

2020 Nursing ANNUAL REPORT



Atrium Health

Table of Contents

1

About This Report

8

Research and Academics

12

Quality Improvement

14

Operational Excellence

23

Innovation and Analytics

28

Community Outreach

32

Recognition

36

Year of the Nurse

Atrium Health Nursing Mission, Vision and Values

Our Mission

To improve health, elevate hope and advance healing – for all.

Our Vision

To be the first and best choice for care.

Nursing Vision

To be the first and best choice for nursing care and practice.

.....

Nursing Values

Caring

We provide compassionate care to our patients and families and deliver a superior patient experience.

Teamwork

We work as one team, under one system.

Integrity

We work to ensure the integration of clinical expertise, education, evidence-based practice and the pursuit of quality patient outcomes.

Commitment

We are committed to our patients and their families, our colleagues and our profession.

Nursing by the Numbers

Our Nurses



16,000+

nurses

2,600+

nurse advanced practice providers
(NP, CNM, CRNA, CNS)



2,500+

nurses hired in 2020

8-9

average years of service
for nurses



1,800+

nurses with master's degree or higher

Nearly
1,200

nurses promoted in 2019



These numbers include joint venture and affiliated enterprises as of December 31, 2020.

Letter from Maureen Swick

Senior Vice President, Enterprise Nurse Executive



The year 2020 began as a celebration of nursing at its core. It was to be The Year of the Nurse, honoring Florence Nightingale's 200th birthday and celebrating the role of nurses around the world. As we all know, the year turned into something none of us could have predicted. The COVID-19 pandemic changed all our lives forever.

For nurses around the world, the year meant to celebrate them turned into a year where they were needed more than ever. Our nurses answered that call, often going above and beyond to care for their patients, their families and each other – all while battling a brand-new disease.

In the pages of this report, you'll see how Atrium Health nurses navigated these unforeseen challenges. Their innovation helped change the way we operate, while continuing to raise the level of patient care. From late nights to early mornings, our nurses were on the front lines, serving as protectors of our patients, often comforting them when their own loved ones weren't able to be there.

I am so proud of each and every one of the nurses represented within this report and the care they continue to provide every day.



MAUREEN SWICK, PhD, MSN, RN, NEA-BC
Senior Vice President, Nursing and Pharmacy
Enterprise Nurse Executive

Nurse Executives Across the System

The Nursing Executive Leadership Council at Atrium Health is made up of key nursing executives across the enterprise. These transformational leaders provide the vision, structure and strategies to accomplish organizational goals, while inspiring teammates throughout Atrium Health to achieve extraordinary patient outcomes. This list represents nursing executives as of December 31, 2020.

**Marietta K. Abernathy, MSN, MBA,
RN, NEA-BC**

Atrium Health Stanly

Susan Bachmeier, DNP, RN, NEA-BC

Wake Forest Baptist Health –
Wilkes Medical Center

Trish Baise, DNP, RN, NEA-BC, FACHE

Atrium Health Cabarrus

Alecia Bennett, BSN, RN

Carlyle Place, Atrium Health Navicent

**Penny G. Blake, DNP, RN, NEA-BC,
CENP**

Wake Forest Baptist Health

Tracey Blalock, MSN/MBA, NEA-BC

Atrium Health Navicent

**Mary Ellen Bonczek, BSN, MPA, RN,
NEA-BC**

New Hanover Regional Medical Center

Clyde A. Bristow, III, DNP, RN, CENP

Wake Forest Baptist Health – Lexington
Medical Center

Britney Broyhill, DNP, ACNP-BC

Atrium Health Center for Advanced Practice

**Olivia Butner, MSN, WHNP, RN,
NEA-BC**

Wake Forest Baptist Health

Paula Correa, DNP, RN, CEN, NE-BC

Wake Forest Baptist Health – High Point
Medical Center

Lorraine Daniel, BS, RN

Atrium Health Navicent Baldwin

Cynthia Faulkner, MHA, RN, NE-BC

Pender Memorial Hospital

Becky Fox, MSN, RN-BC

Atrium Health

Deb Harding, DNP, RN, NEA-BC

Wake Forest Baptist Health

Rufus Harrell, BSN, RN

Atrium Health Navicent Peach

Elaine S. Haynes, MSN, RN, NEA-BC

Atrium Health Lincoln

Katherine Hefner, MSN, RN, NE-BC

St. Luke's Hospital

Jessica Helgersen, BSN, RN

Atrium Health Navicent Rehabilitation Hospital

Cindy Hill, BSN, RN

Atrium Health Navicent Hospice Pine Pointe

Colleen Hole, MHA, BSN, RN, FACHE

Atrium Health Mecklenburg Medical Group

Bebe Holt, MSN, MHA, RN, NEA-BC

Scotland Health Care System

**Patricia J. Mook MSN, RN, NEA-BC,
CNL, HIMMS**

Atrium Health

Cathy M. Moore, MSN, RN, NEA-BC

Atrium Health University City

Barry Nelson, MSN, RN, CENP

Carolinas HealthCare System Blue Ridge

Libby Pearsall, DNP, RN, NE-BC

Wake Forest Baptist Health

Veronica Poole-Adams, MBA, BSN, RN, NEA-BC

Atrium Health Cleveland and Atrium Health
Kings Mountain

Misti Robinson, BSN, RN

Atrium Health Navicent At Home

Rob Rose, MS, RN, NEA-BC

Atrium Health Mercy, a facility of Carolinas Medical Center

Cindy Sartain, MHA, BSN, RN, LNHA

Atrium Health Continuing Care Services

Kim Stanbery, DNP, RN, NEA-BC, OCN

Wake Forest Baptist Health – Davie Medical Center

Renae O. Taylor, MHA, BSN, RN, FACHE, CCRN, NEA-BC

Southeastern Health

Kathleen Tregear, MSN, MBA, RN, JD, NEA-BC

Atrium Health Pineville

Terri Veneziano, MSN, RN

Columbus Regional Healthcare System

Cathleen Wheatley, DNP, RN, CENP

Wake Forest Baptist Health

Barbee Whisnant-Burgess, MSN, RN, NEA-BC, CNL

Atrium Health Enterprise Nursing

Denise White, MSN, RNC, NEA-BC

Atrium Health Union and Atrium Health Anson

Jennifer Ziccardi-Colson, MSN/MHA, BSW, RN, NEA-BC

Atrium Health Behavioral Health

In One Day at Atrium Health

24
hours

8,160+

Patients Seen Daily

2,400

Virtual Care Encounters

15,600+

Physician Visits

65

Babies Delivered

2,500+

ED Visits

321

Surgeries

\$6.3 Million

Each day in uncompensated care
and other benefits to our community.

