

2021 NURSING ANNUAL REPORT



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ABOUT THIS REPORT



Nursing by the Numbers

19,000+ nurses

1,000+ nurse
advanced practice
providers (NP, CNM,
CRNA, CNS)

3,400+ nurses hired
in 2021

7.5 average years
of service of nurses

These numbers include
joint venture and affiliated
enterprises as of
December 31, 2021.

Atrium Health Nursing Mission, Vision and Values

Our Mission

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

Our Vision

To be the national leader in health, learning and community.

Nursing Vision

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

Our Culture Commitments

Our work is more than a job – it’s a calling – where humanity is at the center of everything we do. You see, we are an organization made up OF ALL and dedicated FOR ALL ... where our people – teammates, patients and community members alike – come first. And because of this:

We create a space where all **Belong**

We **Work as One Team** to make great things happen

We earn **Trust** in all we do

We **Innovate** to better the now and create the future

We drive for **Excellence** – always

What propels us forward is not just to be a national leader ... but to champion compassion, embody empathy and harness hope.

Letter from Maureen Swick

Senior Vice President,
Enterprise Nurse Executive

Coming off the heels of a global pandemic that changed how we do our jobs and live our lives, I truly believe there has never been a better time to be a nurse. Whether you’re fresh out of nursing school or have been on the job for 20 years, the work we’re doing is impacting lives and generations to come.

In recent years, the game has changed, and we are rewriting the playbook on what it means to be a nurse. From the innovative technology we’re using, such as the virtual nurse care model and Hospital at Home, to the opportunities we have available to continue education and advance your career, there are so many incredible things happening in the field.

I see and hear stories every day of the amazing work that all our nurses do – going above and beyond for patients and their families. The hair that was brushed when the patient was too weak to do it. The family member’s hand that was held when their loved one was placed on a ventilator. The list goes on and on.

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. My sincerest gratitude to all Atrium Health nurses who continue to improve health, elevate hope and advance healing – FOR ALL.



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, 2021.

Marietta K. Abernathy, MSN, MBA, RN, NEA-BC
Atrium Health Stanly

Susan Bachmeier, DNP, RN, NEA-BC
Atrium Health Wake Forest Baptist
Wilkes Medical Center

Trish Baise, DNP, RN, NEA-BC, FACHE
Atrium Health Cabarrus

Missy Baker, MSN, RN, NE-BC
Atrium Health Union West

Sheila Bennett, DNP, RN, NEA-BC, CPPS, CPXP
Atrium Health Floyd

Penny G. Blake, DNP, RN, NEA-BC, CENP
Atrium Health Wake Forest Baptist
Brenner Children's Hospital

Tracey Blalock, MSN, MBA, NEA-BC
Atrium Health Navicent

Clyde A. Bristow, III, DNP, RN, CENP
Atrium Health Wake Forest Baptist
Lexington Medical Center

Crista H. Brown, MSN, RN, CNML, NE-BC
Atrium Health Cleveland and
Atrium Health Kings Mountain

Britney Broyhill, DNP, ACNP-BC
Atrium Health, Center for Advanced Practice

Olivia Butner, MSN, WHNP, RN, NEA-BC
Atrium Health Wake Forest Baptist
Ambulatory Clinics

Paula Correa, DNP, RN, CEN, NE-BC
Atrium Health Wake Forest Baptist
High Point Medical Center

Alisa Dent, MSN, RN, NEA-BC
Atrium Health Levine Children's Hospital
and Jeff Gordon Children's Center

Barb DeSilva, MHA, MSN
Care Management

Ronella Eaddy, MHA, BSN, NEA-BC, CRRN
Atrium Health Carolinas Rehabilitation

Becky Fox, MSN, RN-BC
Chief Nursing Informatics Officer
Atrium Health

Elizabeth Fuqua, MSN, RN
Atrium Health Navicent Baldwin

Jill Hancock, BSN, RN, OCN, ONN
Atrium Health Navicent Peach

Deb Harding, DNP, RN, NEA-BC
Atrium Health Wake Forest Baptist

Elaine S. Haynes, MSN, RN, NEA-BC
Atrium Health Lincoln

Katherine Hefner, MSN, RN, NE-BC
St. Luke's Hospital

Colleen Hole, MHA, BSN, RN, FACHE
Atrium Health Medical Group

Bebe Holt, MSN, MHA, RN, NEA-BC
Scotland Health Care System

Stephanie McDonald, MSL, BSN, RN, NEA-BC
Continuing Care Services

Patricia J. Mook, MSN, RN, NEA-BC, CAHIMS, FAONL
Nursing Operations and Practice, Atrium Health

Cathy M. Moore, MSN, RN, NEA-BC
Atrium Health University City

Robyn Neely, MHA, BSN
Mobile Medicine

Libby Pearsall, DNP, RN, NE-BC
Atrium Health Wake Forest Baptist
Medical Center

Veronica Poole-Adams, MBA, BSN, RN, NEA-BC
Atrium Health Cleveland and
Atrium Health Kings Mountain

