WE ARE MAGNET®

Chester County Hospital is recognized by the American Nurses Credentialing Center (ANCC) as a Magnet® hospital for its nursing professionalism, teamwork and superiority in patient care.

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Dear Colleagues, Patients and Community Members,

It is with great pride that I share with you the 2014 Chester County Hospital Nursing Annual Report. The report highlights our many accomplishments as directed by our Nursing Strategic Plan and in alignment with the Magnet model domains of Transformational Leadership; Structural Empowerment; Exemplary Professional Practice; and New Knowledge, Innovations and Improvement.

By far, the greatest accomplishment for nursing and the hospital this past year was receiving Magnet Recognition® on November 20, 2014. Deborah Zimmermann, DNP, RN, NEA-BC, Chair of the ANCC’s Commission on Magnet said during the conference call,

“YOUR APPRAISERS SAID THAT YOU HAVE A CULTURE THAT SHOULD BE BOTTLED AND SOLD TO OTHERS! YOU ARE TRULY EXTRAORDINARY.”

I couldn’t agree more, sometimes in the very busy, very complex world of health care it is easy to forget the impact we have on the community we serve—your drive for excellence and patient-centered care has been inspirational to watch.

The pursuit for nursing excellence continues to be centered on the hospital’s ICARE values of Innovation, Collaboration, Accountability, Respect and Excellence combined with Kristen M. Swanson’s Theory of Caring, which provides the framework of the hospital’s Nursing Professional Practice Model. Nursing at Chester County Hospital continues to embrace the innumerable changes in health care and constantly strives to propel the organization toward the future, through a spirit of teamwork and intra-professional collaboration.

I invite you to take some time to read the stories and accomplishments highlighted in this annual report, remembering they are just some of the many meaningful moments you have created for the people of the community. It is a privilege and an honor to work with the more than 600 professional and engaged nurses that make the hospital an exceptional organization. I hope you enjoy reflecting on and celebrating the achievements of this past year.

Thanks for all you do for the hospital and the people we serve.

Sincerely,

Angela R. Coladonato, MSN, RN, NEA-BC
Senior Vice President / Chief Nursing Officer
Chester County Hospital

Transformational Leadership

Transformational leaders possess the ability to stimulate and inspire others while developing their own leadership capacity. Transformational leadership is designed to encourage individuals to want to change through self-motivation, satisfaction of needs and a renewed sense of value and self-worth. The quality of nursing leadership at Chester County Hospital guides and enriches patient care and outcomes from the board room to the bedside.

LEADING BY EXAMPLE

Angela R. Coladonato, MSN, RN, NEA-BC, will graduate with a Doctor of Nursing Practice (DNP) from Thomas Jefferson University School of Nursing in the summer of 2015.

This 36-credit post-master’s degree program prepares professional nurses for scholarly practice as clinical and health systems experts who will help lead health care improvement and reform. The DNP curriculum focuses on leadership, systems thinking, reflective practice, health policy, implementation science and evidence-based clinical practice. Believing that strong effective leadership is essential to an organization in both attracting and retaining productive and engaged staff, Coladonato is completing her doctoral research on “The Impact of Nurse Leader Emotional Intelligence on Staff Nurse Job Satisfaction.” This study will provide a deeper understanding of whether emotionally intelligent leadership impacts nurse satisfaction.

AMERICAN NURSES ASSOCIATION (ANA) LOBBY DAY

Angela Coladonato and Cathy Weidman, MPA, BSN, RN, CNML, attended the ANA Lobby Day in Washington, DC, on June 12, 2014. The ANA, headquartered near Washington, is the only full-service organization representing the interests of the nation’s 3.1 million registered nurses. It is at the forefront of policy initiatives pertaining to health care reform. The current priority issues are a restructured health care system that delivers primary care health care in community based settings; an expanded role for RN’s and APRN’s in the delivery of basic and primary health care; obtaining federal funding for nurse education and training; and helping to change and improve the health care workplace.

