



AULTMAN
HEALTHCARE
DELIVERY SYSTEM

2018

Healthcare Delivery System Nursing Annual Report



 **AULTMAN**

Aultman Alliance Community Hospital
Aultman Hospital
Aultman Orrville Hospital
Aultman Specialty Hospital
Aultman Woodlawn



From the System Chief Nursing Executive

Dear Nursing Colleague,

I am extremely proud and honored to present the 2018 Aultman Nursing Annual Report. In fact, 2018 will forever be viewed as special and unique. Aultman officially declared itself a healthcare delivery system as Alliance Community Hospital became Aultman's fourth hospital. With a new health care structure and an expanded nursing workforce, 2018 was a perfect time to connect and unite our nurses so that the foundation for our future direction could be laid.

Our foundational work began with creating a new nursing vision, A Commitment To Nursing Excellence. Excelling at patient care and advancing our profession will always be the core of our existence, so nursing leaders (at all levels) began by clearly stating our beliefs that guide our daily practice. We concluded that our caregiving motivation comes from being progressive, evidence-based, collaborative, value-driven, innovative and scholarly, advocates, compassionate, connectors, and, lastly, continuous learners.

To guide our nursing practice throughout the system, we felt a common Professional Practice Model was essential. Thus, a framework was adopted that directs our caregiving efforts toward achieving optimal service, outcomes, cost, and safety for our patients.

It brings me great pride to recognize our nursing workforce who inspire me with acts of dedication, compassion, and caring with every patient encounter. I am excited about nursing's future as we connect and unite. No doubt exists that by combining our strengths and talents, Aultman nurses will positively impact patient outcomes. In the years to come, I believe we are well-positioned to fulfill our mission of Leading Our Community To Improved Health!

Respectfully,

Anne Gunther, DNP, RN, NEA-BC, CENP
System Chief Nursing Executive

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AULTMAN WOODLAWN

23

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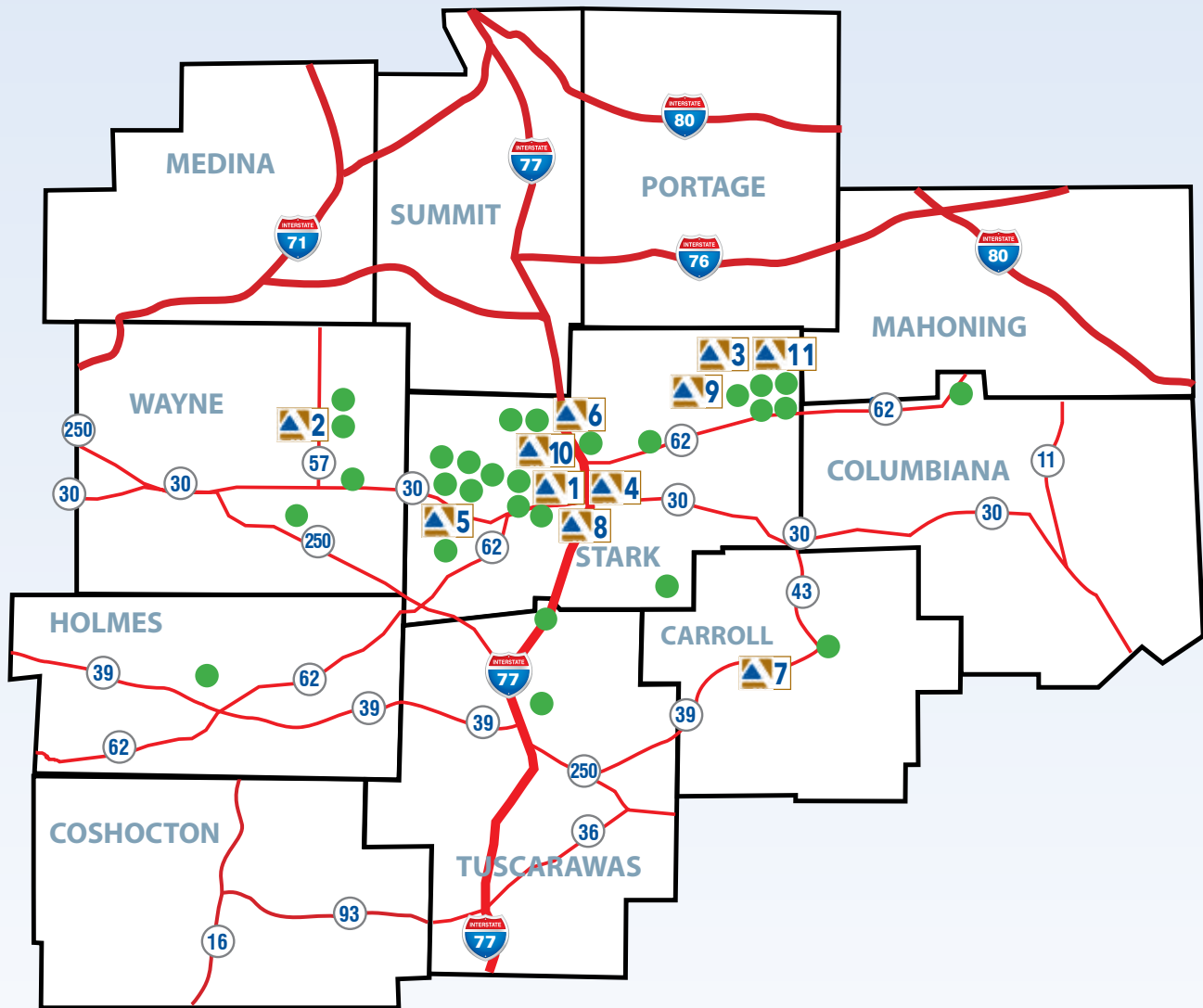
AULTMAN ALLIANCE
COMMUNITY HOSPITAL

35

AULTMAN SPECIALTY HOSPITAL



AULTMAN CARE SITES MAP



- | | |
|---------------------------------------|--------------------------------------|
| 1 Aultman Hospital | 7 Aultman Carrollton |
| 2 Aultman Orrville Hospital | 8 Aultman Tusc |
| 3 Aultman Alliance Community Hospital | 9 ACH Family Care Urgent Care Center |
| 4 Aultman Specialty Hospital | 10 Aultman Woodlawn |
| 5 Aultman West | 11 Alliance Community Care Center |
| 6 Aultman North | Aultman Medical Group Locations |

NURSING LEADERSHIP



Amy J. Antonacci
MSN, RN

Vice President of Patient Care Services,
Aultman Alliance Community Hospital



Nicole Kolacz
DNP, MBA, RN, NE-BC

Chief Nursing Officer,
Aultman Hospital



Anne Gunther
DNP, RN, NEA-BC, CENP

Chief Nursing Executive,
Aultman Healthcare Delivery System



Angela Williams
BSN, MBA, RN

Vice President,
Post Acute Services



Angela Caldwell
MSN, RN, NE-BC

Chief Nursing Officer/
Chief Operating Officer
Aultman Orrville Hospital



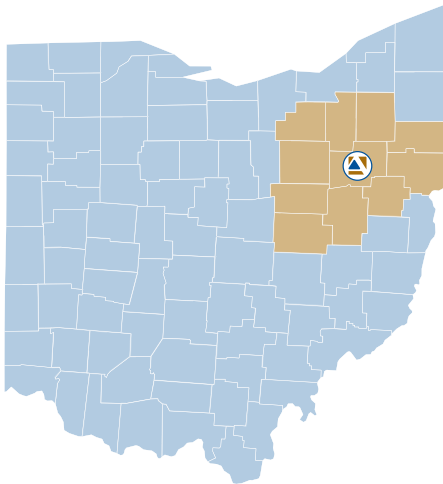
Lisa Vacha
MSN, RN

Director of Clinical Operations,
Aultman Specialty Hospital





SYSTEM DEMOGRAPHICS



23,804
Hospital Admissions



19,892
Surgeries Performed



21,321
Observation Days



136,378
Emergency Room Visits



541,179
Outpatient Hospital Visits



3,281
Births

NURSING BY THE NUMBERS

Nursing Staff

1,680

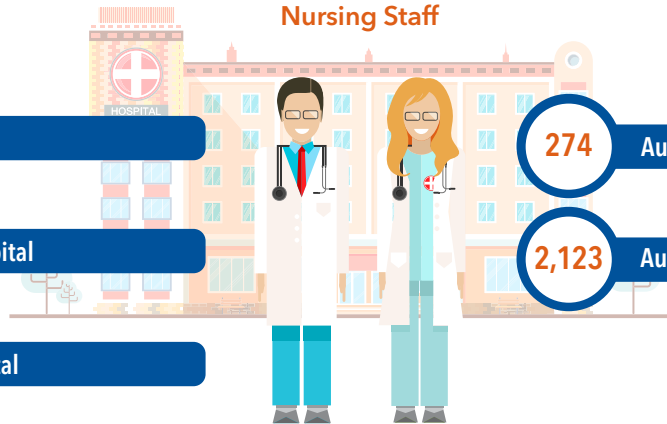
Aultman Hospital

46

Aultman Specialty Hospital

123

Aultman Orrville Hospital



274

Aultman Alliance Community Hospital

2,123

Aultman Healthcare Delivery System (HDS)

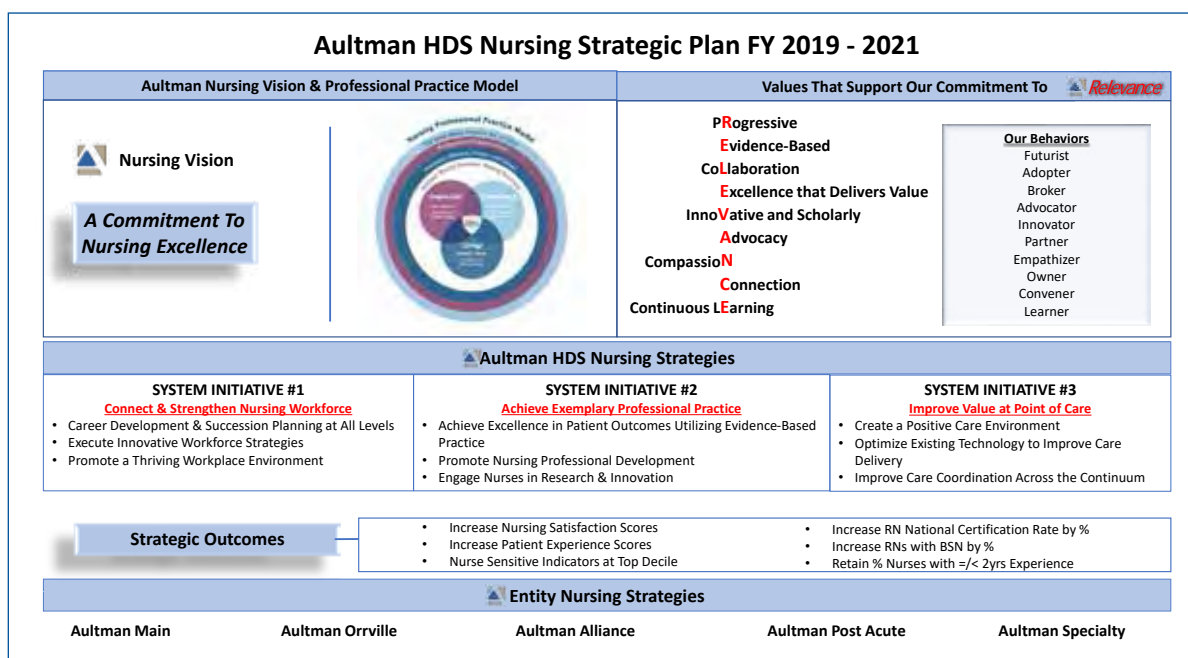
OUR NURSING PHILOSOPHY

- We, the nurses of Aultman, value the exceptional care we provide as we strive for excellence in our nursing practice and reflect the commitment to our core values.
- We protect patient rights by respecting privacy, confidentiality and individuality.
- We educate patients, families, students and the community, and we recognize and encourage the education and development of our peers.
- We are active in maintaining evidence-based nursing practice through shared decision-making and participation in nursing research.
- We accept change as our opportunity to promote safe, quality patient care in a rapidly evolving healthcare environment with a focus on high reliability.
- We value and respect the cultural diversity of our patients, peers, and the communities we serve.
- We mentor within our profession and are members of a dynamic interdisciplinary healthcare team with esprit de corps atmosphere.
- We advocate for our patients, their families and our community, in both wellness and illness, from birth to death.

