A REFLECTION OF STRENGTH & COMPASSION

PENNSYLVANIA HOSPITAL | NURSING ANNUAL REPORT

2020
THIS HAS BEEN A REMARKABLE YEAR FOR PENNSYLVANIA HOSPITAL, AND AS WE REFLECT BACK, WE WANTED TO TAKE THE TIME TO SAY THANK YOU AT PENNSYLVANIA HOSPITAL, WE HAVE SEEN AN UNWAVERING DEDICATION TO OUR PATIENTS, FAMILIES, COMMUNITY AND EACH OTHER ALTHOUGH THIS HAS BEEN AN EXCEPTIONALLY CHALLENGING YEAR, WE ARE FOREVER GRATEFUL FOR YOUR PERSEVERANCE AND COMPASSION IN ALL THAT YOU DO! LASTLY, WE WOULD LIKE TO EXTEND OUR GRATITUDE TO YOUR FAMILIES AND LOVED ONES WHO SUPPORT YOUR COMMITMENT TO NURSING AT PENNSYLVANIA HOSPITAL.

— PENNSYLVANIA HOSPITAL NURSING LEADERSHIP TEAM

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TO MY UNPARALLELED NURSING COLLEAGUES:

We have learned so much over the last year, such as novel terms like “flattening the curve,” innovative methods for providing care from a distance and creative ways to connect with patients and each other while our smiles are covered. But in addition to the new lessons COVID-19 taught us, the pandemic has also underscored some old truths — namely, that our nurses can overcome the toughest challenges, brighten the darkest days and forge a path when the way ahead isn’t clear.

Since the early days of the pandemic, you all courageously put aside your own anxieties in the face of a constantly changing enemy, inspiring your colleagues and community alike. You adapted to evolving practices and protocols, took on new responsibilities in redeployed roles and ensured the smooth return of patients who had delayed their care. As a team, you have served as caregivers and substitute family members for our patients, providing them with not only exceptional, evidence-based treatment, but with hope and emotional support.

Amidst all of the unprecedented challenges posed by COVID-19, you have still continued to elevate your nursing practice by participating in age-friendly training to improve care for older adults, working diligently to prevent falls and hospital-acquired infections and prioritizing communication to improve both patient and staff engagement — among many other initiatives. Your combined efforts also brought the nursing team’s “Magnet 2.0” journey to a successful conclusion, ensuring even through a virtual site visit Pennsylvania Hospital’s gold-standard nursing and interprofessional collaboration came through clearly.

In a time when we were all spread thin, you still went above and beyond to share your time and talents wherever needed. You supported your colleagues by donating food to the Pennsy Pantry. You lifted patients’ spirits during the holidays by collecting artwork and cards to display in their rooms. You stood up vaccine clinics and vaccinated thousands of our neighbors hit hardest by COVID-19. Many of you also earned Penn Medicine CAREs grants and continued serving the community. Your efforts have not been contained to our hospital’s walls, and I could not be more proud to work with such a selfless group.

I am honored to lead an organization with such resilient and compassionate nurses and nursing leaders at its center. Pennsylvania Hospital would not be what it is today without your dedication. As we continue to navigate uncertain times, I know that you will help to shape our bright future.

With respect and admiration,

Theresa Larivee
Chief Executive Officer
DEAR NURSING COLLEAGUES, PATIENTS, FAMILIES, FRIENDS AND COMMUNITY MEMBERS:

I am pleased to share with you Pennsylvania Hospital’s Nursing Annual Report. This year our annual report includes highlights and exemplars of nursing excellence, outstanding achievements in nursing and reflections of professional practice. I would like to thank all our nurses for their unwavering commitment to our patients and our organization. I would be remiss not to acknowledge and recognize the dedication and selfless acts of kindness demonstrated by our front-line nurses and nurse leaders during the COVID-19 pandemic. Your skill and determination in upholding quality and patient safety are inspiring. I am awed by and forever grateful to serve with this team of nurses. THANK YOU, PENNSY NURSES!

This year brought unprecedented change in our clinical practice. With a keen focus on quality and patient safety, we embraced our evolving clinical setting by reinvigorating and transforming our shared governance to a virtual platform. Our structure and impact were strengthened by the participation of our clinical nurses. Adapting to virtual platforms provided a venue for communication with Virtual Town Halls, Interprofessional Grand Rounds, celebrations of Nurses Week, Clinical Excellence Awards and most notably a virtual ANCC visit for Magnet Redesignation.

In September, Pennsylvania Hospital received our 2nd Magnet Designation with an exemplar for interprofessional collaboration. The ANCC Surveyors cited a few of our impressive initiatives: Interprofessional COVID-19 Response Team, TeamSTEPPS® in Women’s Health, PA Safe Sleep Collaborative and Behavioral Health & Nursing’s De-escalation Training with Verbal Judo. This year’s annual report includes additional details on our quality improvement initiatives and our successes with enhancing clinical practice. Our focus and emphasis on patient safety is evident throughout, including through recognition by the Pennsylvania Patient Safety Authority.

Recognizing and honoring Florence Nightingale’s 200th birthday, the World Health Organization designated the year 2020 as the “International Year of the Nurse and Midwife.” During the course of our journey, Pennsy nurses, who are heroes, have transcended our expectations when it comes to resilience.

This past year has been full of change and uncertainty; however, the constants are the dedication and commitment to caring for our patients and each other. I invite you to enjoy the meaningful stories and extraordinary milestones detailed in this year’s nursing annual report.

Sincerely,

Elizabeth Craig, DNP, RN, FACHE
Chief Nursing Officer
CLINICAL EXCELLENCE AND PATIENT-FOCUSED CARE
Pennsylvania Hospital (PAH) nurses demonstrate Transformational Leadership through clinical work, shared governance, community outreach, clinical inquiry, professional development and mentoring. PAH Leadership’s commitment to provide nurses a robust shared governance model, continual learning opportunities and clinical advancement exemplify their dedication to Structural Empowerment. This commitment is made possible through policies, procedures and processes that support the organization’s mission, vision and values. Exemplary Professional Practice allows nurses to work in an environment where autonomy and accountability help define quality patient care and best practices. Penn nurses provide medically proven, holistic care that addresses each patient’s unique physical, psychological, emotional and social needs. Penn nurses also improve care through New Knowledge and Innovation. PAH nurses share a vision for advancing knowledge through translational and innovative research, quality improvement initiatives and lifelong learning.

THE MAGNET MODEL

- Transformational Leadership
- Exemplary Professional Practice
- Empirical Outcomes
- Structural Empowerment
- New Knowledge & Innovation

NURSING BY THE NUMBERS

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- Exemplary Professional Practice
- Empirical Outcomes
- Structural Empowerment
- New Knowledge & Innovation

NURSING RETENTION

Pennsylvania Hospital’s direct care registered nurses have four times less turnover than the national benchmark of 16.8% rate in FY20.

- **3.8%** RN DIRECT CARE TURNOVER AT PENNSYLVANIA HOSPITAL
- **6.4%** RN DIRECT CARE TURNOVER AT PENN MEDICINE

NURSES BY YEARS OF SERVICE

- **483** <5 YEARS
- **301** 5–15 YEARS
- **154** 15–25 YEARS
- **90** 25–35 YEARS
- **31** 35+ YEARS

959 PAH NURSES IN DIRECT PATIENT CARE
475 ACUTE CARE BEDS
1,059 NURSES EMPLOYED BY PAH
Pennsylvania Hospital continues to affirm our individual and collective commitments to justice, inclusion and equity in health care and in the broader society. The Action for Cultural Transformation is an interactive, collaborative process to identify key strategies to promote equity and eliminate racism and bias in science and education. The high-level framework for further cultural transformation includes changes that will impact culture, people, clinical, research, education and community.