H. L. PERRY PEPPER LEADERSHIP AWARD

The annual H. L. Perry Leadership Award, established by the Women’s Auxiliary in 2012, recognizes the outstanding qualities of Chester County Hospital nurses. Directors and managers submit an essay describing how a direct-care nurse demonstrates the organization’s ICARE values in their area of practice. Essays are reviewed and evaluated by the nursing directors using a consistent evaluation tool, and the top three nominees are forwarded to the Women’s Auxiliary’s President and Secretary, and the hospital’s Chief Nursing Officer and Chief Operations Officer for consideration. The 2014 H. L. Perry Leadership Award was presented to Nicole (Nikki) DiFabrizio, BSN, RN, PCCN, for her consistent demonstration of the ICARE values. On May 7, 2014, Nikki was officially honored at the Annual Women’s Auxiliary Luncheon. Her nomination acknowledged, “Although Nikki works weekend nights, she is very involved and is a proven leader both on her unit and throughout the hospital. Nikki is a shining example of the ICARE values.”
GLOBAL NURSE PROGRAM

Patty Pauley, BSN, RN, CEN, Director, Nursing Quality/Professional Practice/Magnet Program mentored a colleague from China through Penn Medicine’s Global Nurse Program for three months. Xiaoyun Hu was recently named a Magnet coordinator in her home organization in Hangzhou, China. The nurses are her hospital, Sir Run Run Shaw Hospital, have just begun their Magnet journey. Xiaoyun’s visit was to observe how our organization creates and maintains a Magnet nursing environment.

UNIVERSITY OF PENNSYLVANIA HEALTH SYSTEM (UPHS) NURSING CLINICAL EXCELLENCE AWARDS

The Lillian Brunner Award for Clinical Judgment and Decision Making was presented to William Pezzotti, MSN, CRNP. As the night-shift Nurse Practitioner (NP), Pezzotti serves as an expert consultant for the night-shift nursing staff and takes an active role in improving the health care delivery for every patient he encounters. He empowers the nursing staff to develop caring, evidence-based practices, alleviates patient distress, and facilitates clinical decision making. He is valued and respected by all members of the nursing staff for his ability to determine clinical priorities and individualize patient care based on patient responses. Pezzotti not only displays superior clinical skills, but he also contributes to the education of the nursing staff by guiding and supporting their clinical decision making. He can often be found at the nursing station educating nurses on clinical practices, alleviating patient distress, empowering the nursing staff to develop caring, evidence-based practices, and facilitating clinical decision making. He is respected by all members of the nursing staff for his ability to determine clinical priorities and individualize patient care based on patient responses.

The Dorothy Botdorf Award for Clinical Leadership was presented to Donna Hagerty, RN. As a frontline staff nurse on a busy surgical unit for 19 years, Hagerty’s level of experience and her contribution to nursing enables her to effectively lead a multidisciplinary approach in providing the highest level of care for her patients. Hagerty is a fierce patient advocate, working to maintain open communication with each member of the health care team; the patient and the family. Through this communication, she is able to reduce fear and improve compliance, resulting in better outcomes for patients. Hagerty is a dynamic leader. Her confidence and collaborative nature inspire others to work together as a team to enhance patient care. She exhibits courage, initiative and the ability to handle stress. She is admired by her peers because of her effort to think critically, set goals, and skillfully communicate and collaborate. Hagerty’s commitment and passion for nursing is what defines her as a true clinical leader. She is a wonderful mentor and example for all nurses to follow.

The Rosalyn Watts Award for Nurse Patient/Family Relationship was presented to Heather Donohue, BSN, RN, CNOR, a staff nurse in the Operating Room (OR). In this role, she assists patients at their most vulnerable moments, offering not only expert clinical care but also providing comfort and compassion. She used these skills to fulfill a lifelong dream by participating in a Medical Mission Trip to Honduras in May 2013. While in Honduras, she assisted in setting up brigades to offer medical, dental, optical and pharmaceutical assistance to the impoverished people of the area. The team treated about 700 Hondurans over a 10-day stay with staff working long days under difficult environmental circumstances to deliver care. Donohue was so touched by the amazing spirit of the Honduran people despite these circumstances that she donated all of her personal belongings to the people she treated, returning home with only the clothes she was wearing. Donohue’s selfless nature and kind spirit allowed her to advocate for those less fortunate while providing much needed medical care.

The Helen McClelland Award for Clinical Scholarship was presented to Rebecca Mountain, MSN, RN, CEN, a staff RN, preceptor, and a Relief Charge Nurse in the Emergency Department (ED). She is a clinical nursing instructor for Widener University and Delaware County Community Hospital. She is also a planning member of the annual Pediatric Symposium Committee, a member of the ED Nursing Unit Council, and the leader of the ED Call Back Project. Mountain has always demonstrated and been a role model for life-long learning. She loves teaching new students and exhibits a passion for nursing. She bases her teaching on evidence-based practice, and used this concept to support the development and implementation of the ED Call Back Project. This program involves calling back patients with test results, for customer service, high-risk visits, and patients determined to be at high risk for returning to the ED. Mountain incorporated an interdisciplinary team approach when developing this project. She created a working team comprised of physicians, physician assistants (PA), charge nurses, frontline staff, lab personnel, and nursing informatics to build collaboration and empower stakeholders. She organized project champions and used them in addition to other venues to keep staff engaged in the project. This work has resulted in an efficient and patient-centered program that “closes the loop” of communication with patients.