Rob Rose, MS, RN, NEA-BC
Central Market

Kim Stanbery, DNP, RN, NEA-BC, OCN
Atrium Health Wake Forest Baptist
Davie Medical Center

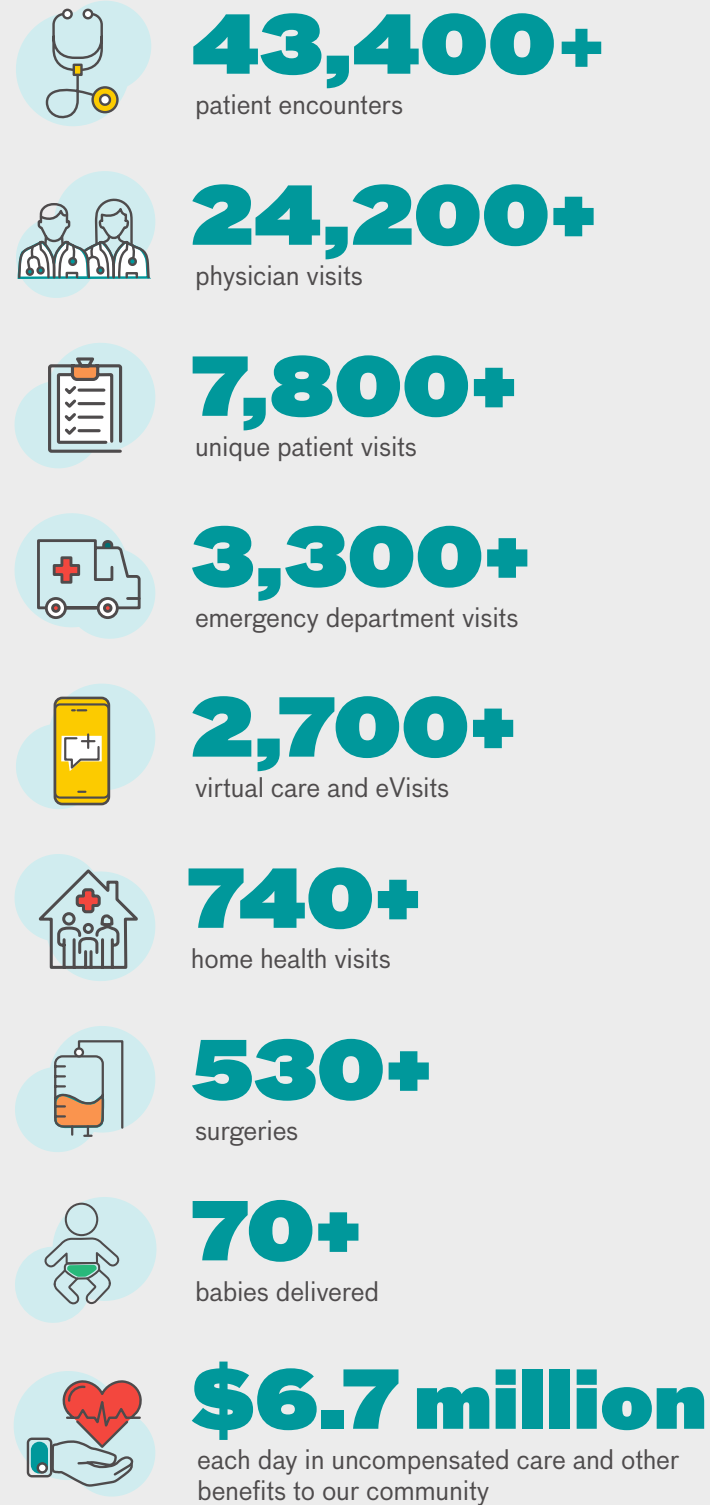
Kathleen Tregear, MSN, MBA, RN, JD, NEA-BC
Atrium Health Pineville

Terri Veneziano, MSN, RN
Columbus Regional Healthcare System

Denise White, MSN, RNC, NEA-BC
Atrium Health Union and Atrium Health Anson

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

In One Day at Atrium Health



Letter from **Eugene A. Woods** President and CEO, Atrium Health

Reflecting on 2021, I feel such a sense of pride regarding the incredible achievements that our Atrium Health nurses have made amid what have undoubtedly been some of the most difficult times we have ever faced — as an organization, as a community and, simply, as human beings.

But our nurses never shy away from the call to serve, and when faced with the challenge of a lifetime, they went above and beyond. They have exceeded every expectation; being there for our communities in their greatest times of need and working tirelessly to make tomorrow better for our patients one person at a time.

As you'll see in the pages of this report, our nurses are the backbone of Atrium Health. Day in and day out, they touch countless lives, leaving a lasting mark on the patients and families who come to us when they are most in need of care and compassion.

In the words of Florence Nightingale, "Nursing is an art: and if it is to be made an art, it requires an exclusive devotion as hard a preparation as any painter's or sculptor's work."

