



# F.F. Thompson Hospital Nursing Annual Report 2013



**UR | THOMPSON**  
MEDICINE | HEALTH

MEDICINE *of* THE HIGHEST ORDER

# Nursing at F. F. Thompson Hospital

## MISSION

To empower nursing through shared governance to make decisions that improve both the quality of patient care and the work environment.

## VISION

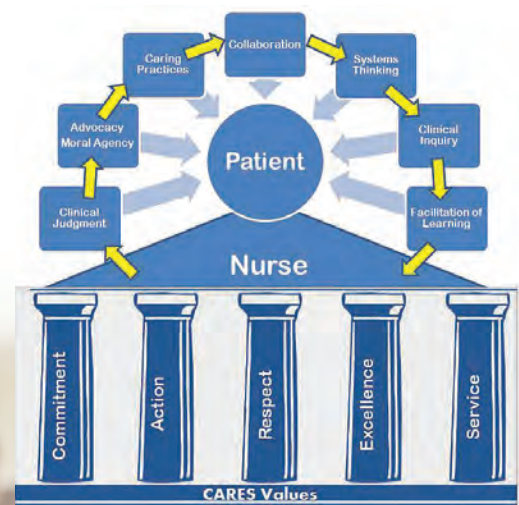
F.F. Thompson Hospital will be the leader in the practice of professional nursing in the Finger Lakes Region.

## PHILOSOPHY

Our professional practice is promoted and demonstrated through advocacy, collaboration, autonomy and accountability. We believe that education is a life-long, individualized process that enhances the identification, evaluation and validation of quality outcomes. Our ethical nursing practice has its basis in the recognition of diversity, beneficence and the sanctity of life and death.

We believe patients are an integral part of the healthcare team and they will be provided information to enhance their knowledge.

Patient care needs are best provided in a safe, trusting and caring environment. Registered professional nurses are the healthcare provider best qualified by training and licensure to oversee continuity of care.



## KEY FACTS

113	Beds
6	Operating Rooms
5,352	Hospital Discharges
20,717	Patient Days
656	OB Deliveries
23,960	ED Visits



Reflecting on 2013 and the immense changes that took place within F.F. Thompson Hospital, I felt privileged to witness the efforts of an amazing collection of talented and determined nurses. Following our CARES values, nurses at Thompson went above and beyond to provide the highest quality care in a time of transformation. As we had a very productive year to meet the ever-changing needs of the community, our nurses were the first to step forward and be proactive in their roles and embrace the ongoing changes in health care.



While F.F. Thompson Hospital is one of the smaller Magnet facilities, it is growing by leaps and bounds with nursing at the forefront. We are committed to providing our nurses opportunities to further their education, collaborate with interdisciplinary teams and lead projects that provide them with a sense of autonomy and pride. This report showcases just a fraction of the amazing contributions our nurses made over the last year.

Congratulations to all F.F. Thompson Hospital nurses on an exceptional year of reaching beyond your goals and sharing your expertise within the system – from the bedside to the board room. Take a moment to step back and acknowledge all you do, and be proud that you have made a difference in the lives of patients, families and coworkers. You are the reason for our continued growth and success, and I am honored to be part of your progress.

Regards,

A handwritten signature in black ink that reads "Hazel Robertshaw".

Hazel Robertshaw, PhD, RN, CENP

Chief Nursing Officer/Vice President of Patient Care Services



Nursing Practice Council

# Structural Empowerment

## Several Nursing Units Receive 2013 Productivity Recognition

Thompson Hospital nurses engage in driving change to support efficiency and fuel financial success. Thompson Health system uses an internal benchmark methodology for measuring productivity, with customized volume measurements for each department, based on its mission, patients or purpose.

In 2009, using a department's best annual performance measured in worked hours per unit of service over the previous three-year history, productivity standards were established. Each year since then, at year end, departments performing better than standard have been recognized by the health system, and have moved to the year-end actual result as the new standard for the subsequent year.

The following Thompson nursing units were recognized at the end of 2013 for performance better than standard:

- 2 West
- 3 East
- 3 West
- Associate Health
- Intensive Care Unit
- Obstetrics/Labor/Delivery
- Operating Room
- PACU/SCC

*"These departments are a shining example of what can be achieved when we work together in finding new ways to become more efficient in delivering care."*

– Director of Accelerated Performance Improvement  
Janet Kerr

## Fostering the Next Generation of Nurses

It's never too soon to consider a career in nursing, and F.F. Thompson Hospital nurses are eager to do whatever they can to inspire young people who are considering a career in the field.

