

# NURSING

## Annual Report

2018



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MEDICINE

THOMPSON  
HEALTH





## F.F. Thompson Hospital

# Mission

Our mission is to improve the health and well-being of our patients by striving for safety, excellence and quality patient outcomes. We rely on evidence-based practice to deliver holistic, patient-centered care using a shared governance model. Our CARES Values and the Synergy Model for Patient Care guide our clinical practice and ensure excellence and compassion in every patient encounter.

# 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 and their caregivers are an integral part of the healthcare team and will be provided information to enhance their knowledge.

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

# Living Up to the 'Small but Mighty' Label, Every Day

Times of significant change provide us with opportunities for incredible growth.

As our 2018 Nursing Annual Report demonstrates, the nurses at F.F. Thompson Hospital seized upon these opportunities and now, as Chief Nursing Officer and Vice President of Patient Care Services, I am delighted to present a summary of their many accomplishments over the past year.

This report highlights both their resilience and their determination to continue striving for excellence, embrace change and expand nursing's scientific knowledge base, all while providing exceptional care to our patients and their families. It's no surprise. Both our CEO and our COO have backgrounds in nursing, and the inherent commitment to excellence touches all we do.

As we prepare for our fourth American Nurses Credentialing Center (ANCC) Magnet® designation, it is apparent that our nursing staff members are passionate as they make countless strides in the nursing profession. In collaboration with our multidisciplinary partners, they continually ensure that Thompson's corporate CARES values are integrated into all services provided, expanding into our local community and beyond.

Following our most recent Magnet survey, ANCC described Thompson as "small but mighty." Through this report, you will gain a better understanding of why our nurses take immense pride in this label, as clinical decision-making, collaboration, nursing excellence, and empowerment are abundant throughout our facility.



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

**Hazel Robertshaw, PhD, RN, CENP**  
*Vice President, Patient Care Services/CNO*  
*F.F. Thompson Hospital*



# Structural Empowerment

## Inspiring Learners

When Thompson Hospital hosted Career Exploration Days in July and August, nurses throughout the organization stepped up to host school students from the surrounding region. System Clinical Educator Sharon Gilbride, for example, used a mannequin as she walked the students through listening to breath sounds, taking pulses and reading EKG strips, as well as using IV pumps and intubating. Meanwhile, Khristeen Sproul of the Emergency Department led students on a tour, explaining how patients are triaged, showing them some of the equipment used and letting them “be the patient,” hooking each other up to monitors and bandaging each other as she discussed the many roles for nurses in the ED. Similarly, in the Birthing Center, Jennifer Dane, Molly Emblidge and Amy Martin talked about the roles within their department, and how everyone works together to take care of mothers and their babies. Simulation training and the importance of lifelong learning were also touched upon, leaving the students with much to consider as they headed back to school in the fall.



Sharon Gilbride is shown in a teaching moment with local high school students during a Career Exploration Day.

## Achievements Recognized

Whenever and however possible, Thompson Hospital highlights its nurses for their extraordinary contributions, not only to let them know just how appreciated they are, but to celebrate them as role models for their peers. One such role model is Director of Obstetrical Nursing Deborah Jones, who in February was chosen by the *Rochester Business Journal* as one of three honorees in the “Nursing” category of the 2018 Health Care Achievement Awards.

Naturally, National Nurses Week in May was a time to recognize a number of Thompson’s nurses internally, with a dinner, ads in local newspapers and social media postings featuring hospital Nurses of Distinction Tammy Lush of 2 West and Jennifer Yancey of Clinical Quality. The following week, both Johnelle Keck of Nursing Administration and Marianne Peck of the Operating Room were among the health

system’s Shining Star Award recipients. A final honor came in the fall, when Cristine Crawford of the Birthing Center was named “Best Nurse” in the Best of the Finger Lakes contest after receiving the most votes from readers of the local newspaper, *The Daily Messenger*.


## Nursing Scholarships

Funded in part by Thompson nursing scholarships and scholarship money from the hospital’s auxiliary, a total of 18 Thompson nurses obtained their Medical/Surgical Nursing Certification from American Nurses Credentialing Center in 2018. Nurses were working toward their BSNs

as well, with an onsite, 15-month RN-to-BSN program offered through a partnership with Roberts Wesleyan College in an attempt to eliminate time and transportation barriers for those looking to advance. In addition, the Nursing Practice Council and Professional Advancement System (PAS) Sub-committee helped facilitate continuous learning by working with the executive team throughout 2018 to advocate for increased incentives for nurses who participated.