Supporting Pennsylvania Hospital’s Strategic Plan

Patients first at the nation’s first. Serving our community as a leader in the provision of the highest quality health care in a setting that promotes emotional and physical healing.

Quality

Patient Care
Education
Research
Value

Engagement

Physicians
Staff
Community

Experience

Patient-Centered
Consistent
Compassionate
Valuable

Economics

Sustainable
Provides for Investment
Value

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Mission: Eliminating structural injustice across Penn Medicine and the communities we serve.
Vision: Penn Medicine is united as an anti-racist, equitable, diverse and inclusive organization.

Action for Cultural Transformation
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Culture
Create a diverse and inclusive culture at Pennsylvania Hospital that is enabled by supportive policies and systems of accountability.

People
Drive the recruitment, engagement and retention of talented, diverse people across all roles, departments and levels.

Clinical
Deliver excellent, equitable clinical care to all patients to promote their physical and mental health.

Research
Support research on health equity and topics related to racism and bias and champion the work of underrepresented minorities in medicine.

Education
Ensure the education that we offer to clinicians, staff and students is culturally competent and addresses inequities in medicine and health care.

Community
Cultivate authentic partnerships with the community we serve and meet their needs through engagement, education and advocacy.
COVID-19 RESPONSE

Since March 2020, the health care heroes at Pennsylvania Hospital have been on the frontline battle of the COVID-19 pandemic. The Department of Nursing responded to the crisis with an unprecedented amount of dedication, innovation and compassion. A collaborative effort continues to ensure that the needs of our team members, patients, families and community are met. In addition to the extraordinary work occurring daily at the patient’s bedside, some highlights of the Department of Nursing’s response include:

- Dissemination, education and fit testing of Personal Protective Equipment (PPE)
- Execution of simulation activities aimed to improve the safety of our patients and staff
- Creation of subject matter experts available 24 hours a day, 7 days per week to support the team
- Initiation of communication strategies to support our patients during visitation restrictions
- Development of innovative methods to meet the needs of new team members
- Continued staffing and operational execution of the Pennsylvania Hospital vaccine clinic to immunize our teams, patients and the community

CARDIOLOGY & COVID: 4 CATHCART’S JOURNEY

4 Cathcart (formerly 6 Cathcart) staff, who had previously cared for cardiac and telemetry patients, faced multiple changes during the COVID-19 pandemic and did so with the professionalism and high standards of care patients expect from PAH nurses.

The 4 Cathcart team first joined with their colleagues from 7 Cathcart/Preston. Together the two teams cared for both the fragile cardiology patient population and the complex ortho and neuro population. As COVID-19 admissions increased, the 7 Cathcart/Preston team began managing these patients on the 4 Cathcart unit, while the 4 Cathcart staff moved again to care for the smaller number of heart and vascular patients on 5 Schiedt. The team expertly coordinated the movement of 17 patients from 6 Cathcart to 5 Schiedt, then collaboratively shared the space for a few weeks with the 5 Cathcart/Schiedt team before making another move to the 4 Cathcart COVID-19 unit.

The 4 Cathcart team has demonstrated flexibility, teamwork and the ability to manage uncertainty with ease. Despite this flux and change, these health care heroes continue to serve our patients while further solidifying their teamwork and supporting these patients who often feel very alone. This team provides exceptionally compassionate care and goes above and beyond to ensure their patients’ needs are met every step of the way. The team has participated in many CODE SUNSHINES, during which all staff gather and applaud to send patients recovering from COVID-19 back home with a smile on their face and love in their hearts.

PAH ADMINISTERS COVID-19 VACCINES AT THE TLA

In February 2021, the Theatre of the Living Arts (TLA) in Philadelphia opened its doors to Pennsylvania Hospital to help vaccinate Penn Medicine patients and staff. A whiteboard for handwritten notes thanking the health care workers at Penn Medicine is showcased at the TLA COVID-19 vaccination site.

From Pennsylvania Hospital’s Chief Medical Officer, Dr. Dan Feinberg:
“Professional nurses at Pennsylvania Hospital define commitment to patients and families, partnership with physicians and other members of the interdisciplinary team, and are data driven to continuously improve. I am honored to work with our nurses every day and am grateful for their partnership.”
Pennsylvania Hospital received notification on September 16, 2020 of their unanimous vote by the Commission for the Magnet Recognition Program that PAH was designated a Magnet organization for the second time. The commission lauded PAH for their innovation, inter-professional collaboration and camaraderie.

The virtual site visit took place July 27 – 29, 2020 with four appraisers from the American Nurses Credentialing Center “visiting” Pennsylvania Hospital. The appraisers virtually attended 45 team meetings, toured 29 clinical practice areas and engaged 478 interprofessional team members. The appraisers noted that PAH set the standard for virtual visits, remarking that they could feel the team’s camaraderie and the hospital’s familial atmosphere through their screens. “They said that they really felt like they were here with us, and we heard time and time again that they wished they could be part of our team,” said Florrie Vanek, MSN, RN, NE-BC, Director of Nursing Education, Nursing Professional Practice and the Magnet Program.

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**SITE VISIT HIGHLIGHTS**

### INNOVATION
- ICN Patient Experience and Behavioral Health Aromatherapy are initiatives that the appraisers had not seen elsewhere
- Night-time Clinical Nurse Education Specialist
- Shared governance – clinical nurses are driving practice changes
- Leveraging technology to improve patient care and staff workflows

### COLLABORATION/SUPPORT
- COVID-19 management
- Support for clinical nurses from managers and educators
- Interprofessional teams driving change

### CAMARADERIE
- “PAH is a family”
- Teamwork
- Long tenure of many staff
NURSING PRESENTATIONS

Application of Professional Practice Model
- Aromatherapy in Behavioral Health
- Surgical Nurse Liaison Program
- Patient Experience in the ICN

Examples of PI/QI, EBP, or Nursing Research
- The Effects of Coloring Therapy on the Anxiety Level of Medical-Surgical Nurses and Support Staff
- The Analgesic Properties of a Music Intervention in the Post Anesthesia Care Unit
- Improving the Care of Inpatients with Diabetes

THANK YOU TO OUR CLINICAL NURSE MAGNET AMBASSADORS

Christina Constanza, Cardiology Services
Ashley Mercado, Critical Care Float Pool
Colleen Karasinski, Behavioral Health
Elizabeth Mathew, 7 Cathcart / Preston
Brandi Walker, Endoscopy
Jean Scola, Intensive Care Nursery

ALL 6 PENN MEDICINE ENTITIES HAVE ACHIEVED MAGNET DESIGNATION

From the Chair of the Commission for the Magnet Recognition Program®
Jeanette Ives Erickson, RN, DNP, NEA-BC, FAAN

“This credential is testament to the countless contributions your nurses, in collaboration with other team members, have made in their commitment to provide quality patient care through innovations in professional nursing practice!”
COMMUNITY OUTREACH

DEPARTMENT OF NURSING
Pennsylvania Hospital is an active participant in local neighborhood cleanup events, health fairs and community health education sessions. We also conduct various food and supply drives for those in need. In 2019 and 2020, PAH participated in the following activities:

- Partnered with Hall Mercer to sponsor:
  - Philadelphia Police Department Education on Crisis Intervention
  - Food Drive
  - Clothing Drive
  - Christmas Gifts for Underserved Families
- Solutions for Women hosted a diaper drive in support of the Greater Philadelphia Diaper Drive
- Provided health care education sessions at the following:
  - Old St. Joseph’s Church Community Outreach Group
  - Mental Health Partnership
  - Women of Hope Shelter
  - Steeple Hill School
  - Diabetes Education Research Foundation
  - Addiction Center at Penn Presbyterian
- “Voter Drive” helped individuals register and apply for mail-in ballots in PA, NJ and DE and help patients cast emergency ballots on election day.
- Co-ordinated the 2019 United Ostomy Association of America conference in which 35 nurses provided care.
- Operating Room nurse Ellie Tarnoviski created masks for people in need by recycling blue wrap from trays that would have been thrown away.