In July 2013, Thompson offered a Career Exploration Day for students entering ninth through 12th grades, offering both job shadowing and hands-on activities.

A total of 16 students took part, exploring the Emergency Department, Obstetrics and more, including Mercy Flight Central, which is not affiliated with Thompson but partners with Thompson in care.

*"I will never forget how much time Cris gave to us, and I will thank her again someday when I am a forensic nurse, because she has inspired me to follow that dream as well."*

- Finger Lakes Community College Nursing Student



Crawford

Student nurses, too, benefitted from the mentoring of Thompson nurses in 2013.

In her NSIII Reflective Journal, one wrote about how Thompson maternity nurse Cris Crawford, RN, RTS went out of her way to educate students throughout their entire rotation and talked to them about "things that we may have not otherwise thought about," including being a Sexual Assault Nurse Examiner (SANE) and providing bereavement support. Crawford even allowed the student to practice starting an IV on her.

## Community Recognition



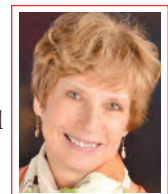
Hordon, Schojan and Otero

Three Thompson nurses were honored in September at the 2013 March of Dimes Nurse of the Year Awards, held to celebrate nurses from the Rochester, Buffalo and Syracuse areas. Nominees included:

- Adrian Hordon, MSN, RN, Nursing Administration, Educator category
- Jessica Schojan, RN, 3West, Medical/Surgical category
- Patricia Otero, RN, 2West, Rising Star category

In November, it was Mary Allhusen's turn to be honored.

Allhusen, RN-BC, of Cardiac Rehabilitation, was one of 10 area women nominated for the ATHENA Award, presented annually by the Canandaigua Area Chamber of Commerce and Professional Women of the Finger Lakes.



Allhusen

## Decades of Devotion

A nurse who has been at Thompson for more than four decades was singled out by her colleagues for 2013 Nurse of the Year recognition.

Kathy Roeland, RN, BC, CPT, HFF, began her career with F.F. Thompson Hospital in 1972 and works in Cardiac Rehabilitation. Colleagues say she is an expert at fostering team spirit and ensuring participants are “confident that their concerns, frustrations and recovery needs are addressed to the fullest.”



Roeland

“She takes time to give individual consults and contacts doctors and other professionals to ensure every issue for the patient is addressed,” said a nominator, adding that Roeland encourages participants to reach beyond their belief in their own abilities.

Roeland is up to date on best practices, sharing her knowledge with colleagues. On her own initiative, she became a certified personal trainer and member of the American College of Sports Medicine. She also pursued certification as a Health Fitness Specialist and in 2012 was certified as a cardiovascular nurse.

Roeland learned she was Nurse of the Year during a May 9 awards dinner at the Inn on the Lake. Also honored were fellow nominees Nancy Bonk, BSN, RN (Birthing Center), Valerie Flynn, LPN (3 East), Tammy Giamei, RN (3 East) and Cassandra Massa, BSN, RN, (3 East).



Massa, Giamei, Roeland, Flynn, and Bonk

## Cheers from Peers

May is traditionally a big month within F.F. Thompson Hospital.

In addition to the Nurse of the Year ceremony, the Shining Stars ceremony is always one of the highlights, and nurses were front and center in 2013. Three were among the Shining Stars who were honored based on nominations from their peers.

## Kiera Champlin-Kuhn, Director of Quality, Safety and Utilization Management

Named Associate of the Year, Champlin-Kuhn was described as a tireless advocate for Thompson and its customers, fiercely dedicated to improving quality of care and processes throughout the system.

In taking over the Clinical Quality Department and merging it with Utilization Management and a CDI specialist, she created a more efficient, more



Champlin-Kuhn

productive department at the center of many important initiatives. Her accomplishments – all of which affect multiple associates and patients daily – include but are not limited to:

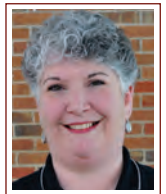
- Improving work flow so Thompson can capture patients in the appropriate status and receive optimal reimbursement
- Working closely with Associate Services to implement the strategic aim of eliminating associate harm
- Rolling out the weekly harm report, which brings increased attention to the areas where Thompson is excelling as well as the ones in need of improvement
- Championing visual management, which involves displaying critical information in a way it can be quickly seen and understood
- Overseeing the implementation of Allscripts, the new quality software program for the hospital

According to President/CEO Michael F. Stapleton, Jr., Champlin-Kuhn brings a tremendous amount of energy and enthusiasm to each of these complex endeavors. As an active member of multiple teams and committees throughout the health system, she takes the global view, enhancing her effectiveness.