Letter from Gene Woods

President and Chief Executive Officer, Atrium Health



The year 2020 was a year like no other. And, as we all navigated the change and uncertainty brought by COVID-19, it was our Atrium Health nurses who remained strong and gallant in the battle against this pandemic, proving yet again why they are the true unsung heroes of healthcare.

From late nights to early mornings, they have been on the front lines serving as protectors of our patients. They have stood by their bedsides, held their hands and comforted them like family when their own loved ones weren't able to be there. Even after long shifts, our incredible nurses have continued to give their time to help as we entered a new and hopeful stage of this pandemic with the arrival of vaccine and its distribution.

As you'll see in the pages of this report, our Atrium Health nurses continue to lead the way across our organization – and the healthcare industry – in reshaping and reforming the ways in which we care, while always providing that special human touch. Whether caring for the sickest of patients or celebrating their return home, the connections they make with our patients and their families are what truly set Atrium Health apart from the rest and remind us all the reason we chose healthcare as our careers.

I hope you'll be inspired in the same way that I am by our amazing nurses and their unwavering commitment to **improving health, elevating hope and advancing healing – FOR ALL.**



Eugene A. Woods
President and CEO, Atrium Health

Transition-to-Practice and Academic Partnerships



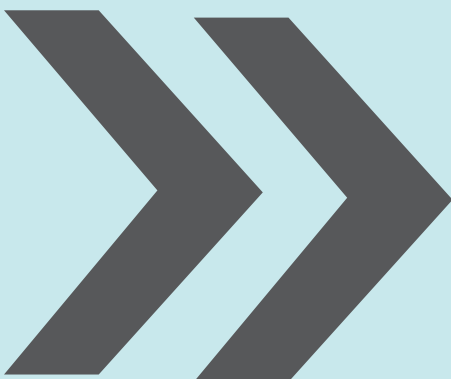
Transition-to-Practice Programs

- New Graduate Nurse Residence Program – 730 New Graduates
- Experienced Nurse TTP
- New Nurse Manager Fellowship
- Advanced Practice Provider Fellowship

Academic Partnerships With Schools of Nursing

Over 6,000 nursing student placements

- Prelicensure
- RN-BSN
- MSN
- DNP
- PhD



Leadership in Nursing Education

50 Atrium Health nurses fill seats on local college nursing advisory boards

Atrium Health nurses serve on college boards at:

- Queens University
- Carolinas College of Health Sciences

Carolinas College of Health Sciences RN-BSN Gives Nurses Flexibility to Advance Careers

Between her nursing job at Atrium Health Urgent Care University City and caring for four children, Ebone Roberts has her hands full. But her desire to advance her career was so strong, she decided to add just one more element to her life: a bachelor's degree.

“I think it may be helpful for others to see that it is possible to juggle working full time and attending school full time, as well as managing a family,” she says.

Roberts enrolled in the Bachelor of Science in Nursing program (RN-BSN) at Carolinas College of Health Sciences.

The RN-BSN is the college's first bachelor's program. It is completely online and includes a mix of nursing courses and higher-level general education. Atrium Health teammates may be eligible for financial aid programs such as educational assistance or loan forgiveness.

Roberts will graduate in 2021, and knows it'll mean even bigger and better things for herself, her family and the people she works with and cares for.

“I have some of the BEST coworkers and managers in the system,” she says. “I love being able to care for so many diverse patients that trust coming to a well-respected hospital system.”



**Ebone
Roberts**

Recent Nurse Graduates Stepping Up During Unique Times



**Bailee
Carter**

Taking that next step in your career path is always a bit daunting, but taking it during the COVID-19 response can be downright overwhelming.

“There are so many new things you learn when actually performing under your own license,” Bailee Carter, RN, explains.

Carter graduated from Carolinas College of Health Sciences in December 2019, and was studying for the NCLEX when COVID-19 was declared a pandemic.

“I have talked with so many veteran nurses that have never experienced anything like this, so in a way we are all ‘new’ nurses,” she explains.

Working in the Emergency Department at Atrium Health Union, she must be prepared for anything, including treating a COVID-19-positive patient.

“We always make sure we are following protocol and maintaining the safety of ourselves and our patients,” she says.

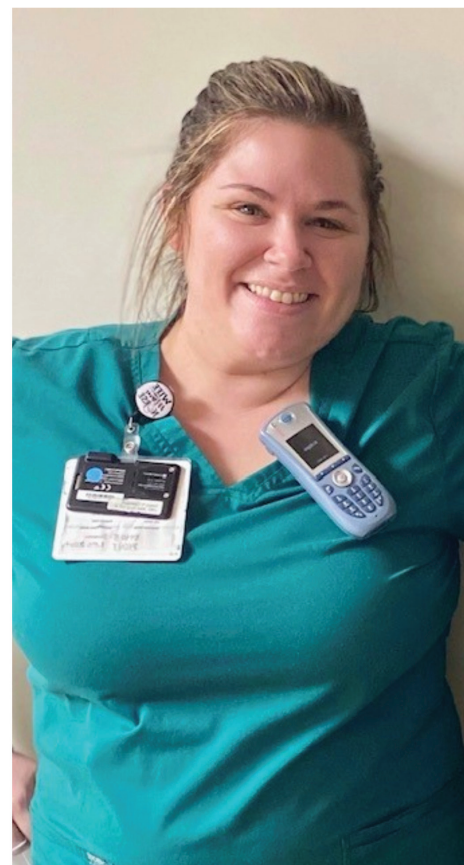
She wants the community to know all healthcare workers are doing their part in battling this new disease.