ABRAMSON CANCER CENTER
The Abramson Cancer Center at Pennsylvania Hospital supports and promotes advocacy groups who provide programs and support to mutual patients through sharing of resources and staff volunteering.

Community Support Groups
- Patient Support Group
- Caregiver Support Group
- Sickle Cell Support Group
- Sisters R Us Circle of Survivors
- LiveSTRONG at the YMCA

Community Education
- Cooking Nutritious and Nutritious Food
- Holistic Living Challenge: Education and Support for a Preventive Lifestyle
- Sickle Cell Awareness Day
- Look Good, Feel Better Virtual Workshop
- Wellness Yoga at Old Pine Community Center
- Unite for HER Wellness Virtual Workshop

Screenings/Awareness Programs, Walks/Races & Fundraisers
- Breast Cancer Walk
- Close the Creek Community Health Fair and Music Fest
- 4th Annual Focus on Lung Cancer
- Ladies of Port Richmond Breast Cancer Organization Fundraiser
- Wear Red Day Fundraiser
- Sickle Cell Walk
- Making Strides Against Breast Cancer
- Real Men Wear Pink Breast Cancer Awareness
- Light the Night Walk Leukemia and Lymphoma Society
- Purple Stride for Pancreatic Cancer Action Network
- Wear Blue Day for Colon Cancer Awareness
- Health Care Decisions Day
Pennsylvania Hospital’s Department of Nursing makes significant contributions to patient and organizational outcomes. In their roles as leaders at the bedside, nurses use the latest evidence-based best practices to guide their decision-making. At PAH, we monitor our impact on nurse-sensitive indicators and patient outcomes, and we benchmark our performance against our peer organizations across the country. As a Magnet® designated organization, we strive for excellence in quality, safety and patient experience. The following graphs reflect our performance on these indicators.

PATIENT EXPERIENCE
Pennsylvania Hospital nurses are committed to providing patients and families with a positive health care experience. To ensure that our patients are engaged and satisfied with the care we provide, we ask them to tell us about their experience and their level of satisfaction with the services provided by our teams. Nursing leadership, shared governance councils and other workgroups use this information to continuously improve the experience of the patients who place their trust in us. The following graphs show Pennsylvania Hospital’s percentile rank scores in the Rate this Hospital and Communication with Nurses domains. The percentile rank compares our performance to other peer organizations.

VASCULAR ACCESS TEAM IMPACTING OUTCOMES
In FY20, the Vascular Access Team (VAT) led by Anne Krajewski, expanded the department to include capacity to place PICC lines at the bedside. Additional staffing and equipment resources were acquired, including the purchase of a Sonosite 3CG machine which verifies PICC placement without the need for x-ray confirmation. The team consists of six nurses: Silvia Aquino, Maureen Busa, Jonathan Henry, Dana Mirra, Jisuk Park, and Anna Wojtas. Since April 2020, the team inserted 212 bedside PICCs, resulting in decreased length of stay, increased patient satisfaction, and decreased costs.

Likely to Recommend PAH

INCREASED 41%
FROM FY17–FY21
FY 17: 58% | FY 18: 78% | FY 19: 76% | FY 20: 81% | FY 21 (Q1, Q2 & Q3): 82%

THANK YOU SO MUCH FOR THE INCREDIBLE CARE YOU PROVIDED TO OUR SON. WORDS TRULY CANNOT EXPRESS OUR GRATITUDE. EVERYONE FROM THE FRONT DESK, NURSES, PHYSICIAN ASSISTANTS, THERAPISTS AND DOCTORS HAS BEEN AMAZING AND SO SUPPORTIVE. YOU ARE AN AMAZING TEAM AND THE PASSION YOU ALL HAVE TO CARE FOR BABIES IS EVIDENT. THANK YOU SO MUCH!
– ICN PARENTS

NURSE-SENSITIVE QUALITY INDICATORS
NURSING STORIES

BY DIVISION

ADAPTATION, COLLABORATION AND INNOVATION: HOW WE CARE FOR PATIENTS AND SUPPORT EACH OTHER DURING A TIME OF CRISIS

The Department of Nursing at Pennsylvania Hospital continuously strives to set new standards of excellence in patient care. By practicing under the framework of Relationship Based Care, the nursing team has created a culture that combines the art of caring with the science of health care. While facing the COVID-19 pandemic, the Pennsylvania Hospital Department of Nursing continues to advance practice and provide optimal, safe and compassionate patient care to our patients and the community. As the pandemic stretches into its second year, nursing staff in all practice areas promote innovative and collaborative methods to deliver safe, high-quality patient care while also caring for and supporting each other.
NURSING STORIES BY DIVISION:
MEDICAL/SURGICAL

The Medical/Surgical Services at Pennsylvania Hospital are comprised of five units: 4 Cathcart (COVID-19 medical unit and Cardiology/Telemetry), 5 Cathcart/Schiedt (general medical), 6 Cathcart/Schiedt (complex ENT and general surgical), 7 Cathcart/Preston (neuro/ortho) and 7 Schiedt (hematology/oncology). These interprofessional teams strive to provide the best quality care in a compassionate and caring environment for patients and their families. The skilled and dedicated staff work together in a collaborative environment that fosters respect, accountability, honesty and professionalism to enhance patient care.

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<thead>
<tr>
<th>STRATEGIES</th>
<th>INITIATIVES</th>
<th>METRICS</th>
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<tbody>
<tr>
<td>Diversity &amp; Equity</td>
<td>Decrease Variation in Care among Patients with Sickle Cell Disease</td>
<td>LOS (Penn Diver) Readmissions (Penn Diver)</td>
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<td>Continuity of Care</td>
<td>Decrease Variation in Care among Patients with Sickle Cell Disease</td>
<td>Patient Progression Scorecard LOS (Penn Diver)</td>
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<tr>
<td>High Reliability</td>
<td>Reduce Falls/Falls with Injury</td>
<td>Fall/Fall with Injury Rates (Nursing Quality Dashboard)</td>
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<td></td>
<td>Eliminate Central Line Associated Bloodstream Infections</td>
<td>CLABSI (Rate/SIR) (Infection Control)</td>
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<tr>
<td>Patient &amp; Staff Engagement</td>
<td>Improve Response of Hospital Staff Call Button and Toileting</td>
<td>Responsiveness to Care (Penn Diver) Call Button Toileting Call Bell Response Time (ASCOM)</td>
</tr>
<tr>
<td>Innovation</td>
<td>NICHE – Improve Care for Elderly Patients iPad for Family Communication</td>
<td>Decrease Fall Rate Discharge to Home Patient Experience</td>
</tr>
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5 CATHCART: IMPROVING PATIENT CARE

✓ GERIATRIC PATIENTS WITH THE NICHE PROGRAM
The 5 Cathcart and Emergency Department teams are working to improve the care of the geriatric patient population at Pennsylvania Hospital. Led by Mary Pat Lynch, the two teams are advancing the care of this patient population through the “Nurses Improving Care for Healthsystem Elders” (NICHE) program. Utilizing evidence-based practices and resources from the NICHE program, the Pennsylvania Hospital NICHE team aims to improve the care we provide to our older patient population. Our NICHE team includes Florence Vanek, Sara Cohen, Angela Ross, Catherine Blinebury, Rebecca Dailey, Lauren Ellis, Alberta Gbomita, John Guussennemeyer, Gina Knight, Aubrey Andrews, and Frank Visco. The team completed leadership training and the clinical nurses are currently working toward becoming geriatric resource nurses. In addition, the NICHE team will deliver 24 education offerings scheduled from February to December 2021 which will be recorded and archived for continuing education credits.