### Congratulations

UR Medicine Thompson Health is extremely proud of our 2018 Health Care Achievement Awards honorees for the profound ways in which you are touching the lives of our patients.



**Deborah Jones**  
BSN, RNC-OB, C-EFM, PLNC, Director, Obstetrics at F.F. Thompson Hospital,  
**for being chosen as an honoree in the Nursing category**

Congratulatory ad placed in the *Rochester Business Journal*.



## Community Health

A 2016-2018 Community Health Improvement Plan developed by Ontario County Public Health and area hospitals identified preventing chronic disease by reducing obesity and tobacco use as Priority #1. To do its part, the Thompson Wellness Department, led by nurse Tina Acevedo, continued community outreach to local citizens dealing with – or looking to prevent – these very issues. For example, a new program called Super Sprowtz brought puppets to area schools, where wellness educators used characters including Erica Eggplant and Brian Broccoli to teach young children about the importance of healthy eating. Meanwhile, Acevedo and her team continued offering its chronic disease management program – a six-week Living Healthy Workshop – in a variety of venues throughout the community. In fact, through a partnership with staff members at the Ontario County Jail, the workshop was even shared with the inmate population.



Jessica Carey was one of several ICU nurses who weighed in on the design of the rooms as architects began planning an expansion and renovation.

## Planning Ahead

With plans underway for a new, 12-bed ICU, nurses were invited in June to stop by a hospital conference room where a mockup of a new ICU patient room was created. There were a bed and recliner, with tape on the floor to show the outline of an ICU patient room, as well as signs to indicate where things like the toilet and sink would go. The nurses were invited to use Post-it® notes to give their input as to where they would prefer to see other things including outlets, oxygen and more, so architects could incorporate some of their suggestions.

Nurse and lactation consultant Courtney Phillips, right, joined social worker Maureen Kellogg in launching a group for expectant and new moms with mood and/or anxiety disorders.



The hospital's Wellness Department offered a number of programs to improve community health in 2018. These included the Super Sprowtz puppet shows for young children.

## Nurses Supporting Moms

Having struggled herself, Birthing Center nurse and lactation consultant Courtney Phillips joined with a hospital social worker in late 2017 to form a Mom-to-Mom Support Circle for pregnant women and new mothers dealing with mood and/or anxiety disorders. During 2018, as word spread, the circle continued to grow. By the time of the group's first anniversary in October, a small group was getting together each month. Best of all, Phillips and her co-facilitator knew they were providing an opportunity for women to speak openly about a common experience that is too often swept under the rug.





# Structural Empowerment

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## Nursing Practice Council ▲

Co-chaired by the ICU's Mary Kate Corey and Nursing Floats' Vicki Erway with representation from the full gamut of nursing departments, the hospital's Nursing Practice Council met monthly throughout 2018, tackling everything from policy updates to patient satisfaction and everything in between. Whether the council was gearing up for the February 2019 conversion to Epic for electronic medical records, addressing the issue of workplace incivility or planning holiday "CARES Gram" sales, everyone had a seat at the table and was encouraged to make their voices heard. The table got a little bigger in 2018, with more involvement from both off-sites nurses and patient care technicians. In addition, the Nursing Practice Council took advantage of the health system's new and improved intranet, posting its monthly minutes, newsletter and calendar there for easy access.

The Nursing Practice Council tackled a number of issues as it met monthly throughout the year.

## Around the World

"Life-changing" is how nurse Autumn Every of 2 West described a January 2018 trip to the Dominican Republic as part of her BSN program at Keuka College. Toting an extra-large suitcase filled with supplies donated by Thompson Hospital, Every felt humbled and profoundly affected by visits to a hospital, a senior home, a rehabilitation facility, a clinic and more. She was struck by the differences in equipment, supplies and accessibility of care. She returned to Thompson full of ideas about salvaging unused supplies, finding local service projects for her staff, and encouraging the hospital to become formally involved in medical missions in order to enhance clinical experience. Meanwhile, nurse Mary Ellen Fiorille of Associate Health was making plans for a mission trip of her own. Originally scheduled to travel to Haiti in July of 2018 but delayed due to civil unrest, Fiorille will now travel in March 2019 with Restore Haiti, a nonprofit organization that provides nutritious food, clean water, education and health care.