“We are all a team working to achieve the same goal. No matter if it’s a new nurse or a veteran nurse, we all learn from each other and help in any way we can.”

The Nurse Recruitment Center onboarded 717 new graduate nurses in 2020.

Wake Forest Baptist Health LEAP 2 RN Program

Wake Forest Baptist Health developed the Learning and Experience Accelerates Path 2 RN (LEAP 2 RN) Program at Wake Forest Baptist Health Davie Medical Center and Lexington Medical Center. For more than two years, this partnership with Davidson-Davie Community College has been focused on responding to the growing nursing shortage due to an aging workforce, decline in instructors and burnout, which has been magnified by the pandemic. The program is the first of its kind in North Carolina.



Our Facilities

Atrium Health Carolinas Medical Center



2020 National Database of Nursing Quality Indicators (NDNQI) Award Recipient for Outstanding Nursing Quality

2020 Nurses Improving Care for Healthsystem Elders (NICHE) and American Board of Internal Medicine (ABIM) Foundation Choosing Wisely® Trailblazer Award

Our nurses in both Charlotte, NC, and Macon, GA, are recognized nationally for improving patient outcomes.

Atrium Health Navicent



Fourth Redesignation for Magnet

Patient Experience Survey

Atrium Health's overall rating in the 90th percentile

Overall Rating of Care Provider

YTD

93.08%

96TH percentile



I was impressed to witness the COVID-19 protocol in action all over the clinic, starting right at the entrance door until check-in. I felt very safe.

Key Metrics

95.30% Safety

96.80% Handwashing

82.2 Net Promoter Score

92.7% First Call Resolution



Thanks to Atrium Health for the way they are ensuring their patients they are doing what it takes to keep them safe during this pandemic.

Closed the Loop

36,352 patients



The facility was as COVID-19-safe as is possible; all CDC recommendations had been implemented.

Google Rating

3.8 → 4.2

Operational Excellence: COVID-19

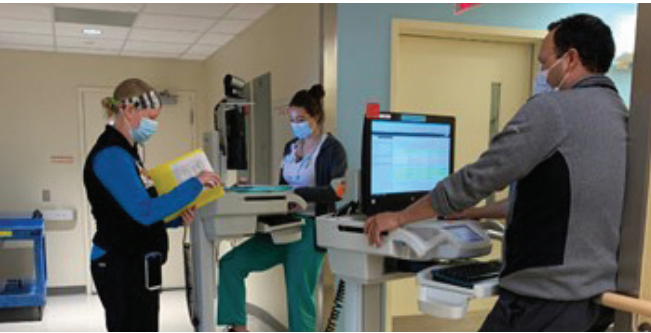
The COVID-19 pandemic changed much of the way we all lived and worked in 2020. Our nurses were on the front lines of the battle against this new disease. They served as protectors of our patients, standing by their bedsides, holding their hands and comforting them like family when their own loved ones couldn't be there. They volunteered to redeploy, using their skills in new areas to better help care FOR ALL, while continuing to prepare for whatever came next.



A Day in the Life of an LCH Nurse

While each day may look different for our nurses, there's one thing that remains constant – a nurse's passion for patient care. **Sarah Boyd, BSN, RN II**, has been working on the pediatric hematology, oncology and bone marrow transplant unit at Atrium Health Levine Children's Hospital for nearly a decade.

"The love for our patients on this unit is something fierce. We can't help but carry their burdens and fears and celebrate their victories. It's who we are. They are what keep us coming back every day," says Boyd. "The coloring, the saline wars, the hide-and-seeks, the scavenger hunts, the tears and the parades down the hall are what we focus on and live for. Not the chemo, the blood, the protocols. Yes, they are all a part of this journey called cancer, but they are not the only parts and not what define us."



The day begins with the hematology/oncology team rounding at Atrium Health Levine Children's Hospital.



Each day at 2 p.m., Boyd and some of her teammates meet in the medicine room to collect and administer medication to their patients.



Boyd's shift ends around 7:30 p.m., when she will head home to give a few moments of love before bedtime. "At the end of a long shift, I rush home for few minutes of cuddles. These moments give me the strength to do it all over again tomorrow for the babies who need me."

Through the Eyes of an Infection Preventionist During COVID-19



Infection preventionist **Laura Martin, BSN, RN**, works closely with teammates and patients at Atrium Health University, Atrium Health Huntersville and Atrium Health Anson, to help prevent infections while patients are in the hospital. Focusing on ways to educate others and prevent infections while trying to identify trends is what she does every day. With the onset of COVID-19, teammates across Atrium Health turned to Martin and her teammates for guidance.

“We’ve been doing a lot of behind-the-scenes work to help educate on PPE, on testing and guidelines,” she says. “There still are a lot of unknowns. We work closely with our epidemiologists to have the most up-to-date information that we disseminate to facilities.”

As we continue battling COVID-19, some may think it’s okay to let their guard down, if only just a little, relaxing on handwashing, mask wearing and social distancing. But Martin reiterates, the risk is not over.

And while some may be feeling the fatigue of fighting a new disease, Martin believes this pandemic has shown the world just how incredible nurses are.

“This isn’t going to last forever,” she says. “I think it’s really shown the community what a strong profession nursing is, and what a wide range of nurses there are.”

From the Frontlines of a Skilled Nursing Facility

Michelle Hewitt, LPN, has been a nurse for 24 years. For 23 of them, she's worked at Cleveland Pines, one of Atrium Health's five skilled nursing facilities, where she now serves as admissions nurse and clinical coordinator. During the COVID-19 response, she's been responsible for caring for some of the community's most vulnerable patients, while providing them the comforts of home. Here, she tells us about her experience caring for patients during the COVID-19 pandemic.