SYSTEM NURSING VISION & STRATEGIC PLAN

In 2018, Anne Gunther, DNP, RN, NEA-BC, CENP, System Chief Nursing Executive, along with the assistance of Anne Paliswat MSN, RN, NE-BC, System VP Nursing Professional Practice and Advocacy, coordinated and held the inaugural Aultman Healthcare Delivery System (HDS) Nursing Strategic Planning sessions. The planning theme was "Together We Grow!" The Nursing Leaders from each entity within the HDS and the Aultman College chose representatives to be involved in three planning sessions. A total of 26 representatives from Aultman Hospital (AH), Aultman Orrville Hospital (AOH), Aultman Alliance Community Hospital (AACH), Aultman Specialty Hospital (ASH), and the Aultman College

participated. Small workgroups were formulated by members and a SWOT (Strengths Weaknesses, Opportunities, and Threats) analysis was completed by the group to formulate three big ideas that were later transformed into three basic system strategic initiatives with measurable strategic outcomes. Aultman nursing vision, values, and behaviors were established. At the conclusion of the planning sessions, each entity was challenged to conduct nursing strategic planning sessions at each care site to determine how to best meet the system nursing strategies identified. Great job to all the nursing leaders, we are stronger together!





NURSES IN ACTION: ADVOCACY ACROSS THE SYSTEM



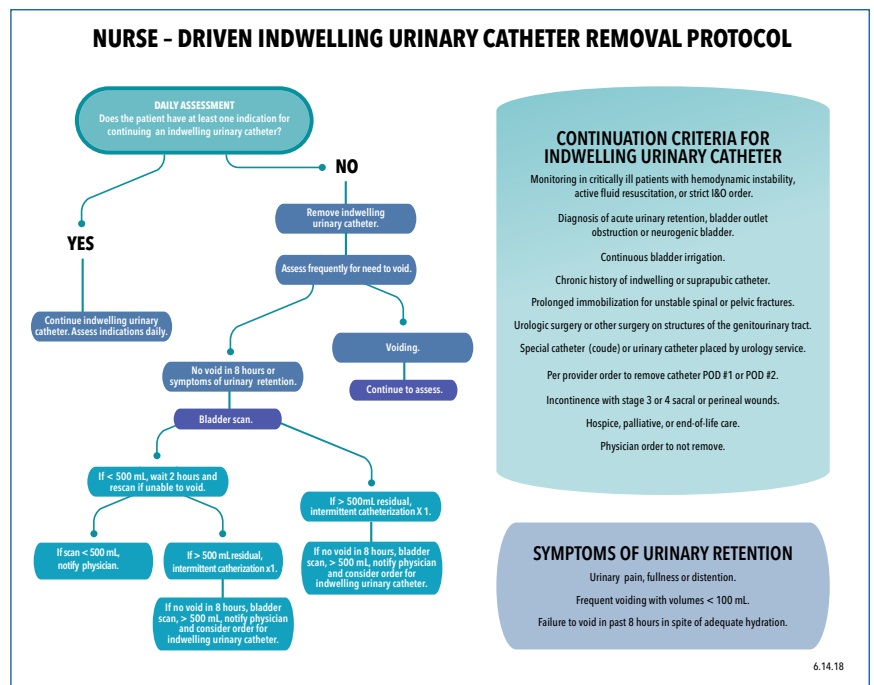
Aultman nurses serve as advocates in many ways. The voice of nursing needs to be heard at all levels where healthcare policy decisions are made. The following nurse leaders are currently serving in inspiring positions, advocating for nurses in Ohio and across the nation.

- Anne Gunther, DNP, RN, NEA-BC, CENP, Chief Nursing Executive of Aultman Healthcare Delivery System
 - » President Elect of Ohio Organization of Nurse Executives (OONE, currently OONL) 2017 - 2018
- Amy Antonacci, MSN, RN, Chief Nursing Officer Aultman Alliance Community Hospital
 - » President Elect Northeast Ohio Organization of Nurse Executives (NEOONE) 2017 - 2018
- Nicole Kolacz, DNP, MBA, RN, NE-BC, Chief Nursing Officer Aultman Hospital
 - » President Northeast Ohio Organization of Nurse Executives (NEOONE) 2017 - 2018

SYSTEM STORY & INITIATIVES

Promoting Evidence-Based Practice for Optimal Outcomes Across the Healthcare Delivery System Implementation and Standardization of a Nurse Driven Indwelling Urinary Catheter Removal Protocol

A nursing system collaborative was formulated with nurses representing each hospital within the HDS. Together, the system group collaborative worked on formulation of a Nurse-Driven Removal Protocol (NDRP) for Indwelling Urinary Catheters. The NDRP project was decided upon to promote timely removal of urinary catheters to aid in catheter-associated urinary tract infection (CAUTI) prevention. When the NDRP protocol is selected by a provider, nurses can autonomously discontinue a catheter while following an algorithm for continued assessment of urinary retention or voiding concerns. The group revised the *Urinary Catheterization of the Adult: Insertion, Care and Removal* policy and facilitated the process to gain approval from the appropriate service lines and ultimately the Medical Executive Committee (MEC). During the 4th quarter of 2018, the NDRP was implemented successfully across the HDS. The number of catheter days and CAUTIs were determined to be the outcome measures. Good job to Aultman nurses for the first nursing system practice initiative to be standardized!



SPIRIT OF INQUIRY

Presenters and attendees across the healthcare delivery system came together for the 15th annual Spirit of Inquiry that took place on November 28, 2018. The event provided an opportunity for clinicians to display research and practice improvement projects showcasing improved patient outcomes. Presenters encompassed multiple disciplines including Pharmacy, Therapy, Physicians, and Nursing.

The theme was “The Spark of Innovation” and featured a total of 31 posters, comprised of eleven research and 20 practice improvement. Three of the posters were presented by 2017-2018 Research Academy participants. The posters were on display for public viewing in the lobby from November 26 – 28.

The Spirit of Inquiry event included poster presentations, judging and an awards presentation. Attendees also enjoyed listening to two dynamic speakers during a luncheon, with a focus on innovation. Speaker Marc Schneider, presented “Innovation in the Context of Humans” and speaker René Polin presented “Human-Centered Innovation: Building Empathy.” Short Innovation Application Testimonies were presented by Denise Testa Au.D., CCC/A, FAAA and Patricia Miller MSN, RN, NE-BC, AACC, CHC. For the first time, the Spirit of Inquiry event welcomed high school students to participate. Lake High School participated by presenting two runs of “Operation,” the GenYes Program’s Rube Goldberg Project. The project included use of gravity, robotics, pulley systems, kinematics, and sound & light energy. The high school students were well received by the audience and contributed to the diverse mixture of participants and attendees which spanned the Baby Boomer, Generation X, Millennials, and Post-Millennial generations. The multi-generational participation enriched the experience for all who attended!



GenYes Program Presents A Rube Goldberg Project

“OPERATION”

- Gravity
- Robotics
- Pulley Systems
- Kinematics
- Sound Energy
- Light Energy





AULTMAN HOSPITAL WELCOMES A NEW CNO!



On February 26th, 2018, Nicole Kolacz, DNP, MBA, RN, NE-BC transitioned into the Aultman Hospital Chief Nursing Officer role. Nicole began her 24-year Aultman career when she began working as a nurse aide in the float pool. She later became a registered nurse and worked as a staff nurse in the float pool

before moving to Outpatient Infusion & Oncology where she became a Patient Care Specialist. Nicole advanced her career and became the Unit Director (UD) of Oncology, Infusion Therapy, Breast Care Center

& Radiation Therapy; eventually taking the UD role over the surgical unit. Career advancement led her to becoming an Associate Vice President responsible for Dialysis, Psychiatry, Orthopedics, Medical-Surgical, Respiratory, and Off-Shift Administration. Ten years prior to Nicole returning to Aultman Hospital, she worked as the CNO/VP over Patient Services at Pomerene Hospital in Millersburg, Ohio. Nicole is often found in the unit hallways or in Town Hall meetings, collaborating with nursing and other staff members. Nicole believes that Aultman nurses make a difference for patients, families, and team members every day, and conveys how honored she is to be part of such an amazing team of committed professionals.

NURSING KNOWLEDGE, INNOVATIONS & OUTCOMES

Magnet Designation

CENTER FOR PROFESSIONAL PRACTICE TEAM

Anne Paliswat, MSN, RN, NE-BC

Mary Beth O'Connor, MSN, RN, CNOR (E)

Amy Chambers, MSN/ED, RN, RNC-OB

Melinda Wiles MSN, RN, CPLC

Katie Emler, MSN, RN, RN-BC

Sommer Warwick

Magnet designation reflects a robust organizational commitment to nursing autonomy, professional development, and a healthy work environment. This supportive framework, inclusive of structures, processes, and resource allocations, supports nurses to get involved, embrace collaborative working relationships, drive evidence-based practice change, and positively impact patient outcomes. A culture of high expectations and accountability for nursing practice is at the core of Magnet recognition, and the nursing excellence it honors is the result of deliberate focus on the various factors that affect quality outcomes within a healthcare delivery system. Magnet hospitals must apply for designation every four years. Consistency and continuity of organizational support

and a vibrant nursing culture are vital to ongoing readiness and successful re-designation efforts.



In 2018, the Center for Professional Practice Team worked to compile, coordinate, and detail the remarkable accomplishments of Aultman Hospital nurses and interprofessional colleagues within the context of a re-designation document. The team's efforts were directed toward translating specific, nurse-centric examples of exceptional caring, scientific inquiry, transformational leadership, and evidence-based practice change into a format and language that best represented the outstanding work of our nurses. The completed Magnet re-designation document, due for submission in April 2019, spans a 48-month period that began with our last designation in April 2015. The Professional Practice Team is excited to share with the Magnet Appraisers our stories of discovery, healing, empowerment, and compassionate excellence, and to earn a site visit that validates our excellence and leads to our fourth consecutive designation as a Magnet hospital.

