



EISENHOWER MEDICAL CENTER

2015 NURSING  
ANNUAL REPORT



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# Eisenhower Medical Center 2015 Nursing Annual Report

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# We are Magnet®

## Achieving the Highest Recognition for Nursing Excellence

Magnet Recognition® from the American Nurses Credentialing Center (ANCC) is the highest and most prestigious distinction a health care organization can receive for nursing excellence and high-quality patient care. With only seven percent of hospitals in the United States earning Magnet designation, it has become the gold standard for nursing excellence.



On March 11, 2015, Eisenhower Medical Center officially joined this select group of Magnet hospitals. Everyone listened as Donna Havens, PhD, RN, FAAN, Chair of the Commission for the Magnet Recognition Program announced, "I am calling today on behalf of the Commission on Magnet. It is my honor to officially notify you that the Commission on Magnet has unanimously voted to credential Eisenhower Medical Center as a Magnet organization. It is with great pleasure that the Commission confers this important international recognition for excellence in nursing to Eisenhower Medical Center. This recognition denotes international recognition for your commitment to the delivery of nursing excellence."

**Only seven percent of U.S. hospitals have it.**  
**Only 26 hospitals in California have it.**  
**Only ONE hospital in the Inland Empire has it.**





## Eisenhower's ANCC Magnet Appraisal Site Visit

Earning Magnet recognition isn't easy. It requires dedication, commitment, innovation and passion for patient care by the entire organization. And, as the final step toward Eisenhower's first designation, the American Nurses Credentialing Center (ANCC) surveyed from January 28 through January 30, 2015. During the site visit, Eisenhower's team of Magnet Ambassadors served as guides for the three appraisers, and facilitators for the staff meetings.

Every minute of the three-day visit was packed with meetings and tours. Magnet Ambassadors accompanied each appraiser to various destinations throughout campus, ensuring meeting rooms were prepared and the meetings started on time; answering appraiser requests quickly and attending to numerous other details that popped up along the way.



*Left to right: Ann Mostofi, MSN, RN, NEA-BC, Vice President, Patient Care Services and CNO; Margaret Beaman, PhD, RN, Director, Nursing Research; ANCC Magnet Appraisers, Katherine S. Barnes, MSN, RN, NE-BC; Harriett S. Chaney, PhD, RN, CNS, ACNS-BC; and Diane L. Huber, PhD, RN, NEA-BC, FAAN; and Dixon Bennett, MSN, RN, PMHCNS-BC, Magnet Program Director.*

*Below: Eisenhower Medical Center welcomes the ANCC Magnet Appraisers.*



## Magnet Ambassadors

"The three Magnet appraisers were knowledgeable, pleasant, courteous and warm. They put us at ease throughout the whole appraisal process. It was an honor and privilege to serve as a facilitator for the staff meetings during the appraisal visit. The energies of all participants were unbelievable. It was a wonderful time and one that I will never forget."

**Caroline Yum, BSN, RN**  
*Magnet Ambassador  
Cardiac Rehabilitation*



"As we traveled the three days around the hospital, Kathy, the appraiser I was escorting, knew how to engage the staff in conversation and quickly put them at ease. She allowed them to eagerly share their stories and to celebrate their accomplishments and the wonderful things we do every day as nurses for our patients. The hours seemed to go by quickly. This was just the beginning!"

**Daryl Swanson, BSN, RN**  
*Magnet Ambassador  
General Surgery/ Pediatrics  
4 East*



"I was humbled to work with nurses on the Shared Governance Councils in preparation for the Magnet appraisal. During the appraisal, I saw the professionalism and dedication of the nurses in each department as they spoke about what the Magnet Journey means to them. Their pride and quality of their nursing practice is not superficial. Any nurse can say they give quality care; however, the evidence our nurses presented during the appraisal is a testimony to the exemplary qualities of their nursing practice."

**Christy MacKewen, RN**  
*Magnet Ambassador  
Inpatient Acute Rehabilitation  
A2 West*



"The time with the Magnet appraisers gave me the opportunity to see Eisenhower Medical Center as a whole entity, and I realized how it was not just my home unit that was unique and full of special people but the whole hospital. It is the people inside these walls that make a difference and are Eisenhower Medical Center."

**Robin Cavaliere, BSN, RN**  
*Magnet Ambassador  
General Surgery/Pediatrics  
4 East*



"Pride is something we see every day here and during the survey, we shined. It was exciting to visit the various units and see the staff gleaming with joy as they described the high standard of care they deliver each day."

**Amy Klicka, BSN, RN**  
*Magnet Ambassador  
Observation Unit*



"Our personal and organizational journey was at the center of all the attention. It was an important opportunity to showcase how Eisenhower Medical Center nurses have always been at the forefront of care and recognize their exceptional contributions."

**Sue Kohler, RN**  
*Magnet Ambassador  
Diagnostic Radiology*





## 2015 ANCC National Magnet Conference

The national Magnet conference never fails to offer a whole range of stimulating and informative experiences and opportunities to connect with nursing colleagues and our profession. The 2015 conference in Atlanta, Georgia was no exception. Eisenhower Medical Center's Magnet designation was announced during the awards ceremony acknowledging new and re-designated Magnet hospitals. It was an inspiring

ceremony with more than 9,000 nurses represented from all over the world. We were moved by the passion and pride in nursing that was expressed by everyone especially when it was our turn to be recognized. We celebrated our Magnet designation with great joy!









## A Message from the Chief Nursing Officer



Dear Nursing Colleagues:

On behalf of the nursing organization of Eisenhower Medical Center, it gives me great pleasure to share with you the 2015 Nursing Annual Report. This report is a celebration of our success as a nursing organization in achieving Magnet designation, and represents nurses in all roles and settings throughout the Eisenhower Health System.

Eisenhower nurses have demonstrated achievement through their work as caring and compassionate healers, evidence-based educators, continuous learners, creative innovators, highly-regarded collaborators and impassioned leaders. Our nurses are committed to advancing the nursing profession by conducting research- and evidence-based practice projects, presenting their work at conferences, sharing their work in professional journals, and participating in professional organizations as members and leaders. Collaborative interprofessional relationships and our shared governance structures have enabled nurses to grow professionally, and contribute to Eisenhower's mission.

On behalf of the nursing team here at Eisenhower Medical Center, we hope you enjoy reading about the important contributions of Eisenhower nurses in our vision to be a leader in the region, and nationally recognized for transforming health care.

Sincerely,

A handwritten signature in blue ink that reads "Ann Mostofi". The signature is fluid and cursive.

**Ann Mostofi, MSN, RN, NEA-BC**

Vice President, Patient Care Services  
Chief Nursing Officer

# About Eisenhower Medical Center

## Hospital Profile: July 1, 2014 to June 30, 2015

Licensed beds	463
Net patient revenue	\$564,572,000
Inpatient admissions	18,801
Number of patient days	75,887
Average length of stay	4.0
Number of outpatient visits	209,805
Number of Emergency Department visits	80,136
Number of surgeries	21,245

Eisenhower Medical Center's nursing team is made up of registered nurses, licensed vocational nurses and patient care assistants.

	RNs	LVNs	PCAs
Number employed	894	146	79
Skill mix	80.2	12.5	7.3
Average age	47	38	36
Average length of service	9.97	4.55	5.69
Turnover rate	4.96%	7.58%	5.87%
Vacancy rate	3.92%	1.83%	10.96%

## Expertise

Registered nurses (RN) with doctoral degrees in nursing	0.4%
RN nursing leaders with master's degrees	45.5%
Direct-care RNs with baccalaureate or high degree in nursing	55.3%
Number of advanced practice RNs	21
National certifications:	
Nursing leaders	48.7%
Direct-care RNs	19.2%



## Reflections from Executive Leadership



What makes a health system great? It isn't bricks and mortar. It isn't equipment or technology. It is the people — committed to a single selfless, compassionate mission. Though our Magnet journey has been and continues to be a nursing-led effort, our achievement of Magnet designation resonates throughout all of our enterprises and is celebrated by all team members, leaders and administrators. It speaks to who we are and the exceptional work we do to help create a healthy, vibrant community. Congratulations to our nurses and the entire Eisenhower Medical Center family for this prestigious honor.

### **G. Aubrey Serfling**

*President and Chief Executive Officer*



Our nursing staff had some incredible accomplishments over the past year. Perhaps the most significant in my mind was achieving the American Nurses Credentialing Center's distinguished Magnet designation. Our nurses and all of their interprofessional partners in the delivery of care have done something most others haven't been able to do. We are among an elite group of very few hospitals nationwide who have achieved this honor. Such an accomplishment is a testament to the unrelenting commitment of our nurses to the patients and families we serve.

### **Martin Massiello**

*Executive Vice President and Chief Operating Officer*



Our achievement of Magnet designation resonates throughout our health care system. It speaks to who we are and the exceptional work we do for people in our community. Congratulations to our nurses for their compassion and commitment to the pursuit of nursing excellence. The work you do every day is truly extraordinary.

### **John Eddy**

*Vice President, Ambulatory Services*





Receiving ANCC Magnet designation is a testament to our nurses' efforts to provide evidenced-based, quality care and the very best nursing experience to Eisenhower Medical Center patients. Nursing leads the way for our culture of excellence and I couldn't be more thrilled for what this achievement means for the hospital, our nurses and the community.

**Lynn Masterson, MSN, RN**

*Vice President, Quality, Resource Management and Surgical Services*



Eisenhower Medical Center nurses are a driving force behind our quality initiatives and their role is essential to providing safe, quality, effective and efficient care to our patients. Working together with our dedicated physicians and staff; they provide a critical voice in collaborative decision-making to elevate patient care. These are just some of the reasons why, in 2015, Eisenhower Medical Center became the first health system in the Inland Empire to earn Magnet designation. I can honestly say that I have never been prouder of an achievement.

**Mary Ann McLaughlin MSN, RN, NE-BC**

*Associate Vice President, Nursing Services*



Congratulations to our nursing staff for earning the prestigious Magnet designation from the American Nurses Credentialing Center for providing the very best care to their patients. We're proud to be among only seven percent of American hospitals to earn this distinction.

**Ali Tourkaman**

*Vice President, Support Services*



Achieving the American Nurses Credentialing Center's Magnet designation is a significant milestone for Eisenhower Medical Center and the culmination of the relentless pursuit of excellence on the part of our nurses, physicians and staff. Congratulations to our exceptional nurses for this significant achievement.

**Alan Williamson, MD**

*Vice President, Medical Affairs*

A Nurse Leader puts evidence-based practice into action to ensure that patients benefit from the latest innovations in care delivery and evaluates patient outcomes, identifies risk, coordinates care and implements quality improvement strategies. Nurse Leaders also inspire others to work together in pursuit of common goals with a distinctive set of personal qualities, integrity, courage, initiative and an ability to handle stress. They are often admired in their efforts to think critically, set goals and skillfully communicate and collaborate.

**Nurse Leaders in the Spotlight** provides an opportunity to feature the transformative work and contributions of two Nurse Leaders annually that have been nominated by their peers as having demonstrated excellence in the following categories:

- Patient Care
- Patient Satisfaction Scores
- Staff Development and Retention
- Professional Certification
- Community Involvement
- Professional Involvement

## Nurse Leaders in the Spotlight

### Tammera Anderson, BSN, RN

*Director, Outpatient Surgery  
Eisenhower Desert Orthopedic Center*

When looking up the definition for transformational leadership, one might find the following: a type of leadership that promotes change and inspires people to follow. One might also find the name Tammy Anderson next to it. In Tammy's nearly three years as Director of the Eisenhower Desert Orthopedic Center Surgery Center, her leadership skills have helped guide and encourage staff to provide the very best patient care possible. The department's growth both in number of cases and staff size directly reflect Tammy's strategic planning and collaboration with Eisenhower Desert Orthopedic Center surgeons as well as with Eisenhower's main surgery department. Both departments are operating at their highest capacity, which could not have been possible without a leader who consistently strives to meet the needs of patients, staff and surgeons. This is certainly not an easy task, but Tammy navigates each challenge in a calm manner, including maintaining

high patient satisfaction scores with steady growth. In fact, Eisenhower Desert Orthopedic Center Outpatient Surgery's patient satisfaction scores are the highest they've ever been.

Prior to her position at Eisenhower, Tammy worked at Desert Regional Medical Center. A well-liked and very effective leader there, she developed many professional relationships with team members there that would subsequently be fostered with her transition to Eisenhower. In fact, many of her professional relationships with nurses around the valley are responsible for bringing some incredibly experienced nurses to the hospital. For Tammy, staff development simply does not end there. Her focus on the needs of her staff both professionally and personally plays a vital role in her department's low turnover rate. Tammy makes every effort to meet the needs of nurses who have gone back to school to obtain a Bachelor of Science in Nursing (BSN) degree. Additionally, schedules



are accommodated for younger nurses with families so they can work and also meet the needs of school or of their young children.

Tammy just doesn't direct, she is a doer. She leads by example which inspires staff and makes her approachable. She recently completed her BSN and is now in the process of obtaining her Certified Nurse, Operating Room (CNOR) certification.

