread
- Used innovative treatments such as proning, monoclonal antibody infusions and convalescent plasma therapy to treat those with COVID-19
- Implemented telehealth visits, peaking at 1200 virtual visits per week during the surge period
- Adopted virtual family visitation when visitation restrictions were put into place
- Innovatively created face shields with a 3D printer to boost our personal protective equipment (PPE) supply
- Established a vaccination clinic for frontline staff

## Professional Development



### Glens Falls Hospital RNs Demonstrate Commitment to Lifelong Learning

Congratulations to the following nurses who presented their work at various virtual regional and national events in 2020:

**Sheela Martel, RN & Cheri Williams, BSN, RN-BC.** *The RN Role in Rural Diabetic Patients.* American Academy of Ambulatory Care Nursing (AAACN) National Conference. August 2020.

**Stephanie Rollo, BSN, RN, CGRN.** *The Implementation of Fecal Microbiota Transplantation (FMT) in a Community Hospital: Staff Nurses Approach to Engaging and Educating in the Endoscopy Suite, the Organization, and Beyond.* Society of Gastroenterology Nurses & Associates (SGNA) National Conference. October 2020.



Sheela  
Martel, RN



Stephanie Rollo,  
BSN, RN, CGRN



Cheri Williams,  
BSN, RN-BC



Nursing Strategic Goal: Increase the number of BSN-Prepared Nurses by 2% Annually

In response to the Institute of Medicine’s recommendation that 80% of the nation’s RN workforce hold a Bachelor of Science in Nursing (BSN) by 2020, the nurses of Glens Falls Hospital established a goal in their strategic plan to increase the number of BSN-prepared nurses by 2% annually. Nursing in the 21st century is more complex than ever before. The complexity of this care requires transitioning from skill-based competencies to those that assess knowledge and competence on health policy, system improvement, research, evidenced-based practice, teamwork and collaboration, complex decision making and leadership. These competencies are part of the curriculum of a BSN program and will allow RNs to fully function in healthcare’s ever-changing environment. **Congratulations to the nurses that earned their BSN or higher degree in 2020:**

BACHELOR OF SCIENCE IN NURSING

- Samantha Baldwin, BSN, RN Special Care Nursery
- Dorothy Bain, BSN, RN Surgical Admissions
- Karla Bombard, BSN, RN, CGRN Tower 5
- Meaghan Cronin, BSN, RN Tower 3
- Lisa Daly, BSN, RN Medical Imaging
- Siobhan Frandino, BSN, RNC-OB  
Joyce Stock Snuggery
- Kara Gates, BSN, RN Tower 5
- Margaret Gina, BSN, RN Tower 6
- Emily Goodman, BSN, RN Tower 5
- Hayley McCarty, BSN, RNC-OB  
Joyce Stock Snuggery
- Maria Rawson, BSN, RN, OCN Breast Center
- Kristen Stevenson, BSN, RN, CCRN  
Cardiac Cath Lab

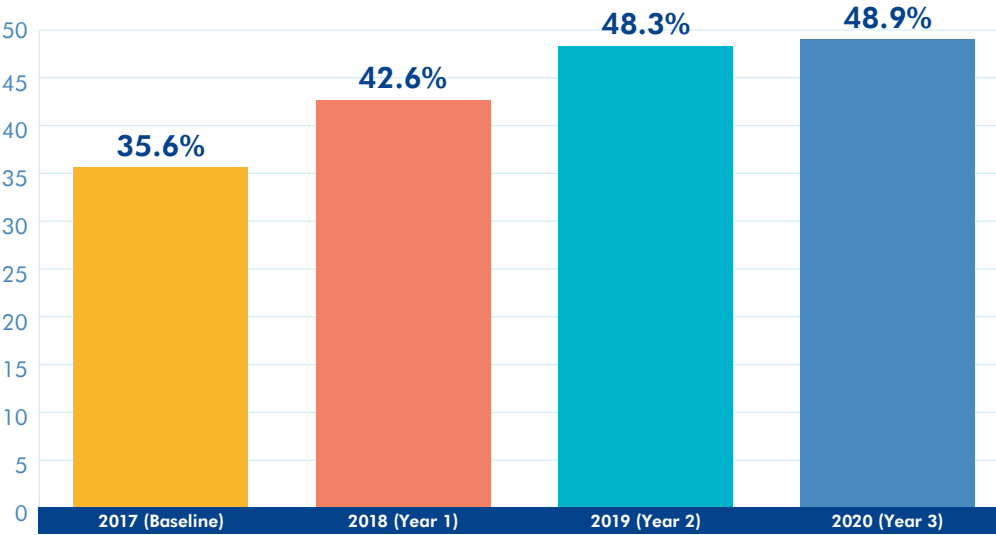
- Lindsay Swan, BSN, RN Tower 3
- Angela Vladyka, BSN, RN Emergency Department
- Nickole Weatherwax, BSN, RN Tower 3