✓ PATIENTS WITH SUBSTANCE USE DISORDERS
The nursing team on 5 Cathcart is working to improve the care of patients with known substance use disorders. The team partnered with Ellen McPartland to conduct monthly education sessions to provide the staff with the knowledge, skills and attitudes needed to care for this vulnerable population. The goal of the program is to educate the team on the disease process of substance use disorder and the clinical and psychological manifestations of the patient population. The sessions foster empathy, help to reduce the stigma around these patients and provide tools to deliver a high level of support to patients and families. The team is looking forward to expanding the program to help provide more resources to patients experiencing withdrawal symptoms.
7 CATHCART/PRESTON: A FOCUS ON FALL PREVENTION

Pennsylvania Hospital continues to evaluate and promote patient safety with a focus on patient falls and fall prevention. The staff on 7 Cathcart/Preston recognized an opportunity to better protect their patients, mostly neurology and orthopedic patients, from falls and injuries. A few interventions they implemented are:

- Change of Shift Huddle now includes discussion about patients who are a high falls risk. The charge nurse calls out the room numbers that are identified as high falls risk one at a time, and then that patient’s nurse or patient care tech tells the group why that patient is a high falls risk.
- The daily Safety Review includes an interprofessional discussion between nurses, advanced practice providers and physical therapists about patients at high falls risk. Postings on the unit safety board remind staff to consider Sitter Selects, high-low beds and placing patients in rooms close to the nurse’s station as possible interventions for these patients.
- Neurology patients were identified as having the highest rate of falls on the unit. For this patient population, nurses now order a high-low bed for all neurology patients as a preventative measure. They also try to have the patient rooms close to the nurses’ station to improve nurse visualization.

6 SCHIEDT: MOVING UNITS AMID A PANDEMIC

In March 2020, PAH’s 4 Cathcart nursing team learned their plans for a three-week transition to 6 Schiedt had been accelerated to a 24-hour transition to prepare for a coronavirus surge. “Our plans were still weeks away when our executive leadership team called us into action,” said Deborah Drayton, EdD, MSN, RN, NE-BC, Med-Surg & Oncology clinical director. “Not only was the nursing team fantastic, but our interdisciplinary partners in Pharmacy, Engineering, Environmental Services, Food & Nutrition, Nursing Education, the Nursing Network Center and the Sterile Processing Department supported us the whole way.”

Led by nurse manager Tony Zapisek, MSN, RN-C, NE-BC, the nursing team moved the entire floor to 6 Schiedt in one day. The team never let the shuffle interrupt patient care. Patients shared nothing but compliments and thanks for the smooth transition.

The pandemic presented two more tasks. First, the team had to operationalize 4 Cathcart as Pennsy’s first COVID-19 unit, overseeing both their new and old units for a few weeks. Second, they had to transition the most complex otolaryngology patients from the Post-Anesthesia Care Unit to 6 Schiedt, bypassing the ICU to keep beds open for patients with COVID-19.

“The resilience our staff demonstrated in a time of complex change speaks volumes,” Zapisek said. “They showed such professionalism and character not just during the move, but when facing every obstacle and throughout the COVID-19 crisis. They are the epitome of an excellent team.”

7 SCHIEDT: REACHING MILESTONES & SUPPORTING ONE ANOTHER

In early 2020, 7 Schiedt celebrated a major milestone: one year without a Hospital-Acquired Infection. The unit went more than 365 days without a CLABSI, CAUTI or C.Diff infection. This outstanding accomplishment speaks to the incredible diligence and dedication the 7 Schiedt staff bring to their patients and families.

This dedication persisted throughout the COVID-19 pandemic as patients with oncology diagnoses or sickle cell disease continued to need treatment and care. 7 Schiedt received adorable photos of support from our families, lunch donations from friends and bags of candy, homemade masks and crocheted and 3D-printed mask extenders from former patients. Apart from the tangible reminders of support, the team has (figuratively) leaned on each other for support. This COVID-19 pandemic has shown how 7 Schiedt shines as a team!

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“THE RESILIENCE OUR STAFF DEMONSTRATED IN A TIME OF COMPLEX CHANGE SPEAKS VOLUMES... THEY ARE THE EPITOME OF AN EXCELLENT TEAM.”

– TONY ZAPISEK, MSN, RN-C, NE-BC
6 CATHCART/ SCHIEDT NURSE MANAGER
The Critical Care and Emergency Services at Pennsylvania Hospital are comprised of five units:

- Medical Intensive Care Unit
- Surgical Intensive Care Unit
- Intermediate Critical Care (Stepdown) Unit
- Emergency Department
- ED Observation Unit

The interprofessional teams of these units provide high-level care of critically ill patients with complex medical and surgical needs.

ICCU & CRITICAL CARE
COLLABORATE TO MEET GROWING DEMANDS

The current pandemic has provided an opportunity for our organization to reinvent the way critical care services are provided. Because of nurses’ willingness to be agile and innovative, critical care services was able to increase the organization’s capacity to care for our sickest patients. Members of the 4 Widener Intermediate Critical Care Unit (ICCU) staff volunteered to be a part of a cohort of nurses that underwent a fast-tracked critical care orientation. This program was developed by a team of nursing leaders including Angel McCullough, Bonita Ball, Christopher Huot, Kevin Sweeney, Diane Angelos and Amanda Melchiore. The program was a structured orientation that enhanced the competencies of the nursing team. Members of the first cohort of clinical nurses and pioneers of the program were Helen Luecke, Emily Hannon, Mark Robertson, Jen Baylor, Laura Casmay and Theresa Keeney.

EMERGENCY DEPARTMENT TEAM
COMES TOGETHER IN CHALLENGING TIMES

In 2020, Pennsylvania Hospital’s Emergency Department (ED) experienced various unprecedented changes. In the beginning of 2020, the ED was hitting its stride in managing and caring for the increased patient acuity and volume resulting from the Hahnemann University Hospital closure. Though the average monthly volume of 3,775 patients was the highest in its history, the ED nonetheless successfully opened its dedicated Observation Unit; that Observation Unit has yielded a decrease in the length of stay of all observation patients by 18 – 28% from baseline.

Then in March of 2020, the ED had to abruptly pivot to manage the rapid changes occurring in the health care environment, surrounding community and hospital due to the Coronavirus Pandemic. The entire ED team, ED Hospital Emergency Response Team (HERT) and many hospital-wide stakeholders worked seamlessly to support the creation of a surge plan, solve the logistical challenges to identifying and separating infectious and non-infectious patients, develop standardized ED processes for the use of personal protective equipment (PPE), expand the footprint of the ED in a time of insurmountable volume, and streamline the care provided to our most critically ill patients.