The Nursing Excellence GEM (Giving Excellence Meaning) Awards recognize nursing excellence and superior nursing skills. Nurse.com’s Nursing Spectrum calls on its readers every year to nominate an exceptional nurse colleague for the Nursing Excellence program. GEM Award recipient Heather Donohue was one of the first nurses to achieve Clinical Ladder Level 3 and is pursuing an MSN degree in nursing leadership. She is known for facilitating change, gaining consensus and minimizing conflict to create a positive and proactive nursing culture. She is a member of the Relationship-Focused Care Council. When this council was tasked with revising the visitation policy, Donohue conducted the literature search and became a strong proponent for open visitation, which successfully launched in July 2013.
SHARED DECISION MAKING

The shared governance structures at the hospital promote nurses' direct involvement in the processes that drive patient care. Governance is based on a councilor model that is centered on the ICARE values and the patient and family.

NURSING EXECUTIVE COORDINATING COUNCIL (NECC)

The primary goals of the NECC continue to be the following:

- to provide coordination for all of the nursing shared decision-making councils
- to ensure that issues are channeled to the appropriate council for review and action
- to provide oversight for the communication and dissemination of council activities
- to provide guidance for the unit council chairs
- to address global projects/issues affecting the Department of Nursing

The council spent several meetings discussing the primary care rollout to the nursing units in a supportive and consultative role and revisions were made in Soarian to identify the primary care nurse on the plan of care. Additionally, the discussion related to inter-shift handoffs began and preliminary discussions were initiated at the unit-specific level. The National Database of Nursing Quality Indicators (NDQI®) survey roll-up results were presented and discussion ensued about global areas for improvement. Additionally, the NECC helped to champion the revitalized hand-washing initiatives.

The NECC also helped with the development of the plan to increase the number of BSN RNs and specialty-certified RNs. Some of the specific tactics utilized were:

- Third college open house with 11 colleges represented (4/15/14)
- Certification Tea (3/2014)
- CNOR Prep Course
- Medical Surgical Prep Course (2/24-2/25/14 and 7/24-7/25/14)
- CEN Prep Course
- PCCN Prep Course (3/3-3/4/14 and 5/12-5/13/14)
- Implementation of the ANCC Success Pays Certification Prep Program
- Implementation of a tuition-assistance program in which the organization pays tuition directly for the student to the college so there is no out-of-pocket costs, as long as the course is completed with a minimum grade of a “C.”
- Implementation of a new policy entitled, “Guidelines for Minimum Degree for Registered Nurses.” Effective July 1, 2014, the external recruitment of vacant RN positions were required to have a minimum degree of a BSN.

The current percentages reflect 55% BSN or higher and 37% of RNs with a specialty certification.

The NECC goals for the upcoming year are the following:

- Provide guidance and support for council chairs
- Address, evaluate and develop an implementation plan for global projects/issues affecting the department of nursing
- Invite speakers, both internal and external, to educate the NECC on appropriate global topics of interest including health policy
- Increase the overall percentage of BSN-prepared nurses by 3% and certified nurses by 2%
- Provide for the coordination of information exchange from all the Shared Decision-Making (SDM) Councils
- Review the annual accomplishments and goals for each SDM Council and make recommendations prior to the annual nursing retreat
- Collaborate with the CNO to plan for the annual retreat and develop the nursing strategic plan so it is aligned with the hospital’s strategic plan
- Mentor the current co-chairs or newly selected co-chairs of the NECC to take a more active role in developing the meeting agenda and facilitating the discussion at the meetings
- Serve as a messenger to disseminate Magnet news and information to the nursing and hospital community

ANNUAL NURSING RETREAT

Angela Coladonato hosts a yearly Nursing Retreat. On September 26, 2014, the Annual Nursing Retreat was held at the West Chester Graduate Center and was an energizing and inspiring day for all that attended. The agenda was robust and informative. There were 100 participants comprised of frontline and advanced practice nurses as well as managerial and education staff. Based on the goals of the Shared Decision-Making Councils and the input and feedback from the participants, the nursing strategic plan for the year has been laid out. The vision for the nursing department is closely aligned with the vision of the hospital and health system, which is to deliver quality nursing care and provide superior service excellence.
RN TO BSN/MSN EDUCATION

The hospital empowers nurses at all levels to build on their education base to enhance practice, education, administration and theory development. The hospital supports formal nursing education by providing education assistance, nursing scholarships, PRISM clinical ladder points, college fairs and open houses, flexible scheduling, academic partnerships, encouragement and goal setting through the performance appraisal process. The Department of Nursing has streamlined a three-year plan to increase the percentage of BSN-prepared RNs by 3% each year. The hospital has met its goals for increasing the percentage of nurses with a BSN degree or higher (see chart).