PUBLICATIONS

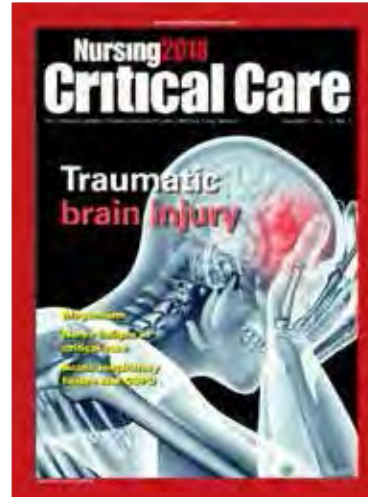


Magnesium by Amy Hiner, MSN, RN-BC, ACNS-BC

Published in the January issue of **Nursing2018 Critical Care Journal**

Amy Hiner, MSN, RN-BC, ACNS-BC, Clinical Nurse Educator for Aultman Hospital Critical Care

Services, published an article on Magnesium in the January issue of Nursing2018 Critical Care Journal. The five-page article was part of a series on serum electrolytes. Hiner highlighted her journal article and presented on publication during the March, Patient Care Forum.



Caring for Critically Ill Patients with the ABCDEF Bundle: Results of the ICU Liberation Collaborative in Over 15,000 Adults

Published in **Critical Care Medicine**

Acknowledgment to Aultman Hospital and Nihad Boutros, MD, FCCP, Jonas Sykes, PT, and nurses Amy Hiner, MSN, RN-BC, ACNS-BC & Kim Dougan, MSN, RN-BC for their contributions to the study.

Impact Assessment Paper: Fast Track Development at Aultman Hospital

Published in **The Academy for Excellence in Healthcare** by the Ohio State University on January 17, 2018

Featuring: Stacie Howard & the Aultman Hospital Emergency Department

The publication detailed the goal to redesign the workflow to make improvements to impact patients leaving the Emergency Department (ED) without being seen by a provider. Clinical nurses' involvement in the redesign of work flow resulted in an improvement.



Caring for Critically Ill Patients with the ABCDEF Bundle: Results of the ICU Liberation Collaborative in Over 15,000 Adults

Brenda T. Pun, DNP, RN, FCCM¹; Michele C. Balas, PhD, RN, CCRN-K, FCCM, FAAN²; Mary Ann Barnes-Daly, MS, RN, CCRN-K, DC³; Jennifer L. Thompson, MPH⁴; Matthew Aldrich, MD⁵; Juliana Ruff, MD, FCCM⁶; Diane Byrum, MSN, RN, CCRN-K, CCNS, FCCM⁷; Shannon S. Carson, MD⁸; John W. Devlin, PharmD, FCCM⁹; Heidi J. Engel, PT, DPT¹⁰; Cheryl L. Edwards, CTR, BC, PPS¹¹; Ken D. Hargett, MHA, FAARC, FCCM¹²; Lori Harmon, RRT, MBA, CFHQ¹³; Christina Hildeberg, MA¹⁴; James C. Jackson, PhD¹⁵; Tamra L. Kelly, BS, RRT, MHA¹⁶; Vishaka Kumar, MD, MBA¹⁷; Lawson Miller, RRT¹⁸; Alexandra Morse, PharmD¹⁹; Christine S. Perre, PT, CCS, FCCM²⁰; Patricia I. Posa, RSN, MBA, CCRN-K²¹; Kathleen A. Puntillo, PhD, RN, FCCM, FAAN²²; William D. Schweickert, MD²³; Joanna L. Stollings, PharmD, FCCM²⁴; Alii Tan, PhD²⁵; Lucy D'Agostino McGowan, PhD²⁶; E. Wesley Ely, MD, MPH, FCCM²⁷

¹Department of Medicine, Pulmonary and Critical Care, Critical Care, Ohio State University, Columbus, OH
²Department of Biostatistics, Johns Hopkins University, Baltimore, MD
³The Ohio State University College of Nursing, Columbus, OH
⁴The Ohio State University Wexner Medical Center, Columbus, OH
⁵Stellar Health, Sacramento, CA
⁶Department of Biostatistics, Vanderbilt University Medical Center, Nashville, TN
⁷Department of Anesthesia and Perioperative Care, University of California, San Francisco, CA
⁸Stellar Health, Sacramento, CA
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DOI: 10.1097/CCM.0000000000000302
Critical Care Medicine
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The publication outlined a study from a national quality improvement collaborative to evaluate the relationship between performing the ABCDEF bundle and critical care, patient-centered outcomes.



2018 OONE FALL CONFERENCE - EBP/QUALITY IMPROVEMENT POSTER AWARD WINNER

Poster presentation: *Detouring Delirium: Identification and Management on an Orthopaedic Unit*

Presented by Linda Griggs MSN, APRN-CNS, ACNS-BC, RN-BC & Connie Hammen RN-BC, ONC

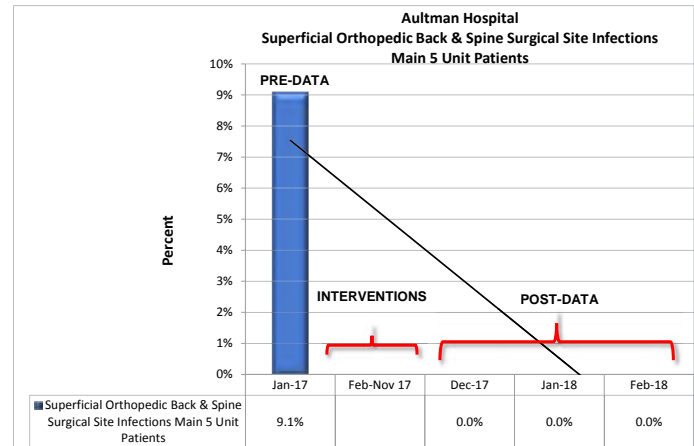
This poster was also presented at the American Geriatric Society (AGS) conference.

The purpose was to identify the prevalence of patients at risk for delirium in hospitalized orthopaedic patients 65 years and older and to implement interventions aimed at preventing or minimizing effects of delirium. An orthopaedic unit was selected to pilot the implementation of a non-pharmacologic delirium prevention program. A two-phase project was executed. Many conclusions were identified, including one being that the medical patient subgroup had a statistically significant decrease in positive Confusion Assessment Method (CAM) results post intervention.



Orthopedic Clinical Nurses on Main 5 Get to Zero

Orthopedic clinical nurses on Main 5 identified an increase in superficial, surgical site infections (SSIs) in back and spine orthopedic surgical patients. Clinical nurses reported dressings on fresh post-operative back surgery patients were frequently rolling and exposing the new surgical site to air and bacteria. The Main 5 unit shared governance council, led by clinical nurses, decided to initiate a quality improvement activity as a unit council project. The goal was to decrease the percent of superficial orthopedic back and spine surgical site infections for Main 5 unit patients, measured as the number of superficial orthopedic back and spine surgical infections divided by the total number of orthopedic back and spine cases per 100 surgical procedures. A literature review was completed for best practices. A proposed solution was trialed in a simulated patient environment and recommendations were made to the SSI Council.



Through collaboration with the OR, Surgical Assistants and the SSI Council, a new dressing was implemented resulting in reduced superficial orthopedic back and spine SSIs.

New Graduate Nurses Go to Bootcamp

Rhonda Fleischman, MSN, APRN-CNS, Karen Chirumbolo, MSN, APRN-CNS, and Colleen Sondles, BSN, RN, NE-BC presented a poster at the Aultman Spirit of Inquiry Event, highlighting a gap that exists between nursing school graduation and sitting for the RN licensure (NCLEX) exam. As a strategy to strengthen the nursing workforce and a focus on recruitment and retention, the Cardiac Care Unit (CCU) and Cardiovascular Surgical Intensive Care Unit (CVSICU) hired and trained a group of new graduate nurses to the Patient Care Tech (PCT) role during the known gap between school and practice. The tech role allowed socialization to the unit, staff, and many processes. Additional time was allocated for RN-focused education specific to the care of the patient type within the units. After passing their NCLEX exams, the PCTs then transitioned to the RN Orientation that incorporated a bootcamp curriculum. The PCT to RN Bootcamp enhanced the socialization of the new graduates. The participants were able to learn the culture, staff, and environment prior to becoming a RN. The Bootcamp was

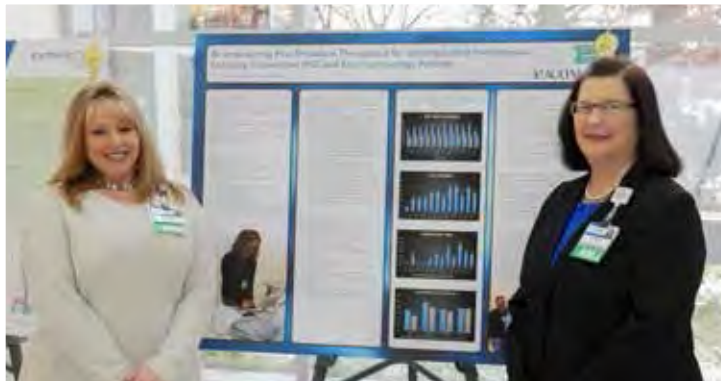
able to decrease some time spent in hospital-required orientation class. The organizational cost saved was shifted to the unit level, with additional opportunity to learn from the unit-based Clinical Nurse Specialist (CNS).





Re-engineering Ambulatory Cardiac Post Procedure Throughput

Lorrie Durkin, MSN, RN, CCRN-K designed a project to address inefficiencies in the current inpatient system, decrease the length of stay (LOS), improve patient satisfaction, and optimize reimbursement for appropriate levels of care for uncomplicated, percutaneous coronary intervention (PCI) and electrophysiology patients (EP). Outpatient beds were converted to telemetry equipped observation beds, a medical director was appointed, a care team was built, and workflow was redesigned. A decrease in LOS was observed for the uncomplicated post intervention EP patients. An appropriate level of care was assigned as evidenced by a low conversion rate. Departmental volume and revenue increased, and improved RN satisfaction was noted in reference to work flow consistency and improvement.



Post-Acute Services Improve Palliative Care Initiatives

Cara Rich, MSN, RN, CNOR, Post-Acute Care Quality Coordinator and Angela Williams, MBA, BSN, RN, Vice President Post-Acute Services, completed a research project about intensive care unit (ICU) nurses' involvement in palliative care. The project focused on whether education improves ICU nurse involvement and decreases perceived barriers related to palliative care communication in Aultman Hospital ICUs. Mean responses of all nurses who received the 2018 Aultman Hospital ICU Nurse Palliative Care education revealed that education can positively impact a nurse's perceived knowledge of and ability to participate in palliative care discussions.



Health Coaching Decreases Stress

Kenneth Brately, BSN, RN, CHC, (MICU) and Jessica Unkefer RN, BSN (5 North) completed a research project during their participation in the Aultman Research Academy. The project focused on nurse turnover and the research question was: How does stress-targeted health coaching affect perceived stress levels and intent to leave for novice nurses? Pre and post surveys were conducted before and after health coaching sessions with a certified health coach that focused on stress management techniques with group discussion for application of techniques to real-life scenarios. While there was no significant difference in novice nurses' intention to leave after completing the health coaching intervention. There was a statistically significant result suggesting that health coaching can have a positive impact on novice RNs feeling nervous and "stressed."