## Honored as Shining Stars in 2013 were:

### Julie Snyder, LPN, Associate Health

Snyder knows the health of associates and volunteers is vital to their success, and it shows in everything she does. Often one of the first people new associates meet, whether it's during a physical or during post-exposure training in new associates orientation, Snyder is always willing to go the extra mile. For example, if an associate cannot get to Snyder in order to fulfill a requirement, Snyder will go to him or her.



Snyder

Snyder pioneers new techniques in her processes, educating those in her department on the benefits. She lives the corporate CARES values outside of Thompson, as well, raising money for breast cancer research through the annual Making Strides for Breast Cancer in Rochester and actively participating in Boys and Girls Club programs.

### Vicki Erway, RN, CMSRN, Hospital Nursing Floats

A positive, can-do attitude can work wonders and you need look no further than Erway to appreciate how true this is. Regardless of where she is working and regardless of the challenges coming her way, Erway doesn't miss a beat.

Her commitment to her patients is incredibly strong. In fact, when her street was impassable one day due to a snow storm, Erway said, “If you can get someone to pick me up, I will be there.”

Coupled with her knowledge and her bedside manner, this level of commitment is something Thompson patients and families express thanks for on a regular basis.



Erway

Also honored during the 2013 Shining Stars ceremony was the Do It Group (DIG) of the Year, a group that included Elizabeth Alexander, MS, RN, CN-E, of Medical/Surgical, and Hazel Robertshaw, PhD, RN, CENP, of Nursing Administration. This group created Star Catcher cards – a new way for patients, residents, visitors and others to recognize outstanding nurses and other associates who go above and beyond.

# Structural Empowerment | CONTINUED

## Nurses Deliver Programming to Support Community's Health Priorities

F.F. Thompson Hospital is an active member of the Ontario County Health Collaborative, which also includes representatives from Ontario County Public Health, the Office for the Aging, the Department of Social Services, two other hospitals and more than 20 community organizations.

Members of the collaborative participate in the MAPP process (Mobilizing for Action through Planning and Partnership), developing surveys, analyzing results, and developing a Community Service Plan for the county. In 2013, the plan's priorities were:

- Fitness & Nutrition
- Access to Care
- Chronic Disease Management

Numerous Thompson programs – including a Mended Hearts Support Group, an Eastview Mall Walkers program, a Rose Walk for heart health and an annual World Diabetes Day community forum – were already in place to address these priorities.

Under the direction of Community Health & Wellness Manager Tina Culver, RN, BS, CWPC, Thompson developed and delivered



additional programs to support the collaborative's goals.

They included:

- Offering a Farmers' Market for Canandaigua schools
- Bringing a New York Wine & Culinary Center (NYWCC) chef into Canandaigua classrooms to promote healthy eating
- Providing staff education at Camp Stella Maris regarding bullying and stress management
- Presenting on body image, fitness and nutrition at 4-H Camp Bristol Hills



Thompson nurses also participated in a number of Thompson and non-Thompson community events addressing the Community Service Plan's priorities:

- The Salvation Army Health Fair
- Thompson's Spirit of Women Day of Dance for heart health
- Thompson's Spirit of Women Dinner Demo & Wine Pairing at the NYWCC

Caring for the community doesn't stop at the doors of the hospital, as illustrated by the above examples. Nurses are in the community delivering preventative tips and screenings throughout the year.

## The Structure to Lead Us Into the Future

In 2013, it was determined that there was a multitude of overlap between the five nursing councils meeting throughout each month. Members of the Leadership Council proposed and approved a new structure. This new structure, supported by nurses, streamlined decision making and communication by combining the functions of the previous council into one Nursing Practice Council. The new structure has brought renewed energy and focus to the Shared Governance processes, and decisions that affect all aspects of practice are discussed, approved and implemented in a more timely fashion.

At the same time, the unit-based council structure remained the same. Each unit representative takes information back to their units and discusses events with the unit-based councils, or "working groups," that collaborate on areas for improvement within the nursing setting.