MASTER OF SCIENCE IN NURSING

- Stephanie DiGiuseppe, MSN, RN 4 West
- Shannon Kelly, MSN, RN Emergency Department
- Kristina LaFreniere, MSN, RNC  
Joyce Stock Snuggery
- Heather Richards, MSN, RN  
Wound Healing Center



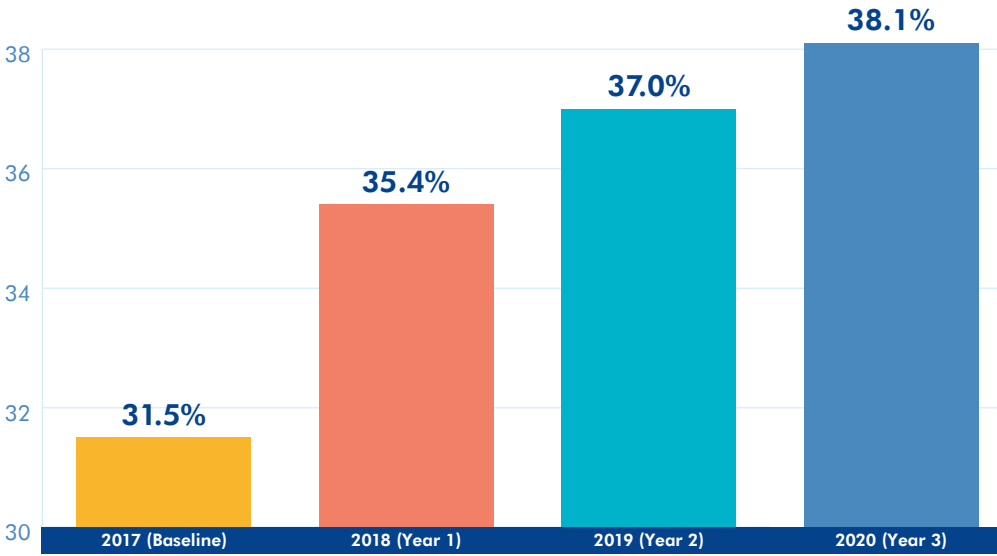
PERCENTAGE OF EMPLOYED RNs THAT HAVE A BSN DEGREE OR HIGHER IN NURSING



Celebrating Lifelong Learning: Our Board Certified Nurses

Earning board certification in their specialty allows nurses to advance their career and prove their ability to provide the best patient care and their commitment to advancing the nursing profession. Certification is achieved after a nurse spends a defined amount of time working in that specialty, studies a curriculum and passes an exam. Certification is maintained by earning contact hours in their specialty every year.

PERCENTAGE OF RNs THAT HOLD A SPECIALTY CERTIFICATION



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

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



Nursing Research at Glens Falls Hospital

Hospitals that are Magnet® Designated, or are striving to become Magnet® Designated, need to be fountains of new knowledge for the nursing profession. One way to achieve this goal is to participate in Nursing Research. Our nurses are currently working on a variety of research studies. These programs have been approved by the organization's Institutional Review Board (IRB) to ensure the safety and well-being of all those involved. Some of these studies include:

- *Assessing Nurses' Knowledge About Pressure Injuries & Their Prevention*—**Laura Pfeifer, MS, RN, CGRN, NEA-BC, Casia Tomlinson, RN & Patricia Edwards, EdD, RN, ANEF**
- *Assessing Family Satisfaction with Care in the Critical Care Unit*—**Nicole Breault, BSN, RN, CCRN & Alison Prunty, BSN, RN, CCRN-K**
- *Identifying Women who are Experiencing Postpartum Stress and are at Risk for Health-Related Consequences*—**Kristina LaFreniere, MSN, RNC, Betty Gilley-Nassivera, MS, RN, IBCLC, Jodie Smith, RN, IBCLC, Terry Celadon, MS, RN, CNEP & Patricia Edwards, EdD, RN, ANEF**
- *Specialty Certification—Nurses' Perceived Value and Barriers*—**Magen Molgano, BSN, RN, CNOR, Laura Pfeifer, MS, RN, CGRN, NEA-BC, Kristiana Daily, BSN, RN, OCN, Carolyn Maxam, MS, RN, CNOR, & Patricia Edwards, EdD, RN, ANEF**



Alison Prunty, BSN, RN, CCRN-K



Kristina LaFreniere, MSN, RNC



Betty Gilley-Nassivera, MS, RN, IBCLC



Jodie Smith, RN, IBCLC



Laura Pfeifer, MS, RN, CGRN, NEA-BC



Casia Tomlinson, RN



Terry Celadon, MS, RN, CNEP



Magen Molgano, BSN, RN, CNOR



Patricia Edwards, EdD, RN, ANEF



Nicole Breault, BSN, RN, CCRN



Kristiana Daily, BSN, RN, OCN



Carolyn Maxam, MS, RN, CNOR

Climbing the Ladder: Congratulations to our 2020 Professional Advancement Nurses

The Professional Advancement Program serves as a pathway for the advancement of Glens Falls Hospital's clinical registered nurses. The purpose is to recognize and reward the contributions and expertise of clinical nurses who are leaders in demonstrating and promoting excellence in nursing practice at the bedside. The program strives to promote an understanding of excellence in nursing practice, including both clinical expertise and professional role responsibilities. The participants are required to have a combination of accomplishments that include activities such as advanced degrees, board certification, participation in research and evidence-based practice, mentorship and preceptorship and being leaders on their unit and in the community. Here are the nurses who achieved promotion through the Professional Advancement Program in 2020:

LEVEL III

Mary Bauder, Surgical Admissions  
Victoria Belden, Cancer Center  
Kaylyn Bennett, Emergency Department  
Elizabeth Bessey, Float Pool  
Karla Bombard, GI Center  
Nicole Boyle, Surgical Admissions  
Pamela Brumley, Interventional Radiology  
Janice Bush, Wound Healing Center  
Lorrai Carpenter, Infusion Center  
Robert Carpenter, Tower 2  
Judy Comstock, Infusion Center  
Jeffery Coyner, OR  
Samantha David, Tower 5 ICU  
Heidi D'Esposito, PACU  
Jacqueline Fowler, Cardiac Cath Lab  
Sierra Galusha, Tower 5 ICU  
Kara Gates, Tower 5 ICU  
Heather Giorgianni, Float Pool

Nadia Giumarra, Emergency Department  
Patricia Godnick, Cancer Center  
Korrin Graves, Emergency Department  
Kerri Grey, Emergency Department  
Michelle Grover-Wilkins, Medical Imaging  
Peggy Hatch, PACU  
Courtney Heald, Cancer Center  
Alicia Hopkins, Joyce Stock Snuggery  
Beth Hughes, Cancer Center  
Misty LaCross, Cancer Center  
Melissa LaTour, Emergency Department  
Carolyn Maxam, OR  
Hayley McCarty, Joyce Stock Snuggery  
Ron McMurry, Cardiac Cath Lab  
Greg Mobley, Tower 5 ICU  
James Mooney, Cardiac Cath Lab  
Ingrid Morgan, 4 West  
Cassandra Morin, Tower 3