1. Why did you want to work in healthcare?

Hewitt: Nursing is something I've always wanted to do. My mother was a nurse, and I look up to her and wanted to help people the way she did. This is my life and passion, and I wouldn't want to do anything else.

2. What has been your role in taking care of patients during the COVID-19 response?

Hewitt: I've helped test the entire building for COVID-19 twice – even coming back on the weekend to make sure everything ran smoothly and helped transition some residents to and from other facilities.

3. What have been some of the challenges that you've encountered during the COVID-19 response?

Hewitt: The biggest challenge is the separation of residents from their loved ones. We try to set aside times they can video chat with them. We also organized a parade of families for the residents, with more than 100 cars participating!

4. Name something that has stayed with you during the COVID-19 response.

Hewitt: The biggest thing that has stuck with me during this pandemic is not to take anything for granted.

5. What message do you have for your teammates or the community during this time?

Hewitt: Stay strong. We will get through this one day at a time and will be stronger in the end.

Redeployment and Retraining

During the COVID-19 response, as our needs changed across the system, more than 135 nurses redeployed while approximately 600 cross-training education hours were completed in order to offer support in other areas, proving once again that nurses are the backbone and unsung heroes of healthcare.



Rasheda Hicks, RN, knows she was meant to be a pediatric nurse.

“I was just born to do this,” Hicks says.

Her grandmother worked in healthcare, and for most of her life, Hicks knew this was her calling. She is part of the pediatric resource team. Most often, you’ll find her at Atrium Health Levine Children’s Hospital and Atrium Health Levine Children’s Jeff Gordon Children’s Center. But during the COVID-19 pandemic, she’s been helping staff learn how to manage central lines at Atrium Health Urgent Care Morehead and Atrium Health Urgent Care Cabarrus.

Because of lower demand for pediatric nurses during the pandemic, Hicks was redeployed to an area of higher need. That need was focused on keeping patients out of hospital emergency rooms by turning some of our existing urgent cares into advanced urgent care locations.

For Hicks, the temporary redeployment meant working not only at a different location, but with a different patient population: adults.

“My nursing skills are my nursing skills. It doesn’t matter what floor I’m on or who the patients are,” she said. “I’m not doing anything I don’t know how to do.”

But that concern about preparation, she says, is one of the biggest misconceptions around redeployment. It’s something fellow pediatric resource team nurse Camden Messier, BSN, RN, has also experienced.

“I think people think that when they get redeployed somewhere, they’ll be alone on an island,” Messier says. “It’s not like that. Wherever you go, we’re all working together.”

Messier helped train staff at Atrium Health Urgent Care Monroe in IV starts, infusion pumps, accessing and de-accessing ports, and central lines. She and Hicks both saw people being redeployed into areas and roles that are a fit for their skills, even if it is a bit of an adjustment.



“It’s team nursing. It really is. It’s a team effort,” Messier explains.
“You’re never going to be in it alone.”

And throughout the pandemic, she encouraged anyone who was able, to consider redeployment.

“For those who did this, I really think it is rewarding,” she says.
“Ultimately, we’ve done it for the community, to keep them safe.”

A sentiment Hicks couldn’t agree with more.

“Atrium Health has done very unique things to meet the needs of the community. We’re all going to get through this. There is a light at the end of the tunnel.”

Ready for Anything: Nurse Manager Shares How Team Prepared for Next Stage of Pandemic



For much of 2020, nurse manager **Laura Ledford, BSN, RN, CCRN**, and her team navigated one of the busiest spots in Charlotte: The Medical Intensive Care Unit (MICU) at Atrium Health Carolinas Medical Center.

As Ledford and her team coped with increasing patient volume late in the year, she knew they were more prepared than ever.

“We are here when the community needs us,” Ledford says. “We’re ready.”

As we continue to learn more about this still-new disease, we've developed better ways of caring for patients with COVID-19, which has made our teams even more capable of handling a surge.

"It's almost become second nature," Ledford says. "It's like a dance and it's choreographed to the point that we know the next steps for treating a patient with COVID-19."

It's because of the work nurse managers like Ledford and their teams have done that we are prepared for this stage in the pandemic.

But keeping her team connected, motivated and energized isn't easy.

"It's more of a turbo mode," she says, "that's turned into a lot of teammate support."

For Ledford, that support includes transparency and over-communication, often reiterating updates in multiple formats to ensure teammates who are already dealing with so much, are able to hear important information, helping them filter through the "noise" and understand changing situations that keep them and their patients safe.

"A lot of it is redundancy," Ledford explains. "It's a very fluid situation, so one day what we think our plan is going to be, we may have to pivot the next day as new information develops."

But it's other kinds of communication Ledford feels are equally important.

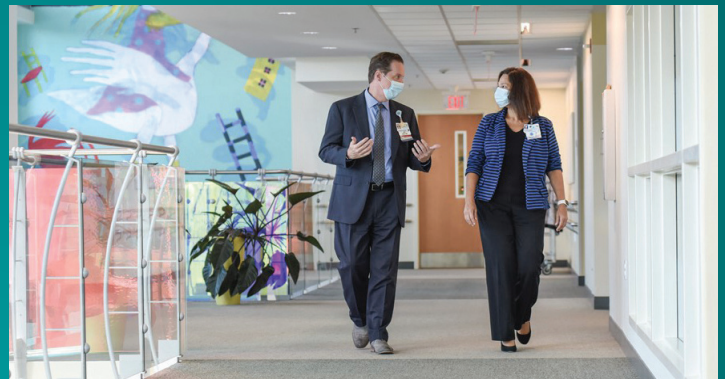
"Checking in as frequently as possible," Ledford explains, "Even if it's just a chat to say, 'How's life? How's your family? How are you doing?'"

And the physical and mental health of our teammates is top-of-mind for all Atrium Health leaders, including Ledford.