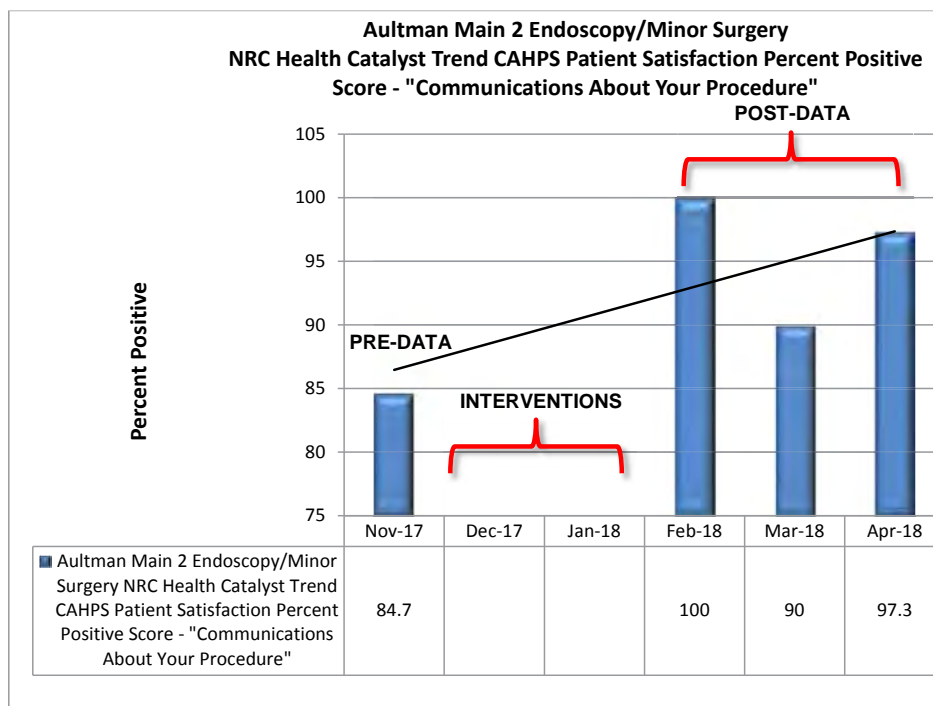
Aultman Main 2 Endoscopy/Minor Surgery Improves NRC CAHPS "Communications About Your Procedure" Scores

Main 2 Endoscopy/Minor Surgery NRC Health Catalyst Trend CAHPS Patient Satisfaction Percent Positive - "Communications About Your Procedure" scores were indicating an opportunity for improvement regarding procedure communication. Patients were receiving communication about their scheduled procedure through the physicians' offices. Often, patients would be misinformed about arrival times, the department location, or other procedure details such as being NPO after midnight or the necessity of a driver. The misinformation caused procedure delays, sometimes cancelations, resulting in patient, physician, and clinical nurse frustrations. Patient satisfaction scores were impacted, specifically the NRC Percent Positive score for "Communications about your procedure." The November 2017 NRC CAHPS percent positive score was 84.7.

A goal was formulated to improve the NRC Health Catalyst Trend CAHPS patient satisfaction percent positive score - "Communication About Your

Procedure" for the Main 2 Endoscopy/Minor Surgery Nursing Unit. Percent positive represents the percent of respondents who answered "Always" out of the applicable responses

Patient complaints and missed preparation opportunities were analyzed and the literature on the person-centered care model and patient experiences, outcomes, costs, and length of stay was appraised. A protocol for pre-procedure patient phone calls and a tracking log to mitigate issues concerning procedure preparation was developed along with an education plan. The protocol was implemented and the Main 2 Endoscopy/Minor Surgery NRC Health Catalyst Trend CAHPS Patient Satisfaction Percent Positive Score - "Communications About Your Procedure" scores improved from 84.7 in November 2017, to 100 in February 2018, to 90 in March 2018, to 97.3 in April 2018, after the continuing nursing education assessment and related implementation plan were completed.





2018 SYMPOSIUMS

Healthcare symposiums are small conferences that nurses and other disciplines can attend to learn about relative, timely topics to enhance their knowledge in a field pertinent to the patient population or healthcare setting they serve. In 2018, Aultman nurses were able to choose from a variety of symposiums, allowing for continued learning in order to remain up to date with nursing practice. Nurses and other disciplines were able to earn contact hours at all symposiums offered.

Patient Education Symposium

The Patient Education Symposium, "Educate the Educator: The Clinician as Teacher," was held on February 7th. Nurses, physicians, therapists, social workers and dietitians were welcomed. Dr. Pam Hoalt, PhD, LPC, NCC from Malone University, Dr. JoAnn Donnenwirth, Ed.D(c), MSN, RN, ACNS-BC, CNE from Aultman College and Rhonda Fleischman, MSN, RN, RN-BC, CNS, CCRN-CMC from Aultman Hospital offered great insight and practical advice to help the adult learner understand and remember health information provided.

Geriatric Symposium

Evidence-based, interdisciplinary approaches which promote better outcomes, positive experiences and improved care for older adults was the Focus of the Geriatric Symposium held on April 26th. Dr. B. Baum, Dr. R. Bardakjian, and Andy Beltz PT spoke on Syncope in the Older Adult, Cardiac Issues Related to Syncope, and Dizziness.

Palliative Care Symposium

The 2018 Palliative Care Symposium was held on Tuesday, Nov. 13th. Debra Lehrer, M.D., Jeffrey Marsh, M.D., David Lance D.O., Laurie Hanne, D.O., Lacy Davis, PharmD, and Kathleen Senger, M.D., presented on the following topics: Effective Communication in Palliative Care, Treatment with Medical Marijuana, Palliative Care for the Patient with Dementia, Management of Constipation, Medication De-escalation and Optimization, and Fundamentals of Pain Management.

2018 Advanced Practice Pharmacology Symposium

The 2018 Advanced Practice Pharmacology Symposium was held Saturday, Sept. 29th. Topics included: Understanding Addiction: Assessment, Treatment and Impact on Communities, Chronic Respiratory Disease Treatment Update and Pearls, Treatment of Pain in the Older Adult, The Pearls of IBS Management, Dyspnea: Assessment to Intervention, and Contraceptive Update for 2018.

Disability Awareness Symposium - Oct. 31

The Disability Awareness Symposium was held on October 31st. The free event, titled, "My Abilities Speak Louder than my Disability," included a presentation by Bradley Vincent, CEO of Siffrin, and Opportunities for Ohioans.

Perinatal Symposium

The 14th Annual Perinatal Symposium was held on Thursday, Nov. 1st. Eldy Lazarof, DNP, RN, CNP-BC, Roger Vazquez, M.D., Prabhcharan Gill, M.D., Sareena Singh, M.D., and Jessica Nazzaro, D.O., presented topics including: Postnatal Depression Screening and Practice Implications, Neonatal Hypothermia: What's New with Cool Kids, and Collaborative Care of an Obstetric Surgical Challenge: Placenta Accreta Spectrum.

2018 Simulation Symposium

Aultman College Corporate and Community Education (ACCE) hosted the 2018 Simulation Symposium on Friday, Oct. 12th. Collete Foisy-Doll, RN, BScN, MSN, CHSE, ANEF, Cathy Rainieri BSN, RN, CPHRM, and Elizabeth Biddell, M.D., presented on the topics of Comprehensive Evaluation in Simulation Programs: A Commitment to Creating and Sustaining Excellence, Nursing Law: Documentation, and Simulation Debriefing 101 & Beyond.

NOV. 1, 2018

THE 14TH ANNUAL PERINATAL SYMPOSIUM

A SYMPOSIUM ON CURRENT TOPICS CONCERNING HIGH RISK MATERNAL & NEWBORN CARE

SPEAKERS

Eldy Lazaroff, DNP, RN, CNP-BC
Kent State University at Stark: Canton, Ohio
"Postnatal Depression Screening and Practice Implications"

Roger Vazquez, M.D.
Perinatal and Pediatric Services, Inc.: Canton, Ohio
"Neonatal Hypothermia: What's New with Cool Kids"

Prabhacharan Gill, M.D., Sareena Singh, M.D. & Jessica Nazzaro, D.O.
Aultman Hospital: Canton, Ohio
"Collaborative Care of an Obstetric Surgical Challenge: Placenta Accreta Spectrum"

LOCATED AT:
Aultman Hospital: Morrow House Auditorium
2600 6th St. SW, Canton, Ohio

DISABILITY AWARENESS SYMPOSIUM: MY ABILITIES SPEAK LOUDER THAN MY DISABILITY

WHEN
Wednesday
October 31st, 2018
7:30a.m. – 2:00p.m.

WHERE
Morrow House Auditorium
Aultman Health Foundation
2600 6th St. SW, Canton, OH 44705

07:30-8:00
REGISTRATION AND BREAKFAST

PRESENTERS:

8:00-12:00
Opportunities for Ohioans

12:30-1:30
Bradley Vincent- CEO Siffrin

1:30-1:45
Conclusion and Evaluations

4.25 Contact Hours
Aultman Hospital is an approved provider of continuing nursing education by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (08N-001-91, 08N-018/1-01-19)

4.25 Clock Hours Approved for Social Workers
Aultman Hospital is an approved provider of continuing education by the Ohio Social Workers Board, an accredited approver by the American Social Workers Board. (08SW-001-19, 08SW-018/1-01-19)

Submitted Planter(s) real or perceived conflict of interest that relates to this presentation. Criteria for inclusion and turning in an evaluation form.

Educate the Educator: The Clinician as Teacher Patient Education Symposium

February 7, 2018
5-8 p.m.

Aultman Hospital Amphitheater
Open to all clinicians including nurses, physicians, therapists, social workers, dietitians.

Registration required:
Go to Lawson, Registration by Category, All Employees* (12-679-00)

2.75 Contact Hours

Aultman Hospital is an approved provider of continuing nursing education by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (08N-001-91, 08N-018/1-01-19)

Planner(s) / Speaker(s) have no real or perceived conflict of interest that relates to this presentation. Criteria for successful completion include attending 80% of the program and turning in an evaluation form.

Health Literacy: Perspectives in Communication
Dr. Pamela Hoatt, PhD, LPC, NCC, Coordinator and Professor of Community and Public Health, Malone University, School of Nursing & Health Sciences

Applying Andragogy: The Adult Learning Theory
Dr. John Dornseith, Ed.D., MSN, RN, ACNS-BC, CNE, Dean of Nursing, Aultman College

Using Teachback to Enhance Learning
Rhonda Reischman, MSN, RN-BC, CNE, CCRN-CMC, Cardiac Care Unit Clinical Education Specialist

learning

Geriatric Symposium

Thursday, April 26th 8:30am-12pm
Amphitheatre

Topic: syncope/dizziness
Speakers: Dr. B. Baum, Dr. R. Bardakjian, and Andy Beltz.

Doors open at 8am. Light refreshments will be served.