## Future Nurses

Not only is Thompson Health the largest employer in Ontario County – it's also a hub for training the healthcare professionals of the future as Thompson nurses support academic achievement, role development and career advancement. In the spring, the hospital hosted its highest ever number of programs, with nursing students from Finger Lakes Community College, St. John Fisher College, the Finger Lakes College of Health (both the RN program and the LPN program), the Wayne-Finger Lakes BOCES LPN Program, the University of Rochester BSN Program and the UR Medicine Home Care Program. After all, as Benjamin Franklin once said, "An investment in knowledge pays the best interest." ▼



Employed at Thompson Hospital for more than 20 years, Finger Lakes Community College Instructor Kimberlie Rippey, MSN, RNC (second from left) continued working in 2018 to strengthen the bond between the hospital and college through training student nurses at Thompson.



# Exemplary Professional Practice

## Exceptional Departments

Within the healthcare system, there's a mechanism through which leaders and other associates can recognize an entire department – in person – for a job well done. It's called a RANSAC (Recognizing Associates Now through the Socialization Action Council) and, not surprisingly, many of 2018's RANSACs were for nursing departments. In appreciation for impressive patient satisfaction scores, RANSACs were held for the ED, the Pre-Admission Testing Center, the Birthing Center, the Surgical Care Center/Post-Anesthesia Care Unit and Cardiac Rehabilitation. For 100-percent compliance with The Joint Commission standard for daily code cart checks, there were RANSACs for Cardiac Rehabilitation, the ED, the ICU, 3 East and 2 West. In addition, 3 East was celebrated for having zero CAUTIs while the new Observation Unit was RANSACed as well, for the team's hard work in getting the new unit off the ground.

## Outstanding Stroke Care

A New York State-designated Stroke Center, Thompson Hospital in 2018 received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award. The award recognizes the hospital's commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines grounded in the latest scientific evidence. But Clinical Quality Improvement Coordinator/Stroke Coordinator Jennifer Yancey, MS, RN, isn't one to rest on her laurels. In addition to teaming with a social worker to improve stroke education at discharge, providing stroke education materials to the family practices and improving both communication and quality measures with local EMS agencies, she completed a pilot study – with other UR Medicine affiliates – regarding large vessel occlusion (LVO) treatment. ▼



Nurse Kimberly Yerkes, right, was one of the team members responsible for the Birthing Center's accolades in 2018.

## Birthing Center Recognized ▲

With more than 700 babies delivered at Thompson Hospital over the course of the year, our nurses were busy, but not too busy to keep racking up prestigious recognitions. In August, the Birthing Center received Advanced Certification for Perinatal Care from The Joint Commission for the second time. The center - which first achieved this distinction in 2016 - was commended for its overall quality of care, flexibility, and innovation. Better yet, this re-certification came on the heels of Excellus BlueCross BlueShield announcing earlier in the year that Thompson had once again received the "Blue Distinction Center+ for Maternity Care" designation in recognition of evidence-based, patient-centered care as well as cost efficiency.

Stroke Coordinator Jennifer Yancey worked with Dr. Eugene Tolomeo and others to ensure top-notch stroke care.





Ragan Stevens, left, a nurse leader on 3 West, starred in one of the hospital's recruitment videos in 2018.

## Exemplary Professional Practice

*continued*

### Inspired Recruitment ▲

Early in the year, the hospital's CEO was so touched by an email he received from 3 West Charge Nurse Jessica Schojan that he forwarded it – with her permission – to all email users within the organization. Her story of incredible teamwork during an especially challenging day throughout the hospital was so compelling that Corporate Communications then turned it into a recruitment video featuring Schojan. It wasn't the only 2018 recruitment video featuring a hospital nurse, however. 3 West Nurse Leader Ragan Stevens starred in another about Thompson's corporate culture that encourages academic and professional growth through tuition assistance, mentorship and a collective passion for continuous learning.

### Scoring High

With patient satisfaction scores playing a key role in ensuring exemplary professional practice, Nursing Administration keeps a close eye on department's scores, zeroing in on any concerns and nipping them in the bud. It's working. Mindful of Magnet requirements, the nursing leaders in 2018 witnessed units throughout the hospital outperforming the standards at what one called an "unbelievable" rate. Just for example, in the second quarter, the ED scored 89.7 compared to a Magnet mean of 87.9 for "Nurses' Attention to Your Needs," while Cardiac Rehabilitation scored 100 percent for "Explanations by Staff," compared to a Press Ganey mean of 94.6.