Chelsea Murone, Joyce Stock Snuggery  
Alexander Nelson, Cancer Treatment Center  
Terra Phillips, 4 West  
Sandra Palmer, OR  
Natalie Pozzouli, Surgical Admissions  
Heather Richards, Wound Healing Center  
Donna Ruppel, GI Center  
Kristen Sardinia, GI Center  
Kathy Schwartz, Employee Health  
Kim Shaw, Cancer Center  
Kim Smith, Medical Imaging  
Kristen Stevenson, Cardiac Cath Lab  
Jordan Strand, Cardiac Cath Lab  
Sue Tartaglione, OR  
Audrey Turner, PACU  
Nicole Vance, Joyce Stock Snuggery  
Nickole Weatherwax, Tower 3  
Barbara Whitehead, Infusion Center  
Jill Williams, OR

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LEVEL IV

Tabatha Baldwin, Interventional Radiology  
Nicole Barber, Glens Falls Medical Group  
Nicole Bennett, Joyce Stock Snuggery  
Svetlana Beresneva, Tower 3  
Bonnie Bessette, PACU  
Susan Coyner, Infusion Center  
Kris Daily, Tower 2  
Kahla Demarco, Tower 3  
Kristie Depew, Special Care Nursery  
Karen Dimick, Interventional Radiology  
Kelle Engel, Radiation Oncology  
Hunter Feldhaus, Special Care Nursery  
Rebecca Gijanto, Infusion Center  
Jaime Kilmer, Surgical Admissions  
Julia Leonard, Cancer Treatment Center  
Carolyn Marcantonio, PACU  
Alicia McLachlan, Cardiac Rehab  
Magen Molgano, OR  
Jenifer Nix, Joyce Stock Snuggery  
Deborah Osborne, Emergency Department  
Stephanie Rollo, GI Center  
Georgia Rothermel, 4 West  
Mary Scott, GI Center  
Beth Sponzo, Cancer Treatment Center  
Rebecca Stevens, Vascular Access  
Anna Wernau, Tower 3  
Carolyn Wickes, PACU



Professional Practice



2020 DAISY Award® Recipients:

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. Recipients are honored at their own organization and internationally by appearing on the DAISY Award website. Congratulations to Glens Falls Hospital’s extraordinary DAISY Award nurses of 2020:

- Shannon Schraa, RN** Tower 6
- Valerie Parker, RN** Tower 3
- Renee Brooks, BSN, RN, CGRN** GI Center
- Paula Hanchett, RN** IBCLC
- Susan Dessaint, BSN, RN** Tower 3
- Xenia Wieland, RN** Tower 6
- Karrah Gereau, RN** Tower 6
- Aaron Lazor, RN** Tower 3
- Belinda Spinner, RN** Tower 3
- Siobhan Frandino, BSN, RNC-OB**  
Joyce Stock Snuggery
- Heather Tierney, BSN, RN** Tower 5 ICU
- Cassandra Hanaburgh, BSN, RN**  
Joyce Stock Snuggery
- Michele Harding, MS, FNP-BC, ANP-C**  
Preanesthesia Testing Clinic