Register in Lawson:
Employee Self Service-Training-Registration by Course- Geriatric Symposium

Contact Linda Griggs for questions- Ext. 35019 or linda.griggs@Aultman.com

3.15 contact hours offered
Aultman Hospital is an approved provider of continuing nursing education by the Ohio Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. (08N-001-91, 08N-018/1-01-19). Outcome: The healthcare provider will apply knowledge to identify possible causes of syncope/dizziness and management strategies. Planner(s) / Speaker(s) have no real or perceived conflict of interest that relates to this presentation. Criteria for successful completion include attending the entire session and turning in an evaluation form. Aultman Health Foundation, 2600 Sixth St. SW, Canton, Ohio 44705

SIMULATION SYMPOSIUM 2018

MISSION IMPOSSIBLE? OR IS IT WHEN USING SIMULATION TO EDUCATE?

OCTOBER 12, 2018

Offered by:
Aultman College Corporate and Community Education

Registration deadline: Oct. 5, 2018

AULTMAN COLLEGE
CORPORATE & COMMUNITY EDUCATION

2018 Pharmacology Symposium for Advanced Practice Nurses and Physician Assistants

Saturday, September 29
AMG North Canton Medical Center

Registration Deadline: Sept. 26, 2018

AULTMAN COLLEGE
CORPORATE & COMMUNITY EDUCATION

You are invited to attend PALLIATIVE CARE SYMPOSIUM

Tuesday, Nov. 13, 2018
8:30 a.m. – 12:30 p.m.

Aultman North Canton Medical Center
Health Education Building – Entrance A
6046 Whipple Ave. NW, North Canton, OH 44720

Topics to include:

- Effective Communication in Palliative Care**
Debra Lehrer, M.D.
- Treatment With Medical Marijuana**
Jeffrey Marsh, M.D.
- Palliative Care for the Patient With Dementia**
David Lance D.O.
- Management of Constipation**
Laurie Hanne, D.O.
- Medication De-escalation and Optimization**
Lacey Davis, PharmD
- Fundamentals of Pain Management**
Kathleen Senger, M.D.

REGISTRATION IS REQUIRED
Visit <http://aultman.org/pcsymposium> or the QR code below to register.

This free event is sponsored by the IHN Post-Acute Network and Aultman Hospice & Palliative Care.

AULTMAN HOSPICE & PALLIATIVE CARE



NURSING AWARDS & RECOGNITIONS

Keys to Success Award Winners

Recognizing those individuals whose deeds or actions stand out to their peers as best representing Aultman to patients:



Olivia Daya, BSN, RN
SICU



Tiffanie Petrovich, RN
SICU



Sandra Swigert, RN, CCRN
Intensivist Program



Eric Paliswat, BSN, RN
CCU

Rising Star Award Winners

Recognizing employees with less than ten years of service who show potential for advancement, enthusiasm in promoting Aultman and ways to improve services offered:



Jenna Burin, BSN, CCRN
CCU



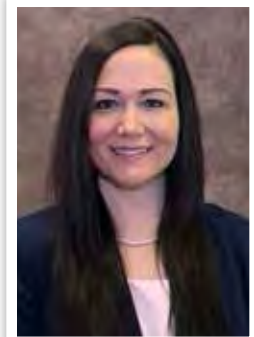
Chelcie Travis, BSN, RN
MICU

Points of Caring Awards

Aultman's excellence in patient care awards representing four categories. The honorees exemplify the five characteristics of outstanding caregiving, or the Points of Caring: Compassion, Customer Service, Clinical Participation, Commitment, and Community Involvement.



Nurse Award
Carol Williams
BSN, RN, NE-BC
4 South



Manager Award
Amy Chambers
MSN/ED, RN, RNC-OB
Center for Professional Practice

Exploring Leaders

The following Aultman Hospital nurses completed the Exploring Leaders program in 2018:



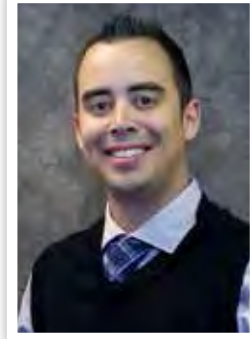
Marife Thornton, RN



Tameka S. King, BSN, RN



Erin Hostetler, RN



Michael Hatfield, BSN, RN

ARNE & Team Scholarships Award Recipients

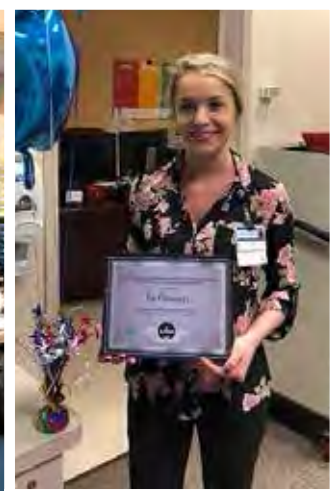
The Recognition and Professional Enhancement Council recognized the 2017-2018 ARNE (Advanced Recognition of Nursing Education) and TEAM (To Educate and Motivate) scholarship winners. Congratulations to the following team members, all of whom are very deserving recipients!

Kim Chmielewski, RN, (top L) received one of the ARNE scholarships. She is currently enrolled at Kent State University in the MSN women's health program as a nurse practitioner and is scheduled to graduate in May 2019.

Tia Chiavari (top R) received the other ARNE scholarship. Tia is currently working at Aultman North and Carrollton in the immediate care registration department. This fall, she will begin a Bachelor of Science in Nursing program at Aultman College.

Julie Elkins (bottom L) received a TEAM scholarship. She recently graduated from the MBA program at Kent State University. Julie hopes to guide her career development toward a leadership role.

Jena Richards (bottom R) is the other TEAM scholarship recipient. She has been a Certified Occupational Therapy Assistant at Woodlawn for over 13 years. Her passion for treating patients with neurological deficits, specifically CVAs and Parkinson's Disease, has led her to enroll in the Delay the Disease certification course this month.





Angie Schillig, RN (center) was recognized as the spring semester 2018 featured preceptor by Aultman College. President Dr. Jean Paddock (left) and Dr. Jo Ann Donnenwirth, dean of nursing (right), presented her with the award on 6 North.

AULTMAN HEART CENTER RECEIVES TWO AWARDS



Aultman Hospital recently received the American College of Cardiology's NCDR *ACTION Registry Platinum Performance Achievement Award* for 2018. Aultman is one of only 203 hospitals nationwide to receive the honor. The award recognizes Aultman's commitment and success in implementing a higher standard of care for heart attack patients and signifies that Aultman has reached an aggressive goal of treating these patients to standard levels of care as outlined by the American College of Cardiology/American Heart Association clinical guidelines and recommendations.

In addition, Aultman received the Mission: Lifeline® Gold Plus Receiving Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association for the treatment of patients who suffer severe heart attacks. Aultman is thrilled to be part of an elite group of hospitals recognized by the American Heart Association for our quality of heart attack care.



NEW NURSING DEGREES/CERTIFICATIONS

Graduations

Consistent with a culture of lifelong learning, many Aultman Hospital nurses committed to advancing their education in 2018. Degree completions included the following:

New Degrees

Kaliopé Boyd, RN	CCU	ADN	Ben Fazio, BSN, RN	Main 5	BSN
Shakelia Burns, MSN, CNP, CCRN	Rehab	APRN	Deanna Boughman, BSN, RN	4 South	BSN
Meagan Miller, MSN, CNP	5 North	APRN CNP	Brenda Carpenter, BSN, RN	LDRP	BSN
Angela Indorf, BSN, RN	MICU	BSN	Makenzie Rich, RN	Therapy	ADN
Kate Thompson, BSN, RN	Clinical Resource Team	BSN	James Kicos, BSN, RN	ED	BSN
Kristin Schilling, BSN, RN	6 East	BSN	Renee Allatzas, DNP, MBA, RN	5 North	DNP
Amorita Weaver, BSN, RN	5 North	BSN	Kimberly Hubbard LPN	Rehab	LPN
Linda Heflin, BSN, RN	CCU	BSN	Kelly Downard, MSN, RN, OCN	Infusion Therapy	MSN
Leeann Lindenbaum, BSN, RN	Cancer Center	BSN	Laura Vandervaat, MSN, RN	Jens Office	MSN
Melissa Willis, BSN, RN	Cancer Center	BSN	Amanda Gardiner, MSN, RN	Case Management	MSN
Kristen Ling, BSN, RN	Cancer Center	BSN	Eric Manko, MSN, RN	Utilization Management	MSN
Melissa Bordelon, BSN, RN	4 South	BSN	Bianca Doak, MSN, RN	Case Management	MSN
Stacy Daugherty, BSN, RN	Endoscopy	BSN	Melanie Ivan-Yanok	Clinical Informatics	BSN
Rachel Sommer, BSN, RN	Endoscopy	BSN	Julie Robinson	MICU	MSN
Taylor LeBoeuf, BSN, RN	6 East	BSN	Paula Vnuk, MSN, RN, CNP	Palliative Care	MSN, CNP
Colleen Swain, BSN, RN	NICU	BSN	Lori Wyler	CCU	MSN-FNP
Michelle McGee, BSN, RN	Hospice	BSN			
Lauren Zahler, BSN, RN	CCU	BSN			
Marcy Davis, BSN, RN	CCU	BSN			
Summer Barnett, BSN, RN	CCU	BSN			
Virginia Jones, BSN, RN	CCU	BSN			
Brittany Westhafer, BSN, RN	CCU	BSN			
Melissa Ward, BSN, RN	CCC	BSN			
Rebecca Negulis, BSN, RN	CCC	BSN			
Lynette Ocheltree, BSN, RN	6 South	BSN			
Jennifer Chapman, BSN, RN	CCU	BSN			
Julie Wanner, BSN, RN	Home Hospice	BSN			
Darcy Sigler, BSN, RN	Quality	BSN			





NEW NURSING DEGREES/CERTIFICATIONS

New Certifications

Nursing certification represents a strong commitment to elevating professional knowledge within a nursing specialty to a defined level of excellence. Study, mental preparation, and testing are components of the process. Aultman supports nursing certification by hosting prep classes on-site, scheduling attendance for approved outside prep classes, and reimbursement for certification testing and recertification.

Brett Ulrich, BSN, RN, CEN	ED	CEN	Laurie Clark, BSN, RN, CPPS	Quality	CPPS
Barb Fleming, RN, OCN	Cancer Center	OCN	Adenike Gbadebo, BSN, RN, SANE-A	ED	SANE-A
Matthew Harlow, BSN, RN, CCRN	SICU	CCRN	Anne Gunther, DNP, RN, NEA-BC, CENP	Administration	CENP
Crystal Smith, RN, CCRN	SICU	CCRN	Jen Frey, BSN, RN-BC	6 East	RN-BC
Craig Charton, BSN, RN, CCRN	SICU	CCRN	Amanda Norris, RN, RN-BC	6 East	RN-BC
Ryan Chizmadia, BSN, RN, CNOR	CVOR	CNOR	Heather Predragovic, BSN, RN-BC	CCU	RN-BC
Dannette Smeltzer, RN, RN-BC	4 South	RN-BC	Amanda Willmott, BSN, RN, CNOR	OR	CNOR
Laura Baxter, RN, RN-BC	Clinical Resource Team	RN-BC	Ashley Basso, BSN, RN, CNOR	OR	CNOR
Thadd Chastain, BSN, RN, RN-BC	Clinical Resource Team	RN-BC	Lisa Kapper, MSN, APRN-CNP, NP-C	Aultworks	NP-C
Julie McCort, BSN, RN, RN-BC	CCU	RN-BC			
Katie Wright, MSN, RN, RN-BC	Administration	RN-BC			
Lana Dyshko, BSN, RN, OCN	6 South	OCN			
Amber Vargo, BSN, RN, OCN	6 South	OCN			
Traci Hocking, MSN, RN, OCN	AMG	OCN			
Sally Yoos	Cancer Center	OCN			



NURSES WEEK

Aultman celebrated Nurses Week May 6-12 with a focus on nursing innovation, inspiration and influence. National Nurses Week is designed to recognize and honor nurses working in the many fields of the nursing profession, and ends each year on May 12 to commemorate the anniversary of Florence Nightingale's birthday.