SPECIALTY CERTIFICATION

The number of certified nurses continues to increase, which is reflective of the commitment of our staff to enhance their knowledge skills and abilities. This initiative is supported through on-site preparatory classes, points on the PRISM clinical ladder and certification reimbursement.
THE WOMEN’S AUXILIARY NURSING SCHOLARSHIPS

The Women’s Auxiliary, which is a group of volunteers at the hospital that support many hospital-related activities and functions, has continued its support of the nurses by offering nursing scholarships annually. Nurses at all levels who are currently enrolled in a nursing degree program are encouraged to apply. The Women’s Auxiliary contributes 24 awards of $250.00 each that are distributed equally each fall and spring semester in order to help nurses achieve their educational goals. All eligible staff members are required to complete the Nursing Scholarship Application.

2014 Scholarship Recipients:

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pam Conner, BSN, RN, CMCSRN</td>
<td>Operating Room Community Service Event</td>
</tr>
<tr>
<td>Kristen Fogelman</td>
<td>Volunteer Nurse and Leader for Super Storm Sandy Mission Trip</td>
</tr>
<tr>
<td>Jill Hargadon</td>
<td>Volunteer Nurse and Leader for Mission Trip to Cape Town, South Africa</td>
</tr>
<tr>
<td>Shannon Hittle</td>
<td>Volunteer Nurse and Leader for Mission Trip to Alva, Scotland</td>
</tr>
<tr>
<td>Shannon Hittle</td>
<td>Volunteer Nurse and Leader for Super Storm Sandy Mission Trip</td>
</tr>
<tr>
<td>Nancy Maratea</td>
<td>Volunteer Nurse and Leader for Super Storm Sandy Mission Trip</td>
</tr>
<tr>
<td>Alice Suneri</td>
<td>Volunteer Nurse and Leader for Super Storm Sandy Mission Trip</td>
</tr>
<tr>
<td>Okie Taylor</td>
<td>Volunteer Nurse and Leader for Super Storm Sandy Mission Trip</td>
</tr>
<tr>
<td>Marcia Van Tassel</td>
<td>Volunteer Nurse and Leader for Super Storm Sandy Mission Trip</td>
</tr>
<tr>
<td>Jacqueline Vega</td>
<td>Volunteer Nurse and Leader for Super Storm Sandy Mission Trip</td>
</tr>
<tr>
<td>Linda Zickafoose</td>
<td>Volunteer Nurse and Leader for Super Storm Sandy Mission Trip</td>
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</tbody>
</table>

AMERICAN CANCER SOCIETY – RELAY FOR LIFE EVENT

Candace Williams-Johnson, BSN, RN, of West Wing II was proud to co-organize the hospital’s Angel Wings Team for the American Cancer Society Relay for Life event held on May 17-18, 2014 at Downingtown West High School. Relay for Life is a group event where the Angel Wings team camped out in 40 degrees and members took turns walking around the track for the duration of the event. There are many moments that create the Relay experience. Participants celebrate survivors who are the honored guests in the Survivors Lap. The hospital’s team sees many of the special people it has cared for and remembers those who have lost their battles.

L-R: Tracey Borgstrom, Marianne Casale, and Candace Williams-Johnson.

VOLUNTEER NURSE AND LEADER FOR MISSION TRIP TO ALVA, SCOTLAND

Heather Donohue volunteered, along with her 22-year-old son with Calvary Chapel in Chester Springs from July 12-21, 2014. Donohue was the group leader and team nurse for elementary children in grades 1-4. Alva is a small town in the Ochil foothills of Scotland. Unemployment is high, as is alcoholism and self-harming. Many of the youth were starved for love and attention. In the beginning of the week, the local kids were hesitant to come into the church to participate, but as the team spent time in the community building relationships with the families, and the neighborhood kids could see how much fun their friends were having, and so more children came to the club. Donohue and the other volunteers taught them songs, crafts and science experiments, played games, taught safe, supervised archery, and included them in many of the team activities. There were skits, game nights and an open-mic night for kids to come share their talents. The goal was to let them know they are important and special. On average two churches close per week in Scotland, and are turned into apartments, or left abandoned. So the pastor from Alva Baptist Church asked for support in reaching the youth with hope. Donohue stated, “Their small church does not have the resources, so our church sent over all the supplies to host the holiday club and to assist their local church.”