Not a week goes by without someone from the community sending me a note about the care and devotion they have received from our nurses, and no words can describe the overwhelming sense of gratitude I have for each and every one. I hope you'll be inspired in the same way that I am by their talents, their passion and their unwavering commitment to improving health, elevating hope and advancing healing — FOR ALL.



EUGENE A. WOODS
President and CEO, Atrium Health



COMMUNITY OUTREACH



Refilling the Tank:

Teammates Find Hope as Vaccinators

In March 2020, as the world began to realize the magnitude of COVID-19, the Medical Surgical Intensive Care Unit (MSICU) at Atrium Health Cabarrus was transformed into a COVID-19 ICU.

Roya Fazelnia, BSN, RN, CCRN, volunteered to help, and treated COVID-19 patients in the ICU.

For a long time, she and other nurses treating COVID-19 patients felt helpless as they watched the disease spread throughout the community. With the advent of vaccine options in early 2021, however, they began to feel a sense of relief. Fazelnia signed up for the vaccine as soon as she could, but she still wanted to do more.

Around the same time, Nicole Deal, MSN, RN, NEA-BC, AVP, patient care services, had an idea: give nurses like Fazelnia the chance to fill their tank by helping others at the mass vaccination sites being coordinated by fellow nurses Becky Fox, MSN, RN-BC, chief nursing informatics officer; Tara McGee-Walker, MSN, RN-BC, director, teammate health; and Sarah Francis, MSN, RN, NEA-BC, EDAC, director, FMG operations services.

“It was a no-brainer,” Fazelnia said. “As an ICU nurse, I’m intimately aware of the destruction that this virus can cause. I came to work every day to fight this thing, and the vaccine events were just another way to do that.”

Fazelnia counts her first mass vaccination experience, volunteering at Bank of America Stadium, as one of the highlights of her career. She recalls a woman who came to be vaccinated, despite her fear of needles.

“She was so scared. She was shaking and pale,” Fazelnia remembers, “But she didn’t even flinch. I just remember thinking to myself, ‘If she can come

and do this twice, then anyone can do this.’ I was so uplifted after that event and was so excited to do it again.”

Nurses at Atrium Health Wake Forest Baptist had similar experiences. Many vaccinations occurred during weekday clinics at Wake Forest Baptist facilities. Weekend clinics were also held, including six drive-through events, two mass vaccination events at the Winston-Salem Fairgrounds and multiple events with community partners.

“In the beginning at the mass vaccination events, lines could get long,” said lead coordinator Jennifer Whisnant, RN, director of nursing, University Group Practice. “But the patients were so calm and kind. They said that after being stuck at home for a year, they didn’t mind waiting two hours. They were just grateful to get the vaccine.”

At Atrium Health Floyd, critical care nurse and nurse educator, Robin Cater, BSN, RN, CCRN, was part of the team that helped Floyd prepare to treat its first COVID-19 patient in March 2020. Six months later, Cater received the region’s first COVID-19 vaccine.

“I was overwhelmed with gratitude and very thankful,” Cater said. “I was also proud of Floyd and proud of our efforts to get the vaccine here.”

Floyd’s advanced planning, including the purchase of sub-zero refrigeration equipment to store the Pfizer vaccine, enabled them to be the first hospital in northwest Georgia to receive the vaccine. Sheila Bennett, DNP, RN, NEA-BC, CPPS, CPXP, executive vice president and chief of patient services, said arrival of the vaccine was great news.

“Something that brings hope is always welcome,” Bennett said. “I think it also shows that Floyd continues to be a health care leader in treating COVID-19.”

Across Atrium Health, teammates who volunteered to help with vaccinations gave

overwhelmingly positive feedback, and it gave those planning the mass vaccination events an idea: Why not give the teammates working in COVID-19 units – people who have seen the most heartache and felt the largest impact of fighting this disease – a chance to fight back by helping vaccinate others? They reached out to the nurse managers and asked, ‘Would any of your teammates want to do this?’

“When I told teammates about this opportunity, they were quick to reply and extremely excited to give their time,” said nurse manager Laura Ledford, BSN, RN, CCRN, who works on the Medical Intensive Care Unit (MICU) at Atrium Health Carolinas Medical Center. “This has been a very difficult year for everyone, and this team is happy to see numbers declining and hopeful for brighter days to come.”

More than a dozen nurses from the MICU signed up to volunteer at a second-dose event at Charlotte Motor Speedway, along with other cardiac and critical care nurses from Atrium Health Cabarrus and the Levine Children’s Hospital Emergency Department.

Throughout the Atrium Health enterprise, our nurses teamed up to support each other and their communities. Each had their own reasons for taking part, but all shared the hope to end the pandemic and all worked together tirelessly to care for and protect their patients and the public.

“I have been most surprised by the overwhelming amount of love and support shown during these events,” said Michelle Harrison, RN, director of nursing for Wake Forest Health Network. “Every event that I’ve had the pleasure of working has been a rewarding experience unlike anything I’ve ever encountered in my nursing career.”