Chief Nursing Officer Nicole Kolacz, DNP, MBA, RN, NE-BC, sent a special letter of appreciation to Aultman nurses, noting that they "inspire, innovate and influence with every encounter," and thanking them for their "unwavering commitment and dedication to our profession and to our patients."

Nursing unit directors worked with team members to customize individual, unit-based celebrations. Unit activities included customized chocolate treat survival bags, costume days, superhero themes, blessing of the hands ceremonies, appreciation lunchbox gifts, and fun, food-themed days like Walking Taco Tuesday and Fruity Friday.

The Recognition and Professional Enhancement Council also sold tickets for two raffle baskets during the week, with proceeds going to support the ARNE and TEAM education scholarship funds. The celebrations offered an opportunity to have a little fun and to reflect on the immeasurable contributions that nurses make to our patients and our community, 24 hours a day, seven days a week and 365 days a year.

Thank you, Nurses!





NURSES IN THE COMMUNITY



Nurses from the Aultman Cancer Center participated in the Hall of Fame "Day Out with Dad" event on June 23. Our nurses provided information on sun safety and skin cancer prevention.



Camp Hope

Aultman Compassionate Care Center facilitated an event to help children navigate the grieving process after experiencing the loss of a loved one. Employees, volunteers and more than a dozen children were in attendance. Music therapy, face painting, rock painting, horse and therapy dog visits, and relay races were some of the activities provided. Each child also received a heart-shaped stone, symbolizing their loss.

Nurses from the Aultman Cancer Program presented the Healthy U program to sixth-graders at Crenshaw Middle School March 19-23. Healthy U is a weeklong program that educates students on cancer awareness and health/prevention strategies. Nurses spent at least 30 minutes each day with the students. The Healthy U presentations included discussions, education, videos, pictures and interactive activities on the following topics: overall cancer awareness, tobacco risks, healthy eating, sun protection and physical fitness.



Heart Walk kick-off

Birth Center Continues Helping Babies THRIVE

Aultman Birth Center staff, in collaboration with THRIVE (Toward Health Resiliency for Infant Vitality and Equity), has been working at decreasing the grim statistics of the infant mortality rate (IMR) in Stark County. The Healthy People 2020 IMR goal is 6.0 infant deaths per 1,000 live births. In 2016, the Stark County IMR was 9.0. There are many initiatives throughout the state and county to combat this issue. Raising awareness and providing the correct recommendations is instrumental.



Jennifer Oliver, RN, CEN, returned to her alma mater to talk with Aultman College students, faculty and staff about the hospital's Serenity program, which serves survivors of sexual assault and domestic violence.



The Aultman Birth Center family engagement educators are providing outreach education with the WOW van and at additional health fairs and baby showers. They are focusing on target populations. This includes going to events that are in "hot spots," where the infant mortality rates (IMR) are high. They are also focusing on new parents, parents-to-be, grandparents or anyone that is caring for a child under one year of age. Our nurses are providing education including measures to decrease infant mortality such as infant safe sleep, breastfeeding, tobacco cessation, birth spacing and the importance of prenatal care. They will give referrals to agencies and community health workers as appropriate. These dedicated nurses have been providing this service since 2014 and have reached out to over 10,000 community members, providing education to keep their babies safe and healthy. We appreciate the hard work of these nurses in our birth center!

Aultman's Serenity Program offers a compassionate, nonjudgmental, trauma-informed approach to provide care for survivors of sexual assault



and domestic violence. The previous program name SANE (Sexual Assault Nurse Examiner) program began in 2003. In 2017, Aultman recognized an increase in domestic violence-related incidents and renamed the program "Serenity." In January of 2018, the Serenity nurses began responding to Aultman Orrville Hospital, increasing education and awareness for both Stark and Wayne County regarding the program and services offered. Human trafficking education was provided to emergency staff and the number of patients served more than doubled.



AULTMAN ORRVILLE HOSPITAL NURSING KNOWLEDGE, INNOVATIONS & OUTCOMES

Pathway to Excellence Kick-Off

Pathway to Excellence is a designation from the American Nurses Credentialing Center (ANCC). A positive practice environment with engaged staff is the hallmark of an organization committed to their employees and those seeking the Pathway designation. Pathway designated organizations are associated with standards which champion high quality nursing practice, inter-professional teamwork, retaining the best nurse leaders and staff, improve nurse satisfaction, and support business growth.



In 2018, Aultman Orrville Hospital (AOH) facilitated a Pathway to Excellence Kickoff. AOH wrote and submitted an application for the Pathway to Excellence designation. The application was accepted, and AOH began the journey to try to become a Pathway designated hospital.



Implementation of School-Based Telehealth

Aultman Orrville Dunlap Family Physicians (AODFP) Telehealth Program impacts the population of children in the community with increased access to healthcare. AODFP, in a partnership with Aultman Orrville Hospital and area local schools, created a school-based telehealth program, that provides children access to health care during school hours. Rick Tompkins, MSN, APRN, CNP, was instrumental in creating and implementing the telehealth program. The first school district to implement this program in April 2018 was Rittman. Three schools were included. During school hours, children may have acute telehealth visits with an AODFP nurse practitioner without having to leave school. As a provider at AODFP, Rick Tompkins provides flexibility in his daily patient schedule to accommodate the telehealth visits and to interact with the students. In October 2018, two more school districts were added to the program: three Orrville District schools and six Southeast Local District schools. Two additional AODFP nurse practitioners, Susan Reynolds, MSN, APRN, CNP, and Ryan Baltes, MSN, APRN, CNP joined the telehealth team caring for students. The program has been a great benefit to patients who are low-income or have parents who work. Previously, the parent may have to leave work to pick up the child then drive them to the doctor's office. Instead, the nurse practitioner can see the child through telemedicine and call in a prescription (if one is needed) saving the parent time.



Sick Child?

AultmanNow School-based Telemedicine Program Now Available!

AultmanNow is a health care service that provides a convenient family practice provider - online - for your sick child while they are still at school. With your permission and the assistance of the school nurse, your child can be seen by a family practice provider by using telemedicine technology. Using your smart phone or computer, you are welcome to join the visit without leaving your home or office. At only \$10 a visit, AultmanNow brings affordable health care to your child's school, so that they can feel better, faster.

Who is eligible for a telemedicine visit?
Southeast Schools students who have a non-emergent medical condition and have completed the telemedicine enrollment requirements are eligible for a telemedicine visit.

How will I know if my sick child is having an online telemedicine visit?
If your child is eligible for the telemedicine visit, you will be contacted by the school nurse prior to the visit.

Parents/guardians must enroll their child in the telemedicine school-based program. This includes completing a basic medical history form and signing three additional forms: telemedicine visit consent, HIPAA privacy and FERPA education authorizations.

Do I need to be present for my child's online provider visit?
Parents/guardians are strongly encouraged to attend, but it is not required for the online visit. However, parents/guardians will be contacted prior to the child's telemedicine visit.

If I am unable to participate in the online visit, how will I know what is wrong with my child?
A summary of the visit, the diagnosis and the recommended treatment will be provided by the school nurse. This information will be given to your child to take home with them as well as the provider's contact information, in case of questions.

How will I be billed for the telemedicine visit?
After the visit, you will receive a \$10 bill from the school for the telemedicine visit.

What if the provider prescribes a medication for my child?
The prescription will be electronically sent to the pharmacy of your choice. Medication pickup and payment will be the responsibility of the parent/guardian.

What if the provider orders lab work for my child?
You will be encouraged to take your child to Aultman Orrville Hospital Outpatient Lab to complete the tests or another facility covered by your insurance.

What happens if my child has a medical condition that cannot be diagnosed by telemedicine?
Parents/guardians will be informed that a face-to-face office visit will be necessary. The school nurse will work with the family practice medical group and parents to provide recommendations so that medical care is not delayed.

How do I get started?
1. Read and review the telemedicine handouts.
2. Complete all forms.
3. Send completed forms to the Southeast Schools school nurse prior to the telemedicine visit.
Contact Tara Jacobs, Southeast school nurse, at soea_tjacobs@ccca.net.



2018 Aultman Spirit of Inquiry - Committee's Choice Winner - Badge Bugs

Research conducted by Teresa Rowe, BSN, RN, CGRN



Research Question:

How contaminated are the identification badges of staff and volunteers at Aultman Orrville Hospital?

Methods:

Cross sectional study design, randomized sample of 54 clinical and non-clinical AOH volunteers and cultured badges.

Conclusion/Discussion:

No significant difference in colony count between clinical and non-clinical staff. Most badges were contaminated with gram positive cocci and grew more than one kind of bacteria.

Limitations:

Not able to identify actual bacteria

Future Implications:

Should add badge hygiene to practice

The Positive Impact of Shared Governance on Patient Experience

2018 Spirit of Inquiry Poster by Beth Chenevey BSN, RN, CCRN-K and Tierny Cotterman MBA, BSN, RN

Background:

- According to Aultman Orrville Hospital's 2014 Patient Experience Scores, 86% of the Emergency Department and 67% of the inpatient metric were performing below the 75th percentile.

Literature Review/Methodology/Project Process:

- A literature review was conducted and in 2015, the Practice & Quality Council was established as AOH's foundation for the Shared Governance Structure. The structure provided a platform which empowered staff to drive patient experience scores at the unit level and ultimately hospital wide.
- Membership consisted of the CNO, Quality, OB, Med/Surg, ED, Physical Therapy, and Imaging staff.
- Monthly NRC spotlight reports were presented and evaluated at the council and each unit developed an area of focus.
- In 2016, membership was expanded to include Environmental Services, Dietary, Registration, Pharmacy, and Laboratory and action plans were developed by members.
- In 2017, PDCA's were initiated for each focus area and were presented by each unit quarterly for accountability.



Conclusion:

- ED Patient Experience scores improved in six of seven dimensions with four above the 75th percentile.
- Inpatient Patient Experience improved in six of the nine dimensions with three remaining above the 75th percentile.

Implications for Practice/Plans for Future Projects:

- Continuation of positive trends in Patient Experience scores through the growth of the Shared governance structure at AOH.



Telestroke Neurology Consults Begin

One of the Aultman Health Foundation strategic plan initiatives was to implement Telehealth at Aultman Orrville Hospital. The Chief Nursing Officer, Angela Caldwell MSN, RN, of Aultman Orrville worked with Jennifer Brackman BSN, RN, AVP of Neuroscience and Kathy Zimmer MBA, BSN, RN, Executive Director of Telehealth Services at Aultman Hospital where the leadership team selected to implement the Telestroke Project. The project scope was to provide Telestroke -neurology consults using a telemedicine cart to acute stroke patients cared for in the Aultman Orrville Emergency Room (ER).