### Empowering Patients

As nurses focused on readmission throughout 2018, interdisciplinary action items included medication reconciliation at discharge, follow-up phone calls within two business days, and primary care appointments scheduled prior to discharge and made within five days of discharge. As a result, a number of issues were identified, such as the need for a better tracking mechanism for

weekend discharges. In addition, a "teach back" initiative piloted by Respiratory Therapy and designed to empower patients with achievable goals resulted in a number of lessons learned. For example, it was discovered that it's important to not wait until the day of discharge and to instead hold multiple sessions as well as ensure consistency of information among team members. The next step? Rolling out the "teach back" techniques across all disciplines.

### It's the Little Things

Sometimes, it's the little things that let someone know they're appreciated. That's the idea behind one of the nursing Retention Committee's latest initiatives. Called "Man, I'm Awesome!" or "MIA" for short, the effort involves nursing leadership asking nursing staff members what they've done that they're proud of and inviting them to help themselves from a bucket filled with sweet treats. It's just one way the committee helps foster a sense of fulfillment in the workplace, and it's a delicious one at that.



Clinical Nurse Educator Adrian Hordon, center, was among members of the nursing Retention Committee who showed appreciation through an initiative known as "Man, I'm Awesome!" or "MIA" for short. On the left is Patient Care Tech Theresa Webb and on the right is nurse Mindi Lewis.



## Quality Outcomes

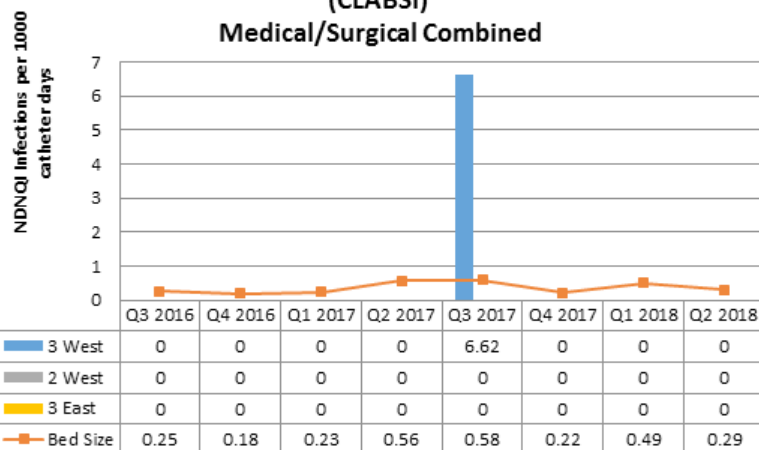
In keeping with the mission statement created by the Nursing Practice Council and approved by leadership in late 2018, Thompson nurses rely on evidence-based practice and make safety a priority at all times. This involves a vigilant focus on healthcare-associated infections (HAIs) as the nurses strive to outperform the Magnet standard regarding unit-level clinical indicator data such as catheter-associated urinary tract infection (CAUTI) and central line-associated bloodstream infection (CLABSI) rates. Nurses are fully aware that each unit must exceed the benchmark five out of eight quarters and as the nurses made their way through 2018, the data for both remained promising. In fact, there were zero cases of CAUTIs for eight quarters straight. With the exception of one unit during one of the eight quarters, there were zero CLABSIs as well.

## Growing Practice

A long-standing community medical practice with nearly 90 staff members and nearly 30,000 patients became part of F.F. Thompson Hospital effective May 4, with the onboarding effort stretching over several months. Instrumental in this Herculean effort was nurse Deborah Haitz of Physician Practice Management, who previously assisted in onboarding a primary care practice and a new urgent care center within two weeks of each other. Haitz worked with fellow nurse and then-Director of Infection Prevention and Disaster Preparedness Michelle Vignari, as well as several other departments, to ensure this practice's general surgery, internal medicine, pediatric and OB-GYN departments were ready for the transition. She helped them create new templates and update their forms, continuing to shepherd them as they adopted a new electronic medical record system just two months later and prepared to move into a new building at the end of the year.