American Cancer Society Relay for Life Event

VOLUNTEER NURSE AND LEADER FOR MISSION TRIP TO CAPE TOWN, SOUTH AFRICA

Jessica Lathrop, BSN, RN, of the ED spent two weeks volunteering at Midwifery Obstetric Units (MOUs) and public hospitals in Cape Town, South Africa. Lathrop helped laboring mothers who were alone, and she helped in AIDS/HIV Clinics. Although their mission time was limited in some areas, Lathrop wanted to make more of an impact as a nurse than just volunteering her time, so she used her own money and went and bought basic supplies, such as toilet paper and hand soap to give to those in need. Lathrop was so moved by her experience that she has set up donations for Savuka Africa, an organization that helps community members. Lathrop stated, “This trip opened my eyes to how people can remain hopeful and positive even in such terrible conditions such as no running water, no bathrooms, houses made of cardboard and other deplorable conditions like 11 people living in one 10x6 room.” Lathrop’s (left) mission trip to Cape Town, South Africa

OPERATING ROOM COMMUNITY SERVICE EVENT

Good Works, Inc. is a Christian non-profit based in Coatesville, serves low-income homeowners in Chester County. On March 15, 2014, staff from the OR spent the day working on a 100-year-old house. Approximately half of those served by Good Works are elderly and a quarter of all homeowners assisted are single females with children. It is the largest non-profit in Chester County whose sole focus is to perform extensive repairs at no cost to the home- owner. By transforming substandard houses into warmer, safer and drier homes, they see hope replace despair. Its goal is to see the inhabitants of these homes rise above their level of poverty and experience a richness through being cared for and knowing that their circumstances matter to their community. The owners were extremely grateful and it was a great team-building experience for those who volunteered. OR team with Good Works volunteers
Exemplary Professional Practice

Exemplary Professional Practice is guided by a Professional Practice Model (PPM). The PPM, based on Kristen Swanson’s Caring Values, the concept of relationship-focused care and the hospital’s ICARE values, supports the nurse’s control over the delivery of nursing care predicated on evidence-based practice and the environment in which care is delivered. The achievement of exemplary professional practice is grounded by a culture of safety, quality monitoring and quality improvement. Nurses collaborate with other disciplines to ensure that care is comprehensive, coordinated and monitored for effectiveness.

PROFESSIONAL NURSING ORGANIZATIONS

The hospital nurses recognize the value of participation in professional nursing organizations. This is demonstrated by 164 hospital nurses being active members of professional nursing organizations.

SOCIETY OF CARDIOVASCULAR ANGIOGRAPHY AND INTERVENTIONISTS (SCAI)

Janice L. Baker, MSN, RN, CEPS, CCRN, FHRN, Clinical Manager, Cardiovascular Services received and accepted an invitation to participate as a member of the newly created Allied Health Professional Advisory Panel for SCAI. This probably should be written out since no one will know what it is. Society of Cardiovascular Angiography and Interventionists (SCAI). The charge to this group from the Board of Trustees of SCAI is to develop a membership pathway for all non-physician members of the Cardiovascular Cath Lab team.

PATIENT SAFETY AUTHORITY

The Pennsylvania Patient Safety Authority held its inaugural poster contest for “I Am Patient Safety.” The hospital submitted four candidates who were previous Good Catch Award winners to be considered. Terri Bugniazet, BSN, RN, CEN, CPEN, of the ED was one of 10 recognized from Pennsylvania for her commitment to Patient Safety.

CAREGIVER OF THE YEAR AWARDS

The Care Giver of the Year Award was established in 2011 by the FORE Health Golf Invitational, which is a benefit for women’s and children’s health services. There are four awards given to nurses who work in the Neonatal Intensive Care Unit (NICU), Pediatrics, Maternity, and Labor & Delivery departments. Nominated by their peers, these nurses embody the high standards synonymous with the hospital’s ICARE values. In Pediatrics and NICU, the nurse receiving the most votes receives the award. In Labor & Delivery and Maternity, the unit council chooses the honoree. Four nurses received awards at the FORE Health Invitational in October 2014.

The Charles Henry Benton Award was presented to Loretta McNally, BSN, RN, ANC-NIC, of the NICU for exemplifying a high level of commitment to service and compassion. All hospital patients deserve the most professional, compassionate care. This is especially true for the hospital’s tiniest, most vulnerable patients. The staff of the NICU delivers the highest level of neonatal medical services, coupling their services with respect and caring for these precious babies and their concerned families—often under the most harrowing of circumstances. These professionals are true miracle workers, and without their expertise and compassion, we could not celebrate the memories that so many are fortunate to have.