Specialists On Call (SOC) was the Telehealth vendor chosen. The telestroke workflow consisted of the emergency room physician identifying that a patient needs a consult and consulting the SOC neurologist. The patient consult is then facilitated via the telemedicine video within 10 minutes. The patient assessment is

completed, a diagnosis is determined, radiology images are reviewed, and patient treatment recommendations are provided within a short timeframe.

The Telestroke project involved a large, multi-disciplinary team consisting of an ER physician, RN, charge nurse, director, and staff from the Scheduling Department, Radiology, Quality IT, Telehealth Services, Medical Records Department, and Aultman Hospital stroke coordinators. SOC provided project management, educational training and equipment for the telestroke project. The project began in January, and the first Telestroke patient was treated on March 22nd.

Over the past year, seven patients with an acute stroke were treated. Without this service, patients of the Orrville Community would have been transferred to another healthcare facility for stroke treatment.



OB Nurses Attended AWHONN Conference in September



NURSING AWARDS & RECOGNITIONS

Rising Star Award Winners

Recognizing employees with less than ten years of service who show potential for advancement, enthusiasm in promoting Aultman and ways to improve services offered.



Sarah Riggensbach RN

AOH OB Department Achieves 5 Star Recognition

ODH/OHA First Steps for Healthy Babies Recognized Hospitals

- First steps is a breastfeeding initiative by the Ohio Hospital Association and the Ohio Department of Health.
- Between September 2015 and August 2018, AOH implemented RN, provider, and staff education; increased patient education, incorporated breastfeeding practice changes, and performed routine audits.

Congratulations on this 5 Star Recognition!



George T Dunlap and Austin Bailey grants for new equipment



Aultman Orrville Hospital is very grateful to the Austin-Bailey Health & Wellness Foundation for their generous

grant funding of \$15,200 for new obstetrics equipment that benefits both moms and babies from Wayne and Holmes counties. With the grant funding, two wireless fetal monitoring units and a transcutaneous BiliChek system were purchased.





SHARED DECISION MAKING

Practice and Quality

Chair- Beth Chenevey, BSN, RN

Chair Elect - Tiernyn Cotterman, MBA, BSN, RN

Obstetrics

Chair- Sarah Atkinson, BSN, RN-BC

Chair Elect- Kayla Ward, BSN, RN

Surgery

Chair- Jami Mausolf, BSN, RN

Chair Elect- Alicia Cross, BSN, RN

Medical Surgical/ICU

Chair- Lacey Hillard, RN-BC

Chair Elect- Sarah Riggensbach, RN

Emergency Department

Chair- Michael Belles, RN

Chair Elect- Rich McCartney, BSN, RN

Nursing Care Council Members Direct Care Nurse Experts

Jami Mausolf, BSN, RN

Sarah Atkinson, BSN, RN-BC

Sarah Riggensbach, RN

Lacey Hillard, RN-BC

Michael Belles, RN

Administrative Representatives

Angela Caldwell, MSN, RN, NE-BC, CNO

Tieryn Cotterman, MBA, BSN, RN-BC, Facilitator

Jennifer Kessel - VP Operations and H.R.

Jon Basso - Executive Director Finance



NEW NURSING DEGREES/CERTIFICATIONS

Graduations

Consistent with a culture of lifelong learning, Aultman Orrville Hospital nurses committed to advancing their education in 2018.

Degree completions included the following:

New Degrees

Linda Wittensoldner, BSN, RN

Cindi Veemara, BSN, RN

New Certifications

Nursing certification represents a strong commitment to elevating professional knowledge within a nursing specialty to a defined level of excellence. Study, mental preparation, and testing are components of the process. Congratulations to Alison Conrad, BSN, RN, IBCLC on obtaining her certification!

NURSES WEEK



NURSES IN THE COMMUNITY

Strides Against Breast Cancer



Safety First



Elephant Run July
Salvation Army - Food Drives,
Angel Tree
Wayne County Health Fair
Wayne County
Baby Fair August - OB



Wayne County Heart Walk



Orrville Walks



United Way

Tri-County Health Expo-Kidron

Amish Home and Garden Show

BP Screenings at Heartland Point
for Orrville Walks

4th Thursday of Every Month
- Friendship Meals - Education
and Health Screenings

Farmers Market - Every Saturday
from June to October

Concerts in the Park -
6 Thursdays from June - August

Amish Health and Safety Day at
Mt. Hope

Health Fair at Wayne Dalton Door

September 20th - Morton Salt
Health Fair

WC Senior Forum Organized by
the WC Council on Aging

Orrville YMCA Senior Forum
Lunch and Learn

AULTMAN ALLIANCE COMMUNITY HOSPITAL NURSING KNOWLEDGE, INNOVATIONS & OUTCOMES

Planetree Designation



Aultman Alliance Community Hospital (AACH) is proud to be a Planetree affiliated hospital. Adopted in 2006, the Planetree culture supports person-centered care in efforts of providing a truly healing environment. Planetree, an

internationally recognized organization advocates for care, by using a holistic approach. Integrative therapies are combined with modern expertise to give patients the very best possible healing environment.

All new colleagues at AACH attend a one-day training to learn about programs and services offered at the hospital, that support the Planetree philosophy of care. We believe in the core tenants of Planetree, quality, compassion and partnership as they are the very essence of person-centered care.

AACH Yields a 43% Improvement in Urine Specimen Contamination

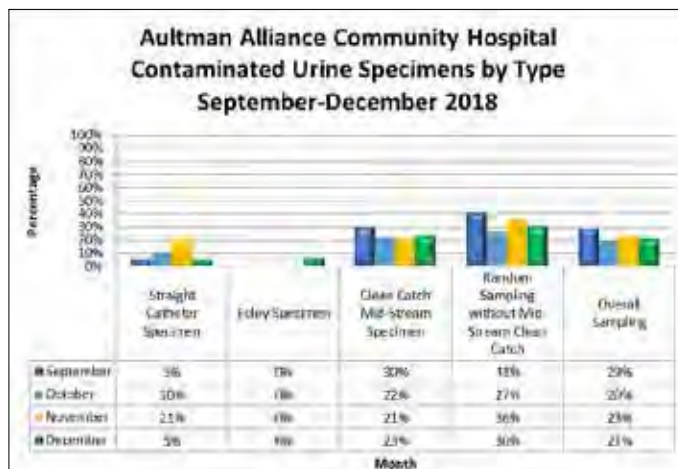
Aultman Alliance Community Hospital (AACH) identified an opportunity to reduce the number of contaminated urine specimens. Urine culture errors can have serious implications for both patients and the healthcare delivery system including, unnecessary admissions, extended length of stay, incorrect antibiotic usage, higher rates of multidrug-resistant organisms and clostridium difficile infections, and increased costs. A multidisciplinary team was formulated and led by Becky Glista, Infection Control

Specialist. The team included representatives from Infection Control, Nursing Informatics, Nursing Administration, Lab, and Pharmacy and was formulated to work on a strategy to decrease contaminated specimens.

Potential contributing factors analyzed included meatal cleaning techniques, documentation of collection methods that can affect the interpretation of lab results, and prompt urine sample



Rebecca Glista
MSN, RN, CCRN-K



submission to the lab for evaluation. The committee selected multiple evidence-based initiatives with a goal of reducing contamination by 10%. The policy was revised regarding when to collect a culture to make results meaningful. Education was provided and focused on timing of sample delivery to the lab, proper meatal care, and urine collection methods. The outcome of the project demonstrated a 43% reduction in overall urine contaminations in 2018.



Stroke Care Close to Home

Aultman Alliance Community Hospital strives to keep care as local as possible in a Planetree setting while providing holistic evidence-based care. The organization recognized the need for stroke care in the community and worked hard to develop a solution to meet the needs of its patients.

Strokes are unfortunate events that devastate individuals and families anywhere; being able to provide a stroke ready service was a priority for the Nursing leadership

team. The best way to keep care local was to utilize telemedicine to bring telestroke technology to Aultman Alliance Community Hospital. The process to meet the most acute needs took focus in the Emergency Department. Karen Burchett RN, Emergency Department Director, worked with Kathy Zimmer, BSN, MBA, RN, Executive Director of Telehealth Services and Jen Brackman, BSN, RN, SCRNP, CNRN, Aultman Hospital AVP Neuroscience Care Collaborative, to create and educate staff on stroke protocols. The clinical nurses were tasked with being able to recognize strokes quickly, execute the stroke protocol, and use the newly acquired

Telemedicine Stroke Cart to bring a neurologist to the bedside. The success of this initiative meant all nurses had to be trained in the NIH stroke scale, and protocols had to be second nature for the nurse. This commitment to excellent, evidence-based stroke care was readily adopted by the nurses with 100 % getting trained on using the NIH scale. Nurses learned the new stroke process from initial assessment, and subsequent assessments through tissue Plasminogen Activator (TPA) administration. When a stroke is suspected, an overhead page is called to alert nurses, Pharmacy, and physicians due to the significance of the time frame for best practices, while highlighting the importance of the process for optimal stroke care.

The ability to use telemedicine is not limited to only acute strokes but also less time-sensitive neurological issues. Using telemedicine to add neurology as a service line means any admitted patients can also be seen by neurology for less time-sensitive issues. By nursing embracing and excelling at this process, 100 additional patients have been able to receive quality care close to home.



Clostridoides difficile (C. diff) drops by 50%

C. diff is a problem many patients and health care organizations face. A group of nurses at AACH focused on creating a plan to address organizational issues. The target this group set for themselves was to reduce the rate by 1% in 2018. The team featured nine nurses whose specialties included quality, infection control, informatics, management, administration, and even surgery. The team partnered with other departments like Pharmacy and Lab, to tackle the challenge. The first goal the group had was to identify *C. diff* related problems. The first problem recognized by this group was inadequate cleaning of equipment between patient use. The problem can lead to an increase in *C. diff* cases, it also elevates rates of MRSA and surgical site infections. The team identified an educational gap existed related to *C. diff*. The lack of knowledge and accountability about standard precautions, hand hygiene, environmental equipment along with personal protective equipment increased instances of *C. diff* transmission.

The next step was to correctly identify patients for both data collection and proper isolation techniques. The goal was to screen patients upon arrival to see first if the patient had a community acquired *C. diff* or if they had hospital-acquired *C. diff*. Policies were reviewed to determine whether the current practice met both

standards recommended by The *Infectious Diseases Society of America (IDSA)* and *Society for Healthcare Epidemiology of America (SHEA)*. Using guidelines set forth by these national organizations helps ensure best practices are being followed.

After the accurate data was collected and the best practices by IDSA and SHEA were identified, bedside practice needed to change. This meant updating the isolation policy and making it available for staff to review. The team felt it was necessary to educate all staff members on best practices, definitions, and precautions when dealing with *C. diff*. Further, focused education such as stool sample collections was also shared with frontline caregivers along with how and when to clean equipment.

The physician team was included in the education regarding medication approaches for the management of *C. diff*.