There are four unit-based councils:

- Nursing Quality Improvement Council/ Infection Control/Wound Care
- Evidence-Based Practice Council
- Nursing Education Council
- Professional Work-Life Council

The individual nursing units have teams serving to ensure a shared governance model at the unit level. The unit-based Team Chair reports to the Nursing Practice Council representative. Small nursing units may integrate/combine more than one team function. For example, in a small unit, education, professional practice and work-life may be the responsibility of a single team. Team membership at the unit level includes any member of the nursing staff (RNs, LPNs, aides, and HUCs). Individuals each have one vote when consensus is required for decision making. Unit-based teams also integrate other disciplines into their meetings, as needed.

# Exemplary Professional Practice

## Implementing a High Standard in Stroke Care

A New York State Designated Stroke Center, F.F. Thompson Hospital in 2013 received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Silver Plus Quality Achievement Award.

To receive this award, Thompson achieved at least 12 consecutive months of 85 percent or higher adherence to all Get With The Guidelines-Stroke Quality Achievement indicators and achieved at least 75 percent or higher compliance with six of 10 Get With The Guidelines-Stroke Quality Measures during that same period of time.

These measures include aggressive use of medications, such as antithrombotics, anticoagulation therapy, DVT prophylaxis, cholesterol-reducing drugs and smoking cessation, all aimed at reducing death and disability and improving the lives of stroke patients.

In addition to the Get With The Guidelines-Stroke award, Thompson was also recognized as a recipient of the association's Target: Stroke Honor Roll, for improving stroke care.

## Ensuring a Healthy Start

Supporting the decision to breastfeed – beyond best practice – is a priority at F.F. Thompson Hospital.

The 2012 publicly-reported birth statistics posted on the New York State Department of Health website show that Thompson was among 12 hospitals in the state to surpass the Healthy People 2020 goal of >70% exclusive breastfeeding, and one of seven who met both 2020 goals for overall rates and exclusive rates.

From January 2013 through December 2013, total births at Thompson numbered 648, with 493 mothers nursing at the time of hospital discharge. Of these 493 mothers, 258 were reached via follow-up calls and 64 percent of them were still exclusively breastfeeding at three months.

Lactation support for patients includes:

- The American College of Obstetricians and Gynecologists and American Academy of Pediatrics-recommended support (0.8 FTE for Thompson's census).
- A 0.6 dedicated International Board Certified Lactation Consultant® (IBCLC) and six staff nurses who are certified breastfeeding counselors.
- Prenatal classes facilitated by the lactation staff.
- A First-Time Around Group providing lactation support and advice through monthly meetings during the first year of the baby's life.
- The IBCLC has collaborated with social work and a local DME vendor to provide breast pumps, which facilitate continued breastfeeding upon return to work. Under the Affordable Care Act, breast pumps are insurance-reimbursed.

- A feeding "hotline" available for mothers 24/7.
- Outpatient lactation consults available at the hospital, at no charge, to evaluate and support proper latch, preventing the need for formula supplementation.

## Celebrating Success

Within F.F. Thompson Hospital, a RANSAC – Recognizing Associates Now through the Socialization Action Council – is a unique way to celebrate departments that go above and beyond. Not surprisingly, those departments often involve nursing.

In fact, during 2013, four nursing RANSACs took place, with the nurses involved presented with certificates highlighting their departments' achievements during surprise ceremonies.

Each at the request of Infection Control Director Gloria Karr, MS, RN, BC, CIC, these RANSACs included the following:

- The staff of the ICU was honored in February for achieving 750 days since its last CLABSI (Central Line-Associated Bloodstream Infection) and 100 days since any other type of hospital-acquired infection.
- In May, the E.D. staff was surprised with a RANSAC for reaching 365 days without any hospital-acquired infections.
- In June, 2 West was celebrated for surpassing 100 days without a hospital-acquired infection.
- In July, the Birthing Center was honored for its success in preventing infections for at least 100 days.

In addition to receiving certificates to display, these departments were serenaded by members of the executive team and other associates, who presented staff with goodies before letting them get back to work.





## Continuous Learning Celebrated

With a focus on exemplary professional practice, a strategic objective in the Nursing Strategic Plan for F.F. Thompson Hospital is to fully engage the workforce to participate in continuous learning, enhancing personal health and enhancing our work environment.

### Goals to achieve this objective are:

- Increase percentage of BSN- and above-prepared staff by 10% by 2014
- Increase the percentage of certified nurses by 2.5% from the baseline of 30% in 2011

To this end, 2013 saw a number of new graduates, as well as a number of nurses with advancements and continued status achievements.