Numbers Across Atrium Health

Cared for more than **27,700** admitted COVID-19 patients

Administered nearly **2.3 million** COVID-19 tests

Given nearly **1 million** COVID-19 vaccine doses

Atrium Health’s public-private partnership with Honeywell, Tepper Sports & Entertainment and Charlotte Motor Speedway published a how-to guide for leaders on mass vaccination events that was provided to the Biden administration and the governors of all 50 U.S. states.



Nurse Promotes COVID-19 Vaccine **Within His American Indian Community**

Coty Brayboy, MPH, BSN, RN, originally from Pembroke, N.C. is an enrolled member of the Lumbee Tribe, the people of the dark water. He is a 2017 graduate of the Associate Degree Nursing program at Carolinas College of Health Sciences and completed the RN-BSN program at UNC-Charlotte in 2019.

Brayboy works as a nurse consultant for the North Carolina Department of Health and Human Services Communicable Disease Branch, where he is responsible for control measure implementation, epidemiological surveillance and vaccine rollout on all things COVID-19. He also works part time at Atrium Health Carolinas Medical Center in the high-risk obstetric unit.

Brayboy said his calling is within public health because he can use his nursing and public health training to advocate for Indigenous communities in the state. When he served as a panelist for the American Public Health Association's annual meeting, Brayboy explained how his Lumbee Tribe background heavily motivated and impacted his work as a health care professional. Raised to be proud of his Lumbee roots, he said he grew up learning to care for and listen to people. Brayboy had been working within the Lumbee community to promote the COVID-19 vaccine.

"Being taught how to listen, serve and protect has helped me as a clinician and a public health practitioner, because not only do I have a responsibility to the nine tribes of North Carolina, I have a responsibility to all North Carolinians," he said. Brayboy added that he's committed to promoting health equity and reducing health disparities in the state.

He is currently enrolled at East Carolina University in the DNP program with a concentration in family medicine. He plans to focus his DNP project on Indigenous public health in North Carolina with the goal of increasing the number of Indigenous health care providers in the state.





QUALITY IMPROVEMENT

Atrium Health's Journey to Nursing Excellence

All eligible hospitals across Atrium Health are on a journey to achieve designation or re-designation from the American Nurses Credentialing Center's (ANCC's) Pathway to Excellence Program® or Magnet Recognition Program Pathway®. These designations provide valuable frameworks that support and promote nursing excellence.

The Pathway program recognizes health care organizations that create positive practice environments that empower and engage staff. The Magnet program recognizes health care organizations for quality outcomes, patient care and nursing excellence and innovation — achieving Magnet status is the highest level of honor awarded by the American Nurses Credentialing Center (ANCC) and is recognized nationally as the “gold standard” of nursing excellence.

Carmen Shaw, DNP, RN-BC, NEA-BC, vice president of enterprise nursing excellence at Atrium Health, leads this work by helping each hospital's chief nurse executive and Pathway or Magnet program director achieve their designation goals, and she explained why it matters.

“It's even more important today, because the pandemic really highlighted some very significant things about nursing in a good way but also the things we need to work on. And this nursing excellence work really helps create that true positive practice environment in which nurses thrive. We thrive when we're taking care of ourselves, when we're part of the decision-making process, when we're trained and educated and

competent to do the work that we're doing.”

Shaw also shared that achieving Pathway and Magnet status helps Atrium Health from a brand perspective in terms of consumer preference as well as nursing retention and recruitment.

“We want to continue to draw patients to Atrium Health for providing the highest level of care. They should be able to see that designation banner on the building or the wall and know that this is a different place than across the street or wherever they're used to being cared for.

“And nurses want to work in a positive work environment and be recognized for the great work they're doing and the contributions they make within the organization.

Additionally, future candidates want to work at a company who has the best environment and gets the best of the best recognition.”

Most hospitals throughout our enterprise — from Macon and Charlotte to Winston-Salem — are working toward Magnet or Pathway to Excellence designation or re-designation. And while every hospital is working on its own unique plan and timeline, we're all on the journey to nursing excellence together.

Magnet Facilities as of 2021



Atrium Health Carolinas Medical Center



Atrium Health Navicent The Medical Center

ACADEMICS



Academic Partnerships with local Schools of Nursing, Carolinas College of Health Sciences, Cabarrus College of Health Sciences and Wake Forest University School of Medicine



Over **6,000** nursing student placements

Prelicensure
RN-BSN
MSN

CRNA
DNP
PhD

Transition to Practice Programs

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

Supporting Nursing Teammates in Education: Temple Kellermann



Growth has long been a part of Temple Kellermann's journey at Atrium Health Wake Forest Baptist Medical Center.

Kellermann, DNP, MSN, RN, CNOR, started working in health care at the medical center 17 years ago. Currently the director of clinical operations in the surgical services division, she started in the brain injury unit right after graduating from Winston-Salem State University with her nursing degree.

Like many in health care, Kellermann was juggling work and family life when she decided to continue her education. She entered the Doctor of Nursing Practice program at Wake Forest University School of Medicine in 2019. Then came the COVID-19 pandemic, but Kellermann persevered through the many demands of education, work and family.