Through all the changes and challenges the Emergency Department faced in 2020, the team consistently and gracefully displayed the highest level of resilience, compassion and support for one another. This year has forced us to be homebound, quarantined and socially distanced from one another. However, the ED team came together to successfully care for over 1,000 COVID-positive patients and continues to do so. Despite all these challenges, the ED team continued to exceed the national benchmark of maintaining a Left Without Being Seen (LWBS) rate of below 2%, with a current annualized rate of 1.4%.
Working alongside world-renowned clinicians, behavioral health nurses at Pennsylvania Hospital participate in pharmacotherapy and psychodynamic treatment modalities. Behavioral health services are comprised of two psychiatric inpatient units the Crisis Response Center, and the Hall Mercer Community Mental Health Center. Nurses work with physicians, social workers and occupational and recreational therapists as members of a highly regarded, interprofessional team that works to improve the mental health of patients.

**NURSING STORIES BY DIVISION:**

**BEHAVIORAL HEALTH**

From day one, our team went into the camp with the vision that they would get people — their people — the resources they needed so they didn’t have to be there. Their tenacity, commitment and ability to see the bigger picture made such an impact.

— Patty Inacker, DSW, MBA, PAH Behavioral Health Administrator

**HALL MERCER’S OUTREACH HELPS PEOPLE AT HOMELESS ENCAMPMENT**

More than 5,500 Philadelphians are experiencing homelessness, with tens of thousands more on wait lists for public housing. The additional challenges presented in 2020 led more than 200 activists and unsheltered people to form an encampment village on Benjamin Franklin Parkway, which provided collective shelter and protested the city’s lack of accessible, affordable, permanent housing for Philadelphia’s poorest and most vulnerable residents.

Hall Mercer’s outreach workers provided invaluable support to the encampment population by providing necessities, connecting people to community resources and helping find temporary shelter options.

“I think there were many people who saw that encampment as an eyesore, as a place for unwanted people, and a place that they just wanted to disappear. But Hall Mercer showed up, regardless of all of the barriers,” said Patty Inacker, DSW, MBA, administrator of PAH’s Behavioral Health Service Line. “From day one, our team went into the camp with the vision that they would get people — their people — the resources they needed so they didn’t have to be there. Their tenacity, commitment and ability to see the bigger picture made such an impact.”

Maryann Styles and Delores Liggins distributed backpacks, food and water to the encampment residents, and developed trusting relationships with the residents. For months, Styles, Liggins and their fellow orange-clad Hall Mercer staff — Quinton Askew, Crystal Delmonico, Wes Lilly and Tamika Willis — made the Parkway part of their routine. Staff met people where they were, listened to their stories and honored their right to protest. Rather than coming with a set agenda, the outreach workers explained how they could help each person access services such as substance use support, placement in a COVID-19 prevention space for those at high risk for contracting the virus or bus tickets to get back to their home city. They built trust and camaraderie.

The Hall Mercer outreach team’s resilience, empathy and effective communication with clients and each other helped Philadelphia’s most vulnerable get the help they needed.
Inpatient Women’s Health services at Pennsylvania Hospital are comprised of the Labor & Delivery Unit (including the Perinatal Evaluation and Treatment Unit), the Mother/Baby Unit and Antepartum Unit, and the Intensive Care Nursery. These interprofessional teams care for a diverse population through the application of outcome-driven, evidence-based and collaborative strategies, creating a supportive environment for patients and families. The cornerstone of Women’s Health services is an emphasis on individualizing care based on each patient’s life journey.

NURSING STORIES BY DIVISION:

WOMEN’S HEALTH

Inpatient Women’s Health services are comprised of the Labor & Delivery Unit (including the Perinatal Evaluation and Treatment Unit), the Mother/Baby Unit and Antepartum Unit, and the Intensive Care Nursery. These interprofessional teams care for a diverse population through the application of outcome-driven, evidence-based and collaborative strategies, creating a supportive environment for patients and families. The cornerstone of Women’s Health services is an emphasis on individualizing care based on each patient’s life journey.

CODE CRIMSON

Postpartum hemorrhage is the most common cause of maternal death, with research supporting that many of those deaths could have been prevented. The Women’s Health Division implemented a “Code Crimson” emergency code response for postpartum hemorrhage. The goal of the program was to reduce maternal mortality and reduce disparities in obstetric outcomes. The division implemented strategies to support interprofessional teamwork and standardized all components of clinical care including but not limited to: access strategies, nursing interventions, medication usage and blood product guidance. The project had a significant impact on maternal outcomes including a 71% reduction in the utilization of the massive transfusion protocol and no maternal deaths due to postpartum hemorrhage in 2020.

IMPROVED ICN COMMUNICATION INCREASES PATIENT SATISFACTION

The Intensive Care Nursery (ICN) wanted to improve communication with parents/families by establishing processes to enhance the consistency and quality of information shared by the health care team. An interprofessional team conducted a literature review and benchmarking to identify best practices and strategies, resulting in a bundled approach to improve communication. The bundle of interventions included:

• Creation of a standardized clinical update communication tool
• Inclusion of parents/families in daily interprofessional rounds with both in-person and live virtual options
• A daily phone call to parents/families to provide a clinical update
• Utilizing the EMR to generate a daily clinical update email for parents/families that is addressed from the infant

After implementing the Patient/Family Communication Bundle, patient experience scores relating to “communication about treatment and progress” increased from below the 20th percentile to greater than the 50th–70th percentile. Innovative strategies in informatics and interprofessional collaboration were key to the success of this initiative, resulting in improved patient outcomes, increased parent/family engagement and higher satisfaction measures from both staff and family members.

INTRODUCING STUDENTS VIRTUALLY TO CAREER OPPORTUNITIES

The Women’s Health Outreach Council hosted a three-part virtual field trip for Commonwealth Charter Academy, Pennsylvania’s largest cyber charter school. Each of the nurse-led sessions began with Stacey Peeples, lead archivist, sharing a bit about our history. During the first session, students followed the course of care for expectant and new parents as they received childbirth education, met a doula and visited both the Maternal Fetal Medicine practice and the Antenatal Testing Unit. The second session focused on labor and delivery, including a Cesarean birth, as well as care and characteristics of newborns. During the final session, students visited the Antenatal Unit and the Intensive Care Nursery, asked questions of a neonatologist and even heard from the parents of a baby who spent her first three months in intensive care. As part of their “career series,” students were introduced to physicians and nurses, midwives and nurse practitioners, a childbirth educator and doula, a genetic counselor, a neonatal nutritional technician, a social worker, physical and speech therapists and a practice manager. The students and staff of the school shared very positive feedback as they explored the world of mother and infant care. Our proud team of nurses was happy to lead this community engagement activity and introduce the next generation to career options in health care.
The nurses in the Infusion Unit were featured widely in a story about Philadelphia Flyers hockey player Oskar Lindblom last summer. Oskar received treatment for sarcoma in the Infusion Unit for six months during the pandemic. During this time, he was isolated from his family in Sweden and from his teammates. The staff got to know Oskar and his girlfriend very well and provided education and support, helping them maintain some normalcy during a disruptive time in their lives. When Oskar completed treatment, he celebrated with the staff and gave them a signed jersey which now hangs in the unit as a symbol of resiliency and hope. The staff watched with excitement as Oskar took to the ice and competed in last year’s playoffs, just months after finishing treatment.