- Keuka College RN-to-BSN program graduates were the Emergency Department's Chet Eldredge, BSN, RN; the Operating Room's Sheri Hayes, BSN, RN; and the Operating Room's Kyla Popielarczyk, BSN, RN
- Master's degrees were earned by Clinical Nurse Educator Deb Rasmussen (MS in Education) and the Emergency Department's Cathy Jo Allen (MS in Education)
- The OB unit's Greta Ledgerwood, RNC, advanced to Level III
- The Post-Anesthesia Care Unit's Louise McGuire, RN, and the Operating Room's Cathy Habberfield, RN, attained continued status, to Level III
- The Ambulatory Procedures Unit's Alice Mann, BSN, RN, WCC; the OB unit's Jan Thompson, RN, RCN, IBCLC; and the ICU's Teresa Trank, RN, CCRN, each attained continued status, to Level IV

In addition, a number of nursing scholarships were presented during the 2013 Nurses' Week Recognition Ceremony sponsored by the Professional WorkLife Council. Among those receiving \$250 scholarships were:

- Greta Ledgerwood, RNC, Obstetrics
- Susan McCarthy, DNP, MSN, RN, Obstetrics
- Karen Cunningham, MSN, RN, CNOR, RNFA, Operating Room
- Jeffrey Harford, BSN, RN, Emergency Department
- Khristeen Sproul, RN, Emergency Department
- James Busch, RN, Emergency Department
- Patti VanAuker, MSN, RN, CEN, Emergency Department

## Making Education Convenient, and Relevant

Like the motto of F.F. Thompson Hospital's parent organization, UR Medicine, the theme when it comes to Thompson nurses' continuing education is "meliora," which means "ever better."

Assessment of continuing education needs for nurses at all levels is achieved in multiple ways throughout the organization, which in 2013 made education more convenient by making Monthly Educational Components (MECs) easily accessible to nurses, from work or home.

Disseminated by email to each nursing unit at the beginning of each month to help foster continuing education while incorporating the Synergy Model of Care, these MECs are tracked by the nurse educator and nursing leadership administration. Transcripts are sent to each director to identify those who have completed the education requirements each month.

These requirements reflect the specific needs identified at Thompson. For example, after 3 East clinical nurses noticed a spike in the rate of Catheter-Associated Urinary Tract Infections (CAUTIs) in late 2012, a team formulated and implemented a plan that included making Foley catheter care a MEC on an annual basis for all new hires.



# Patient Safety is Our First Priority

___DAYS SINCE OUR LAST FALL!	___DAYS SINCE OUR LAST PRESSURE ULCER!	___DAYS SINCE OUR LAST INFECTION!
<b>Tips for Preventing Falls</b>	<b>Tips for Preventing Ulcers</b>	<b>Tips for Preventing Infections</b>
<ul style="list-style-type: none"> <li>✓ Hourly Rounding</li> <li>✓ Reactivating Bed Alarms</li> <li>✓ Prompt Response to Call Bells and Bed Bells</li> <li>✓ Fall Huddles</li> </ul>	<ul style="list-style-type: none"> <li>✓ Turn and Position q2Hours</li> <li>✓ Elevate Heels off Bed</li> <li>✓ Braden Assessment</li> <li>✓ Attend Use - Fitted Properly, Changed, is it Necessary?</li> </ul>	<ul style="list-style-type: none"> <li>✓ Handwash</li> <li>✓ Isolation Precaution</li> <li>✓ Clean Equipment</li> <li>✓ Patient / Family Education</li> </ul>

## Patient Safety is Our First Priority

Patients are being encouraged to take an active role in their own safety. Thompson's "visual management boards" publicly display days since last fall, pressure ulcer and infection in an effort to partner with our patients to decrease hospital-acquired events and improve patient care. We recognize the crucial role of patients' perspectives in establishing a culture of safety. We are committed to engaging patients and their families in the design and nurturing of safety efforts while emphasizing transparency through the use of our boards.