Transformational leadership — it is something Tammy Anderson does each and every day.

## Tijuana Parker, MSN, RN, OCN, CRNI

Director, Inpatient Oncology  
Medical/Surgical Unit, 3 East



Since 2004, Tijuana Parker, MSN, RN, OCN, CRNI, has served as Director of Eisenhower Medical Center's 46-bed Medical/Surgical Oncology Unit. Tijuana's nomination recognizes her as a true leader from a strong foundation of values, patient centeredness, compassion, and unrelenting standards of professionalism and quality patient care. She is inspirational, trustworthy and leads by

example as she is a *Nurse's Nurse* and combines all the skills of a bedside nurse with a team esprit de corps, elevating the level of care to those in need.

She has demonstrated a reliable track record in her ability to create and lead a high performing nursing staff that exceeds the standards for quality and patient satisfaction, while also promoting a healthy work environment where meaningful recognition is standard. Patients provide input that she is visible, attentive and responsive to their requests and needs.

Her commitment to her patients, of course, extends to a commitment to quality and patient safety. She has worked tirelessly to reduce patient fall rates and after studying Watson's *Philosophy and Science of Caring*, she created a no pass zone to ensure that all patient requests for assistance were responded to by all nurses. This led to a new staff motto — *No Patient Left Behind*.

In the workplace Tijuana is a highly respected manager who promotes open communication, demonstrates knowledge and skills in effective decision making, is a true collaborator, and a leader who supports excellence in patient care. She is a true visionary when it comes to the care of oncology patients participating in the development of a comprehensive, inter-professional palliative care team. Her staff turnover is negligible with consistent high staff engagement scores.

Tijuana is certified in Oncology Nursing (OCN) as well as Infusion Nursing (CRNI). She not only maintains her certifications but has also been responsible for implementing classes that have prepared nurses to successfully pass their Oncology Nursing Certification exam.

Tijuana's community activities include:

- Chairs two support groups weekly: Breast Cancer Support Group, Prostate Cancer Support Group
- Chaired support groups at Gilda's Club Desert Cities for the last three years.
- Involved with community outreach activities at VIVA church and is working with community members who are underserved and have diabetes.

Tijuana's professional activities include the following:

- National Oncology Nurses Society (ONS) (member)
- DASCON: Desert Area Society Chapter Oncology Nurses member
- American Cancer Society (member)
- Keynote speaker for the 2015 DIVA Women's Conference in La Quinta
- Keynote speaker for the 2015 Breast Cancer Awareness Conference in Rancho Mirage



## Nursing Shared Governance Councils

Nursing Shared Governance Councils function as a vehicle for shared decision-making which enhance and support the professional practice of nursing and the concepts of professional practice. Staff nurses elected

to serve on these councils are empowered with the authority to make decisions regarding clinical care and patient care outcomes within the accountabilities of the various councils.

### Nursing Professional Practice and Quality Council



*Back row, left to right: Ryan Patterson, BSN, RN, 3 South; Lynn Jarrell, RN, 1 East; Cathy Tatlow, RN, Eisenhower Lucy Curci Cancer Infusion Center; Chris Tate, BSN, RN, Center for Professional Development; Raeln Anderson, BSN, RN, Infection Prevention; and JT Thompson, BSN, RN, PCCN, 4 South.*

*Front row, left to right: Nerissa Sac, BSN, RN, OCN, 3 East; Lindsay Drinville, BSN, RN, 4 North; Anne Dyer, RN, 4 East; Cathy Davis, BSN, RN, Director, 4 East (Leadership Advisor); Tiffany Hood, MSN, RN, Co-Chair, Gastroenterology Specialty Clinic; and Mary Fakehany, BSN, RN, RN-BC, Special Procedures Unit.*

#### Mission

The Nursing Professional Practice and Quality Council establishes the theory and evidence-base for nursing practice, sets nursing practice standards, evaluates nursing practice, including the identification and analysis of nurse sensitive indicators, evolves the culture of professional practice and articulates the professional and functional roles of the registered nurse.

#### Goals

1. To maintain the patient as the driving force of all nursing activities.
2. To develop, evaluate, and revise evidence-based nursing standards of care, policies, procedures, and educational materials for the division of nursing.
3. To achieve quality patient outcomes through the analysis, evaluation and improvement of systems and processes.
4. To continually improve the standards of nursing practice based on current evidence and recommended practice guidelines.

## Nursing Professional Development Council



*Back row, left to right: Yvonne Matetich, MSN, RN, PCCN, RN-BC, Clinical Educator; Michael Stofan, BSN, RN, Main OR; Philip Gonzalez, BSN, RN, Main OR; Mollie Baker, BSN, RN, PACU; and Karen Stewart, MSN, RN, Director, Center for Professional Development (Leadership Advisor).*

*Front row, left to right: Robin Cavaliere, BSN, RN, 4 East; Ryan Patterson, BSN, RN, 3 South; and Cathleen Steppe, RN, Infusion Center, Eisenhower Lucy Curci Cancer Center.*

### Mission

The Professional Development Council promotes the growth and development of all nursing staff members by offering educational programs that address professional nursing practice. The council fosters and maintains an environment that advances the profession of nursing and advances a practice culture grounded in role competency and the concepts of professional practice.

### Goals

1. To define, implement, and maintain educational standards that promote professional growth and ongoing clinical competency.
2. To encourage and support the pursuit of advanced degrees and professional certification for nursing staff.
3. To define and promote the role of the professional nurse at Eisenhower Medical Center.



## Evidence Based Practice and Nursing Research Council



*Back row, left to right: Tijuana Parker, MSN, RN, OCN, CNRI, 3 East; Ryan Patterson, BSN, RN, AP 3 South; Shannon Ashcom, RN, 3 South; and Cathy Majid, RN, Dolores Hope Outpatient Care Center Surgery.*

*Front row, left to right: Lindsay Drinville, BSN, RN, 4 North; Kathleen Wheeler, DNP, FNP-BC, RN, Nurse Practitioner, Eisenhower Urgent Care (Chair, Advanced Practice Nursing Council); Margaret Beaman, PhD, RN, Director, Nursing Research (Leadership Advisor); and Stephanie Farrell, MBA, BSN, RN, CCRC, CPHQ, Research Administration.*

### Mission

The Evidence-Based Practice and Nursing Research Council (ERC) promotes nursing research related activities that are essential in the development of evidence-based practice, quality of outcomes, and cost-effective patient care.

### Goals

1. To promote evidence-based nursing practice and primary nursing research to improve patient care outcomes.
2. To educate staff nurses in research methods and processes for the evaluation and implementation of clinically appropriate evidence-based practice.
3. To facilitate the approval and implementation of primary nursing research projects.
4. To stimulate and facilitate the oral and written publication of evidence-based nursing practice and primary nursing research projects.

## Magnet Ambassador Council



*Back row, left to right: Rob Hambly, BSN, RN, Main OR; Robin Berkoff, RN, Dolores Hope Outpatient Care Center Surgery; Tanya Crager, BSN, RN, ONC; Robin Cavaliere, BSN, RN, 4 East; and Anna Lauricella, RN, ICU.*

*Front row, left to right: Christy MacKewen, RN, Acute Inpatient Rehabilitation Center; Carol Granger, BSN, RN, Clinical Educator, Clinic Division; and Caroline Yum, BSN, RN, Eisenhower Renker Wellness Center.*

### Mission

The Magnet Ambassador Council is composed of nurses recognized as “Leaders of Excellence” within the division of nursing and throughout the organization. They have shown a commitment to enhance our Magnet culture and environment, enabling us to achieve benchmarked standards in our professional nursing practice. They work collaboratively with fellow colleagues — nursing and non-nursing — to support our organization’s strategic goals and to sustain our designation as a Magnet hospital.

### Goals

1. To educate, motivate, and promote staff understanding of Magnet.
2. To develop strategies to maintain Magnet momentum before, during and after the site visit.
3. To collaborate with the directors and Shared Governance Councils to facilitate Magnet work.



## Advanced Practice Nursing Council



*Back row, left to right: Ann Mostofi, MSN, RN, NEA-BC, Vice President, Patient Care Services and Chief Nursing Officer; Amy Hetherington, MSN, DNP, RN, Orthopedics; Kathleen Schomer, NP, Orthopedics; Jill Hall-Crum, BSN, RN, SANE-A, Forensic Program Coordinator, Tennity Emergency Department; and Eileen Davies, MSN, NP, Hospitalist Group.*

*Front row, left to right: Barbara Fulmer, MSN, RN, GNP-BC, CWCN-AP, Coordinator, Inpatient Wound and Ostomy Care; Tiffany Bell-Davlanges, MSN, RN, FNP-C, MSQA, CPEN, Nurse Practitioner, Primary Care; Kathleen Wheeler, DNP, FNP-BC, RN, Nurse Practitioner, Eisenhower Urgent Care; Aleth Mangosing-Ignacio, MSN, RN, FNP-C, Nurse Practitioner, Employee Health; and Alice Kraker, MSN, NP, Oncology.*

### Mission

The Advanced Practice Nursing Council provides a forum to facilitate and promote the involvement of Advanced Practice Nurses in performance-improvement activities, professional development and clinical growth, research and education. This council promotes the advanced practice role through organizational involvement, mentorship, collaboration, independent clinical decision-making and enhancement of inter-professional communication.

### Goals

1. To optimize the role of the Advanced Practice Nurse at Eisenhower Medical Center.
2. To strengthen the role of the Advanced Practice Nurse Council within the Shared Governance structure.
3. To support evidence-based practice, research, and education to strengthen the provision of quality care.



## Nursing Leadership Council



*Back row, left to right: Ann Mostofi, MSN, RN, NEA-BC, Vice President Patient Care Services /CNO; Maureen Reiley, BSN, RN, CPHQ, HACP, Stroke Program Coordinator; Tijuana Parker, MSN, RN, CRNI, OCN, Director 3 East; Tiffany Hood, MSN, RN, Practice Manager, Gastroenterology Specialty Clinic /Co-Chair, Nursing Professional Practice and Quality Council; Christine McMahon, MSN, RN, Director, Observation Unit; Yvonne Matetich, MSN, RN, PCCN, RN-BC, Clinical Educator /Informaticist; Mary Ann McLaughlin, MSN, RN, NE-BC, Associate Vice President, Nursing; Raeln Anderson, BSN, RN, Infection Preventionist; Lydia Wallace, RN, Director, PACU; Michael Connors, BSN, RN, CIC, Infection Preventionist; Janet Mirabella, MS, BSN, RN, CPPS, Director, Quality and Patient Safety; and Dixon Bennett, MSN, RN, PMHCNS-BC, Magnet Program Director.*

*Middle row, left to right: Annette Brown, BSN, RN, Director, Nursing Informatics; Brian Harradine, RN, Clinical Educator, Surgical Services; Christy MacKewen, RN, Co-Chair Magnet Ambassador Council; Margaret Beaman, PhD, RN, Director, Nursing Research; Sue Effinger, MSN, RN, SCRNI, NE-BC, Director, Fremont Neurological Care Unit; Cera Stanford, BSN, RN, NE-BC, HCAP, Clinical Director, Eisenhower Lucy Curci Cancer Center; Karen Stewart, MSN, RN, Director, Center for Professional Development; Catherine Davis, BSN, RN, Director, 4 East; and Matthew Mitchell, MSN, RN, Director, Inpatient Acute Rehabilitation Center /2 East.*

*Front row, left to right: Darlene Dierkes, MSN, RN; Director, Surgical Services; Beverley Ingelson, BSN, RN, Magnet Quality Coordinator; Vicki Koceja, RN-BC, OCN, MBA, FAAMA, PhD, Chief Administrative Officer, Eisenhower Lucy Curci Cancer Center; Robin Cavaliers, BSN, RN, Co-Chair, Professional Development Council / Magnet Ambassador Council; Ellen Nadeau, MSN, RN, NE-BC, Director, 4 South / Co-Chair Nursing Leadership Council; Debbie Hiestand, RN, CAPA, Supervisor, Dolores Hope Outpatient Surgery /Co-Chair Nursing Leadership Council; Ryan Patterson, BSN, RN, Co-Chair, Nursing Professional Development Council; and Carolann Stanek, BSN, RN, Director, 4 North.*

### Mission

The Nursing Leadership Council strategically fosters an environment that supports excellence in nursing practice, quality, research and education, and positive patient outcomes. This is accomplished through staff support and accountabilities to fiscal, material, and human resources as well as organizational systems.

### Goals

1. To support excellence in nursing practice, quality, research and education, and positive patient outcomes.
2. To guide the strategic development of professional nursing practice.
3. To support the need for council resources.
4. To align council work internally and with collaborating disciplines.

## Advanced Practice Nurses Council Hosts Meet and Greet Event

In November 2015, Eisenhower Medical Center's Advanced Practice Nursing Council co-hosted a *Meet and Greet* event with the California Association of Nurse Practitioners. Hosted during Nurse Practitioner Week, the event was a great success and provided an opportunity to recognize the many contributions of nurse practitioners.