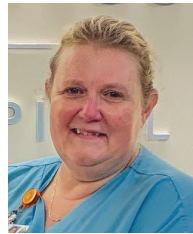
**Shannon Schraa, RN**



**Valerie Parker, RN**



**Renee Brooks, BSN, RN, CGRN**



**Paula Hanchett, RN**



**Susan Dessaint, BSN, RN**



**Xenia Wieland, RN**



**Karrah Gereau, RN**



**Aaron Lazor, RN**



**Belinda Spinner, RN**



**Siobhan Frandino, BSN, RNC-OB**



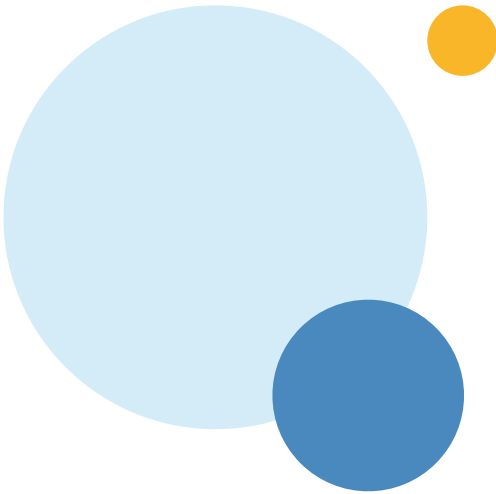
**Heather Tierney, BSN, RN**



**Cassandra Hanaburgh, BSN, RN**



**Michele Harding, MS, FNP-BC, ANP-C**



2020 Bee Award Recipients:

Created by the Nursing Professional Development Council in 2019, the Bee Award complements the DAISY Award and recognizes the hard work of our nursing assistants and technicians who contribute so much to the patient-centered care that Glens Falls Hospital is known for. Congratulations to our extraordinary Bee Award Recipients of 2020:

- Jill Montello, Medical Assistant** Urology
- Danielle Mackey, PCA** Tower 6
- Frank Smith, PCA** Operating Room
- Felicia Nicholson, PCA** Tower 3
- Margaret Kanofsky, PCA** Infusion Center
- Michelle Lemon, PCA** Tower 2



**Jill Montello, Medical Assistant**



**Danielle Mackey, PCA**



**Frank Smith, PCA**



**Felicia Nicholson, PCA**



**Margaret Kanofsky, PCA**



**Michelle Lemon, PCA**



# Congratulations

to our 2020 Nurses and Teams of the Year.  
Each year during Nurses Week, we honor the nurses and teams that have been recognized for their exemplary care and professional practice.

CLINICAL NURSES OF THE YEAR

- Rebecca Gijanto, BSN, RN, CNI Infusion Center
- Sheela Martel, RN Whitehall Health Center
- Belinda Spinner, RN Tower 3
- Donna Wolfe, RNC-LRN, CLC Special Care Nursery

NURSE LEADERS OF THE YEAR

- Andi Graybill, BSN, RN Emergency Department
- Barbara McDermott, MS, RN, CCRN-K, RCIS, NEA-BC Nursing Administration
- Shawn Smith, BSN, RN, CAPA Preanesthesia Testing Clinic

NURSE AS TEACHER OF THE YEAR

- Dannielle Therrien, BSN, RNC-OB Joyce Stock Snuggery
- Carolyn Wickes, MSN, RN, CCRN-K PACU

MAGNET® CHAMPION OF THE YEAR

- Nicole Barber, BSN, RN, CMSRN Glens Falls Medical Group

NURSING TEAMS OF THE YEAR

- Education Services
- Tower 3

THE GLENNIE (INTERPROFESSIONAL TEAM OF THE YEAR)

- Tower 5 Interdisciplinary Team



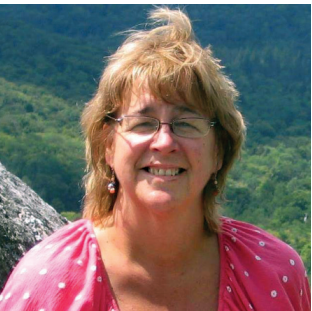
Rebecca Gijanto,  
BSN, RN, CNI



Sheela Martel, RN



Belinda Spinner, RN



Donna Wolfe,  
RNC-LRN, CLC



Andi Graybill, BSN, RN



Barbara McDermott, MS, RN,  
CCRN-K, RCIS, NEA-BC



Shawn Smith,  
BSN, RN, CAPA



Dannielle Therrien,  
BSN, RNC-OB



Carolyn Wickes,  
MSN, RN, CCRN-K



Nicole Barber,  
BSN, RN, CMSRN



Education Services



Tower 3



Tower 5 Interdisciplinary Team

## Community Recognition of our Nurses

*Times Union Salute to Nurses Recipient:*  
**Deborah Streets, RN** Urology

*The Post Star Heart of Healthcare Award Recipients:*  
**Traci Bunting, RN** Joyce Stock Snuggery  
**Renee Brooks, BSN, RN, CGRN** GI Center  
**Katie Fowler, MS, RN, CCRN-K** Education Services  
**Gavin Seabury, RN** Emergency Department  
**Kim Trapasso, BSN, RN** Emergency Department