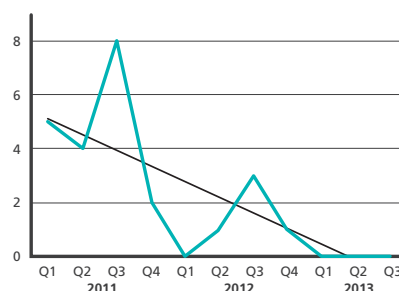
## Core Measures

### Process of Care (Evidence-Based Medicine)

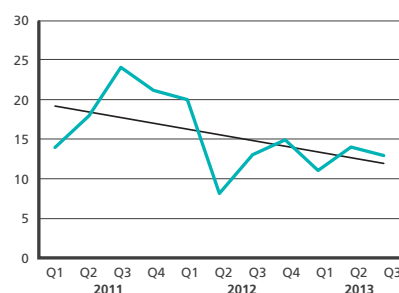
	2010	2011	2012	2013
<b>Pneumonia Care Composite</b>	93%	97%	98%	<b>98%</b>
Includes blood culture drawn prior to antibiotic administration; appropriate antibiotic use; influenza and pneumococcal vaccine administration.				
<b>Heart Failure Composite</b>	93%	97%	99%	<b>96%</b>
Includes all elements of discharge instruction provided; left ventricular function assess; ace inhibitor prescribed for heart failure.				
<b>NYS Stroke Care Composite</b>	96%	93%	97%	<b>94%</b>
IV TPA addressed within 2 hours of arrival if indicated; antithrombotic therapy; blood clot prevention managed; blood clot prevention with atrial fibrillation; smoking cessation addressed; lipid lowering medications addressed; swallowing evaluation completed; rehabilitation considered; NIHSS completed on admission or discharge.				
<b>Surgical Infection Prevention Composite</b>	96%	98%	99.5%	<b>99%</b>
Includes appropriate antibiotic given within one hour of incision; appropriate hair removal; appropriate medications indicated for blood clot prevention; indications for beta blocker addressed preoperatively; antibiotics appropriately discontinued; urinary catheter removed by post-op day 2; pre-operative temperature managed.				
<b>Myocardial Infarction Composite</b>	94%	95%	95%	<b>96%</b>
Includes aspirin upon arrival; aspirin prescribed at discharge; ACEI and ARB for LVSD; beta blocker at discharge; lipid-lowering therapy at discharge.				

## Quality Indicators

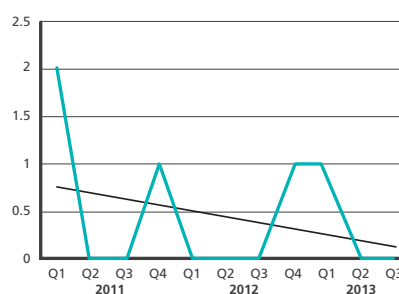
**Aggregated Medical Surgical & ICU data for Hospital-Acquired Pressure Ulcers** (Percent of Surveyed Patients with Hospital Acquired Pressure Ulcers)



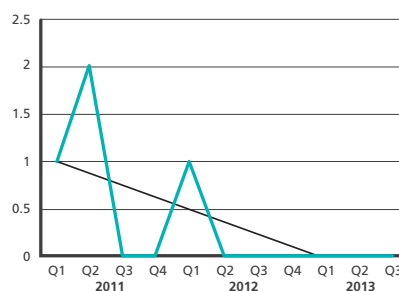
**Aggregated Medical/Surgical and ICU falls per 1,000 Patient Days** (Total Falls Per 1,000 Patient Days)



**Aggregated Central Line Associated Blood Stream Infections** (Central Line Associated Blood stream Infections per 1,000 Central Line Days)



**Ventilator-Associated Pneumonias per 1,000 Ventilator Days** (ICU VAP per 1,000 Ventilator Days)



- Mean
- Linear (F.F. Thompson Hospital)



# New Knowledge & Innovation

## OBIX® Enhances Clinical Decision Making

OBIX®, the Electronic Health Record used for primary documentation in Obstetrics and the Nursery, employs embedded evidence-based normal findings (norms) for initial and ongoing newborn assessments.

Implemented in 2013, the norms and variances are now embedded in the documents, and the nurse always has assurance that assessment parameters are clear and any variances can be noted by the provider and other nurses. With a simple search component, the program allows users to search on the word “variance” to quickly view the clinical assessment variances, eliminating the need to scan the entire note.

Variances from the norms are used as needed to support clinical decision making as they: guide care planning to address variances and ensure they are proactively assessed; identify issues which necessitate provider notification; and identify clinical conditions which prompt heightened awareness and increased surveillance until the condition resolves.

## Enhancing Nursing Practice, Together

A culture of empowerment at F.F. Thompson Hospital allows nurses to implement process improvements, and one of the ways in which to achieve this is something called a Do It Group (DIG).