This collaborative approach led by nursing needed to be fully embraced by the organization to be able to exceed the 1% reduction in cases. The final results of this project demonstrated a 50% reduction from the year 2017. The group was able to show the power of nurse-led teams and how they can impact an organization as a whole.

Protocols in Practice

Standardization is often a goal for nurse leaders in healthcare systems. With a universal approach comes consistency and quality. This method was implemented in various ways on the progressive care unit to impact the patient experience. The nurse leaders in the inpatient units noted benefits from the use of chlorhexidine (CHG) baths for all patients and started requiring all patients to be bathed with CHG. One review of the literature indicated that chlorhexidine bathing reduces bacterial colonization and infections from healthcare-associated pathogens. Given an opportunity to reduce infections,

the managers in 2018, required all inpatients to be bathed with CHG. By following this protocol, the unit could reduce hospital-acquired infections and provide better care to the patients.





Nurses Address Fluid Status

Beginning in 2018, all telemetry and ICU patients were weighed daily. Obtaining a daily weight can be very significant for specific patient populations. Daily weights are essential measures when evaluating a patient's fluid status. The fluid status is particularly important in patient populations, such as those receiving dialysis and patients diagnosed with congestive heart failure. In dialysis patients, the daily weight is a highly effective way to evaluate how much patients should have removed during dialysis. Getting dialyzed the right way can mean quicker recoveries and more timely discharges. In the congestive heart failure patients, they often need fluids removed by medication to help reduce peripheral edema, shortness of breath, and to increase activity tolerance. Accurate weights allow the physicians to know how much fluid is being removed from patients. Knowing how much fluid is being removed allows physicians to verify that patients are receiving the most

appropriate care and are well on their way to recovery. The correct way to gather daily weights is to have the patient weigh every day at the same time.

The issue noted by managers was that staff would miss getting daily weights on patients from time to time. Managers implemented the practice of weighing all patients daily. This standard approach improves the process so that nothing is missed on vital populations and supports the concept of highly reliable organizations.



NURSING AWARDS & RECOGNITIONS

The Colleague Recognition Dinner

At AACH, celebrations is part of the culture. As an organization that fully embraces the essence of Planetree, caregivers are empowered to go the extra mile and are rewarded for doing so. Every year The Colleague Recognition Dinner is held to recognize staff members contributions. Amy Antonacci, CNO plans the menu and aims to make the event a special one.

Caregiver Award



Jane Betz, RN

Displays continual dedication to the hospital and her patients. Approaches patients with a Planetree spirit while using her experience to guide her practice.

Nutrition and Nurturing Aspects of Food Award



Tammy Lefever, RN

A nurse in the surgery department, felt that food was a comforting measure for patients and families and championed a concept of providing a quart of chicken for all Same-Day Surgery patients upon discharge. Tammy was instrumental in what is now called the Chicken Soup Program, demonstrating another way in which the organization cares for patients.

NURSES IN THE COMMUNITY



Brandy Hahn, BSN, RN, OCN, nurse navigator in oncology at AACH, uses her role to be a community leader.

Brandy continually reaches out to community members in various formats. Some of her 2018 endeavors include the Stark County Relay for Life, Dragon Boat Race, and the PACE Health Fair.

At these events, she helped raise awareness about the navigator role and about cancer awareness. Brandy hosted multiple lectures on breast cancer and colon cancer. Each fall Brandy works to provide a free Breast Cancer Screening Day,

which includes a clinical exam and mammogram for members of the community. Brandy is an exceptional member of AACH, and her community services are invaluable.

Brandy Hahn, BSN, RN, OCN, identified that there was a community opportunity to address vaping in the local schools. With vaping being erroneously regarded as a safer alternative to smoking, Brandy felt this was a topic she needed to talk about. Partnering with Alliance Middle School, Brandy lectured on the dangers of smoking and vaping. Brandy understood the importance of getting ahead of the vaping trend as much as possible to explain the dangers to those in the community.

Relay for Life - Stark County

Dragon Boat Race

PACE Health Fair

Colon Cancer Talk

Breast Cancer Screening Day

Smoking & Vaping in Alliance Middle Schools





AULTMAN SPECIALTY HOSPITAL (ASH) NURSING KNOWLEDGE, INNOVATIONS & OUTCOMES

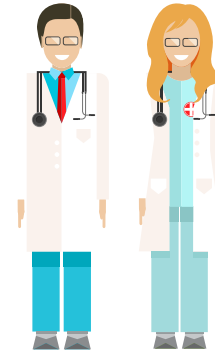
Quality Improvements

The Quality Committee developed and implemented a formal grievance and complaint review policy which provides the process for trends and action planning.

Evidence-Based Practice

- ASH trialed two female incontinence devices in June 2018. The Purewick™ female urinary collection device was implemented based on a patient satisfaction survey report to promote reduction in foley catheter days.

Nursing By the Numbers



BSN
74%

Certified
Nurses
20%

NURSING AWARDS & RECOGNITIONS You Make a Difference Award Winner

The You Make a Difference (YMAD) award is designed to recognize employees. Anyone can nominate an employee for this honor. Criteria to be considered include the following:

- Exemplary performance, meaning this person consistently and substantially exceeds standard job performance and/or has made an important and significant contribution to their area.
- Exemplary service/satisfaction, meaning the person consistently, substantially and proactively demonstrates exceptional service by being a positive, collaborative team member and/or exceeding the needs of our customers/patients, visitors and coworkers.
- Provides and contributes patients, visitors, and coworkers to a safe work environment, meaning this



Lyndessa Hershberger, BSN, RN

person consistently and substantially demonstrates techniques that provide a safe environment for customers/patients, visitors and coworkers.

Preceptor Appreciation

ASH solicited staff suggestions at preceptor meetings and implemented changes to the precepting process. The first eight hours of precepting was changed to “out of staffing” where the preceptor and preceptee have

one patient to allow focus on unit routine and Cerner documentation. Preceptors receive a \$5 AVI or Shoppes gift card each day of precepting.

Shared-Decision Making Accomplishments

Accomplishments include:

- The ASH shared decision making council aided in updating training and reference materials for charge nurses. The project was initiated as a Failure Mode and Effects Analysis (FMEA) project. ASH revised the charge nurse role, duties, and functions. A descriptive, guided resource manual was formulated, and the charge nurse class was updated. ASH had a total of 11 new registered nurses train to the charge nurse role in 2018. Out of the eleven registered nurses, five received eight to 12 hours of precepting prior to fulfilling the charge role. Additionally, all five nurses did attend a charge nurse role class after functioning in charge RN role. The other six registered nurses received a charge nurse class and precepting prior to functioning in the charge RN role. The pre - and post charge nurse survey results revealed that all the participants of the charge nurse class and precepting reported that the charge nurse class was not a strong determinant for improving the charge nurses's performance. All participants preferred hands-on/precepting to the role and found that to be most beneficial.
- Implemented the use of the *Get to Know Me* Posters. Patients in a long-term, acute care hospital require an extended length of stay, averaging about 25 days. One measure to facilitate bonding and meeting special requests and/or needs of our patients was to really get to know the patients. Upon admission, a *Get to Know Me* sheet is completed by the patient and/or family member. Patients and family members

have responded positively with the *Get to Know Me* sheets.

- Since ASH is a hospital within a hospital, many services are contracted from the host hospital. Employee pictures were placed on patient room doors in order to facilitate timely and efficient communication between care team members and family/visitors.
- Provided a Bunn coffee maker for staff and families.



Chair Elect
Lyndessa Hershberger, BSN, RN





Successful Joint Commission Survey

ASH hosted the Joint Commission for a survey during October 29 & 30, 2018. In addition to the usual survey, ASH was part of a pilot program with Ohio Department of Health (ODH) surveyors in attendance observing the hospital accreditation process. Instead of one surveyor for two days, ASH hosted six.

In preparation for the survey, staff performed surveillance rounding, fulfilled safety officer rotations one to two times per year, remained up to date with j-mail communication, and completed Sunday night checklists. The checklists were built to promote an environment of continual compliance and awareness of equipment functionality and to address any environmental concerns. During the survey, staff answered surveyors' questions. Post survey education was provided regarding process changes related to findings and ASH received a final accreditation letter on January 17, 2019.

Sunday Checklist

Joint Commission Readiness – Sunday Night Checklist Month _____

Charge RN to complete on Sunday night

Items to Check	Date	Date	Date	Date	Date
Nurses' station clean, free of food and drink					
Med room neat and clean					
No expired medications – check insulin vials, 28 days					
No outdated supplies – check glucometer supplies					
Dirty and clean utility rooms neat and clean					
Under sink cabinets empty except for cleaning supplies					
Log sheets complete (no blank spaces) – code cart, refrigerator temps, etc.					
Hallways clear of clutter – Isolation carts on Right side					
Oxygen tanks stored in appropriate holders – no more than 6 tanks, full and empty tanks separated					
IV tubing and tube feed bags properly labeled/dated; food pumps cleaned and dated					
No employee food in patient refrigerator (no open milk cartons)					
Trash and laundry bags off the floor					
CHARTS					
Consent forms signed and in chart under consents: Admission, HIPAA, Medicare, Patient Rights					
All handwritten entries dated, timed and signed					
Documentation – check IPOCs, restraints, pain f/u					
Identify Restraint patients:					
Identify patients who have received blood/blood products					
Identify patients who are in Isolation					
Identify patients who have had/are scheduled for a procedure					
	Initials	Initials	Initials	Initials	Initials

Please place in Lorraine's mailbox when complete.



Instrument cleaning checklist



Trace tubing



Wound Debridement

NURSES IN THE COMMUNITY

ASH Team Gives Back

Aultman Specialty Hospital (ASH) employees are committed and dedicated to giving back to their community. Each year, ASH's Shared Governance Council (SGC) members plan and host a variety of events within the community. ASH employees and their family members volunteer to serve meals at local food kitchens biannually. The 2018 events were hosted at the Total Living Center and Refuge of Hope in Canton, Ohio.

ASH's SGC members also host a charity event to raise funds for a local organization. In 2018, they chose the Challenger Baseball League - Canton team. This was an easy decision, as two ASH employees have children who participate in the league. They found out early in the summer that the league had lost some of their grant funding and were lacking funds to take the kids to a tournament.

Several employees from ASH donated food, drinks, basket raffle items, lottery tickets, door prizes and their time to work at the event. Vendors donated auction items and paid to be at the event. The Challenger Baseball League parents helped by donating raffle basket items and a homemade, king-size quilt. ASH also recruited a few children of employees to help collect quarters during the event.

The combined efforts of everyone involved led to the auction being a huge success, with a total of 19 vendors in attendance and a full house. It was held at Calvary Temple Assembly of God on Fulton

Road, who had so graciously donated the venue for the afternoon. A total of 108 seats were filled, with overflow in a small, bleacher section. The total amount raised that afternoon was \$3,540.

The ASH team decided to donate \$200 to the Calvary Temple Assembly of God for their generosity. The remaining \$3,340 was presented to a member of the Challenger Baseball team, and her family.

ASH employees collected and donated \$610 to Cedar Elementary School. Donations were used for school supplies and personal items such as coats, boots, mittens, etc., for students who are in need.

In 2018, ASH nurses collected and donated items for the *Be a Better Me Foundation*.





ASH Team Gives Back



Cedar Elementary School
Calvary Temple Assembly of God