Both California State Assemblyman, Eduardo Garcia and Senator Jeff Stone's Representative, Jesse Ramirez, presented Certificates of Recognition for the Council's dedication to the community. The California Association of Nurse Practitioners provided updates on Senate Bill 323 which will enable California nurse practitioners to practice to the full extent of their education, experience and expertise and can be reconsidered by the Assembly Committee on Business and Professions as early as January 2016.

***(Top) Kerri Woelfle, DNP, APRN, FNP-C, Vice President, Coachella Valley Chapter of California Association of Nurse Practitioners; Jesse Ramirez, representative for Senator Jeff Stone; and Kathleen Wheeler, DNP, FNP-BC, RN, Nurse Practitioner, Eisenhower Urgent Care and Chair, Advanced Practice Nursing Council.***

***(Middle) Kerri Woelfle, Kathleen Wheeler and Assembly Member Eduardo Garcia.***

***(Bottom) Jill Hall-Crum, MSN(c), RN, SANE-A, Forensic Program Coordinator, Tenuity Emergency Department and student representative for Coachella Valley Chapter of California Association of Nurse Practitioners; Kathleen Wheeler; Assembly Member Eduardo Garcia; Kerri Woelfle; and Cari Sudmeier, FNP-BC, Eisenhower Women's Health and Public Relations for Coachella Valley Chapter of California Association of Nurse Practitioners.***





## The Dilemma for Nursing in Today's Complex Environment



**Jean Watson, PhD, RN, AHN-BC, FAAN and JoEllen Koerner, PhD, RN, FAAN**

Eisenhower Medical Center Department of Nursing was privileged to have two globally recognized experts — Jean Watson, PhD, RN, AHN-BC, FAAN and JoEllen Koerner, PhD, RN, FAAN — speak to more than 200 nurses at Eisenhower's Nursing Congress on *The Dilemma for Nursing in Today's Complex Environment*.

A Distinguished Professor Emerita and Dean Emerita of the University of Colorado Denver, College of Nursing, Dr. Watson held the Endowed Chair in Caring Science at the University of Colorado Denver and Health Sciences Center. She is the founder of the original Center for Human Caring in Colorado and an American Academy of Nursing Fellow.

JoEllen Koerner, RN, PhD, FAAN, and CEO, NurseMetriX, is an author, editor, speaker, researcher, educator, and nurse executive leader who is well known for her efforts to foster high standards in nursing. She is a former President of the American Organization of Nurse Executives and the recipient of the Lifetime Distinguished Service Award from the AONE Institute for Patient Care Research and Education.

In the morning session, Dr. Watson spoke about *Caring Science/Heart Science: Transforming from Within*. She stated, "The heart is the source for caring, compassion, truth, beauty, and love; the source for sustaining humanity and humanness. It is now known to send more messages to the brain than the brain sends to the heart. These messages, whether biochemical, neurological, or energetic, help us make sense of our world and how to respond to it, both internally and externally. This evolving knowledge reminds us that 'listening to our heart' may not be a figure of speech, and 'what we carry in our hearts' may truly matter, both for old and new reasons, scientifically and otherwise."

In the afternoon session, Dr. Koerner, discussed *Trust and Courage: Professional Skills for Managing Change*. "At the center of professional nursing lies the authentic presence of the nurse, the intention and commitment that brings nurses to the profession in the first place," she shared. "When there is congruence between who nurses are and what they do, nurses bring their souls to work. This balance is experienced as a healing presence that encourages the patient's self-healing capacity."

Having speakers of this caliber in our midst was truly a significant milestone for Eisenhower nursing.



**Book signings with Dr. Koerner and Dr. Watson**

**Left to right: JoEllen Koerner, PhD, RN, FAAN; Svetlana Hezkiya, BSN, RN IV, 3 North; and Jean Watson, PhD, RN, AHN-BC, FAAN.**

## Magnet and NICHE Models for Geriatric Nursing Evidence-Based Practice

Eisenhower Medical Center’s Department of Nursing hosted a winter symposium on Magnet and NICHE Models for Geriatric Nursing Evidence-Based Practice with over 100 nurses in attendance. In the morning session, Linda Denison Bub, MSN, RN, GCNS-BC, provided the keynote opening and spoke about innovations in geriatric nursing practice. In her discussion, she shared, “It is well established that the nurse practice environment is essential to nurse satisfaction and subsequently to nurse-sensitive patient outcomes. Nursing units with specialized care models focused on older adults have demonstrated better outcomes than units that do not have specialized care models. All geriatric models of care include a high level of nursing input but only NICHE stresses nurse involvement in hospital decision-making regarding care of older adults. This professional nursing practice perspective supports nurse competencies related to the complex interdisciplinary care management of older adults and the resources they need to improve the safety and outcomes of hospitalized older adults.”

A panel discussion on the application of Magnet and NICHE concepts followed with nurse leaders from NICHE hospitals with Magnet designation. Following lunch there were poster presentations representing evidence-based projects promoting excellence in eldercare.



**Panelists from NICHE and Magnet Designated Hospitals (Left to right):** Flora Haus, MSN, RN-BC, NEA-BC, Education Program Coordinator and NICHE Coordinator, Brawerman Nursing Institute Cedars-Sinai Medical Center Los Angeles; Linda Denison Bub, MSN, RN, GCNS-BC, Director of Education and Program Development for NICHE, NYU College of Nursing, New York; Laura Giambattista, MSN, RN, Chair, Exceptional Elder Care Committee, UCSD Health System, San Diego; and Judith Pfeiffer, PhD, RN, NEA-BC, PMHCNS-BC, Director, Psychiatry and Nursing Education, Development and Research UCSD Health System, San Diego.





## Lung Screening and Pulmonary Nodule Program

Eisenhower Medical Center remains on the forefront as it expands its lung cancer screening from a purely research-based initiative to the clinical setting. Our Pulmonary Clinic and RN Practice Manager, Sally Wright, RN, partnering with the Research Department and Stephanie Farrell, MBA, BSN, RN, CCRC, CPHQ, Director, Research Administration, collaborated with physicians and support services to develop a Lung Screening and Pulmonary Nodule Program to provide for early detection and treatment of lung cancer. The program provides rapid evaluation and treatment of pulmonary nodules by a team of skilled specialists, including thoracic surgeons, interventional pulmonologists, medical oncologists, interventional radiologists, nurse practitioners and research nurses. This team works together to:

- Thoroughly evaluate each nodule,
- Develop a comprehensive individualized plan of care utilizing the most advanced technologies, and
- Significantly reduces the time from detection to treatment.

Because of our research experience, Eisenhower Medical Center has an infrastructure and processes in place that provide comprehensive, coordinated care from screening to image interpretation, management of findings, and evaluation and treatment of potential cancers. Eisenhower is recognized by the Lung Cancer Alliance, a national advocacy group, as one of the most experienced screening centers in the country. Experience matters because lung cancer screening is about much more than just getting a scan.



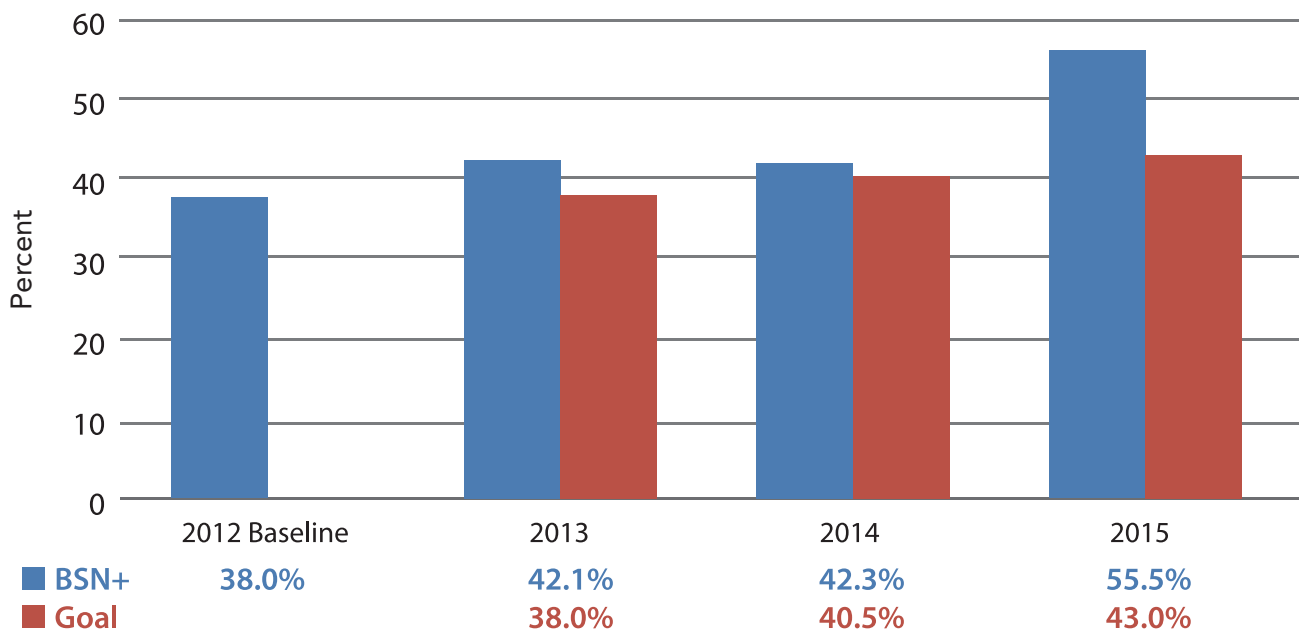
**Left to right: Sally Wright, RN, RN Practice Manager, Pulmonary Clinic and Stephanie Farrell, MBA, BSN, RN, CCRC, CPHQ, Director, Research Administration.**

## Eisenhower Nurses Pursue Baccalaureate and Graduate Nursing Degrees

During the past decade, a number of factors have converged to radically alter the environment in which health care is provided, subsequently changing the nature of the role and responsibilities of nurses. In October 2010, the Robert Wood Johnson foundation and the Institute of Medicine (IOM) jointly released *The Future of Nursing: Leading Change, Advancing Health*, referring to the report as a blueprint for transforming the American health system by strengthening nursing care and better preparing nurses to help lead reforms. The report calls for increasing the percentage of nurses holding the Bachelor of Science in Nursing (BSN) degree or higher, to 80 percent by 2020. Eisenhower Medical Center has made the BSN a requirement for entry level employment and supports the BSN for all nurses.

Nursing at Eisenhower Medical Center is both an art and a science, incorporating many aspects of patient care and the spirit of caring based on current and relevant research and evidence-based practice. Enhancing critical thinking skills is a prerequisite to continuously providing and improving patient care. Professional responsibility and educational advancement is encouraged. Coaching, mentoring, flexible schedules and tuition reimbursement are strategies utilized to facilitate nurses' return to school for educational advancement. The percentage of clinical nurses with a baccalaureate and higher nursing degree increased from 38% in 2012 to 55.5% in 2015 (Figure 1). The current percentage for California nurses with a BSN or higher degree is 61%. (HealthImpact)

**Figure 1**  
**Percentage of RNs with a BSN or Higher**



The table below (*Table 1*) provides a breakdown of the educational preparation of Eisenhower Medical Center nurses. There was a 13.2% increase from 2014 to 2015

in nurses prepared with a baccalaureate or higher degree in nursing.