She appreciated that Atrium Health offers flexibility to those pursuing additional education, but she admitted her personality led her to typically do her classwork in advance.

"I tried to develop a routine for work and school and my personal life," she

explained. "I have an 8-year-old daughter and a husband, and I tried to make it as normal as possible for her and not disrupt her routine."

This meant doing her class reading on weekends to set herself up for the week and leaving Tuesday nights free for a family night. But thanks to the pandemic and her role in surgical services, Kellermann already had extensive experience handling a hectic schedule.

The support Atrium Health offers team members like Kellermann extends beyond flexible scheduling, however, and includes tuition reimbursement or scholarships. Additionally, partnerships with various universities offer team members discounts.

"With COVID-19, it was chaotic at work, and we stopped elective surgery for months," she shared. Even without

elective surgeries, there was plenty to do as Kellermann helped redeploy staff to other areas and ensure the department maintained sufficient supply levels. "For several months it was 12- to 14-hour days, every day, with constant change," she recalled.

Kellermann's experience continuing her education while working benefitted from the help of the leaders around her. She also cited the recent addition of a reflection day for nurse managers that allows them one day per month to focus on their education or other personal matters.

Now that she has earned her DNP degree, having graduated in August 2021, and work has returned to normal, Kellermann has maintained her focus on helping others.

"I enjoy mentoring and teaching nurses who want to learn more about leadership and the business and clinical side of things," said Kellermann, who is a member of the Association of periOperative Registered Nurses and its continuing education committee.

Looking ahead, she plans to continue her growth by helping others grow, including by mentoring students coming from North Carolina A&T State University as they complete their clinical hours.

"Never let go of taking steps to pursue educational advancements, whether that be a course or a degree," Kellermann said. "The sky is the limit at Atrium Health Wake Forest Baptist, and the result lies within yourself."

“Never let go of taking steps to pursue educational advancements, whether that be a course or a degree. The sky is the limit at Atrium Health Wake Forest Baptist, and the result lies within yourself.”

– Temple Kellermann,
DNP, MSN, RN, CNOR





Nurses Take the Lead on Medicare Annual Wellness Visits



Medicare patients (age 65 or older who have Medicare Part B or Medicare Advantage Plan) are eligible for an annual wellness visit to discuss preventative screenings, take measurements and review medications.

In 2021, 17 nurses at 26 Atrium Health clinics performed more than 7,000 of these visits. The RN-led Medicare Annual Wellness Visit (AWV) model was implemented in Atrium Health's Greater Charlotte Region in 2018 and is now in place at 27 clinics across Atrium Health.

"I enjoy being an annual wellness nurse because I have the time and opportunity to listen and connect with my patient," said Caroline Propst, RN. "Because we have this time together, we can often identify red flags that could lead to illness."

The RN-led Medicare AWV lets nurses take the lead and gives the patients more time to ask questions and put together a custom health

care plan that promotes overall wellness. Instead of performing an exam, the nurses take measurements such as weight, height and blood pressure, review medications and ask questions about the patient's health to create or update their personal prevention plan. This appointment can last up to an hour with these specialized nurses.

"This time allows for a strong foundation for building strong relationship between patients and their care team," Propst said. "Health care can be a tough area to navigate, and this role allows me to run quarterback and get patients where they need to be according to their health care plan."

Other roles where Atrium Health nurses work outside the traditional hospital and ambulatory practice settings include:

- Ambulatory Nurse Triage
- CareConnect
- Care Management
- Diabetes Education Center
- Hospital at Home (AH-H@H)
- Medicare Annual Wellness Visits
- Nurse Navigators
- Quality Division
- Utilization Review/Utilization Management
- Virtual Critical Care

INNOVATION

Virtual Nurse Care Model: An Extra Set of Eyes and Ears for Patient Care

In early 2021, during the COVID-19 pandemic, health care everywhere struggled to meet patient needs, conserve PPE, maintain staffing and cope with employee stress and burnout. Atrium Health Pineville, a progressive care unit, was designated as a COVID unit and had patients in isolation, and nursing management decided to try virtual nurse care (then called virtual nurse observation) to help staff in that location.

“The philosophy we’ve taken is ‘What can we do to help the nurses live at the bedside?’” said Emily Cornelius, MSN, RN, NE-BC, nurse manager for acute HCT, VPO and VNO service lines. “If there’s something that virtual nurse care can take off their plate, they do.”

Cornelius listed examples including admission history screens, discharge planning, the discharge screens, patient education, encouraging patients to turn and to move around, and documentation.

“It’s really just being a true part of that team,” Cornelius said.

“Maureen Swick said it absolutely beautifully several weeks ago: This is not to do more with less, it’s to do more differently,” Amber L. Allmon, BSN, RN, RNC-NIC, said, referring to Atrium Health’s senior vice president and enterprise nurse executive. “Virtual and informatics truly is the future of health care, and Atrium Health is staying on the cutting edge of that and staying at the forefront, to help pioneer programs just like this.”