"One of the biggest challenges we face is the emotional well-being and physical well-being of our teammates," Ledford says. "They have stretched themselves beyond their limits, beyond what they ever thought they could, and they continue to do this day in and day out," Ledford says. "It's to the point that I watch and wonder, 'How do you do this?' And most of the time, they do it with a positive attitude!"

Reputation and Branding: Awards and Recognition

The World Health Organization declared 2020 the International Year of the Nurse to celebrate the contributions of nurses around the world and to honor the 200th anniversary of Florence Nightingale's birth. The unforeseen COVID-19 pandemic may have changed some of the celebrations, but for Atrium Health, it was just more evidence of how incredible a role our nurses play in making this a next generation health system. From nurse leaders to those at the bedside, nurses played a unique role. Our nurses continued to be recognized and honored for their work.



2020 Becker's Review - 50 Hospital & Health System CNOs to Know

Maureen Swick, PhD, MSN, RN, NEA-BC

Robert Rose, MS, RN, NEA-BC



American Organization of Nurse Leaders 2020 Exemplary Leadership and Mentorship Award

Barbee Whisnant-Burgess, MSN, RN, NEA-BC, CNL



American Association of Colleges of Nursing Clinical Nurse Leader Award

Veronica Rankin, DNP, RN-BC, NP-C, CNL

Atrium Health Nurse Media Coverage During COVID-19

43 stories since March 1, 2020, reaching 61,927,397 people with a publicity value of \$572,828

Recent Innovations

Recent innovations will create lasting improvements to healthcare accessibility.

When COVID-19 spread throughout the world, the healthcare field required drastic changes to meet new demands. At Atrium Health, an unexpected side effect of the pandemic has been a surge in utilization of technological advances. Nurses both led and implemented innovations throughout the pandemic.

Nursing Quality Dashboard



First adopted from Atrium Health Cabarrus and then developed into a system platform, optimizing and alignment was a huge focus in 2020.

- Scorecard aligned with system nursing vision to develop one-stop shop for quality metrics
- More than **250** comprehensive measures complete with patient experience, nursing finance, teammate safety and HR turnover data across all acute-care units and facilities
- Nationally recognized as podium presentation in March 2020 at American Organization for Nursing Leadership

Virtual Patient Observation



Cared for 56,000 patients.

Atrium Health is leading the way in virtual patient observation, expanding the service in an effort to monitor patients who may be at risk for accidental falls or self-harm and keep them safe.

Atrium Health Hospital at Home



More than 25,000 patients have been monitored.

Through the use of telemedicine, patients who don't require the level of care of an intensive care unit (ICU), are remotely monitored 24-hours a day for observation and acute care. The care team can monitor blood pressure, oxygen levels and temperature, while the patient safely recovers in their own home.

Virtual Critical Care



The virtual critical care (VCC) team has more than 80 board-certified tele-intensivists and 40 board-certified critical care nurses.

Atrium Health's VCC team was highlighted in the American Association of Critical Care Nurses' August 2020 journal.

Atrium Health's VCC model created a way for patients in isolation to connect with their care team and protect bedside nurses using real-time, two-way audio and high-definition video communication.

Connection Nurse Program



Connected more than 4,600 patients with their loved ones using virtual technology and remote staff.

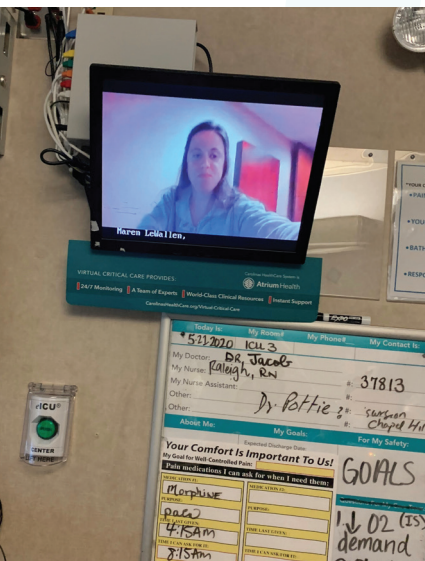
At the height of the pandemic, the program was helping connect with 48.3% of the ICU population.

Connection Nurse Program



When John Nolan was admitted to Atrium Health University in early May with severe respiratory failure, the future was uncertain. The 69-year-old father-of-six soon required intubation, and later developed ARDS from bilateral PNA/sepsis. While he tested negative for COVID-19, Atrium Health had a strict no-visitor policy in place at the time, so Nolan's family members weren't able to visit him. He was alone and scared. Doctors were preparing his family for the worst. With equipment already in place, Atrium Health's clinical informatics coordinators worked to determine the best way to execute the Connection Nurse program.

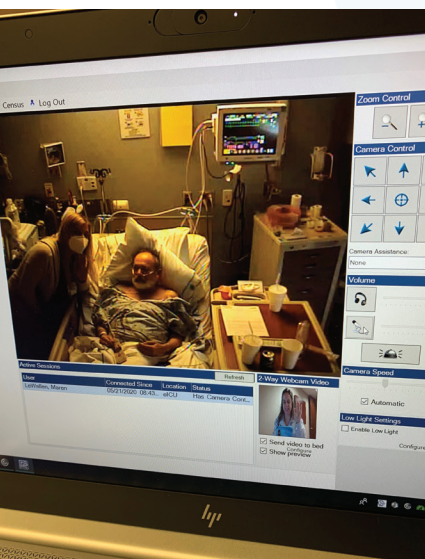
"The visitor restrictions have given us an opportunity to get creative with how we try to give our patients some normalcy during an uncertain time," said Ginny Bass, MSHI, BSN, RN-BC, clinical informatics coordinator at Atrium Health Cabarrus.



Virtual critical care has been available at most Atrium Health intensive and critical care units for several years. The equipment includes a camera that typically helps VCC physicians and nurses connect with and monitor critically ill patients from offsite any time of day, to provide additional support to the onsite clinical team. Several resource team nurses who were reassigned during the COVID-19 response, quickly stepped up to be the second half of the solution. And the Connection Nurse Program was born.