*Table 1*  
**Highest Nursing Degree Completed**

Highest Nursing Degree Completed	2012	2013	2014	2015
Nursing Diploma	6.0%	6.0%	5.5%	2.1%
Associate Degree in Nursing	56.0%	52.0%	52.2%	42.5%
Baccalaureate Degree in Nursing	32.0%	35.0%	37.0%	46.6%
Master's Degree in Nursing	6.0%	7.0%	5.2%	8.3%
Doctoral Degree in Nursing	0.0%	0.1%	0.1%	0.5%



# Professional Nursing Certification

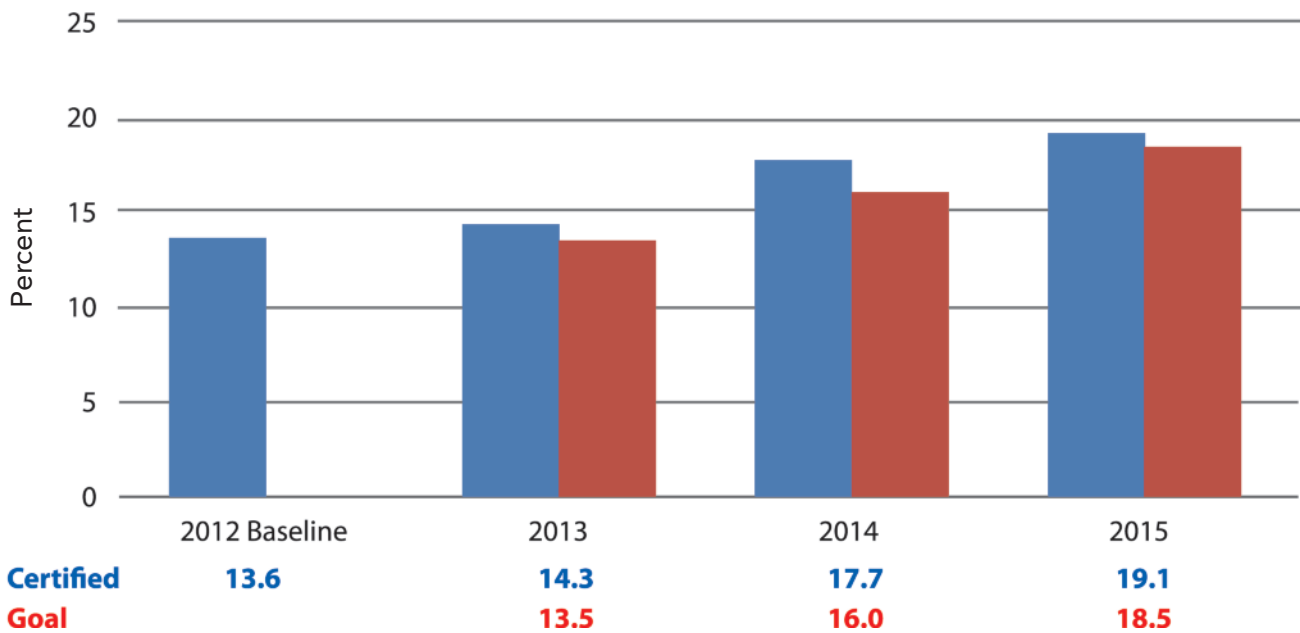
## Nursing Advancement at Eisenhower Medical Center

The value of certification in a nursing specialty in influencing the delivery of safe and effective care is undeniable. While licensure measures entry-level competence of a new nurse, certification validates a nurse’s specialty knowledge, experience, clinical judgment and critical thinking. Nurses achieve certification credentials through specialized education, experience in a specialty area, and a national qualifying exam and are role models of professional accountability. They

distinguish themselves through a commitment to lifelong learning and career advancement. The Department of Nursing at Eisenhower Medical Center supports national certification for all professional nurses and reimburses nurses for the cost of the examination fee to obtain certification and recertification in their nursing specialty.

The percentage of nurses with national certification increased from 13.6% in 2012 to 19.1% in 2015 (Figure 2).

*Figure 2*  
**Percentage of RNs Nationally Certified**





**Please join us in congratulating our nurses who have achieved national certification:**

#### **Accredited Case Manager (ACM)**

Jean Douglas, ACM  
Paul Sokoloff, ACM  
Traci Thomas, ACM

#### **Advanced Certified Hyperbarics Registered Nurse (ACHRN)**

Susan Wolfe, ACHRN

#### **Advanced Forensic Nurse Certified (AFN-C)**

Rachell Ekroos, AFN-C

#### **Advanced Oncology Clinical Nurse Specialist (AOCNS) and Certified Hospice and Palliative Nurse (CHPN)**

Barbara Bigelow, AOCNS, CHPN

#### **Ambulatory Care Nursing Certification (RN-BC)**

Jamie Burnett, RN-BC

#### **Certified Ambulatory Perianesthesia Nurse (CAPA)**

Debbie Hiestand, CAPA  
Kathleen Place, CAPA

#### **Certified Care Coordination and Transition Management (CCCTM)**

Doris Velasquez, CCCTM

#### **Certified Case Manager (CCM)**

Cynthia Jones, CCM  
Debra Nelson-Adair, CCM  
Roxie Steel, CCM  
Sue Stypulkowski, CCM

#### **Certified Clinical Breast Examiner (CBEC)**

Rosemary Flaherty, CBEC  
Tracey Gomez, CBEC

#### **Certified Clinical Research Coordinator (CCRC) / Professional (CCRP)**

Stephanie Farrell, CCRC  
Patty Garcia, CCRC  
Sharon Kunic, CCRP  
Michelle Tinkham, CCRP

#### **Certified Critical Care Nurse (CCRN)**

Clandes Acacio, CCRN  
Lisa Berg, CCRN  
Ruth Ah-Siu- Gandy, CCRN  
Cindy Balch, CCRN  
Sara Bonthron, CCRN  
Clara Christine Harvey, CCRN  
Karen Copeland, CCRN  
Rachel Cornett, CCRN  
Sheryl Davidson, CCRN  
Tess Doble, CCRN  
Rose Garcia, CCRN  
Jaime Gonzalez, CCRN  
Jessica Hendrix, CCRN  
Starla Hess, CCRN  
Aleth Ignacio-Mangosing, CCRN  
Christine Layer, CCRN  
Anna Lauricella, CCRN  
Irma Leos, CCRN  
Wayne Loweder, CCRN  
Estela Milward, CCRN  
Janet Noseworthy, CCRN  
Jerry Park, CCRN  
Phu Pham, CCRN  
Sarah Putvin St. John, CCRN  
Irene Rice CEN, CCRN  
Dana Rome, CCRN  
Eleanor Rose, CCRN  
Venus Sayegh, CCRN  
Fran Scott, CCRN  
Cheli Shea, CCRN

Mary Spies, CCRN  
Honor Van Gorp, CCRN  
Christina Wallum, CCRN  
Cathy White, CCRN  
Danuta Wojnar, CCRN

#### **Certified Critical Care Nurse with Cardiac Medicine Subspecialty (CCRN-CMC)**

Teresita Parina, CCRN-CMC  
Christine Layer, CCRN-CMC

#### **Certified Critical Care Nurse with Cardiac Surgery Subspecialty (CCRN-CSC)**

Clara Christine Harvey, CCRN-CSC  
Christine Layer, CCRN-CSC  
Honor Van Gorp, CCRN-CSC  
Cathy White, CCRN-CSC

#### **Certified Diabetes Educators (CDE)**

Marielena Cid, CDE  
Socorro Gonzalez, CDE  
Yuri Krochmaluk, CDE

#### **Certified Emergency Nurse (CEN)**

Jovalie Anacan, CEN  
Meagan Beavers, CEN  
Stephanie Bergstrom, CEN  
Junar Bohol, CEN  
Myra Casibang, CEN  
Allen Cortez, CEN  
John Dix, CEN  
Agnes Jove, CEN  
Audora Macklin, CEN  
Natalie Ortega, CEN  
Irene Rice, CEN  
Susan Westphal, CEN  
Ervin Xhufka, CEN

#### **Certified Flight Nurse (CFN)**

Meagan Beavers, CFN

**Certified Infection Control (CIC)**

Mike Connors, CIC

**Certified Informatics Nurse (RN-BC)**

John Lussier, RN-BC

**Certified Medical Surgical Registered Nurse (CMSRN)**

Merlyn Byers, CMSRN  
 Carolyn Gladwell, CMSRN  
 Roger Mathews, CMSRN  
 Carolann Stanek, CMSRN  
 Doris Velasquez, CMSRN

**Certified Nephrology Nurse (CNN)**

Linda Buffington, CNN  
 Kum Ok So, CNN

**Certified Nurse Operating Room (CNOR)**

Troy Batchelor, CNOR  
 Sandra Callin, CNOR  
 Jody Cap, CNOR  
 Claudia Cargill, CNOR  
 Michelle Chanbaggett, CNOR  
 Michael Griswold, CNOR  
 Darlene Dierkes, CNOR  
 Laurie Hannan-Reagan, CNOR  
 Brian Harradine, CNOR  
 Valerie Heaslip, CNOR  
 Mark Hocevar, CNOR  
 Pauline Lamia, CNOR  
 Cheryl Lefore, CNOR  
 James Maderick, CNOR  
 Emanuele Monaco, CNOR  
 Catherine Munoz, CNOR  
 Mike Padilla, CNOR  
 Stephanie Strickland, CNOR  
 Patricia Thornbury, CNOR  
 Michelle Tinkham, CNOR  
 Rick Westergard, CNOR  
 Judy Young-Levey, CNOR

**Certified Oncology Nurse (OCN)**

Angel Bjerke, OCN  
 Nancy Cordova, OCN  
 Christal Curry, OCN  
 Bo Dunn, OCN  
 Vicki Koceja, OCN  
 Barbara Luhm, OCN  
 Abby Mata-Lopez, OCN  
 Tijuana Parker, OCN  
 Rebecca Pontiero, OCN  
 Clara Rocha, OCN  
 Nerissa Sac, OCN  
 Cathy Tatlow, OCN  
 Marilyn Zullo, OCN  
 Sharon Wallace, OCN  
 Arlene DeLaPaz, OCN

**Certified Pediatric Emergency Nurse (CPEN)**

Agnes Jove, CPEN

**Certified Pediatric Nurse (CPN)**

Diana Faugno, CPN

**Certified Post Anesthesia Nurse (CPAN)**

Sheryll Ortiz, CPAN  
 Kathleen Place, CPAN  
 Karen Saab, CPAN

**Certified Professional Coder-Hospital (CPC-H)**

Nancy Cordova, CPC-H

**Certified Professional Health Care Management (CPHM)**

Cheryl Catlett, CPHM

**Certified Professional in Health Care Quality (CPHQ)**

Cheryl Catlett, CPHQ  
 Stephanie Farrell, CPHQ  
 Deborah Gonsalves, CPHQ  
 Delee Panasuk, CPHQ  
 Maureen Riley, CPHQ

**Certified Professional in Patient Safety (CPPS)**

Tim Beringer, CPPS  
 Janet Mirabella, CPPS

**Certified Radiology Nurse – Interventional Radiology (CRN)**

Julie Davis, CRN  
 Nikki Phillips, CRN

**Certified Registered Nurse First Assistant (RNFA)**

Troy Batchelor, RNFA  
 Sandra Callin, RNFA  
 Michael Griswold, RNFA

**Certified Registered Nurse of Infusion (CRNI)**

Tijuana Parker, CRNI

**Certified Rehabilitation Registered Nurse (CRRN)**

Beverley Ingelson, CRRN  
 Julia Kim, CRRN  
 Rachel Lebrun, FNP-C, CRRN  
 Darren Parada, CRRN

**Certified Vascular Access Nurse (VA-BC)**

Sheryl Davidson, VA-BC  
 Susan Westphal, VA-BC

**Certified Vascular Nurse (RN-BC)**

Mary Fakehany, RN-BC

**Clinical Nurse Specialist –  
Adult Psychiatric Mental Health  
Nursing Board Certified  
(PMHCNS-BC)**

Dixon Bennett, PMHCNS-BC

**Family Nurse Practitioner Board  
Certified (FNP-BC) / Geriatric  
Nurse Practitioner Board  
Certified (GNP-BC) / Nurse  
Practitioner Board Certified  
(NP-BC) / Certified Family Nurse  
Practitioner (FNP-C) / Certified  
Nurse Practitioner (NP-C) /  
Adult Gerontology Nurse  
Practitioner Board Certified  
(AGNP-BC) / Advanced  
Oncology Certified Nurse  
Practitioner (AOCNP)**

Tiffany Bell-Davlanter, FNP-BC  
Michelle Brillee, FNP-BC  
Eileen Davies, FNP-BC  
Barbara Fulmer, GNP-BC  
May Hetherington, FNP-BC  
Brian Johnson, FNP-BC  
Ellen Kelley, FNP-BC  
Alice Kraker, FNP-BC  
Rachel Lebrun, FNP-BC  
Rosa Lucas, FNP-BC  
Aleth Mangosing-Agnacio, NP-C  
Carol Marietta, FNP-BC  
Monique Mester, FNP-BC  
Amanda Moyer, NP-BC  
Russell Pisano, FNP-BC  
Morgan Rigopoulos, FNP-BC  
Rocio Ruelas, FNP-BC  
Kathleen Schomer, FNP-BC  
Cari Sudmeier, FNP-C  
Kathleen Wheeler, FNP-BC  
Deborah Wondoloski, AGNP-BC  
Mary Burkhart, AOCNP

**Healthcare Accreditation  
Certification Program (HACP)**

Maureen Riley, HACP  
Cera Stanford, HACP

**Inpatient Obstetric Nursing  
(RNC-OB)**

Laurie Hannan-Reagan, RNC-OB

**Legal Nurse Consultant  
Certified / Certified Legal Nurse  
Consultant (LNCC)**

Christal Curry, LNCC

**Nursing Administration  
Advanced and Nursing  
Administration (NE-BC)**

Ann Mostofi, NEA-BC  
Joan Randall, NEA-BC  
Mary Ann McLaughlin, NE-BC  
Sue Effinger, NE-BC  
Ellen Nadeau, NE-BC  
Cera Stanford, NE-BC  
Christina Wallum, NE-BC

**Nursing Informatics (RN-BC)**

Louis Rotondo, RN-BC

**Nursing Professional  
Development (NE-BC)**

Yvonne Matetich, NE-BC

**Orthopedic Nurse Certified  
(ONC)**

Tanya Crager, ONC  
Ramone Deely, ONC  
Amy Heatherington, ONC  
Mary Moeller, ONC  
Nanette Pickowitz, ONC  
Pat Shaw, ONC  
Charlene Stephenson, ONC

**Progressive Care Certified  
Nurse (PCCN)**

Diana Evans, PCCN  
Tess Doble, PCCN  
Macky Macapagal, PCCN  
Yvonne Matetich, PCCN

David Peel, PCCN  
Venus Sayegh, PCCN  
Fran Scott, CCRN, PCCN  
John Thompson III, PCCN

**Sexual Assault Nurse Examiner  
— Adult (SANE-A) and Pediatric  
(SANE-P)**

Jill Hall Crum, SANE-A  
Diana Faugno, SANE-A, SANE-P  
Kayla Mornelli, SANE-A

**Stroke Certified Registered  
Nurse (SCRN)**

Melody Calley, SCRN  
Jose Dozal, SCRN  
Sue Effinger, SCRN  
Brian Esser, SCRN  
Hector Hernandez, SCRN  
Alison Howard (Sanchez), SCRN  
Carol Marietta, SCRN  
Jody Pedersen, SCRN  
Phu Pham, SCRN  
Richard Reagin, SCRN  
Mike Samu, SCRN  
Deborah Wondoloski, SCRN

**Wound Care Certification (WCC) /  
Wound Ostomy Continence  
Nurse (WOCN) / Certified  
Wound Care Nurse (CWCN) /  
Certified Wound Ostomy  
Continence Nurse (CWOCN) /  
Certified Wound Ostomy  
Continence Nurse Advanced  
Practice Nurse (CWCN-AP)**

Barbara Fulmer, CWOCN, CWCN-AP  
Crystal Saenz, WCC  
Oscar Salazar, CWCN, WOCN  
Susan Wolfe, WCC

## 2015 Nursing Excellence Awards

This year's Nursing Excellence Award recipients were revealed at the 2015 Nursing Excellence Award Ceremony held Wednesday, April 6, 2015 at the Annenberg Center for Health Sciences. Nurses are the heart and soul of our organization. They are key to quality patient care and to a caring, compassionate patient experience. We are honored that so many of our nurses were nominated for Nursing Excellence Awards this year.