Deborah Streets, RN



Traci Bunting, RN



Renee Brooks,  
BSN, RN, CGRN



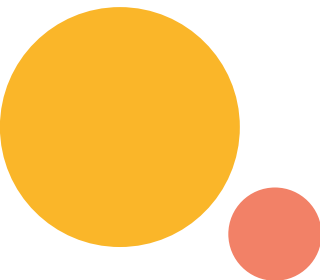
Katie Fowler,  
MS, RN, CCRN-K



Gavin Seabury, RN



Kim Trapasso, BSN, RN





# Shared Leadership



Shared Leadership is a dynamic partnership between managers and staff. We recognize that our bedside clinicians are the experts in their fields, and that their strong voice is needed at every table where decisions about patient care are being made. In spite of the pandemic, the Nursing Shared Leadership Council structure continued to be an integral part of the way we make decisions and guide practice at Glens Falls Hospital. After taking a month off at the height of the pandemic to focus on fighting the virus, the councils returned via a virtual platform. After working out a few kinks, council members quickly became Microsoft Teams pros!

### Notable Achievements:

#### COORDINATING COUNCIL

- Participated in the approval of the Nursing Strategic Plan for 2020-2021
- Monitored Nursing Key Performance Indicators to drive Unit Based Council (UBC) projects

#### INFORMATICS COUNCIL

- Championed the roll out of our new, laboratory Specimen Collection technology – a process to ensure that the right container, the right specimen and the right patient are being used during the specimen collection process, further enhancing safety and efficiency at the bedside
- Sponsored an Informatics Skills Fair to increase education and training for our staff

#### PROFESSIONAL DEVELOPMENT COUNCIL

- Sponsored Nurse Recognition activities like the DAISY Award & Nurses of the Year Awards
- Began work on the creation of a Nurses Honor Guard

#### PRACTICE & QUALITY COUNCIL

- Monitored nurse-sensitive quality indicators for all inpatient and ambulatory sites
- Ensured safe delivery of medications through scanning, labeling and documentation



#### RESEARCH & INNOVATION COUNCIL

- Mentored staff through two-Institution Review Board (IRB) proposals that led to nursing research studies
- Sponsored the Center for Nursing Research & Evidence-Based Practice housed in the Glens Falls Hospital Medical Library

#### LEADERSHIP COUNCIL

- Led the Nursing Division through the COVID-19 pandemic
- Ensured all criteria for Magnet® Recognition was met and our document was submitted on time



# Patient & Family-Centered Care



### Here Comes the Sun!

In the Spring of 2020, **Christina Crowd, BSN, RN** reached out to our CNO Donna Kirker, with the idea to play a special song over the hospital intercom when a COVID-19 patient was discharged from the hospital. Donna loved the idea and a SurveyMonkey was sent out to staff with a list of potential songs to vote on. “Here Comes the Sun” by the Beatles was chosen and is still played every time an admitted COVID-19 patient is discharged. When you hear that song echo through the halls, a sense of hope and pride accompanies it as it reminds staff that they made a difference in someone’s life—and you can often hear staff cheering through the organization too!

### #518Rainbow

Teamwork, resilience, hope—these are the qualities that get a healthcare team through a global pandemic. The community rallied around our organization with donations of food, gift cards and praise. They even organized an amazing parade to lift our spirits and show their appreciation. The hashtag #518Rainbow became popular in the beginning of the pandemic to bring cheer to the lives of those in the North Country by placing rainbows outside of homes and businesses throughout the region. And that was no different at Glens Falls Hospital—multiple departments showed their teamwork, resilience and hope by dressing and decorating in rainbows to brighten the days of our patients and our team members.



### Joyce Stock Snuggery Earns Blue Distinction for Maternity Care

The significance of being a Blue Distinction® Center is a national recognition for our expertise in delivering specialty care according to nationally established standards for quality and safety. Our team actively conducts drills and simulations specific to maternal care to be prepared for any scenario. Our participation in the Blue Distinction® program requires us to report our cesarean section rate, newborn complications and the percent of elective deliveries before 39-weeks gestation.



"Our nurses stepped up to face these challenges head-on, and their innovations, courage and compassion are simply astonishing."

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



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**Rebecca Sharrow, BSN, RN**



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