The Mary Mears Award was presented to Ruth Seposinski, RN, of Labor & Delivery. Childbirth is a special, unforgettable experience in a family’s life. The Labor & Delivery nurses make an indelible impression every day helping women with the miracle of birthing their babies. Whether it proves to be a joyous occasion or challenging time, the nurses at the hospital truly exemplify compassion, empathy and nursing excellence.

The Willistown Auxiliary Award was presented to Bethann Ennis, RN, of Maternity. After the miracle of childbirth, mother and baby need to rest and recover. They are at the start of a lifetime full of challenges and joys. The skilled team in Maternity/Nursery provides a nurturing environment for moms and babies and is focused on making certain that each is healthy, rested, educated and ready for home.

The O’Hair Family Award was presented to Alyssa VanSant, BSN, RN, CPN, of Pediatrics. When a child is sick, the whole family feels it. The clinical team in Pediatrics practices the highest level of medical care so that children and their families can feel better. For those children who do have to come to the hospital, the O’Hair family has made it an uplifting place to be. Through personal donations to the hospital and Little Smiles, the O’Hairs have made the Pediatrics floor an environment that is visually stimulating for children and filled with the toys and movies that that children love.

GOOD CATCH AWARDS

The hospital presents the Good Catch Award, which is chosen every month by a committee made up of members from various hospital departments that review the events reported, analyze the report information for each event, identify “good catch” events and name a monthly award winner. The winner is determined by scoring in the following areas:

- Severity of the near-miss event
- Educational value
- Impact on organizational patient safety
- Established practice was followed
- Timeliness of the report

The award is given to a staff member who is accountable for her or his professional practice and is committed to quality of care. Winners receive a $100 cash prize and a “Good Catch” pin. The lessons learned are then shared with the rest of the hospital.

<table>
<thead>
<tr>
<th>Name</th>
<th>Department</th>
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<tbody>
<tr>
<td>Erinn Bartolucci</td>
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</tr>
<tr>
<td>Kirby Cannon</td>
<td>Emergency</td>
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<td>Jennifer Catrambone</td>
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<tr>
<td>Biji Georgy</td>
<td>3 North</td>
</tr>
<tr>
<td>Amy Hinterleider</td>
<td>3 Lasko Tower</td>
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<tr>
<td>Karin Narula</td>
<td>Emergency</td>
</tr>
<tr>
<td>Nicole Pennestri</td>
<td>West Wing II</td>
</tr>
<tr>
<td>Elizabeth Pyle</td>
<td>Maternity</td>
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PRISM (PROFESSIONAL RECOGNITION OF INITIATIVE, SKILL AND MERIT)

CLINICAL LADDER

The hospital nurses have ample opportunity for growth and development. Angela Coladonato and the Professional Development Council established the PRISM clinical ladder program for nurses in 2010 to promote nursing excellence. The goal of PRISM is “to continue the advancement of nursing and support frontline staff.” Direct-care nurses undergo a stringent application and interview process that includes professional recommendations, exemplars and the development of a professional portfolio. The PRISM clinical ladder program makes nurses feel valued and that they recognize their practice is acknowledged by their leaders and peers. This program gives direct-care nurses an opportunity to develop their careers while remaining at the bedside. The organization has seen a significant increase in PRISM participation further acknowledging the nurses exemplary professional practice.

<table>
<thead>
<tr>
<th>Year</th>
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<tbody>
<tr>
<td>2011</td>
<td>38</td>
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<td>2012</td>
<td>62</td>
</tr>
<tr>
<td>2013</td>
<td>76</td>
</tr>
<tr>
<td>2014</td>
<td>72</td>
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</table>
New Knowledge, Innovations and Improvements

Evidence-based practice and research are conscientiously integrated into clinical and operational processes. Nurses are educated about evidence-based practice and research, enabling them to appropriately explore the safest and best practices for their patients and practice environment, and to generate new knowledge.

EVIDENCE-BASED PRACTICE

Evidence-based practice is a science-to-service model of engagement of critical thinking to apply research-based evidence and practice-based evidence within the context of patient values to deliver quality, cost-sensitive care.