The strength of the nominations is a reflection of the professionalism of nursing throughout our organization.

### Nursing Excellence: Inpatient

Anne Dyer, RN, 4 East  
 Mona Paiz, RN, PACU  
 Eleanor Rose, RN, CCRN, ICU  
 Francis Scott, RN, PCCN, CCRN, Renker Pavilion  
 Sam Millard, RN, AP 3 South  
 Erick Barraza-Robles, RN, AP 3 South  
 Rebecca Pontiero, RN, 3 East  
 Maricela Rodriguez, RN, 3 East  
 Brian Strong, RN, AP 3 South  
 Maggie Derbigny, RN, AP 3 North  
 Brad Irwin, RN, Nursing Administration  
 John Balanay, RN, AP 4 South

### Nursing Excellence: Outpatient / Procedural

Susan Veldey, RN, Emergency Services  
 Mike Samu, RN, SCRNI, Emergency Services  
 Bill Mayton, RN, Special Procedures  
 Susan Westphal, RN, VA-BC, CEN, Interventional Radiology  
 Marielena Cid, BSN, RN, CDE, Diabetes Education  
 Wanda Neufeld, RN, Same Day Surgery, Dolores Hope Outpatient Care Center  
 Yuri Krochmaluk, BSN, RN-BC, CDE, Diabetes Education  
 Veronica Aguirre, RN, Observation Unit

### Nursing Excellence: Clinic Division

Linda Grindeland, BSN, RN, Eisenhower Urgent Care, Palm Springs  
 Angel Bjerke, RN, Eisenhower Desert Cancer Care Infusion Center  
 Cynthia Cox, RN, Eisenhower Urgent Care, Palm Springs  
 Kristi Rossignol, RN, Eisenhower Desert Cancer Care Infusion Center  
 Becky Savage, RN, Eisenhower Desert Cancer Care Infusion Center  
 Ulysses Marroquin, RN, Eisenhower Hematology Oncology Specialty Infusion Center  
 Lynne Malestic, RN, Eisenhower Hematology Oncology Specialty Infusion Center  
 Arlene Delapaz, RN, Infectious Disease Infusion Center  
 Kate Crumpton, RN, Eisenhower Wound Care Center  
 Sandy Rundle-Stack, RN, Infectious Disease Infusion Center

### Advanced Practice Nurse/Nurse Leader

Deborah Wondoloski, MSN, RN, CCRN, SCRNI, AGNP-BC, Stroke Program  
 Barbara Bigelow, MSN, RN, AOCNS, CHPN, Center for Professional Development  
 Tijuana Parker, MSN, RN, OCN, CRNI, Director, 3 East  
 Mary Burkhart, MSN, RN, FNP-BC, Eisenhower Hematology Oncology Specialty Infusion Center  
 Alice Kraker, MSN, RN, FNP-BC, Desert Cancer Care

### Clinical Nurse Change Agent/Thought Leader

Dana Rome, BSN, RN, CCRN, ICU  
 Lydia Wallace, RN, PACU  
 Maureen Ross, RN, Eisenhower Desert Cancer Care Infusion Center  
 Grace McGovern, RN, Case Management  
 Katherine England, RN, Eisenhower Desert Orthopedic Center Surgery  
 Mary Spies, RN, CCRN, ICU  
 Clara Christine Harvey, RN, CCRN, CCRN-CSC, ICU  
 Janet Sullivan, BSN, RN, Eisenhower Urgent Care  
 Brian Strong, RN, AP 3 South  
 Cera Stanford, BSN, RN, NE-BC, HACP  
 Becky Savage, RN, Eisenhower Desert Cancer Care Infusion Center



### Innovation/Creativity in Nursing Practice

Brian Esser, BSN, RN, SCRNP, AP 3 North  
Sunny Evans, RN, PACU  
Denise Lewis, BSN, RN, Eisenhower Urgent Care Center,  
La Quinta  
Nancy Cordova, BSN, RN, OCN, CPC, Infusion Center

### Exemplary Practice as Teacher/Patient Advocate

Agnes Jove, RN, CEN, CPEN, Eisenhower Urgent Care  
Center, La Quinta  
Cari Sudmeier, MSN, RN, FNP-BC, Eisenhower  
Women's Health, Rancho Mirage  
Jasmin Noquez, RN, AP 3 South  
Yuri Krochmaluk, BSN, RN-BC, CDE, Diabetes  
Education

Bobbie Galindo, RN, Infusion Center  
Erick Barraza-Robles, RN, AP 3 South  
Katie Barber, RN, Main OR  
Theresa Carpio, RN, Emergency Services  
Rosemary Flaherty, RN, Eisenhower Schnitzer/Novack  
Breast Center  
Maureen Ross, RN, Eisenhower Desert Cancer Care  
Infusion Center  
Nancy Cordova, BSN, RN, OCN, CPC, Infusion  
Center

The **2015 Nursing Excellence Award** winners follow in the footsteps of the many dedicated nurses who have served patients at Eisenhower Medical Center since 1971. We are proud to introduce this year's winners!



**2015 Nursing Excellence Award Winners (left to right):** Linda Grindeland, BSN, RN, Clinic Division; Marielena Cid, BSN, RN, CDE, Outpatient/Procedural and Eisenhower Medical Center 2015 Nurse of the Year Award; Maureen Ross, RN, Clinical Nurse Change Agent; Deborah Wondoloski, MSN, RN, CCRN, SCRNP, AGNP-BC, Advanced Practice Nurse; Sunny Evans, RN, Innovation and Creativity in Nursing Practice; Eleanor Rose, RN, CCRN, Inpatient; Not pictured: Agnes Jove, RN, CEN, CPEN, Exemplary Practice as a Teacher/Patient Advocate.





## Marielena Cid: Eisenhower's 2015 Nurse of the Year!

Marielena Cid, BSN, RN, CDE, PHN, Diabetes Education Program Coordinator, was selected by her peers as the Eisenhower Medical Center *2015 Nurse of the Year*. The Auxiliary-sponsored award, presented at the Auxiliary's Annual Meeting in April, included a framed certificate of appreciation, the much-revered five-star gold pin and \$1,000 toward her educational goals.

The *Nurse of the Year* is selected from among the three Eisenhower Medical Center Nursing Excellence Award winners — Inpatient, Outpatient/Procedural, and Clinic Division (see separate article). Marielena had received the *Nursing Excellence Award for Outpatient/Procedural Nursing Care* at the 2015 Awards Ceremony on April 6.

In 2008, Marielena joined Eisenhower gaining most of her experience in the Diabetes Education Program since 2009. "The *Nurse of the Year* award really took me by surprise," says Marielena. "It means a lot to me to be recognized for what I do for our patients, staff and the organization. I thank my colleague Yuri Krochmaluk, RN, for nominating me. The scholarship money will be put to good use as I have begun a master's program in nursing at Capella University. My ultimate goal is to become Board Certified in Advanced Diabetes Management, and maybe eventually become a Nurse Practitioner. Diabetes is a fast growing epidemic, and we need more great practitioners who specialize in diabetes here in the Coachella Valley. It is wonderful that Eisenhower and the Auxiliary assist nurses to obtain higher education. It is a pleasure to come to work every day with such great co-workers."



***Left to right: Ann Mostofi, Vice President, Patient Care Services and Chief Nursing Officer; Marielena Cid, 2015 Nurse of the Year; Sofia Grace, Marielena's daughter; Ivan Smith, Marielena's husband; and Auxiliary Board members Richard De Rose, Chair, Scholarship Committee, and Sandra Schulz, President 2013-2015.***



## Graduate Nurse Residency Program

Eisenhower Medical Center welcomes all graduate nurses! Eisenhower has successfully hired and oriented graduate nurses in most units for years and is pleased to now offer its own Eisenhower Medical Center Graduate Nurse Residency Program as a supplement to the unit-based orientation.

The Graduate Nurse Residency Program helps talented new nursing graduates transition from novice toward expert nurse. The program offers a strategic mix of evidenced-based monthly seminars, hands-on education, peer support and seasoned nurse mentorship. The program's goal is to increase the new graduate nurses' critical thinking, clinical competence, confidence and comfort in an acute care setting. Graduate nurses receive strong support for transition into their first year of nursing practice.

Eisenhower's Graduate Nurse Residency Program supports the national recommendations from the



**August Cohort** – Back row, left to right: Wendy Rascon, Jayne Antolin, Simone Williams, Christina Durkton, Denise DeBlieck, Tara Szydlowski and Elva Lerma.  
Front row, left to right: Chaim Mermelstein, Ingrid Douglas and Erika Moreno.

Institute of Medicine's report, *The Future of Nursing: Leading Change, Advancing Health* (October, 2010). The organization is pleased that its program is designed to permit hiring of graduate nurses throughout the year as needs arise.



**September Cohort** – Back row, left to right: Heaven Douglas, RN; Brian Wilson, RN; Brandon Rodriguez, RN; David Torres, RN; Jennifer Matthew, RN; and Chelsea Staggs, RN.  
Front row, left to right: Kristine Danielson, RN; Destinee Lechuga, RN; Cecelia Meester, RN; Brenda Rodriguez, RN; Gianina Valle, RN; Samantha Steuckle, RN; Victoria Bernal, RN; Amanda Wilson, RN; Georgina Wiant, RN; Leslie Teran, RN; Jaclyn Schmitz, RN; Kimberly Heinzelman, RN; and Victoria Santibanez, RN.



**March Cohort** – Back row, left to right: Elizabeth Bower, Richard St. Claire, David Welch, Michael Reynolds, Melissa Mead, Lisa Webster, Florence Mercado-Garcia, Lauren Swanson, Gabriella Sapetto, Lina Kao and Tressa Norton-Rosales.  
Front row, left to right: Meredith Chafe, Crystal Rodriguez, Kim Herling, Stephanie Foster, Rachel Susca and Jennifer Ferrer.



## Perioperative 101 Course

In recent years, it has become increasingly more challenging to recruit experienced nurses in Inpatient Perioperative Services (OR). In 2013, Eisenhower Medical Center decided to approach the challenge by seeking candidates within the organization. The recruitment and development of OR/perioperative nurses was developed and initiated first as a pilot in an effort keep costs down. Fortunately, the pilot proved very successful in developing qualified perioperative nurses. The course is six months in length, and employs a multimodal approach to adult learning. It consists of 25 online learning modules through the Association of periOperative Registered Nurses' (AORN) e-learning platform. In addition, the course utilizes textbooks, instructors and clinical experience that gradually increase in complexity as the students (experienced registered nurses) are introduced to the various specialty settings within the OR. Each Perioperative 101 RN orientee has a primary preceptor to guide them during their course.



### **Perioperative Graduates, June 2015**

*Top, left to right: Jason Legaspi, RN; and Megan MacGregor, BSN, RN.*

*Bottom, left to right: Restin Padojino, RN; and Jacqui Zionkowski, BSN, RN.*



### **Perioperative Graduates, October 2015**

*Left to right: Brian Wilson, MSN, RN; Gianina Valle, RN; David Torres, RN; Melitsa Silva, BSN, RN; and Brandon Rodriguez, BSN, RN.*

## Nurse-Sensitive Indicators

Nurse-Sensitive Indicators are the elements of patient care that are directly affected by nursing care. The history of nurse-sensitive indicators in its earliest form is linked to Florence Nightingale’s quest to improve the quality of nursing care. In 1999, the American Nurses Association defined what nurse-sensitive indicators are and developed the National Database of Nursing Quality Indicators (NDNQI) in order to provide a comparison to measure outcomes.