Pennsylvania Hospital is a “Center of Excellence” for many surgical procedures, and nurses work as part of an interprofessional team with some of the finest surgeons in the region. A full range of procedures are performed in state-of-the-art operating suites including open-heart procedures, minimally invasive and robotic-assisted surgery, three-dimensional stereotactic neurosurgery, total joint replacement and a progressive bloodless surgery program.

PAH’s ambulatory services provide high-quality outpatient or same-day services to patients with a range of complex medical diagnoses. From advanced cardiac procedures to cutting-edge cancer technologies, the interprofessional ambulatory teams provide seamless care to hundreds of thousands of patients annually.

THE PERIOPERATIVE AND AMBULATORY SERVICES AT PENNSYLVANIA HOSPITAL INCLUDE THE FOLLOWING:

- Abramson Cancer Center
- Ambulatory Surgery Center at Rittenhouse
- Cardiology Services
  - Cath Lab
  - Echo
  - Electrophysiology
  - Heart Station
- Endoscopy
- Gamma Knife and Spine Center
- Interventional Radiology
- Operating Rooms
- PeriAnesthesia
  - Pre-Admission Testing  
  - Pre-op/PACU  
  - Extended Stay Unit

EXPANDING OUR EFFORTS TO SUPPORT OLDER ADULTS

The Abramson Cancer Center at Pennsylvania Hospital has been recognized as an Age-Friendly Health System – Committed to Care Excellence. This recognition by the Institute for Healthcare Improvement was the result of exemplary alignment with the elements of the 4Ms Framework (Medications, Mentation, Mobility and what Matters). During an extraordinary year that impacted older adults significantly, the focus of the ACC-PAH staff on the needs and care of this population continued and expanded as the staff identified new ways to communicate with, assess, teach and support our older adult cancer patients. We are looking forward to expanding our Age-Friendly designation to the PAH inpatient units over the upcoming year through the NICHE program, ED certification, virtual geriatric consults, pre-habilitation clinics and other initiatives.

CANCER CENTER HELPS PHILADELPHIA FLYER

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INTERVENTIONAL RADIOLOGY

Over the past year, Interventional Radiology worked on maximizing the use of technology to improve communication, patient safety and quality. They incorporated Cureatr into their daily practice to communicate safety issues/concerns and improve communication with referring providers hospital-wide. The department also transitioned to electronic scheduling, aided by the addition of a new, state-of-the-art patient progression status board housed in the Prep/Holding area.

PATIENT EXPERIENCE

The department recognized the need to improve the experience for patients undergoing paracenteses and thoracenteses within the department. To facilitate a more private, patient-focused treatment, what had been the myelogram room is being renovated to offer a private room for patients to receive care.

PERIANESTHESIA

PERIANESTHESIA NURSE RESIDENCY PROGRAM

Perianesthesia is pioneering a Nurse Residency Program for new-to-practice nurses. In preparation for this project, nurse leaders completed a literature review and undertook outreach efforts to health care organizations nationally with similar perianesthesia residency programs. This initiative is also supported by the American Society of Perianesthesia Nurses. Unit leaders and educators developed a six-month orientation including didactic and hands-on training for the nurse residents incorporating training in Med-Surg, SICU, PAT, Preop Hold, PACU, Phase II recovery and Extended Stay recovery. The nurse residents started in January 2021 and will complete orientation by summer 2021.

PRE-OP PHONE CALLS/EPIC STATUS BOARD

During the COVID pandemic, Perioperative Services began calling all surgical patients prior to surgery to communicate necessary COVID policies (visitation, mask and COVID testing). To support this effort, a Preop Phone Call Status Board was created in Epic to document all necessary communication with patients as well as both their assigned arrival time and support person’s contact information. This documentation enabled our Nurse Liaison team to call a support person at home with updates throughout the day.

COVID TESTING SITE FOR PENNSYLVANIA HOSPITAL

Perioperative Services was tasked with developing and operationalizing a COVID testing site for pre-procedure patients. The initial testing site was established in a vacant surgical waiting area, but as the demand for testing increased with surgical resurgences, the testing site was relocated and expanded to include walk-in and drive-through options for patients. A select group of Periop nurses was trained initially, and as collection methods changed, PCTs were also trained to perform testing. We have since expanded to testing symptomatic patients and Penn Medicine employees. Since its inception in May 2020, we have tested more than 28,000 patients.

OPTIMIZATION CLINIC

An opportunity was identified to properly optimize patient scheduling for surgery at Pennsylvania Hospital, with a goal of decreasing surgical cancellations and improving overall patient outcomes postoperatively. The Optimization Clinic pilot began in October 2020 with Drs. Sataloff, Brooks, Mateo and Fishman. The clinic is staffed with a Nurse Practitioner, RNs and PCTs, and is located in our Pre-Admission Testing department. Optimization clinic staff evaluate all patients in the pilot group scheduled for surgery, completing all necessary lab work, pre-op testing, clearances and consultations. The ultimate goal is for every PAH surgical patient to be properly optimized prior to surgery through the Optimization Clinic.

REDEPLOYMENT EFFORTS

During the COVID pandemic, Perianesthesia nurses answered the call of duty by supporting the ICU, Emergency Room, L&D, ICN, COVID Testing Site, Home Health and Employee Health.

ASSPAN GRANT

Erin Kelly-Hellyer, Mara Pestritto and Anna Lee Sigueza were awarded an ASPAN grant for their research project looking at music therapy in the perioperative setting. They will present their work (poster and oral presentation) at this year’s ASPAN Annual Conference.

BEDSIDE TIMEOUT

Due to outdated, invalid consent forms in circulation and lack of standardized handoffs between the pre-operative and intraoperative phases of care, 98 surgical consent-related Penn Medicine Safety Nets (PMSNs) were placed in 2019. Perioperative Services leadership created a multidisciplinary pre-operative Universal Protocol bedside timeout process to improve handoffs between all team members. Existing technology in Epic was utilized to leverage the new bedside timeout. This initiative has reduced the number of safety events and PMSNs related to consents significantly.
From this opportunity statement, a team of surgical technologists, operating room nurses, CPD leadership and CPD techs came together to make improvements. The team also consulted with executive leadership and subject matter experts including Nursing Informatics, Nursing Education and Infection Prevention. The team leveraged the six sigma process improvement methodology to successfully meet all goal metrics.

QUALITY PROCESS CHECKS

- Goal: 30 process checks per month
- Positive and constructive feedback given to staff via Cureatr platform
- Audit platform: Qualtrics
  - User friendly
  - “App” – loaded on all SCIP phones (pictured at right)
  - Example photos – good/poor tray condition
  - Prompted to upload a photo of tray
  - Automatic email to leadership for trays that do not pass
  - Example of positive feedback (allows for copy/paste)
- Data presented monthly to OR staff, gift card drawing

Operating Room: ISC Tray Optimization

Pennsylvania Hospital has the opportunity to improve its processes from utilization of cart with instrumentation to cart ready for return to the CPD department, post-surgical intervention.

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NURSING STORIES BY DIVISION:

EDUCATION & PROFESSIONAL PRACTICE

The Nursing Education Department developed and leads the PAH Nursing Mentorship Program. This program helps nurses from all practice areas grow, advance and reach their professional potential by matching participants according to mentee goals and mentor strengths and expertise. The program also provides the structure for a mentoring relationship to help mentees attain their goals.