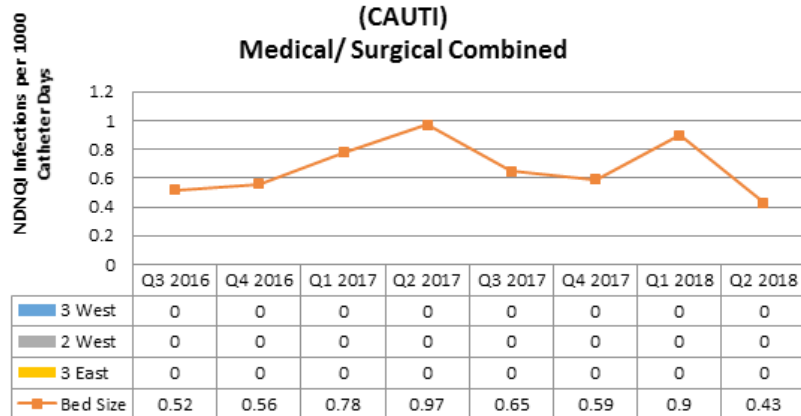
### EP18EO Central Line Associated Blood Stream Infections (CLABSI)

#### Medical/Surgical Combined



### EP18EO Catheter Associated Urinary Tract Infections (CAUTI)

#### Medical/ Surgical Combined



Nurse Deborah Haitz, third from left in the front row, played a key role in the onboarding of a large community medical practice in 2018.





# New Knowledge & Innovation



## Healing Surroundings ▲

Staff nurses in 2018 brought forth the idea for an innovative approach to providing Thompson Hospital patients with beautiful surroundings and positive energy during their stays. Partnering with local artist Cindy Harris and the health system's Office of Corporate Communications as well as its Facility Services Department, Vice President of Patient Care Services/ CNO Hazel Robertshaw and then-Director of Medical/ Surgical Nursing Elizabeth Alexander helped oversee a project to install new headwalls in the 33 patient rooms on the hospital's 2 West floor. These headwalls feature prints of 13 of Harris's paintings, "all local scenes of nature and little glimpses of moments in time." Harris, who considers art "an active piece of the room it lives in," has been painting since high school and said this is the first time her work has been integrated into furniture.

Patients weren't the only ones loving the beautiful new headboards on 2 West in 2018. So were staff members including, left to right, nurse Meggin Rowe, techs Robyn Webb and Becky Chase, and nurse Valorie Bowers.

## Ever Better

"Meliora" is the Latin word for "ever better," and it's also the slogan of Thompson Hospital's parent organization, UR Medicine. That's why 3 East nurse leaders Annmarie Lippa and Kelly Carr created an "Ever Better Board" in 2018. Located in their break room, the board invites staff to share what they feel would make the unit more operational and contribute to better work flow, or what they would consider "nice to haves," such as new equipment, a new coffee pot or microwave. The board can also help staff feel more cohesive and team-oriented, serving as a vehicle for coordinating Sunday potluck lunches or even team-building activities outside of work. "We are hopeful that it will open the door to better communication and what staff is looking to have changed on our unit," Lippa said in August. "We have just implemented this onto our unit and already, there are ideas on the board."



## Simplifying Codes

Aligning with Thompson Health's mission to provide a safe and healthy environment for all, the health system transitioned to plain language codes. For example, these replaced "Code Red" with "Fire Alert" and "Code Black" with "Active Shooter," allowing for clear communication and making it easier for all associates to understand what is going on and how to respond during an emergency. Leading this initiative, along with the head of Security, was a nurse – then-Director of Infection Prevention/Disaster Preparedness Michelle Vignari. In addition to circulating laminated reference sheets with alert definitions and responses, she worked with others in the system to create mandatory online training for all.

## "Gentle" C-sections

Thompson Hospital strives to give mothers every opportunity for a natural birth, where possible. The hospital's C-section rate is actually one of the lowest in the region. In fact, it's just 22.8 percent, compared to 33.8 percent statewide and 31.9 percent nationally. That's not the only differentiator, however. At Thompson, the Birthing Center nurses ensure "family-centered" C-sections, also known as "gentle" C-sections. They play the mother's favorite music, hold up a mirror so the mother can see the baby being born, take plenty of photos and make sure parents get skin-to-skin contact before the baby is taken for assessments. To patients who may have associated "C-section" with a cold, sterile environment and more of an operation than a birth, this approach makes all the difference. Said one mom, "I was able to experience it more. You feel more involved, and that makes it less scary."

## Cross-Training

A new initiative in 2018 resulted in five OB night nurses credentialed to circulate in the Operating Room. According to Director of Obstetrics Deborah Jones, training was done by the OR staff and involved hands-on training in the regular OR, training in the OB OR for C-sections, and a series of Association of periOperative Registered Nurses educational programs. Now, when the census and staffing allow, these night nurses circulate and the hospital can avoid calling in the OR circulator.