"Families can see what the doctors and nurses are updating them on," said Autumn Hammer, RN, resource team. "Families can sing, pray and even cry as they get to see their loved ones in their most vulnerable state."

These connection nurses worked at remote sites within Atrium Health, using the VCC technology. The connection nurse accesses the virtual ICU camera on a desktop computer to see into the patient's room virtually, and then on a separate iPad, the nurse makes a video connection with the family. Once both are online, the connection nurse then points the iPad toward the desktop computer screen, which allows the patient and the family to see and hear each other.



"I am proud to say Atrium Health has given us the opportunity to do this with our patients in ICU," Hammer added. "Nobody wants to be told they can't visit their family in the hospital during these trying times. I can say firsthand that patients and families are thankful for this opportunity we are providing."

Baby Monitor Program

Our teammates at facilities across Atrium Health began using baby monitors in certain clinical areas to reduce potential spread of COVID-19, cut down on PPE use and give nursing staff a better way to connect with patients.

These easy-to-use, radio frequency devices feature one-way, color video and two-way audio functions that allow patients to talk directly with the nursing staff, without pushing a button, and allow nurses to check in on patients and make assessments without having to enter the room.

“It’s great because every hour, I can check on our patients, see how they are breathing, and help remind them to do their breathing exercises and incentive spirometry, a device that helps patients take deep breaths and prevent lung problems,” says Krystal Blayton, BSN, RN, clinical supervisor at Atrium Health Pineville. “I feel like I can connect better with the patients, being able to see them, rather than just calling on the call bell system.”

Atrium Health’s clinical informatics coordinators put the idea into action after garnering input from other nurses and hospitals across the country that have used baby monitors for this purpose. Friends and family donated an initial 10 baby monitors to test the concept; clinicians narrowed the selection and information technology leaders ensured the monitors did not interfere with Wi-Fi or other medical equipment; and 17 devices were purchased to trial on nursing units.

Since the initial evaluation, the Atrium Health Foundation and the Navicent Health Foundation purchased and began to distribute more than 200 baby monitors to units with the highest need in the Charlotte and Macon, Georgia, markets. Atrium Health has developed a standardized policy to help facilities use baby monitors as a communication tool between teammates and patients.



W.T. Anderson Infusion Center

Curbside Service

In April of 2020, as COVID-19 shut down services across the country and more and more folks began utilizing curbside services for pretty much everything, clinical nurses working in the infusion center at Atrium Health Navicent had an idea: Why not treat certain infusion center patients curbside?

The service eliminated imminent risk from COVID-19 exposure and allowed patients to continue getting their treatments on time. Eligible patients included those coming for simple injections that did not require a monitoring period afterward, who had received the medication before without signs or symptoms of a reaction.

Patients were allowed to pre-check in by calling the nursing staff, and nurses could get their medications ready ahead of time. When the patient arrived, they simply called from one of the designated parking spots to let the receptionist know they'd arrived. A nurse could then go directly to their vehicle wearing appropriate PPE and perform a quick assessment and obtain their vital signs. The patient received their medication right there in their car.

Curbside service cut down the average visit by more than 30 minutes per patient, a 50% decrease in time spent at the infusion center.

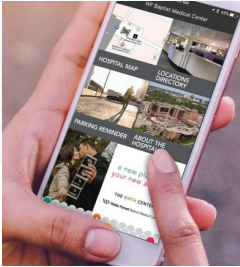
Patient satisfaction scores also went up, from 90% to 95%, for patients receiving their medications curbside.

372 patients were serviced curbside in 2020, and due to the program's success, it has been continued into 2021.



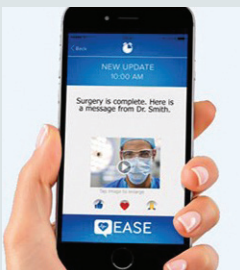
Wake Forest Baptist Health Innovations from Head to Toe

Wake Forest Baptist Health nurses have always been innovative, and even more so in the past year as we responded to the COVID-19 pandemic. From head to toe, nurses in our region have developed new ideas into practical realities, from acupuncture as pain control to a giant traveling shoe for heel pressure injury experiential learning.



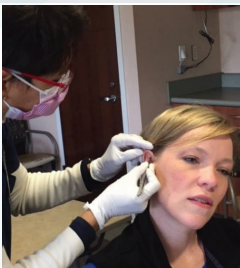
Wayfinder App

The Wayfinder smartphone app was developed in partnership with Infinite Leap and uses Real-Time Location System technology to help patients and families navigate to and through our sites of care. The app eases the stress, anxiety and frustration of getting lost or being late to an appointment.



Putting Families at Ease

The Electronic Access to Surgical Events (EASE) app allows family and friends to receive secure, real-time updates on a loved one's surgery, often with video and pictures as appropriate.



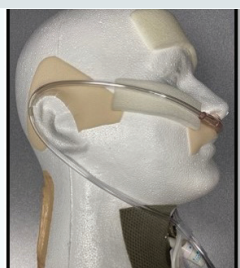
Pain Control by Ear

A nurse-led team is addressing the problem of effective pain control that avoids opioids with a randomized control trial (RCT) using auricular acupuncture "ear seeds" (tiny metal balls) that adhere to specified points in the ear. Auricular acupuncture is a non-pharmacologic therapy that can be used in both inpatient and ambulatory settings for pain management.



Virtual Reality Headsets

Innovators on our neurology team have started using virtual reality headsets for their patients during infusion therapy with overwhelmingly positive results. These calming sights and sounds have been found to allay anxiety, stress and fear in neurology patients.



Save Face

A nurse innovator in the operating room helped develop the Save Face intervention as oxygen demands climbed and persisted in numerous cases with COVID-19. Longer term critical oxygen requirements, proning, masks and plastic apparatus tubing applied around a patient's face, ears and under noses began to result in loss of skin integrity, breakdown and pressure injuries in the facial area.