ASSOCIATION FOR WOMEN'S HEALTH, OBSTETRICS AND NEONATAL NURSES (AWHONN)

On June 23, 2014, staff nurses from Labor & Delivery and Maternity units came together to view the AWHONN webinar on "The Myths and Truths of Amniotic Fluid Embolism and Pregnancy." The webinar was provided by Jacques’ Smith, the Southeastern Pennsylvania AWHONN representative, who also shared information about the recent AWHONN convention. Given that Amniotic Fluid Embolisms are so devastating, this webinar was helpful and informative.

NDNQI NURSE SENSITIVE INDICATORS

The hospital submits nurse-sensitive indicator performance data to the NDNQI for patient falls, hospital-acquired pressure ulcers (HAPU), ventilator-associated events (VAE) and restraint prevalence. The data are benchmarked against the mean of hospitals with magnet designation to evaluate the quality of nursing care. Patient Falls, Physical Restraints and VAE (see charts) are aggregated at the organizational level.

EVIDENCE-BASED PRACTICE

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4TH ANNUAL PEDIATRIC SYMPOSIUM

The hospital held the 4th annual Pediatric Symposium on June 2, 2014. This is a collaborative conference presented by the ED, Maternal Child, Respiratory and Nursing Staff Development. The Pediatric Symposium Committee was chaired by Sonya Hash, MSN, RN, CEN. This multi-disciplinary committee was composed of physicians, nurses, ED technicians, respiratory therapists, staff development and EMS. More than 50 employees were involved in presenting the skill stations, resuscitation simulations, organizing the lectures and managing the conference.

Over 150 attendees came to the conference including pediatricians and practice staff, EMS, school nurses, ED and Pediatric Nurses from our hospital and surrounding health care facilities, nursing and EMS students, and other health care workers. FOX News filmed and broadcasted the event that evening. In keeping with the mission to educate and share knowledge and training for our pediatric patients, the symposium continued with a no registration fee conference. Donations were requested to support the West Chester Food Cupboard Summer Children's Program that serves 600+ children for the months of June, July and August. We collected 236 pounds of food and more than $100 in donations.

L-R: Annette Pappas, Pat Kennedy-McCoun, Claudio Haberk, Sue McCulloch, Kathleen Bazil, Eileen Garrett, Claire Fisk, Vicki Harlow, Bethann Ennis, and Jacques Smith.

NURSING INFORMATICS PLAYS KEY ROLE IN LAUNCHING CRITICAL CARE MODULE

The Nursing Informatics Team was instrumental in the building, testing, rollout and ongoing support of the Critical Care Module of the Electronic Medical Record (EMR). One of the highlights of the module is that it takes data from intensive care monitoring devices and feeds it automatically into the digital chart, which gives health care providers a rapid overview of the patient’s condition. This massive project included revising the shift assessment to accommodate the Critical Care documentation, creating Critical Care Flow sheets and developing an Activities of Daily Living form.

L-R: David Vickers, Kathy Urine, Darren Ensinger, and Eileen Curry.
NURSING SYMPOSIUM
The annual two-day Nursing Symposium is geared toward nurses who care for adults and nurses in management, education, case management and other roles that support patients and the clinical team. It was used to disseminate best practice and research on topics such as communication styles, drug diversion, hemodynamic stability, stroke, early mobility, the Affordable Care Act, civility in the workplace, legal implications of documentation, end-of-life issues and the transitional care model. Participants could earn 13.5 accredited CEUs.

REGIONAL CARDIAC REHABILITATION CONFERENCE
On December 13, 2014, the hospital hosted a Regional Cardiac Rehabilitation Conference. Pat Comoss, RN, Nurse Consultant for Cardiac and Pulmonary Rehab, presented various topics on the latest evidence-based care and national guidelines in the field of Cardiac Rehabilitation. The focus was to acquire knowledge and advance skills. Attendees included hospitals such as Brandywine, Main Line Health, Lancaster General and hospitals from New Jersey.

INTERNATIONAL RESEARCH
In July 2014, Lois Rajcan, MSN, RN, CRNI, attended the Sigma Theta Tau International Research Symposium in Hong Kong, China. Lois accompanied fellow researchers Christine Thomas and Megan Mraz, nursing professors from West Chester University. The researchers presented the findings of the nursing research study, “Blood Aspiration for IM Injection.” This study identified that 78% of nurses surveyed still aspirate most of the time when administering IM injections and 3% reported aspirating for the recommended five seconds. The survey reported a 40% incidence of aspirating blood at least once in their career. The seminar discussion was well attended and ignited international discussion about clinical practices for injections.