PARTICIPATING MENTORS
- ANMs
- APRNs
- Charge Nurses
- Clinical Nurses
- CNESs
- CNO
- Directors
- Managers
- PPICs

In 2020, a total of 18 mentees sought mentors through the program. Despite the pandemic, the program has remained extremely successful, as evidenced by 80% of mentees achieving their SMART Goals.
SHARED GOVERNANCE

At Pennsylvania Hospital, nurses have autonomy in shared decision-making that improves the care of our patients and families. Nurses lead Shared Governance councils that enable their colleagues to directly participate in decisions affecting their professional nursing practice. Shared Governance allows nurses and interprofessional teams to assume accountability for their practice and empowers them to initiate change to improve both quality of care and their professional work environment. The collaborative relationship nurses have with the entire care team creates a culture of excellence for our patients, families and community.

2020 NURSING SHARED GOVERNANCE COUNCILS

- Cultural and Community Awareness Council
- Night Council
- Nurse Executive Board
- Nursing Leadership Council
- Nursing Practice Council
- Patient Experience Council
- Professional Excellence Council
- Quality and Safety Council
- Research and Evidence-Based Practice Council
- Shared Governance Advisory Council

CREATION OF SHARED GOVERNANCE ADVISORY COUNCIL

The Pennsylvania Hospital Shared Governance Advisory Council was created in 2020 with the support of nursing leadership. This new council brings together all unit council chairs for monthly discussions with Betty Craig, PAH Chief Nursing Officer. Under the executive sponsorship of Elizabeth Quigley, Clinical Director of Women’s Health, this council will continue to improve collaboration between units, divisions and the entire interprofessional health care team. The members of this council are highly invested in the success of their units’ shared governance councils and the future of nursing at Pennsylvania Hospital.

INCREASING NURSE ENGAGEMENT VIRTUALLY

The following graph shows how more nurses are attending the Shared Governance Council meetings. In September 2020, there were 126 nurses at Shared Governance councils. By March 2021, that number had increased to 157 nurses! Thank you to nursing leadership for supporting your teams’ involvement in Shared Governance, and thank you to our clinical nurses who are driving change!
The DAISY (an acronym for Diseases Attacking the Immune System) Foundation was established in 2000 by the family of J. Patrick Barnes who died of complications of the autoimmune disease idiopathic thrombocytopenia purpura (ITP) at the age of 33. During Pat’s 8-week hospitalization, his family was awestruck by the care and compassion his nurses provided not only to Pat, but to everyone in his family. As a result, one of the goals they set in creating a foundation in Pat’s memory was to recognize extraordinary nurses everywhere who make an enormous difference in the lives of people by the super-human work that they do every day. The DAISY Award is a nationwide program that rewards and celebrates the extraordinary clinical skills and compassionate care provided by nurses every day. Pennsylvania Hospital is proud to be a DAISY Award Hospital Partner, regularly recognizing our nurses with this special honor.

The Professional Excellence Council reviews all nominations and selects a monthly winner. The council is leveraging technology to reinvigorate the Daisy Award program at PAH.

### 2020 CLINICAL EXCELLENCE AWARDS

The Penn Medicine Nursing Clinical Excellence Awards recognize outstanding clinical nurses throughout the health system. Each entity presents four awards to clinical nurses who contribute to and impact nursing practice and one award to an exceptional nurse leader.

- **Roslyn Watts Award for Community/Patient/Family Relationship**
  - Brandi Walker

- **Helen McClelland Award for Research and Innovation**
  - Nicole Meyers

- **Victoria Rich Award for Transformational Leader**
  - Elizabeth Quigley
  - Diane Lantham Award for Leadership
  - Frank Visco
  - Lillian Brunner Award for Exemplary Practice
  - Rebecca DeGraff

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The Distinguished Nurse Clinician Academy (DNCA) honors nurses across all settings, and annually welcomes into its highly selective fold gold-standard individuals who continuously drive forward Penn’s culture of service and clinical excellence.

Pennsylvania Hospital congratulates the newest member of Penn Medicine’s DNCA: Annelies Wood, MSN, RNC, WHNP-BC. (Pictured with CNO Betty Craig.)

PAH’s past DNCA inductees include Christina Constans, Patricia Maguire, Amy McGovern and Denise Sees. Congratulations to all of Pennsy’s 2020 DNCA nominees! Thank you for serving as shining examples of compassion, professionalism and unwavering determination for your nursing colleagues and beyond.

The Relationship-Based Care Awards have been established to recognize team members throughout our organization whose practice reflects the tenets of Relationship-Based Care. The 2020 RBC Award winners are:

Ancillary Team Member
Kristyn Reo (Mother Baby Unit)

Ambulatory/IST/Cancer Center Clinical Nurse
Patricia Craig (Breast Imaging)

Advanced Practice Registered Nurse (APRN)
Megan Sabat (Nurse Practitioner)

Behavioral Health Clinical Nurse
Robert Haney (6 Spruce)

Clinical Practice Support
Sara Cohen (Education)

Critical Care/ICCU/ED Clinical Nurse
Chris Black (ED)

Interprofessional Team Member
Anastasiya Ruiz (Therapy Services)

Med-Surg Clinical Nurse
Heather Cochran (7 Schiedt)

Nurse Leader
Beth Ann Pyle (MBU)

OR/Surgery Center Clinical Nurse
Lauretta O’Malley (ASC)

Physician
Dr. Onyeka Nwankwo (Infection Prevention)

Procedural Clinical Nurse
Erin Kelly-Hellyer (Perianesthesia)

Team
Hall Mercer PHII/CAPS Team

Women’s Health Clinical Nurse
Taylor Occhipinti (Mother Baby Unit)

The Pennsylvania Patient Safety Authority invites health care facilities to submit nominations of individuals or teams who have made a difference in patient safety. The “I AM Patient Safety” award recognizes and celebrates health care staff for their individual or collective commitment to — and influences on — patient safety. The award celebrates the things that go right each day in health care to make our patients safer.

IN 2020, PENNSYLVANIA HOSPITAL HAD TWO WINNERS OUT OF 156 NOMINATIONS!

Implementing a Team Safety Structure:
Team5TEPPS
Women's Health Division

Enhancing Diabetes Care and Practice
Sara Cohen, MSN, RN, Barbara Morrison, MSN, RN
and Kelly Milligan, MSN

NURSING RESEARCH SCHOLARSHIP PROGRAM
The Pennsylvania Hospital Nursing Research Scholarship Program is a research skill development program that provides clinical nurses the opportunity to learn and participate in scholarly research projects. Under the guidance of Linda Aiken PhD, FAAN, FRCN, RN and in conjunction with members of PAH’s Research and EBP council, nurse scholarship recipients receive education, mentoring and support specific to the research process, from identifying a research question through disseminating research findings.

Congratulations to our current Nursing Research Scholars, Lindsey Tyrell and Elise Canale, who are exploring the impact of clinician well-being on staff and patient outcomes.