Eisenhower Medical Center nurses proudly participate in the data collection, assessment and evaluation of nurse-sensitive indicators such as fall rates, hospital-acquired pressure ulcers, central line-associated blood stream infections, catheter-associated urinary tract infections and ventilator-associated pneumonia/ventilator-associated events. Each indicator is compared to the NDNQI benchmark with similar demographic organizations. Any increase in rates, leads to examination of evidence based nursing practice. Resolutions are developed that are best practice and lead to positive outcomes. Nurses examine results on a monthly basis,

and are continually adapting their care to provide the best possible experience and outcome for every patient across the continuum of care.

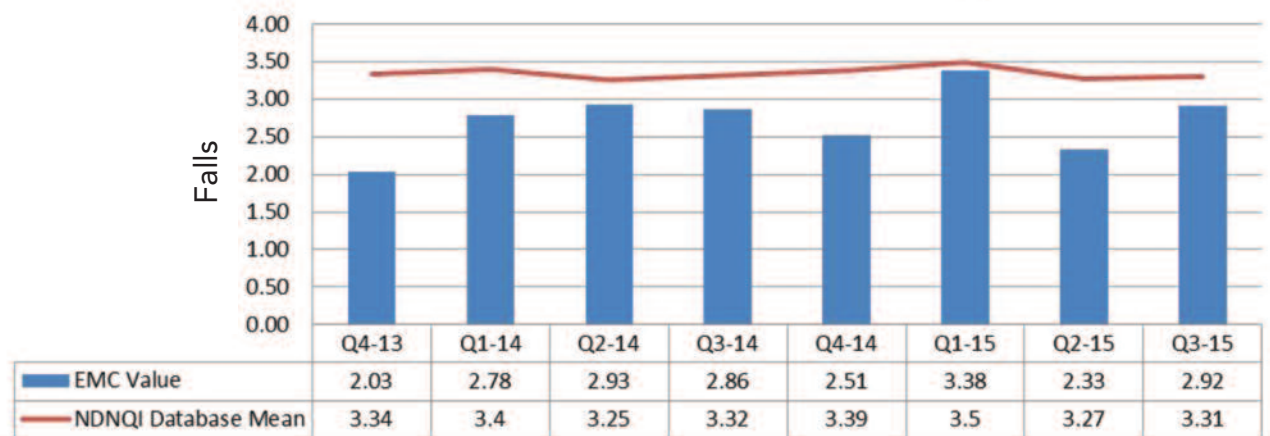
### Nursing Quality Impacts Outcomes at Eisenhower

#### Falls

Preventing patients from falling while in the hospital is a priority and involves everyone on the health care team. Eisenhower has a very active Fall Prevention Team that is engaged in the design and ongoing evaluation of the many elements involved with fall prevention. Nurses on the Fall Prevention Team have focused on prevention with the development of initiatives such as *Catch a Falling Star*, utilizing activities such as team fall huddles each shift, designed to improve communication regarding patients whom are assessed to be high risk for falls. This is one example of the many activities that has resulted in Eisenhower’s Total Patient Fall Rate outperforming the NDNQI benchmark mean for eight consecutive quarters (*Figure 3*).

Figure 3

### Total Patient Falls per 1,000 Patient Days



Eisenhower Medical Center’s Total Patient Falls has outperformed the NDNQI database mean for eight consecutive quarters.

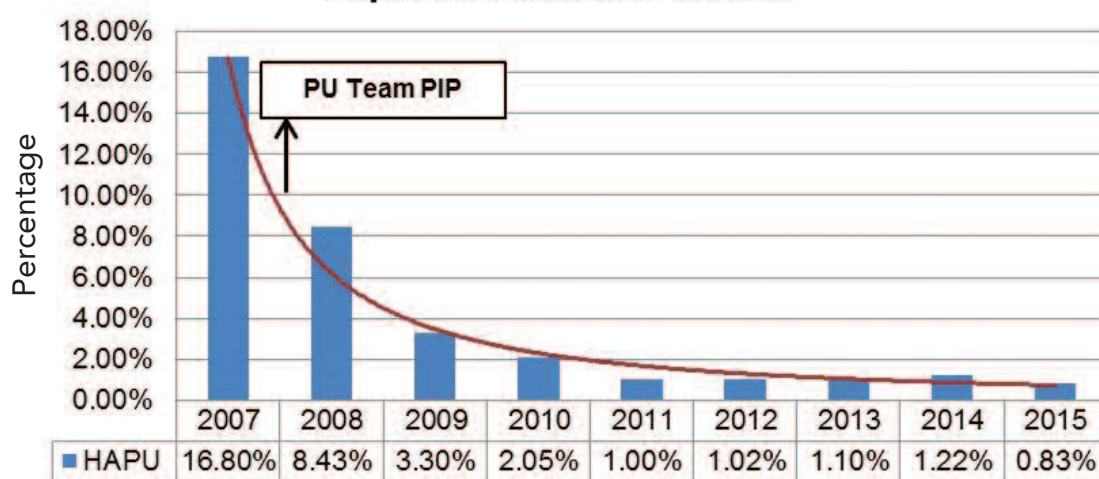
## Hospital-Acquired Pressure Ulcers

A pressure ulcer, sometimes called a bedsore, is an injury to the skin or underlying tissue, caused by pressure, friction and moisture. These ulcers often occur when patients have limited mobility and can't change positions in bed on their own. All patient care providers are trained in pressure ulcer prevention. Many techniques are used to prevent pressure ulcers such as providing good skin care, regularly assisting patients to change positions in bed, and using pressure-reducing cushions, mattresses, and other devices.

A nurse-led team of expert skin care specialists and front line staff have developed and implemented a comprehensive pressure prevention program utilizing evidenced based nursing practice. An aggressive pressure ulcer prevention (PUP) program was developed in the second quarter of 2007 in response to an increased incidence of skin ulcers. As a result, the incidence improved dramatically to less than 1% annually (Figure 4).

Figure 4

### Annual Percent of Patients with Hospital-Acquired Pressure Ulcers



As a result of the PUP program implemented in 2007, the incidence has improved dramatically to less than 1% annually.

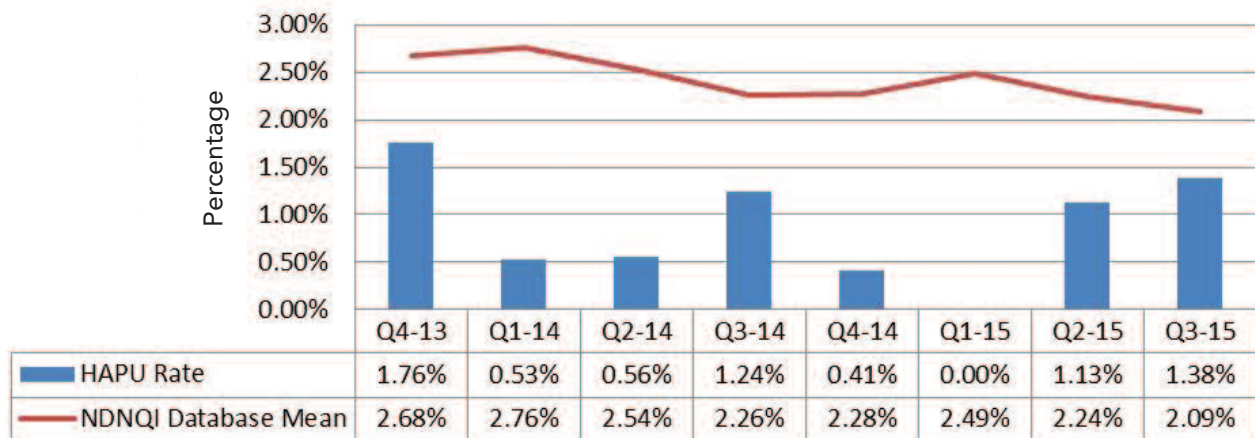


Bimonthly journal club article reviews, combined with continual surveillance and reinforcement of all prevention elements help drive the incidence down. In 2013, the team developed an early mobility program. This team

embodies exemplary nursing practice that has led to 17 consecutive quarters where Eisenhower’s Hospital-Acquired Pressure Ulcer rate has outperformed the NDNQI benchmark mean (Figure 5).

Figure 5

### Percent of Surveyed Patients with Hospital-Acquired Pressure Ulcers



Eisenhower Medical Center’s Hospital-Acquired Pressure Ulcer rate has outperformed the NDNQI database mean for 14 consecutive quarters. Data shown is for the last eight quarters.

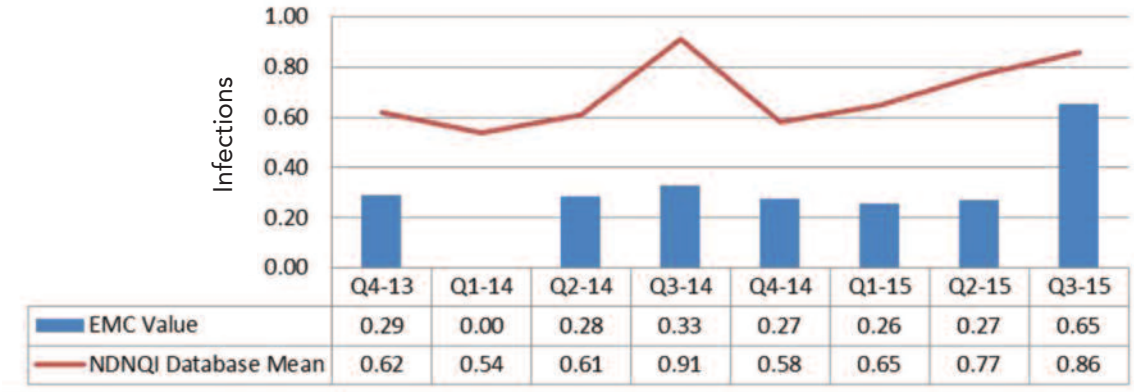
### Central Line-Associated Blood Stream Infections

Central lines, also called central venous catheters, are most often inserted in the neck, chest or arm. These lifesaving catheters may be used to provide medications and fluids to severely ill patients and may remain in place for several weeks. A Central Line-Associated Blood Stream Infection (CLABSI) occurs when germs in, or on, the catheter enter the bloodstream. These infections can lead to serious complications, even death, especially for critically ill patients.

In 2012, it was noted that there was an upward trend in these types of infections. A nurse lead team was convened and examined evidence-based nursing practice, and potential opportunities to standardize practice. A program utilizing a de-clotting program, and industry standardized cleansing processes was implemented. As a result, Eisenhower Medical Center’s performance has exceeded the goal of being below the National Health Care Safety Network (NHSN) and NDNQI for eight consecutive quarters (Figure 6).

Figure 6

### Central Line-Associated Blood Stream Infections per 1,000 Central Line Days



Eisenhower Medical Center’s CLABSI rate has outperformed the NDNQI database mean for eight consecutive quarters.

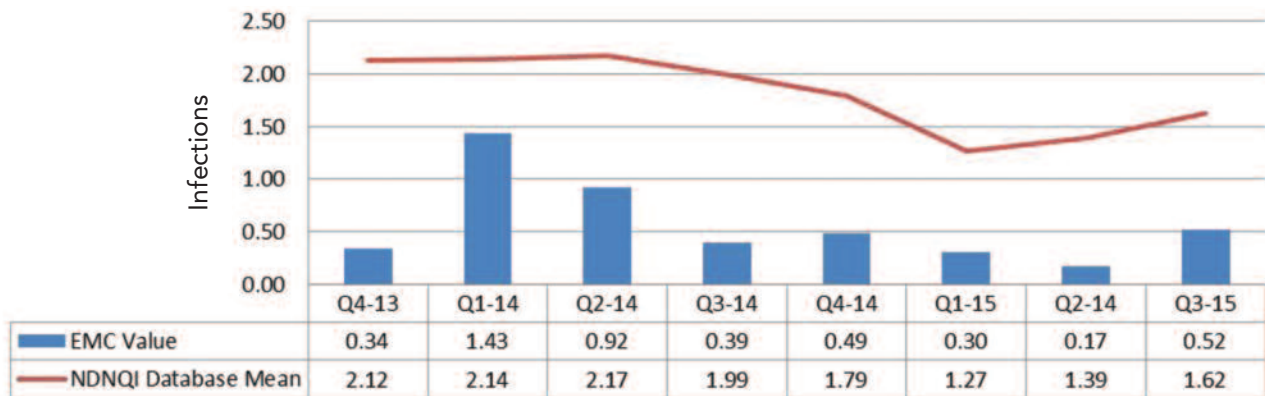
### Catheter-Associated Urinary Tract Infections

A urinary catheter is a thin tube placed in the bladder to drain urine. Urine drains through the tube into a bag that collects the urine. Catheter-Associated Urinary Tract Infections (CAUTIs) are infections caused by bacteria that have entered the urinary tract during the catheter’s insertion, through the catheter tube, or through the catheter’s external surface.