Answering the Call: Teammates at COVID-19 Testing Sites

Atrium Health nurses participated at **81** unique testing locations in **32** zip codes



Atrium Health teammates answered the call to help at COVID-19 testing sites. With the help of their teammates, Amber Lockrem, RN, and Kerishia Graham, RN, pediatric resource team nurses at Levine Children's Hospital, were reassigned to help at COVID-19 testing sites. They typically saw 160 to 180 patients a day at these drive-thru locations, helping to meet patients where they are, in our communities in a safe and efficient way. Patients were met at their vehicle by a triage teammate where they were asked a series of questions and their vital signs were recorded before completing a swab. The patient was then given follow-up instructions. The entire process took just a few minutes.

"I think the greatest rewards come when you give yourself to others," Lockrem says. "Having this opportunity to make a positive difference in our community during a time where there is so much anxiety and uncertainty has been incredibly rewarding."

By the end of 2020, Atrium Health had performed more than 550,000 COVID-19 tests.

A Historic Day: The First COVID-19 Vaccines

On December 14, 2020, some of our Atrium Health nurses were among the **first** in the nation to receive the COVID-19 vaccine.



Chloe Beer, BSN, RN

Nurse at Atrium Health Carolinas Medical Center in the Medical Intensive Care Unit that treats some of the sickest COVID-19 patients

“Having seen so many people suffer, and even lose their battle with this virus, I am so eager to do my part and get vaccinated.”

Rob Rose, MS, RN, NEA-BC

Chief Nurse Executive, Central Market

“This became very personal to me early on. My godmother, who lived in New York, succumbed to the virus, alone in a hospital bed without any family around her. I vowed I would fight and create an environment to care for these patients and to remember she did not die in vain.”


Kayla Horne, RN

Clinical supervisor, Atrium Health Levine Children's Hospital's designated pediatric COVID-19 unit

"Listening to leaders like Dr. Passaretti and Dr. Ahmed talk about this vaccine has reassured me because they have done so much research and put so much time into getting this vaccine, so it must be safe."


Tara McGee-Walker, RN
Sarah Francis, MSN, RN

Two Atrium Health teammates who have been working tirelessly over the past several months to bring the COVID-19 vaccines to the communities we serve

"Getting the vaccine meant so much for my health, the well-being of my family and the chance to see loved ones." - Sarah Francis

Many of the other nurses in that first group to be vaccinated later led Atrium Health's efforts to vaccinate not only our teammates, but members of the general public, including organizing several of our mass vaccination events in early 2021.

Outpouring of Community Support

As the COVID-19 response intensified, the community came together to thank our heroes, including nurses.



Our healthcare heroes went above and beyond for the community – and the community thanked them in return. Atrium Health led the efforts with our Make Noise to Make a Difference campaign every Friday night, to make sure our teammates knew (and heard) how much they're appreciated.

The community's first responders also gave our teammates a round of applause with a parade of lights around our facilities.

The community showed support in a variety of other ways, donating food and flowers, sewing masks and giving other items to our frontline workers to thank them for their dedication and hard work.

2020 Notable Nurses

Atrium Health nurses are exceptional, dedicated – and yes, notable. The Notable Nurses program launched in May 2013, and features monthly stories highlighting nurses nominated by their colleagues across the enterprise and carefully selected by a multi-disciplinary committee within the organization.



**Leslie Anthony,
RN**



**Deena Denman,
BSN, RN, CCRN-E**



**Darcy Doege,
BSN, RN**



**Carmen Frutig,
RN**



**Nancy Harris,
BSN, RN**



**Nancy James,
BSN, RN**



**Madison Kulp,
BSN, RN**



**Karen Ninassi,
MSN, BSN, RN**



**Elisha Riegenbach,
BSN, RN**



**Linda Pate Salter,
LPN**



**Kelly Schaney,
RN, CN III/NCPP**



**Molly Skipper,
RN, CN III/NCPP**



**Cheryl L. Smith,
BSN, RN, CNOR**



**Marisol Staley,
BSN, RN**



**Mallory Tucker,
RN, BSN, OCN**



**Trish Traylor West,
DNP, MSN, BSN,
NEA-BC, NE-BC**

2020 Prep Award Winners

Started in 2020, Wake Forest Baptist Health created the PREP (Peer Recognition of Excellent Precepting) Award to recognize our excellent nurse preceptors. One winner is honored quarterly.



The first award handed out in the fall of 2020, was a tie between twin sisters:

**Carlona Gardin, BSN, RN, RNC-NIC and
Carlotta Gardin, BSN, RN, RNC-NIC**

Pinnacle Award Honorees

The Atrium Health Pinnacle Award recognizes teammates who best exemplify our core values of caring, commitment, integrity and teamwork. The Pinnacle Award is the highest honor bestowed to teammates within the organization.



**Brittaney Crawford,
RN**



**Ronella Eaddy,
MHA, BSN, NEA-BC,
CRRN**



**Kayla Fuller,
MSN, RN, ACCNS-AG,
CCRN**



**Rose McPherson,
BSN, RN**



**Eddie Leonhardt,
MSN, RN**

Great 100

The Great 100 Inc., a grassroots peer-recognition organization honoring nursing excellence and providing scholarships to nursing students across the state, compiles an annual list of the top 100 nurses in North Carolina.

Great 100 recognizes recipients for outstanding professional ability and contributions to improving healthcare in their communities. Nominations are submitted by peers and reviewed by a committee. The winners are selected by a board of previous Great 100 recipients.