## Research Initiatives

Your average community hospital is not typically a place where research is under way, but then again, Thompson Hospital is far from average. In fact, a number of nursing-led research initiatives were taking place over the course of the year. For example, Director of Medical/Surgical Nursing Johnelle Keck and Vice President of Patient Care Services/CNO Hazel Robertshaw are overseeing research into how a patient's perception of his or her own fall risk compares to the trained provider's clinical risk assessment. It is hoped the information this yields will lead to improved patient-centric interventions. Meanwhile, in the Birthing Center, nurses were looking at the effect of using a screening tool from Kaiser Permanente that predicts the risk of early-onset sepsis in newborns, based on risk factors that are evident during labor, as well as the infant's clinical symptoms after birth. The hope is to see a decrease in septic workups and antibiotic use after instituting the tool. In addition, Clinical Nurse Educator Adrian Hordon received her Institutional Review Board (IRB) clearance for "Nurse Perception of Technology Integration at the Bedside." This research involves a survey and active participant observation to understand the nurse perception of their use/impact of technology, to include the workstations on wheels and iPhones/smartwatches in the clinical setting. ▼



With a supposition that patients often do not see themselves as a fall risk and therefore do not rate themselves in a way that correlates with the nursing assessment, falls prevention research at Thompson involves the nursing rating dictating the color of socks the patient wears. Red equals a high risk, yellow is for a medium risk and green is for a low risk.



## Tracking Hypertension

On a regular basis, each of Thompson Hospital's primary care practices upload their data on hypertension to a registry overseen by Common Ground Health, formerly known as the Finger Lakes Health Systems Agency. This registry tracks how many individuals in the region are pre-hypertensive, hypertensive Stage 1 and hypertensive Stage 2, allowing physicians to receive reports on how well their practices are doing in helping their patients affected by this condition. Hypertension is encompassed by the health system's Community Service Plan, to help these patients and those with other chronic conditions, Thompson's Wellness Department – led by nurse Tina Acevedo – offered free, six-week Living Healthy Workshops throughout 2018.



SANE nurses (left to right) Shannon Cooper, Alice Brocklebank, Ragan Stevens, Cristine Crawford and Amy Provester had new equipment in 2018, thanks to collaboration with the Child Advocacy Center of the Finger Lakes.

## Advocates for Survivors ▲

As the coordinator of Thompson Hospital's sexual assault nurse examiners (SANE) program, Cristine Crawford has a reputation in the local law enforcement community as a fierce advocate for survivors. It's a reputation that no doubt played a role in a 2018 donation from the Child Advocacy Center of the Finger Lakes of a new colposcope to improve the care Thompson's sexual assault nurses provide, especially to pediatric survivors. Crawford said the mobile equipment is smaller than traditional scopes, less intrusive for patients, and

provides better quality photographs. In addition, the EVA System facilitates sharing of information with medical providers and law enforcement if indicated. And it's needed more than ever because Thompson – designated as a "Sexual Assault Center of Excellence" by New York State – is seeing more pediatric cases each year. "By seeing them here at Thompson, we save the families a trip to Rochester and are able to coordinate services for the family with the Child Advocacy Center so that the entire multidisciplinary team can meet together and the child won't have to repeat their story multiple times to various agencies," Crawford said.

## Cheering Peers

Director of Perioperative Services Director Melissa Shelley in 2018 created a "Step in the Right Direction" bulletin board just outside the OR charge desk. On it is featured an Associate of the Month, a Peer of the Month, and a CARES Valiant of the Month (reflecting the corporate CARES values of Commitment, Action, Respect, Excellence and Service). Shelley also features the team member with the best new idea, as well as those who sent the most "Cheers for Peers" via the health system's internal recognition website over the past month and those who received the most cheers. Through the department newsletter – called *STITCHES* – Shelley invites the nurses on her team to get their nominations in for the following month, so the recognition just keeps on coming.

## Improving Patient Outcomes

Diagnostic Imaging Clinical Nurse Leader Cathy Crosby was implementing evidence based practice, as well. After attending an Association of Radiologic and Imaging Nursing convention where the topic of capnography monitoring during moderate sedation administration was presented, she learned patient outcomes can be improved with the additional monitoring of capnography. Crosby helped ensure that Thompson's Interventional Radiology (IR) physicians, nurses, and technologists were all educated on capnography. Implementation took place in February for IR patients receiving moderate sedation during procedures and as of October, there had been no need to call for the Rapid Response Team for an adverse event during an IR case.