A DIG that completed its work in 2013 addressed the issue of “Clinical Patients in the Operating Room.” Chaired by the Operating Room’s Cathy Habberfield, RN, the DIG also included the OR’s Vickii Bement, BSN, RN, CNOR; Informatics’ Kathy Cooley, BSN, RN; the Pre-Admission Testing Center’s Kelly Hennessy, RN; the OR’s Tammy Jeffery, RN and the Surgical Care Center’s Louise McGuire, RN, along with other associates. The DIG wanted to ensure the process for admitting and discharging clinical patients would be the same as it is for OR surgical patients.

The DIG goal was to reduce delays in OR turnover by at least 50 percent, bringing it closer to the 20-minute average for surgical patients. In Q3 of 2012, turnover time for clinical patients averaged more than 47 minutes, but by Q3 of 2013, it was at just under 26 minutes. Also as a result of the group’s work, all charts now contain accurate and thorough data regarding information such as medications, allergies and vital signs, with both patient safety and productivity benefitting.



## Nurses Leveraging Technology

The implementation of electronic medical records (EMR) presented an opportunity for the nurses in the ICU. With vital signs so frequently taken and monitored on their unit, they worked with associates from Information Technology (IT) on an interface that allows vital signs to be automatically transmitted into the EMR. This Clinical Data Interface not only increases efficiency but reduces the chance of errors.

Similarly, another nursing/IT initiative involved building a screening tool into the EMR system, replacing the paper immunization screening process. This new build created electronic reminders for staff to ask about status based on a set of criteria as met by the patient.

Upon arrival, patients are screened for influenza and pneumovax immunizations. During screening patients fall into three categories: Indicated, Precaution or Contraindicated.

If a patient screens as “Indicated” for either immunization, the system sends an automatic message to Pharmacy, who then enters the immunization on the electronic Medication Administration Record (eMAR). The immunization is placed on the first screen of the eMAR for high visibility and as a reminder to administer during the hospital stay.

The full EMR has a function called the nursing action list used as a communication tool for consistent care of the patient. If the patient screens as a “Precaution,” meaning the patient is initially too ill to receive the vaccine, the automatic message goes to the action list as a reminder to rescreen the patient during their stay. Additionally, if the patient screens as “Contraindicated” this also goes to the nursing action list to communicate the screening has been completed for this patient. As a result, Thompson exceeded its goal of meeting the CMS core standard of 91 percent.

## OB Simulation Spurs Performance Improvement

After the 2012 re-certification process for the Neonatal Resuscitation Program (NRP) required the use of simulation for the evaluation of learning, nurses in The Birthing Center had heightened interest in the use of simulation in training for other high-risk, low frequency events.

In 2013, an outreach program from the University of Rochester Medical Center provided a grant for community hospitals to partner with their experts in developing simulation programs. Seizing the opportunity, clinical nurse Cynthia (Carrie) Hartman, BSN, RNC-OB, and Nursing Director of Obstetrics Deborah Jones, BSN, RNC-OB, C-EFM, PLNC, spearheaded the effort.

Hartman attended full training on how to develop, implement, de-brief and evaluate simulations. She set up a series of simulation scenarios for management of shoulder dystocia, an infrequent event that can be life-threatening for the fetus. Using an actress and low-tech birth simulator, Hartman was able to enlist every OB provider and nurse on the unit to attend and participate in the simulations.

After de-briefing all involved, identifying areas for improvement, and developing a clinical protocol, Hartman and Jones repeated the sessions, this time including the OB techs as part of the team.

All staff indicated significantly improved comfort in management of this emergency, and providers indicated improved performance on the part of the team. The protocol was included in the upgrade to the EMR and is now a specified “tab” on the electronic Delivery Record.

# Transformational Leadership

## Additions to Quality and Safety Team 'Hit the Ground Running'

With associates continually focused on enhancing quality and patient safety, three new advocates are in place to help achieve these goals.

During the summer of 2013, the Quality and Safety Department hired three highly experienced nurses to work with front-line staff and with quality improvement data specialists. They are:

- Sarah Gallagher, BSN, RN, CCRN, who has experience in both the ED and ICU, as well as experience as a flight nurse.
- Kathryn Tucker, JD, RN, BS, who has more than 20 years' experience in the surgical arena as well as a law degree.
- Beth Wilcox, RN, who has more than 30 years' experience in obstetrics, medical/surgical care, long-term care and nursing management.