– Amber L. Allmon,
BSN, RN, RNC-NIC

Each virtual nurse care unit has a station where a single nurse can monitor up to nine patients at a time via cameras in the patient rooms. Cornelius said they have enough staff now to monitor up to 20 patients most days at Pineville, and the next goal is to expand to another location, Atrium Health Cleveland, in fall 2022. Virtual nurse care also will be part of a research project examining its impact on the care model.

“We have data from Pineville that has shown an increase in patient satisfaction, a decrease in the number of call lights and a decrease in the number of falls,” said Cornelius. Allmon added that they also have seen a decrease in codes and an increase in the number of rapid response calls because the virtual nurses can see changes in the patients before the monitors pick them up.

Cornelius and Allmon emphasized that the purpose of the virtual nurse care model is not to monitor nurses, it’s to work together, complement the team and to free up nurses to be at the bedside. They said it’s like having

“Virtual and informatics truly is the future of health care, and Atrium Health is staying on the cutting edge of that and staying at the forefront, to help pioneer programs just like this.”



an extra set of eyes and ears on the patient, citing one example of a patient having a seizure when the floor nurse was out of the room but the virtual care nurse saw what was happening and called the floor nurse.

Another important aspect of the virtual nurse care model is mentoring. Both Cornelius and Allmon noted this is an excellent fit for nurses with years of experience who want to continue serving patients but can’t be on the floor for a 12-hour shift.

“It takes years of experience to really mold a nurse’s intuition and know what to do next,” Allmon said. “We’ve had so many nurses with that beautiful level of experience retire early during the pandemic because they just couldn’t do it anymore. And if we can help bridge that gap a little bit more, I call that a success.”

Both Cornelius and Allmon consider the benefits of having virtual nurse care a win all around – for patients, for nurses and for the Atrium Health enterprise.



REPUTATION & BRANDING

Boards with Atrium Health Nursing Representation

- Alliance for Nursing Informatics
- Carolinas College of Health Sciences
- Carolinas Health Ministry Partnership
- Children’s Attention Home
- Council on Aging
- Gannon University National Alumni Association
- Gaston College Nursing Program Advisory Board
- Georgia College – College of Health Sciences
- Georgia Organization of Nurse Leaders
- Girl Scouts, Hornets’ Nest Council
- Hesed House of Hope
- HIMSS Global Credentialing Board
- National Association of Behavioral Health
- North Carolina Emergency Nurses Association
- North Carolina Foundation for Nursing
- North Carolina Nurses Association
- Oncology Nursing Society – Greater Charlotte Area
- Queens University of Charlotte
- Rehabilitation Nursing Certification Board
- Sigma Theta Tau International – Mu Psi Chapter
- Society of Pediatric Nurses – Metrolina Chapter
- Turning Point Tree House Children’s Advocacy Center
and Sexual Assault Resource Center
- Union County Chamber of Commerce
- United Way of Central Carolinas
- Woman in Healthcare Advisory Board



DAISY Nurse Leader Award

The DAISY Nurse Leader Award launched as a quarterly recognition at Atrium Health in 2021. The DAISY Foundation created this award as a way to “shine a light on those who do not typically have direct patient care as part of their work ... as well as those who create an environment where compassionate, skillful care thrives.”

Cathy Beam, RN (honored posthumously)