# Transformational Leadership

## Heart and Vascular Education

Through a collaborative effort with the cardiology advanced practice providers, all nurses on staff at Thompson Hospital were invited to take part in 2018 Heart and Vascular Teaching Days to learn more about the most common cardiovascular problems with which many patients in the community present. With six presenters – from both Vascular Surgery and Cardiology – the topics included peripheral vascular disease, carotid artery occlusive disease, aneurysmal disease, atrial fibrillation/atrial flutter, heart failure and more. In addition to learning about epidemiology, testing and treatment, the nurses also reviewed complications and follow-up, as well as explored education for patients and families. Offered twice during the course of the year, the education drew 32 participants and was slated to be offered again in the future. ➤



Hospital nurses like Brittany Tay, second from left, benefited when Nurse Practitioners Joan Eckert and Christine D'Agostino led Heart and Vascular Teaching Days in 2018.

## A Caring Committee

With an increasing emphasis on a broader approach to healthcare delivery, Thompson Health's Population Health Management Committee became re-energized in 2018 and not surprisingly, the hospital's nurses were well represented among those coordinating community efforts, addressing disease prevention, disease management and chronic care management. In addition to Vice President of Patient Care Services/CNO Hazel Robertshaw, the committee's nurses also included Community and Associate Wellness Manager Tina Acevedo and Family Practice RN Care Manager ▼

Jean Jackson. A primary focus for the committee in 2018 was – through educating both primary care physicians and patients – to double the rate of local participation in free, low-dose lung cancer screenings offered by the hospital from 15 percent to 30 percent in just two years to catch more cases of lung cancer in its early stages.

## Managing Diabetes

With diabetes affecting more than 9 percent of the population and approximately 25 percent of seniors, longtime Thompson nurse and certified diabetes educator Jane Hallstead put together Diabetes Teaching Days for the nursing staff in 2018. This interdisciplinary class offered five continuing education units (CEUs) and covered the simple pathophysiology of diabetes, what has been done within Thompson to improve glucose management, focused studies, literature review and nursing education needs assessment, as well as pharmacology and medical nutrition therapy. According to Hallstead, eight people took part in the first half-day program, with attendees from the hospital as well as satellite offices and the health system's nursing home. A second offering of the class was held in November, with six students.

Tina Acevedo of the hospital's Wellness Department was among the nurses joining Dr. Ben Wandtke in the Population Health Management Committee's push for higher participation in free, low-dose lung cancer screenings.





# Transformational Leadership

*continued*

## Fun Learning

After reviewing the feedback from the Nursing Skills Days, Thompson Health's Nurse Educator, Adrian Hordon, and its Nursing Practice Council decided to shake things up a bit. In 2018, each quarterly Skills Day involved a live-action game of Wheel of Fortune, in which nurses had to complete specific skills to gain clues needed to figure out the word puzzle. Hordon dressed as game show host Pat Sajak while Director of Medical/Surgical Nursing Johnelle Keck dressed as Vanna White, adding to the fun. Participants who completed all required skills were not only entered into prize drawings but walked away having engaged in best-practice components to keep their patients safe. Better still, attendance went up and nurses commented they could not wait to see what was in store for them at future Skills Days.



## Health Heroes

Watching a colleague embrace a healthy lifestyle is sometimes all the encouragement needed to make changes of one's own, so Thompson Health celebrated its 2018 "Health Heroes," awarding them prizes and sharing their stories in the company newsletter. Among these heroes were three nurses whose transformations were truly inspiring. Lisa Maier of Associate Health, honored during the second quarter's theme of "self-care," not only started eating healthier and getting more exercise but began volunteering more, meditating, practicing yoga and taking nature walks. As a result, the August newsletter said, she decreased her anxiety, was sleeping better and experiencing fewer headaches as well as enjoying a more positive outlook. Both Jennifer Dane of the Birthing Center and Julie Snyder of Associate Health were chosen

as third quarter "Health Heroes." Dane lost 134 pounds by eating healthy, running and taking up cardio-kickboxing. She shared with other staff members that her joints feel better, her self-esteem has improved and her asthma has improved as well. Snyder lost approximately 35 pounds changing her daily eating habits and exercising on a regular basis, subsequently lowering both her cholesterol and blood pressure.



**Left:** "Pat Sajak" and "Vanna White" welcomed nurses to Skills Days. **Above:** Nurse Leader Mary Kate Corey (in the center of the photo) was among those sharing knowledge with coworkers like Alvin Taylor and Thelma Parker.