In 2012, it was noted that there was an upward trend in these types of infections. A nurse lead team was convened and examined evidence based nursing practice, and potential opportunities to standardize practice. A program called *X-Foleyate* was developed utilizing standardized hygiene protocols, attention to early removal, and closed catheter systems. As a result, Eisenhower Medical Center has outperformed the NDNQI benchmark for 12 consecutive quarters (Figure 7).

Figure 7

### Catheter-Associated Urinary Tract Infections per 1,000 Catheter Days



### Ventilator-Associated Pneumonia

Ventilator-Associated Pneumonia (VAP) occurs when germs multiply in the lungs of patients using a ventilator to help them breathe. This causes fevers, chills, difficulty breathing, increased sputum and other pneumonia symptoms. These infections can lead to serious complications, even death, especially for the critically ill patient.

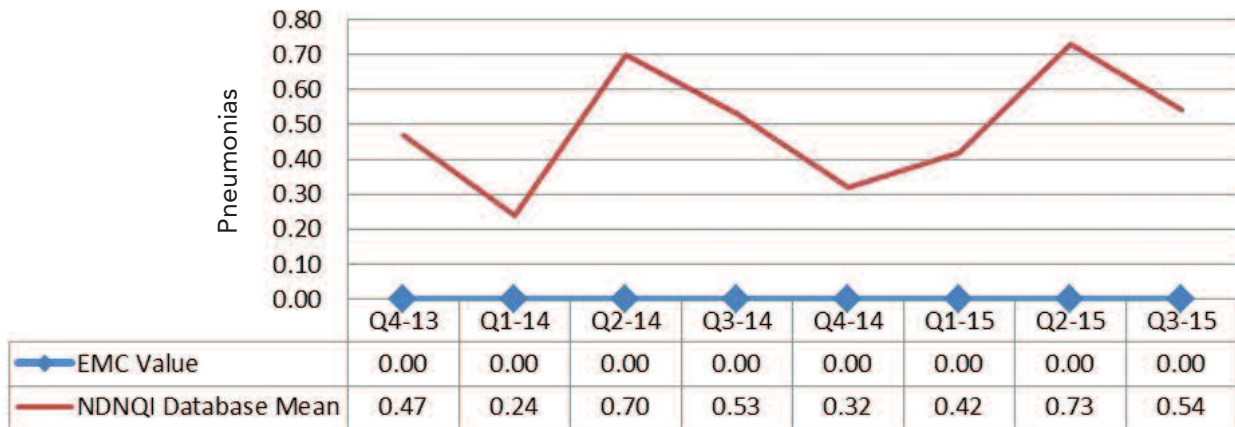
In 2010, a nurse-lead multidisciplinary team was convened to address national guidelines and bring down the VAP rate. A bundle of nursing interventions

such as oral hygiene, respiratory hygiene, and elevation of the head of the bed, was implemented utilizing the electronic documentation system to improve early communication and continuation of care elements.

Ongoing assessment and reinforcement has led to positive outcomes. Eisenhower Medical Center has outperformed the NDNQI benchmark mean for 18 consecutive quarters with a VAP rate of zero (Figure 8). This is a true example of nurses leading the charge to improved outcomes providing exemplary care.

Figure 8

### Ventilator-Associated Pneumonia per 1,000 Ventilator Days



Eisenhower Medical Center's VAP rate has outperformed the NDNQI database mean for 18 consecutive quarters. Data shown is for the last eight quarters.



# Patient Satisfaction

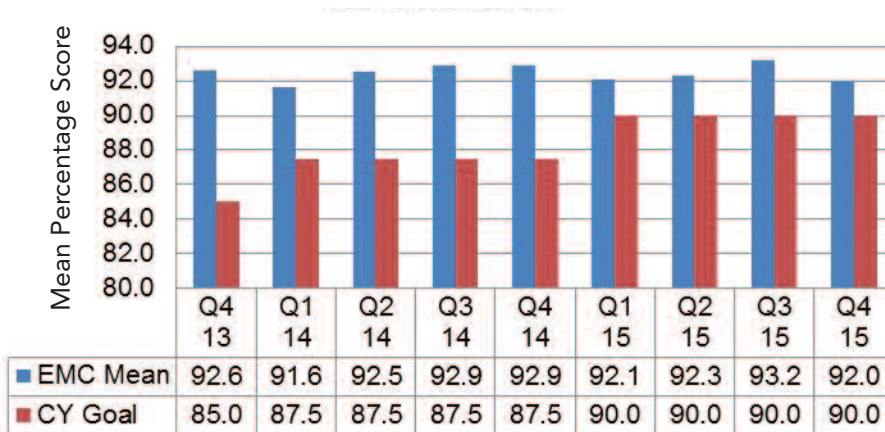
## Measuring Skill and Friendliness of Nurses

Eisenhower Medical Center's commitment to providing a superior patient and family experience continued throughout 2014 and 2015. Eisenhower Medical Center uses multiple approaches to listen to patients by obtaining actionable information from their feedback. The Press Ganey® satisfaction survey is one method of obtaining this information. Eisenhower nurses have a

substantial impact on patient satisfaction. Initiatives implemented over the past year have demonstrated that patients and families feel very positive and confident in the skill level and friendliness of Eisenhower's nursing staff. The results demonstrate continual improvement in providing the highest level of care and courtesy to patients every day.

Figure 9

### Patient Satisfaction: Skill of Nurses Q1-14 to Q4-15



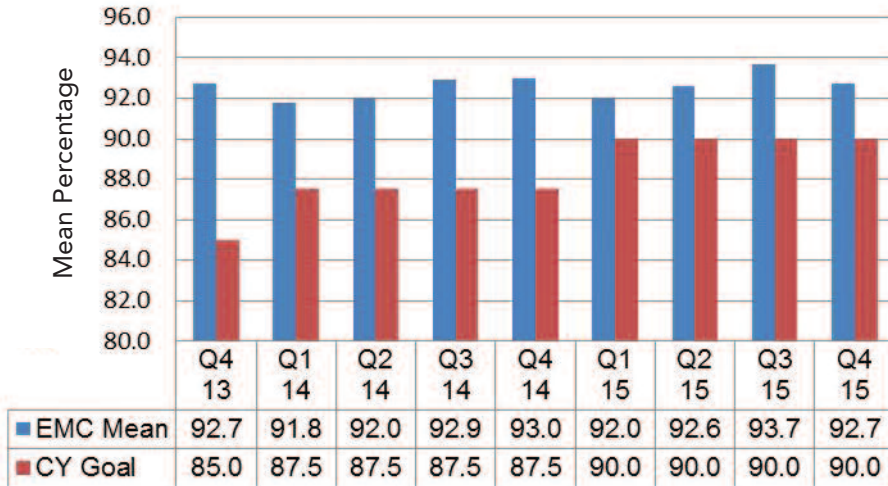
Patient Satisfaction: Skill of Nurses  
As of December 31, 2015

	Scores	CY Goal
Q4 13	92.6	85.0
Q1 14	91.6	87.5
Q2 14	92.5	87.5
Q3 14	92.9	87.5
Q4 14	92.9	87.5
Q1 15	92.1	90.0
Q2 15	92.3	90.0
Q3 15	93.2	90.0
Q4 15	92.0	90.0

The skill level of inpatient nursing has outperformed the internal benchmark goal for eight consecutive quarters.

Figure 10

**Patient Satisfaction: Friendliness of Nurses  
Q1-14 to Q4-15**

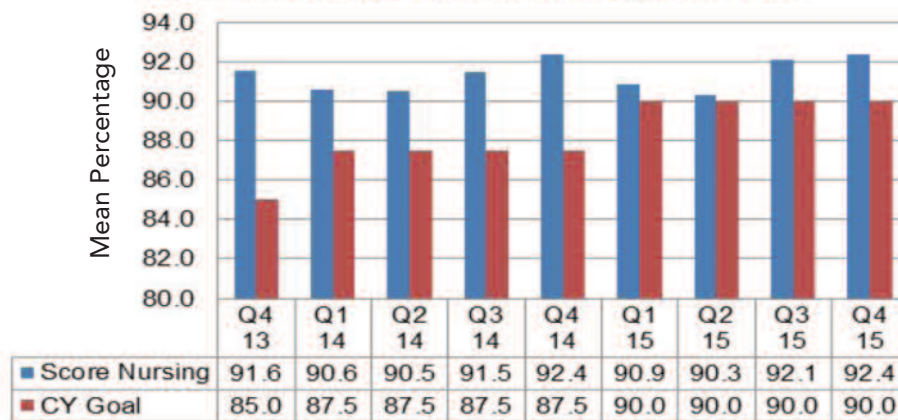


Patient Satisfaction: Friendliness of Nurses As of December 31, 2015		
	Scores	CY Goal
Q4 13	92.7	85.0
Q1 14	91.8	87.5
Q2 14	92.0	87.5
Q3 14	92.9	87.5
Q4 14	93.0	87.5
Q1 15	92.0	90.0
Q2 15	92.6	90.0
Q3 15	93.7	90.0
Q4 15	92.7	90.0

The friendliness of inpatient nursing staff has outperformed the internal benchmark goal for eight consecutive quarters.

Figure 11

**Patient Satisfaction: Inpatient and Outpatient  
Overall Nursing Satisfaction, Q4-13 to Q4-15**



Patient Satisfaction As of December 31, 2015		
	Scores	CY Goal
Q4 13	91.6	85.0
Q1 14	90.6	87.5
Q2 14	90.5	87.5
Q3 14	91.5	87.5
Q4 14	92.4	87.5
Q1 15	90.9	90.0
Q2 15	90.3	90.0
Q3 15	92.1	90.0
Q4 15	92.4	90.0

The composition scores for all inpatient and outpatient nursing satisfaction outperformed the internal benchmark for eight consecutive quarters.

## Presentations and Publications

### Institutional Review

#### Board Approved Research Projects

##### February 2015

**Danuta Wojnar, MSN, RN, CCRN  
and Margaret Beaman PhD, RN**  
Care Continuum in the Critical Care Area

##### May 2015

**Annette Brown, BSN, RN and  
Margaret L. Beaman, PhD, RN**  
The Impact of Smart Phone Technology for  
Interprofessional Patient Care Communication in the  
Emergency Department and Critical Care Units

**Deborah Bayer, MSN, RN, AGNP-C, CCRN, SCRN  
and Traci Thomas, BSN, RN**  
Education to Improve Skilled Nursing Facility Staff  
Assessment of patients with a Potential Stroke: The  
Effects on Early Referral to the Emergency Department  
for Treatment. Phase I – Education Program Evaluation

##### June 2015

**Stephanie Farrell, MBA, BSN, RN, CCRC, CPHQ  
and Maureen Ross, RN**  
Randomized Control Trial Evaluating the Effects  
of Inhaled Aromatherapy on Nausea and Vomiting  
in Patients with Cancer Receiving Treatment in an  
Outpatient Cancer Setting

##### December 2015

**Margaret L. Beaman, PhD, RN; Paul Sokoloff, RN,  
MBA; Damaris Lizarraga, MPH, BSN, RN; and  
Meagan Beavers, MSN, RN, CEN, CFN**  
Development and Testing a Post-Hospitalization Home  
Visit Program to Prevent Readmission of High-Risk  
Elderly Patients – A Two Phase Study – Phase I Details

### Approved Quality Improvement Projects

**Danuta Wojnar, MSN, RN, CCRN; CSUSB RN-BSN  
Students; and Margaret L. Beaman, PhD, RN**  
PENS: Preventing InfEctions, Never Simpler

### Book Publications

**Diana K. Faugno, BSN, RN, CPN, FAAFS, SANE-A**  
(Author); Patricia M. Speck, DNSc, APN, FNP-BC,  
DF-IAFN, FAAFS, FAAN (Author); Mary J. Spencer, MD,  
(Author); Angelo P. Giardino, MD, PhD, MPH, FAAP  
(Author); *Sexual Assault Quick Reference* (2nd Edition),  
STM Learning, Inc. 2015

### Article Publications

**Michelle Tinkham, MSHCA, BSN, RN, CNOR, CCRP**  
Transformational leaders in the perioperative setting.  
*AORN Journal*. 101(3):13-14. DOI:10.1016/S0001-  
2092(15)00069-1

**Michelle Tinkham, MSHCA, BSN, RN, CNOR, CCRP**  
Preparing for a Magnet Site Visit. *AORN Journal*.  
102(2):192-195. DOI:10.1016/j.aorn.2015.05.003

### Podium Presentations

**April 7 – 9, 2015**  
**International Conference on Sexual Assault,  
New Orleans, LA**  
**Domestic Violence and Campus Responses:  
End Violence against Women**

**Diana Faugno, MSN, RN, CPN, SANE-A, SANE-P,  
FAAFS, DF-IAFN**  
"Forensic Peer Review Case Studies" and "SAFE  
Case Review"

**April 10, 2015**  
**The Unforgettables Foundation: Children and  
Families in Crisis, California State University  
San Bernardino, Palm Desert, CA**

**Jill L. Crum, MSN (c), BSN, RN, SANE-A**  
"Child Sexual Abuse"

**July 22 – 24, 2015**  
**25th Annual Summer Institute of Nursing  
Informatics — Realizing the Benefits: Health Care  
and Information Technology**

**Annette Brown, BSN, RN and Margaret L.  
Beaman PhD, RN**  
"Implications for Hospital Use of Smartphones to  
Improve Patient Care"



October 28 – 31, 2015

**International Association of Forensic Nurses'  
International Conference on Forensic Nursing  
Science and Practice, Orlando, FL**

**Diana K. Faugno, MSN, RN, CPN, SANE-A,  
SANE-P, FAAFS, DF-IAFN**

"Strangulation: What Emergency Care Providers  
and First Responders Need to Know,"

"Part 1: Theory and Framework Use by Forensic  
Nurses in International Settings — Peru,"

"Part 2: Theory and Framework Use by Forensic  
Nurses in International Settings — Costa Rica,"  
and "Five Shades of Grey: Complex Concepts in  
Comprehensive Older Person Forensic Medical  
Evaluation Exemplars"

**Invited Presentations**

**Diana K. Faugno, MSN, RN, CPN, SANE-A, SANE-P,  
FAAFS, DF-IAFN and Jill L. Crum, MSN (c), BSN, RN,  
SANE-A**

East Riverside County Law Enforcement Agencies,  
"Law Enforcement Briefings;" Rape Crisis Centers  
— Yucca Valley and Palm Desert, "Annual Advocate  
Training;" College of the Desert Associate Degree  
Nursing Students, "Role of the SANE."