Erin Fearing Tisera,
MSN, RN, CNL,
CMSRN
*Atrium Health Carolinas
Medical Center*



Eileen Fogarty,
RN, CMSRN
Atrium Health Union



Heather Freeman,
DNP, RN, CPN, NE-BC
*Director of Nursing
Wake Forest Baptist Health*



Natalie Gago,
BSN, RN, CCRN
*Atrium Health Carolinas
Medical Center*



Clifford Gonzales,
PhD, CRNA
*Wake Forest School
of Medicine Nurse
Anesthesia Program*



Catalina Gonzalez-
Pinzon,
MPH, RN
*Brenner Children's
Hospital*



Alishia M Green,
BSN, RN
*Brenner Children's
Hospital*



Leslie Hill-Regan,
BSN, RN, CPN
*Atrium Health Infusion
Center, a facility of
Carolinas Medical Center*



**Brooke Ingram,
BSN, RN**
*Brenner Children's
Hospital*



**Leah Ledford,
MSN, RNC-OB,
WHNP-BC, CNL, CCE,
CBC**
*Atrium Health Carolinas
Medical Center*



**Karen Mecham,
BSN, RN**
*Brenner Children's
Hospital*



**Sarah Price,
MSN, RN, CNL, SCRNP**
*Atrium Health Carolinas
Medical Center*



**Andrea Richardson,
BSN, RN, CCRN,
NRP**
*Atrium Health
MedCenter Air*



**Erika Setliff,
DNP, RN, CCRN,
ACNS-BC**
Atrium Health Cabarrus



**Christin Siscoe,
MSN, RN, CPN**
*Atrium Health Pediatric
Hematology and
Oncology Clinic*



**Tracie Treadaway,
BSN, RN, BMTCN**
*Atrium Health Carolinas
Medical Center*

Magnet Presentations

The American Nurses Credentialing Center's National Magnet Conference® is an annual event where more than 9,000 nurses, nurse executives and healthcare professionals from the top hospitals around the world gather to share best practices and their passion for improving patient care. Every year, they receive more than 1,500 abstracts from Magnet-designated organizations interested in presenting their work during the conference. The 2020 Magnet Conference was postponed due to COVID-19. Those accepted for presentations will present at the November 2021 Magnet Conference.

Atrium Health Carolinas Medical Center

Sarah Rutledge, MSN, APRN, ACCNS-AG, CCRN, OCN and
Janet Handy, MSN, NEA-BC, FACHE

Heather Parker, BSN, RN, Clinical Nurse II and
Brenda Crump, MSN, RN, NE-BC, CRN

2020: Year of the Nurse



The Year of the Nurse was meant to honor and celebrate the contributions and advancements of nurses around the world. It marks the 200th anniversary of the birth of Florence Nightingale, often deemed the founder of modern nursing. Across Atrium Health, we recognize and appreciate the contributions of our nurses each and every day. But it is the appreciation and admiration from the patients we are so privileged to serve that means the most to all of us.

PATIENT'S QUOTE

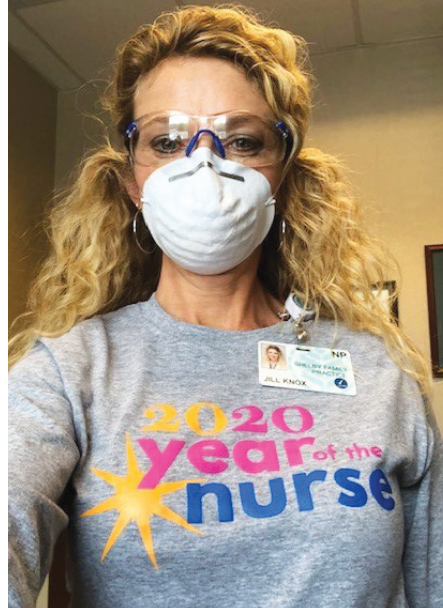
"What a difference you made in my life! You were an incredible advocate for me, and even dropped by to visit me after your shift when I wasn't even your assigned patient that day."



PATIENT'S QUOTE

"I told my nurse I wanted a Cheerwine so bad, and within 30 minutes she came to my room with my favorite drink! This blew my mind that she truly cared and thought of me."





PATIENT'S QUOTE

"Not being able to visit our mother was hard on us. But the nurse brought her little candies one day and a donut on another day, just to brighten her spirits. Our mother loved it!"

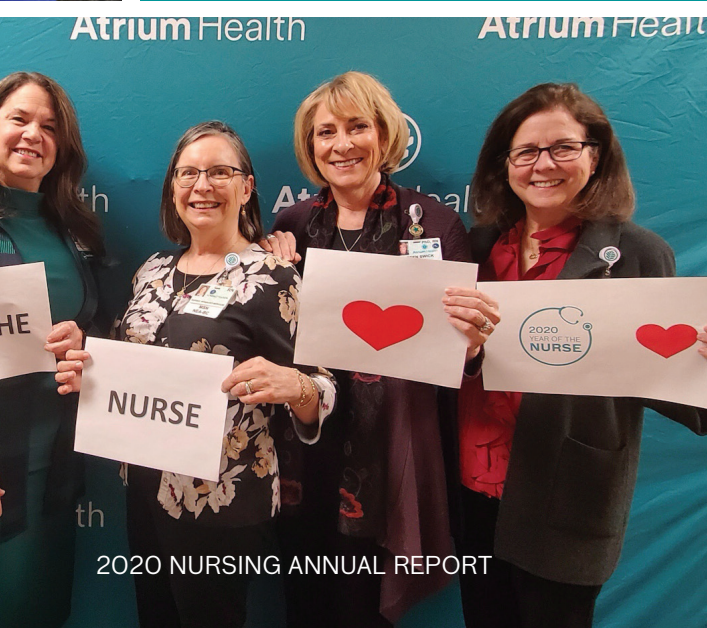
"My wife received excellent care, and we want to recognize the nurses who cared for her. She is feeling much better."



PATIENT'S QUOTE

"As I was being discharged, I didn't have a jacket and it was very cold outside. Without hesitating, my nurse took off her own coat and wrapped it around me to go home in."

"I could not have asked for a better nurse to help our family after my mom was involved in a tragic accident. Thank you for being there for my mom and for us."





Atrium Health

AtriumHealth.org