Tucker, Wilcox, and Gallagher

Each in their respective areas of expertise, the three are taking a close look at policies and procedures throughout the hospital, hearing ideas from staff and helping identify opportunities for improvement. They are also attending a host of

meetings throughout the hospital, finding ways to put ideas into action.

"With the healthcare landscape changing at a rapid pace," Director of Quality, Safety and Utilization Management Kiera Champlin-Kuhn says, "we feel so fortunate to have Beth, Kathy and Sarah on our team. With the phenomenal colleagues they have to work with, the sky's the limit."

## A Hero Among Us

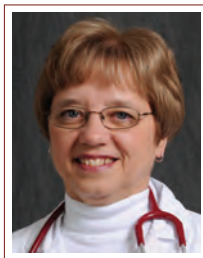
In 2013, nine associates from throughout the Thompson Health system were chosen as Health Heroes in honor of their accomplishments with regard to achieving healthy lifestyles, and Nursing Administration's Diana Ellison, MS, RN, CNL, was one of them.

Thanks to regular exercise and a determination to stay on her feet during the day, Ellison had lost 20 pounds and kept it off.

Weight loss was just one of the benefits of Ellison's goal to walk 10,000 steps every day. She also decreased her total cholesterol and LDL, decreased her triglycerides and increased her HDL levels substantially. In addition, a bone scan showed a marked improvement in density.

In the profile of her featured in the associate newsletter, Ellison said finishing school and being promoted, coupled with support from family, gave her the boost she needed to commit.

In addition to being featured in the newsletter, Ellison was presented with a certificate and a gift card, the former of which is displayed on the wall of the aptly named Health Heroes Conference Room.



Ellison

Of course, Ellison was not the only nurse inspiring colleagues to get and stay healthy in 2013.

Alice Mann, BSN, RN, WCC, of the Ambulatory Procedures Center; Ellison; Jane G. Hallstead, MSN, RN, of the Diabetes and Nutrition Therapy Center; Tina Culver, RN, BS, CWPC, of Wellness; and Juanita Marshall, RNC, BS, CWCP, CLNC, of Associate Health, were all serving as members of the Associate Wellness Committee. As members of this committee, these nurses were actively involved in a system-wide self-care initiative, the 6th annual Healthy Me Day, and more.

## Staying Prepared

Working in concert with local government and other health systems, Thompson's Emergency Preparedness Department held drills throughout 2013 so associates could be ready to handle multiple scenarios.

In May, for example, nurses and other hospital personnel took part in a region-wide drill involving several health systems, county officials and emergency agencies. The drill's scenario involved severe flooding, power outages and more caused by a hurricane, assessing preparedness in terms of both resources and processes. The regional director of the state Office of Emergency Management was one of the observers during the drill and later told those participating he was very impressed with what he saw and with the questions asked.

In December, nurses found themselves immersed in a NYS Department of Health drill involving an earthquake that left several Finger Lakes healthcare facilities structurally and/or resource compromised. Thompson's role was to free up beds in the hospital by transferring mannequins standing in for patients to the adjoining M.M. Ewing Continuing Care Center. It gave the staff an opportunity to get more familiar with new tracking technology involving bar-coded wristbands and a hand-held scanner.



## Nurses Active in Professional Organization

Two nurses from F.F. Thompson Hospital are heavily involved in the New York State PeriAnesthesia Nurses Association (NYSPAN), which is more than 900 members strong.

In 2013, Ken Nesbitt, BSN, RN, CPAN, of the Surgical Care Center, was the state nominating chair for the organization and Bronwyn Ship, BSN, RN, CPAN, of the Post-Anesthesia Care Unit, was the president elect for District 14.

Through their leadership, Thompson hosted the District 14 Annual Conference Education Day in May of 2013. The conference was well-attended, with approximately 30 members hearing from Dr. A. David Peter, a general surgeon and member of Thompson's Medical Staff, regarding robotics.



## Corporate Values

# C

**Commitment**  
is to our customer. Our customers are all who come to us for service.

# A

**Actions**  
speak louder than words. We create a positive healing environment.

# R

**Respect**  
We treat every person with dignity, honor and appreciation. We avoid any intrusion into their privacy and hold their personal information in confidence.

# E

**Excellence**  
Our System is continuously providing outstanding care and exceptional service.

# S

**Service**  
We serve with pride, in a responsive and timely manner. This is what our team is all about.



**UR**  
MEDICINE

**THOMPSON**  
HEALTH

MEDICINE *of* THE HIGHEST ORDER