**Poster Presentations**

July 15, 2015

**Association for Nursing Professional Development  
Annual Conference**

**Yvonne L. Matetich, MSN, RN, PCCN, RN-BC**

"Development and Implementation of a Mock  
Code Blue"

**Christopher Tate, BSN, RN**

"Staff Development for Certified Nursing Assistants  
to Improve Patient Care"

July 22 – 24, 2015

**25th Annual Summer Institute of Nursing Informatics  
— Realizing the Benefits: Health Care and  
Information Technology**

**John P. Lussier, MSN, RN**

"Improving Reevaluation of a Patient's Pain Level  
after IV Pain Medication in the Emergency  
Department"

October 15 – 16, 2015

**Sigma Theta Tau International Southern California  
Regional Odyssey Conference — Population Health  
and Nursing's Role: Ethics, Leadership, and  
Global Action**

**Danuta Wojnar, MSN, RN, CCRN; Tiffany Caranci,  
BSN, SN; Jessica Schroeder, BSN, SN; and David  
Welch, BSN, SN**

"Privacy Curtain: A Potential Source of Nosocomial  
Infections"

**Christina Wallum, MSN, RN, CCRN, NE-BC;  
Cathy White, BSN, RN, CCRN, CSCRN; and  
Deborah Sarver, RN**

"Rapid Response Routine Rescue Rounding"  
(3rd place winner)

November 11, 2015

**Annual Nursing Symposium: Magnet® and NICHE  
Models for Geriatric Nursing Evidence Based  
Practice**

**Christina Wallum, MSN, RN, CCRN, NE-BC;  
Cathy White, BSN, RN, CCRN, CSCRN; and  
Deborah Sarver, RN**

"Rapid Response Routine Rescue Rounding"

**Danuta Wojnar, MSN, RN, CCRN; Tiffany Caranci,  
BSN, SN; Jessica Schroeder, BSN, SN; and David  
Welch, BSN, SN**

"Privacy Curtain: A Potential Source of Nosocomial  
Infections"

**Danuta Wojnar, MSN, RN, CCRN and Margaret  
Beaman, PhD, RN**

"The Effect of Critical Care Continuum Flowsheet  
on Care Handover"

**Heaven Douglas, BSN, RN; Kaitlyn Taylor, BSN,  
RN; and Britney Vrooman, BSN, RN**

"Promoting Patient Centered Care during  
Resuscitation Events CSUSB BSN Project"

**Yvonne L. Matetich, MSN, RN, PCCN, RN-BC**

"Development and Implementation of a Mock  
Code Blue"

**Johanna Cullip, BSN, RN; Stephanie Farrell, MBA,  
BSN, RN, CCRC, CPHQ; Aquayia Harper, IPRN;  
and Danuta Wojnar, MSN, RN, CCR**

"Alternative Management for Pain CSUSB  
San Bernardino BSN Project"

**Barbara Fulmer, MSN, RN, CWCN-AP, GNP-BC and Natalie Richmeier, MSN, RN**

“Quality Health Outcomes Model Analysis of Nursing Staff Recommendations to Promote Mobility in Health Care Elders”

**Natalie Richmeier, MSN, RN, WCC; Eisenhower Medical Center Nursing Mobility Committee; and Margaret L. Beaman, PhD, RN**

“The Effects of a Hospitalized Elderly Mobility Pilot Program”

**Barbara Fulmer, MSN, RN, CWCN-AP, GNP-BC; and Eisenhower Medical Center Pressure Ulcer and Wound Care Team**

“Preventing Hospital Acquired Pressure Ulcers (HAPU) through Teamwork: One Hospital’s Journey”

**Sue Effinger, MSN/MHA, RN, NE-BC, SCRNI; Deborah Wondoloski, MSN, RN, AGNP-BC, CCRN, SCRNI; Therese Montemayor, BSN, RN; and Katrina Docimo, BSN, RN**

“The What, Why, and How of Saving B-R-A-I-N-S”

**Sue Effinger, MSN/MHA, RN, NE-BC, SCRNI; Deborah Wondoloski, MSN, RN, AGNP-BC, CCRN, SCRNI; Therese Montemayor, BSN, RN; and Katrina Docimo, BSN, RN**

“The PHQ-4 Depression Screening in Stroke Patients: A Quality Improvement Project”

**Lydia Wallace, RN; Donna Dunstan, RN; Sheryll Ortiz, MSN, RN, CPAN; Karen Saab, BS, RN, CNOR; and Kathleen Place, RN, CPAN, CAPA, CNPR**

“Use of Color Coded Discharge Instruction Sheets and Folder to Improve Homecare Following Surgery”

**Christopher Tate, BSN, RN**

“Staff Development for Certified Nursing Assistants to Improve Geriatric Patient Care”

**Traci Thomas, BSN, RN and Deborah Wondoloski, MSN, RN, AGNP-BC, CCRN, SCRNI**

“Skilled Nursing Facility Early Stroke Identification Education: The Effects on Staff Knowledge”

## Making a Complex Disease Manageable with New Technology

Nurses in Eisenhower Medical Center's Diabetes Education Program are assisting approximately four patients a month to help manage their diabetes with a new technology called insulin pump therapy.

The main advantages of insulin pump therapy are:

- Increased flexibility in lifestyle
- Predictable insulin delivery
- Precise insulin delivery
- Tighter blood glucose control, while reducing the risk of low blood glucose
- Reducing episodes of severe hypoglycemia
- Reducing wide fluctuations in blood glucose

For people without diabetes, the pancreas produces insulin almost continuously. The amount of insulin produced depends on the amount of glucose in the body. The pancreas monitors the amount of glucose in the blood and produces the exact amount of insulin required to keep the blood glucose levels in balance. An insulin pump attempts to do the same, by mimicking the normal pancreas's release of insulin. The difference is the pump requires direction on how much insulin to deliver. This is achieved by programming the individual's settings on their pump. It delivers insulin in two ways: a basal rate which is a continuous amount of insulin that keeps blood glucose stable between meals and overnight; and a bolus rate, which is a much higher rate

of insulin taken just before meals to accommodate the amount of carbohydrates ingested.



## Mobile Heartbeat™ Smartphone Technology

Eisenhower Medical Center has historically used a legacy mobile phone system and a nurse call system for team communications. The phones were not reliable, as they frequently dropped calls. Typically, if a nurse had a question for a physician, they would have to go through several steps to find out the physician's name, number and call their office. If the doctor was unavailable, the nurse would leave a message and wait for the doctor to return their call. Several minutes and even hours could go by in the interim.

With the Mobile Heartbeat solution installed on hospital-supplied Apple iPhones, nurses at Eisenhower Medical Center now have a completely different experience with care team communication. This solution consolidates clinical communications, including alarms and notifications, pertinent patient information and lab data, secure texting, voice and photography. Eliminating the need for multiple devices, searching for caregivers or hunting for lab data, Mobile Heartbeat provides a highly efficient, patient-specific, clinical team collaboration solution which saves valuable time for the nurse.



### Advantages of Mobile Heartbeat

- With available patient information at the bedside, nurses can access information by selecting the patient's name on their smartphone.
- Nurses receive notification of critical lab values and can immediately alert the patient's physician.
- In a matter of minutes the physician will respond, knowing which patient the message was regarding.
- Nurses can also send broadcast messages when information needs to be sent to a group of people.



## Infusion Center Patient Acuity System

The clinical nurse staffing system is a little more complicated when the patient complexity and acuity changes throughout the day. This was especially true for the Eisenhower Lucy Curci Cancer Center Infusion Center. From a scheduling perspective, there was no defined process that took into account treatment acuity with actual assignments/patient load for each nurse. The clinical nurses evaluated the need for a patient acuity rating system necessary to accommodate the service expansion. They determined that an acuity system needed to address patient needs, as well as promote consistency of clinical nurse assignments.

The new system of nurse assignments based on patient acuity was identified as the Patient Acuity System for the Infusion Center (PASIC). Under the new system, each treatment has an acuity rating of 1 to 5, based on care requirements. Individual nurse assignments vary according to the number of registered nurses scheduled,

and adjusted at noon to accommodate add-ons. Since a majority of the Infusion Center patients are elderly, the daily patient acuity load per registered nurse does not exceed 20 per day. This assures a balanced Infusion Center clinical nurse workload that results in patient safety, as well as patient and nurse satisfaction. Frontline nurses are educated and empowered by this model because its design allows nurses to have autonomy in regard to staffing decisions.

The Magnet appraisers identified the acuity system as a best practice during the appraisal visit stating, "The patient acuity tool and assignment sheet developed by the remarkable nursing team at the Eisenhower Lucy Curci Cancer Center Infusion Center is a highly innovative and exemplary approach to providing the right nurse with the right patient for the right amount of time in an infusion center environment."



*Back row, left to right: Bobbie Galindo, BSN, RN; Marilyn Zullo, RN, OCN; Cathy Tatlow, RN, OCN; Vicki Koceja, PhD, RN, OCN, RN-BC, Chief Administrative Officer, Eisenhower Lucy Curci Cancer Center; Kristi Rossignol, RN; and Jennifer Ferrer, BSN, RN.*

*Front row: Carol Gunther, RN*

## Adapting the Broselow Color System for Color-Blind Practitioners

During a pediatric medical emergency, time is of the essence — accurately measuring medications and choosing size-appropriate equipment is vital. Through the use of the Broselow color coded system crash cart, the practitioner does not have to rely on memory. The nurse utilizes the child's measurements with a specialized color coded tape which is then matched to the crash cart drawer of the same color. The drawer has medical instructions including medication dosages and equipment size, as well as level of shock voltage appropriate for the child.

*“The Pediatric nurses found a way to work around the color coded crash cart when they learned a nurse was color blind.”*

Daryl Swanson, BSN, RN

A problem was identified by the nurses on the pediatric unit, related to a practitioner who may be color blind and have difficulty visually identifying the appropriate colored drawer. A nursing committee reviewing evidence-based practice resources determined that the color coded drawers on the Broselow cart also needed to be labeled to provide additional support to practitioners who might be color blind. The new color-code/label system is an Eisenhower Medical Center standard and was recognized as a best practice innovation during the ANCC Magnet appraisal site visit.



**Daryl Swanson, BSN, RN**  
General Surgery/Pediatrics, 4 East

## Use of Colored Discharge Folders

**Improves Outpatient Surgery Patient's Ability to Locate Important Discharge Information**

Eisenhower Medical Center's Ambulatory Surgery Post Anesthesia Care Unit (PACU) nurses place great emphasis on educating patients and families about their care post-discharge. Patients and families undergoing ambulatory surgical procedures are discharged home within hours of surgery and nurses provide patients with printed discharge instructions.

The PACU nurses discovered during post-discharge telephone calls, that the patient and/or caregiver could not recollect discharge education and, many times, were unaware they had been given post-discharge care instructions. Sunny Evans, RN, makes many of these post-discharge calls to check on patients and had encountered this time and again. She would remind the patients that they were given discharge instructions in a manila folder, but many times they were unaware of it or unable to locate it. Sunny suggested the hospital change the folder to a color so patients and/or caregivers could easily identify it. The change was discussed with staff and implemented. Success was immediate.



**Sunny Evans, RN**  
PACU

*“When we call patients for their follow-up phone call we ask them to find the yellow piece of paper in their blue discharge folder. Once they have it, we can easily go over their discharge instructions. Our nurses have been able to achieve an increase in our patient satisfaction with home care instructions using this innovative visual cueing system.”*

Sunny Evans, RN

IBC Blank





**EISENHOWER  
MEDICAL CENTER**

*Health Care As It Should Be*

39000 Bob Hope Drive / Rancho Mirage, CA 92270  
760-340-3911 / emc.org

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