Sidonne Brown, MBA/MHA, BSN, RN, CNML

Mindy Carano, MSN, RN, NEA-BC, CPN

Frances D’Arcy, MHA, RN, NEA-BC

Brandon Goings, MSN, RN, MEDSURG-BC

Jane Hahn, BSN, RN, GERO-BC, COS-C

Gina Harless, MSN, RN, CCRN, RCIS

Renay Jones, MSN, RN, CNML

Gwen Lambert, MSN, RN, NE-BC

Diane Mulkey, RN

Cheryl Palmer, BSN, RN

Johnna Parsons, MSN, RN, CNML

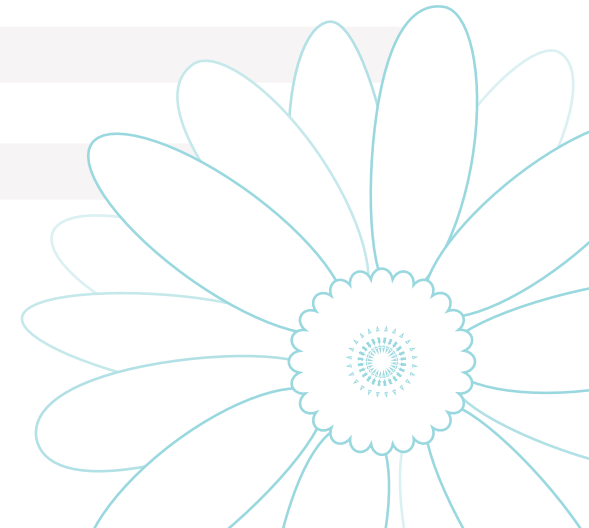
Angela Reid, MBA, MHA, BSN, RN, NEA-BC

Lori Solomon, MSSL, BSN, RN

Patricia Wallace, MSN, RN, NE-BC

Denise White, MSN, RNC, NEA-BC

Susan Yaguda, MSN, RN



First Best Nurse Podcast

2021 was the first full year of The First Best Nurse podcast. Since its inception, the podcast created for nurses by nurses has had 1,280 plays in 14 countries. The podcast was created in 2020 as way to celebrate and honor the Year of the Nurse. Episodes focus on a variety of topics from COVID-19 vaccine clinics to men in nursing. Featured guests from the 24 episodes include Jean Watson, founder and director of the Watson Caring Science Institute, and Amy Hester, co-creator of the Hester Davis Falls Score and HD Nursing.



National Recognitions

American Academy of Nursing – 2021 Class of Fellows
Cathleen Wheatley, DNP, RN, CENP

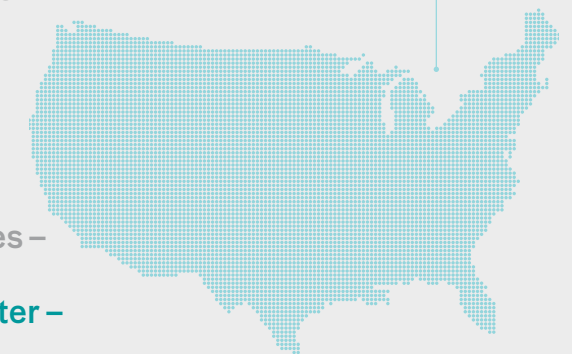
Emergency Nurses Association ‘20 Under 40’
Dustin Bass, MHA, BSN, RN, CEN, NE-BC

National Association of Clinical Nurse Specialists –
Mentor of the Year
Kim Pate, DNP, RN, ACCNS-AG, PCCN-K

Carnegie Medal
Jeffrey Johnson, RN

The American Association of Critical-Care Nurses –
Silver Beacon Award for Excellence
**Atrium Health Wake Forest Baptist Medical Center –
7 Reynolds Tower Cardiology Intermediate Unit**

Nurses Improving Care for Healthsystem Elders –
NICHE-ABIM Foundation Choosing Wisely® Trailblazer Award
Atrium Health Carolinas Medical Center



2021 Notable Nurses



- A.** Antoinette Bittle, MSN, RN-BC
- B.** Nicole Deal, MSN, RN, NEA-BC
- C.** Kelly de Groot, MSN, RN-CMSRN
- D.** Holly Evans, BSN, RN
- E.** Paige Harry, RN
- F.** Bethany Keller, BSN, RN
- G.** Diana Marsico, BSN, RN

- H.** Paige Nighland, BSN, RN, OCN
- I.** Michelle O'Neal, LPN
- J.** Jenny Ray, BSN, RN
- K.** Emily Trotter, BSN, CCRN
- L.** Sara J. Tucker, MBA, RN, CCRN-E
- M.** Nick Wilson, MSN, RN, CEN
- N.** Kelly Lindsay, RN

Nursing is a science and an art fueled by the dedication of unique individuals to deliver care that is patient-centered, innovative and safe. At Atrium Health, we recognize that our nurses engage in care that is exceptional and committed. They are nothing short of notable.

We celebrate the ongoing excellence and daily commitment to improving the lives of patients, families and the communities we serve. These Notable Nurses, who go above and beyond to impact the lives of others, are nominated by teammates throughout the organization and carefully selected by a committee of qualified nursing and communications professionals.

2021 PREP Award Winners

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

- Katie Van Orman, BSN, RN, CCRN
- Amber DeChamplain, BSN, RN, CCRN
- Sarah Stanaland, BSN, RN
- Wendy Lynn Guglielmi Triplett, BSN, RN

Atrium Health Navicent Nursing Excellence Awards

In recognition of their contribution to our community's health and wellness, Atrium Health Navicent recognized 11 nurses with the 6th annual Friends of Nursing Excellence Awards.

Nurses were recognized in the following categories:

- Excellence in Leadership
Johnny Williams, RN
- Excellence in Advanced Practice
Emily Edwards, RN
- Excellence in General Medicine/Surgical Unit
Jennifer Lowe, RN
- Excellence in Post-Acute Care
Darleen Hayter, RN
- Excellence in Ambulatory and Community Care
Tabitha Linder, RN
- Excellence in Emergency and Critical Care
Gilda Pineda, RN
- Excellence in Pediatric Care
Aubri Rush, RN
- Excellence in Clinical Support Services
Sonya "Dee" Floyd, RN
- Excellence in Specialty Services
Maria Colanag-Matos, RN
- Rising Star Award
Amie Markel, LPN
- Barb Stickel Community Award
Ishmadlina Brew, RN

Atrium Health 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. Five nurses were among the 17 teammates honored in 2021.