Lindsey Tyrell, MSN, RN, CEN
Clinical Nurse III
Emergency Department

Elise Canale, MSN, RN, CEN
Clinical Nurse IV
Infusion
CONTINUED NURSING EXCELLENCE

CERTIFIED NURSES

Nurses earn nursing certifications to advance their practice and prove their ability to provide the best patient care. Certification demonstrates nurses’ commitment to their profession and the specialized knowledge required to excel in their field. Congratulations to following nurses who received new specialty certification in 2020:

Jeanne Albright  Kathryn Holland
Ann Barnett      Larry Hunt
Joshua Brown     Julie Iannaccone
Maureen Busa     Elena Jaworski
Alison Carmady   Crystalle Johnson
Donna Carteright Vera Jones
Janeen Caspar    Colleen Karasinski
Kirsten Connolly Jason Katz
Kirsten Darrow   Katherine Thompson-Mayes
Kristen Connolly Christina Mariani
Shavon Drake     Carrie Manvill
Amanda Dorosz    Elizabeth Mathew
Amada Fiorenzo   Amanda Melchiore
Rachel Gough     Rachel Natalie
Lindsey Guinther Jessica Neff

NURSING DEGREES EARNED

Pennsylvania Hospital believes in empowering and advancing nurses through continuing education and opportunities to hone clinical and professional skills. Congratulations to the following nurses who have completed degrees in 2020:

Joseph Burke         Mary Pat Lynch
Kirsten Connelly     Elizabeth Mathew
Colleen Karasinski   Kathleen McDonnell
Lisa Krauss          Donna Miles
Lindsey Guinther     Amy Nieves
Sheila Lalli         Ashley Niu
Neil Layden          Christine Ng

CELEBRATING NURSES WEEK 2020

Every May, Pennsylvania Hospital celebrates National Nurses Week to recognize and honor our nurses’ commitment to their profession. As a result of the COVID-19 pandemic, our 2020 celebrations looked a little different. The World Health Organization designated 2020 the “Year of the Nurse and Midwife” which became the theme of the 2020 Nurses Week celebrations.

In May, during the traditional nurses week timed to include Florence Nightingale’s birthday, the department of nursing participated in many virtual events including interprofessional grand rounds with Dr. Onyeka Nwankwo and a grab-n-go breakfast with Chief Nursing Officer Betty Craig. In September 2020, the nursing department joined the other Penn Medicine hospitals for an expanded Nurses Week celebration. This week included events of recognition including the 10th annual Relationship-Based Care awards, the Josie King Hero award, and the Penn Medicine Clinical Excellence Awards. The week also included the Penn Medicine keynote speaker, Greg Shea, PhD, and a Nurses Week Fair sponsored by the Nurse Executive Board.

CELEBRATING 40 YEARS OF SERVICE

Pennsylvania Hospital would like to recognize the following Department of Nursing employees for serving Pennsylvania Hospital for 40 years or more! We are so grateful to these employees for their decades of dedication and commitment to their patients, colleagues and community.

Anne Thompson, Lolanda Garland
Darnell Mullins, Marcel Holmes
Jim Conway, Michelle Schiavo
Joel Willis, Sarah Alexander
Julie O’Hare, Susan Chikotowsky
Kevin Pinder, Ann Schwobel

Employees not pictured

• Peter McCormick
• Kimberly Jordan
• Arthur Devine
• O’Neal Taylor
• Joann Muloney
• Janice Dembik
• Michael Jackson
• Robyn Scott
• Winsome Davis
• David Travers

Employees not pictured

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AWARDS & HONORS

Pennsylvania Hospital is proud to have earned these awards and honors, which recognize the quality of care we give our patients and families and the supportive work environment we provide for our nurses and other health care professionals.

LANTERN AWARD
Pennsylvania Hospital’s Emergency Department (ED) earned Lantern Award recognition from the Emergency Nurses Association. The Lantern Award recognizes EDs that exemplify exceptional practice and innovative performance in the core areas of leadership, practice, education, advocacy and research. The award is a visible symbol of the ED’s commitment to quality, presence of a healthy work environment, and accomplishment in incorporating evidence-based practice and innovation into emergency care.

NATIONAL ACCREDITATION PROGRAM FOR BREAST CENTERS
The Abramson Cancer Center at Pennsylvania Hospital received accreditation by the NAPBC, a program administered by the American College of Surgeons. Accreditation is only given to breast centers who have voluntarily committed to provide the highest level of quality breast care.

BABY-FRIENDLY HOSPITAL
Pennsylvania Hospital has received designation as a Baby-Friendly® Hospital, which encourages and recognizes hospitals that offer an optimal level of care for breastfeeding mothers and their babies. Baby-Friendly® recognizes birth facilities that offer mothers the information, confidence and skills needed to successfully initiate and continue breastfeeding their babies.

BLUE DISTINCTION DESIGNATION
Facilities designated as Blue Distinction Centers offer comprehensive care programs for adults, delivered by multidisciplinary teams with subspecialty training, and distinguished clinical expertise in treating these conditions. Pennsylvania Hospital has received Blue Distinction designation for Bariatric Surgery, Maternity Care, Spine Surgery and Cardiac Care.

JOINT COMMISSION PERINATAL CARE CERTIFICATION
Pennsylvania Hospital has received Joint Commission Perinatal Care Certification, recognizing commitment to integrated, coordinated, patient-centered care that supports and maintains the health of mothers and newborns.

AWARDS & HONORS

Pennsylvania Hospital is proud to have earned these awards and honors, which recognize the quality of care we give our patients and families and the supportive work environment we provide for our nurses and other health care professionals.

MAGNET RECOGNIZED
Pennsylvania Hospital has achieved Magnet® status – the highest institutional honor awarded for nursing excellence – from the American Nurses Credentialing Center’s (ANCC) Magnet Recognition Program®. Only nine percent of health care organizations in the United States have achieved Magnet designation.

BEACON AWARD FOR EXCELLENCE
The Critical Care Units and Intensive Care Nursery at Pennsylvania Hospital have received the prestigious silver-level Beacon Award for Excellence from the American Association of Critical Care Nurses. This award recognizes units that embrace and support evidence-based practice to improve patient outcomes, and exemplify excellence in professional practice and patient care.

COMMISSION ON COLLEGIATE NURSING EDUCATION
Pennsylvania Hospital’s Nurse Residency Program is nationally accredited by the Commission on Collegiate Nursing Education (CCNE), which ensures that the Program meets the highest quality standards.

BABY-FRIENDLY HOSPITAL
Pennsylvania Hospital has received designation as a Baby-Friendly® Hospital, which encourages and recognizes hospitals that offer an optimal level of care for breastfeeding mothers and their babies. Baby-Friendly® recognizes birth facilities that offer mothers the information, confidence and skills needed to successfully initiate and continue breastfeeding their babies.

BLUE DISTINCTION DESIGNATION
Facilities designated as Blue Distinction Centers offer comprehensive care programs for adults, delivered by multidisciplinary teams with subspecialty training, and distinguished clinical expertise in treating these conditions. Pennsylvania Hospital has received Blue Distinction designation for Bariatric Surgery, Maternity Care, Spine Surgery and Cardiac Care.

JOINT COMMISSION PERINATAL CARE CERTIFICATION
Pennsylvania Hospital has received Joint Commission Perinatal Care Certification, recognizing commitment to integrated, coordinated, patient-centered care that supports and maintains the health of mothers and newborns.

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THANK YOU

2020 was a special year for nursing. We celebrated “The Year of the Nurse and Midwife” which commemorates the 200th anniversary of Florence Nightingale’s birth. 2020 was unique in that nurses across the world demonstrated all that exemplifies the profession of nursing throughout the most challenging period in recent history. Here at Pennsylvania Hospital, we have seen an unwavering dedication to our patients, families and community. Your perseverance and tenacity during this unprecedented time are deeply appreciated.

WE CANNOT THANK YOU ENOUGH FOR ALL THAT YOU DO!