SOUTHEASTERN PENNSYLVANIA ORGANIZATION OF NURSE LEADERS (SEPONL)
Heather Donohue, BSN, RN, CNOR, and Leigh Holman, BSN, RN, CMSRN, in conjunction with Patty Pauley, presented a poster, “Nurse Involvement in Organizational Decision-Making Groups Lead to the Liberalization of Visitation Policies,” at the SEPONL Leadership Conference in April 2014. Then at the November 2014 SEPONL Conference, Patty Pauley presented two posters entitled, “Journey to Excellence. Increasing Certification Rates in a Community Hospital” and “Blueprint for Quality 100 Day Plan: Stop CAUTI!”

PATIENT SAFETY PRESENTATION
Angela Coladonato and Mary Lou Lafreniere, Director, Quality Management, Patient Safety and Quality Officer, along with Richard Kundravi of the Pennsylvania Patient Safety Authority, presented a webinar entitled, “Building a Business Case for Patient Safety” on November 13, 2014. The webinar focused on how to use business case methodology to analyze potential projects as well as the key messages in presenting the case persuasively. A real life example of how the hospital used the business case methodology when developing the Patient Safety Assistant Program was highlighted.

PLATINUM AWARD IN ACHIEVING PATIENT CARE EXCELLENCE (APEX) FROM VHA
VHA Mid-Atlantic recognized the hospital for achieving excellence in clinically recognized performance measures. The 2014 Achieving Patient Care Excellence (APEX) award recognized extraordinary achievement of clinical quality and patient safety among health care organizations in Pennsylvania, New York and New Jersey. Last year, 90 acute-care hospitals were eligible to participate in the award program. Only 13 hospitals were recognized; Chester County Hospital was one of three hospitals recognized for the highest level - Platinum Award - for the following:
• Ventilator Associated Pneumonia prevention
• VTE prevention
• Surgical Site Infection prevention
• Pressure Ulcer prevention
• Patient Falls prevention

NEMOURS/ALFRED I. DUPONT HOSPITAL FOR CHILDREN
Jaimie O’Donnell, MSN, RN, CCRN, Kimberly Andrien, BSN, RNC-NIC, and Rebecca Hornberger, RN, presented a poster at Nemours/Alfred I. DuPont Hospital for Children at the Pursuing Best Practices in the NICU Conference on April 4, 2014. The title of their presentation was “Protect Those Preemies! Establishing Safe Care Through Interdisciplinary Collaboration in the NICU.”

THE AMERICAN ORGANIZATION OF NURSE EXECUTIVES
Angela Coladonato, Tina Maher, BSN, RN, NE-BC, and Kathy Zoppf-Herling, MSN, RN-BC, presented at the American Organization of Nurse Executives (AONE) conference in Orlando, FL on March 15, 2014. The title of the presentation was “Connecting the Dots on Value-Based Purchasing by Revamping Discharge Processes to Ease Care Transitions.” The quality of the discharge process has an impact on quality outcomes, potential readmissions and health care costs. The presentation highlighted how the team at the hospital re-engineered the discharge process incorporating Project RED principles to facilitate smoother care transitions, reduce readmissions and increase HCAHPS scores. With the support of Information Technology (IT), the creation of an electronic readable discharge document for patients, families and receiving providers was developed and has helped to eliminate redundancies.

SOCIETY OF CHEST PAIN CENTERS CONFERENCE
Betty Brennan, EdD, MSN, RN, CEN, CNML, and Sharon Delaney, MSN, MBA, RN, presented, “improving the Throughput of Low-Risk Cardiac Symptoms and Chest Pain Patients” at the April 2014 Society of Chest Pain Centers conference in San Diego, Calif.

EARLY MOBILITY IN THE ICU
Ambulating an intubated patient is not an easy task and requires the bedside RN to coordinate care with multiple disciplines and ancillary staff members. In June 2013, several ICU nurses proposed creating a multi-disciplinary Early Mobility Task Force after attending the National Teaching Institute conference. A nurse-led task force was initiated and included several ICU nurses, a Critical Care intensivist, a Critical Care CRNP, and representatives from Respiratory Therapy, Physical Therapy and Occupational Therapy. Using evidence-based research, they created the “Move to Improve” Early Progressive Mobility Program, which was implemented in March 2014 after a six-hour Early Mobility Conference for training. Early Progressive Mobility is an evolving process and requires support from 100% of the team.

The program has the following five phases:

Phase 1: Passive or Active Range of Motion (ROM) in bed with Head of Bed (HOB) greater than 40 degrees and if continuous lateral rotation is used it should be 18 hours/day
Phase 2: Chair position in bed with HOB at 90 degrees for 20 minutes
Phase 3: Dangle on edge of bed
Phase 4: Out of Bed (OoB) to chair
Phase 5: Ambulation

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