## Helping Victims

On the heels of state legislation requiring general hospitals and diagnostic and treatment centers to establish and implement policies and procedures pertaining to the identification, assessment, and referral of victims of human trafficking, Thompson Hospital Sexual Assault Nurse Examiner (SANE) Coordinator Cristine Crawford and 3 West Nurse Leader Ragan Stevens – a fellow SANE nurse – were busy in 2018, ensuring Thompson Hospital would be ahead of the curve. In addition to attending a week-long conference in September, the two created poster boards and a comprehensive PowerPoint presentation to be rolled out, hospital-wide, in November. These educational pieces covered the gamut, teaching staff members about victims' most common presentations to health care, red flag indicators and more. They also worked with Case Management/Social Work and Legal/Regulatory Affairs in creating a new policy to ensure effective handling of any trafficking victims who come through the door.



## National Involvement

As highlighted in both her department newsletter and the employee newsletter distributed throughout the entire health system, Bronwyn Ship of Perioperative Services was named the Regional Director of Region 4 for the national Board of Directors

American Society of PeriAnesthesia Nurses (ASPAN). Assuming her role in May, Ship attended the national conference in Anaheim, California and was featured in the July/August issue ASPAN's newsletter. The article talked about her nine years of experience at Thompson and her role in chairing a committee that created a user-friendly website for the New York State PeriAnesthesia Nurses Association.



## Strategic Planning

Vice President of Patient Care Services/CNO Hazel Robertshaw was very much involved as the CEO began leading the development of a new strategic plan to carry the health system from 2019 through 2022. Meeting to review interviewees' feedback and share SWOT (Strengths, Weaknesses, Opportunities, Threats) analyses, she and other members of the committee were building a framework around clinical quality/patient safety, service excellence, work environment, enhanced clinical programming, facility/IT improvements and financial stewardship.

## Giddy Up for Patient Safety

Overseen by nurse Deborah Haitz of Physician Practice Management, the hospital's Shortsville Family Practice used the theme of a horse race during an initiative aimed at improving the practice's three lowest-scoring quality measures – diabetic eye exams, medical attention for neuropathy, and control of hypertension. The staff was divided into three teams, with each team consisting of a provider, a nurse and a secretary. At the start of the six-month "race," each team was randomly assigned one of the quality measures, putting processes in place to achieve their goals and tracking their results monthly as their horses advanced along the track accordingly. Through teamwork, friendly competition and fun, each of the quality measures improved. Compliance with diabetic eye exams went up 10.66 percent and medical attention for neuropathy increased by 13.23 percent, while patient

control of hypertension improved 5.18 percent. While the neuropathy team won – with each member receiving a trophy and a Dunkin Donuts gift card – the real winners, of course, were the patients.

Final Numbers		
Diabetic Eye Exams	Medical Attention for Nephropathy	Hypertension Blood Pressure Control
Goal: 70.37% Ending: 36.95% <b>+10.66%</b>	Goal: 89.63% Ending: 90.69% <b>+13.23%</b>	Goal: 74.07% Ending: 72.46% <b>+5.18%</b>

The theme for a friendly competition – designed to improve patient outcomes at the hospital's Shortsville Family Practice – was a horse race.

## Breathing Easier

As the hospital's expert in successfully obtaining outside certifications from accrediting bodies, nurse and Quality Improvement Coordinator Stephanie Friel led the charge as the hospital pursued both Advanced and Standard Chronic Obstructive Pulmonary Disease (COPD) Certifications from The Joint Commission in 2018. Once again, her efforts and those of many others within the hospital were successful. These new certifications encompass all COPD care within F.F. Thompson and four of its primary care locations: Canandaigua Family Practice, Lima Family Practice, Shortsville Family Practice and Macedon Family Practice. In recent years, the hospital has also received the commission's Certificates of Distinction for both hip and knee replacements, Advanced Perinatal Certification, and Orthopedic Rehabilitation Certification.



Nurse and Quality Improvement Coordinator Stephanie Friel, a bedside nurse until 2017, helped ensure COPD certifications from The Joint Commission in 2018.





## CARES Values

# C

### *Commitment*

is to our customer. Our customer is the patient and resident, family, doctor, client, associate, volunteer, and visitor — anyone to whom we provide service.

# A

### *Actions*

speak louder than words. We act in a professional and timely manner and are accountable for our own behavior and that of our colleagues.

# R

### *Respect*

We treat every person with dignity, honor and appreciation. We avoid every 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, creating a responsive and healing environment. This is what our team is all about.



**UR**  
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