A. Amanda Goodin-Sherrill, MSN, RN, CNOR,
Peri-Operative Safety Specialist,
Atrium Health Wake Forest Baptist

C. Tammy Holloway, RN,
Assistant Director, Associate Health,
Scotland Health Care System

B. Janet Handy, MS, RN, NEA-BC, FACHE,
Assistant Vice President,
Patient Care Services,
Atrium Health Carolinas Medical Center

D. Diane Mulkey, RN,
Maternity, Atrium Health Pineville

E. Prentice Thomas, RN,
Nurse Director, Atrium Health Navicent

North Carolina Great

100

Nurses

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 health care 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.

Meet Atrium Health's honored nurses

Atrium Health Carolinas Medical Center

- A. Mary Jo Austin, BSN, RN, CEN, TCRN
- B. Blair Parker, MSN, RN, CNL
- C. Nora Raynor, MSN, APRN, CNS, CPN
- D. Amanda Truesdale, MSN, RN III, CNL, RN-BC, GRN

Atrium Health Mercy

- E. Jeanette Cancellieri, RN, CAPA, CPAN
- F. Meredith Gombar, MSN, RN, CNL

Atrium Health

- G. Patricia Mook, MSN, RN, NEA-BC, CAHIMS

Atrium Health University City

- H. Trudy Eaton, BSN, RN, PMGT-BC, CPAN, HNB-BC, HTCP, CCAP
- I. Kristin Schmit, BSN, RN, CHPN

Atrium Health Levine Cancer Institute

- J. James McBride, BSN, RN-BC

Atrium Health Huntersville Surgery Center

- K. Julie Nottestad, BSN, RN, CAPA

Atrium Health Union

- L. Heather Rand, BSN, RN, CIC

Atrium Health Cabarrus

- M. Deann Welke, BSN, RN, CCRN, CN III

Atrium Health Wake Forest Baptist Medical Center

- N. Ann Faris, MSN, CCRN-K
- O. Carrie Martin, BSN, RN, NRP, CEN, CFRN, CPEN, CTRN, TCRN
- P. Sharon Rodriguez, ADN, BA

Brenner Children's Hospital

- Q. Leslie Boyd, ADN, CPN
- R. Linda Esposito, MSN, RN, CCRN-K, CSSBB
- S. Alicia Johnson, BSN, RN

Atrium Health Wake Forest Baptist High Point Medical Center

- T. Jennifer Browning, RN
- U. Judith Gayo-Melton, RN



Atrium Health Wake Forest Baptist Medical Center Nursing Publishes Article in *Journal of Patient Safety*

Deb Harding, DNP, RN, NEA-BC, vice president and regional chief nurse executive, Atrium Health Wake Forest Baptist; Ann Faris, MSN, RN, CCRN, nursing clinical services specialist; Michelle Waters Leonard, MSN, RN, clinical informatics; Robin R. Hack, MSN, RN-BC, NE-BC, director of nursing II; and Carolyn S. Huffman, PhD, WHNP, program director for nursing research collaborated with Brigham and Women's Hospital and Harvard Medical School to publish an implementation science research project in of the *Journal of Patient Safety*.

Atrium Health Wake Forest Baptist Medical Center partnered with Sotera Wireless to become one of the largest sites in the United States to use ViSi Mobile®, a patient-worn portable device to continuously surveil vital signs of 350 patients on 15 medical/surgical nursing units.

The results of the jointly published study revealed the top three barriers to effective use of a continuous clinical monitoring system were inadequate education/training/support; clinical workflow challenges; and lack of communication.

Implementation and adoption recommendations from the study included:

- Providing comprehensive and consistent education
- Presenting evidence early and often
- Tailoring device and usage expectations to individual environments
- Providing regular feedback about progress

Data from the research study also drove the development of an implementation toolkit covering six focus areas:

- Why
- Readiness
- Readiness for implementation
- Patient/family introduction
- Superusers and implementation champions
- Care team saves and troubleshooting

Dykes PC, Lowenthal G, Faris A, Leonard MW, Hack R, Harding D, Huffman Whnp C, Hurley A, An P. An Implementation Science Approach to Promote Optimal Implementation, Adoption, Use, and Spread of Technology. J Patient Saf. 2021 01 01; 17(1):56-62. PMID: 33273399 [ncbi.nlm.nih.gov]

Nursing Publication Highlights

Extraordinary Healer

“Above the Standard, Beyond the Expectation: Jessica Garmon, DNP, RN, ONC”
Candice Roth, MSN, RN, CENP, Levine Cancer Institute

Transplantation and Cellular Therapy Journal

“The Bottom Line, Donor Ambivalence Exposed”
Lauren Chelko Schultz, RN, BMTCN, CNL, Levine Cancer Institute

Clinical Nurse Specialist

“COVID-19 Pandemic, Clinical Nurse Specialist Practice Supporting Preparedness in the Spheres of Impact”
Kimberly Pate, DNP, RN; Kathy Shaffer, DNP, RN; Latasia Belin, MSN, RN; Kiersten Brelewski, MSN, RN; Kayla Fuller, MSN, RN; Charles Gold, MSN, RN; Leslie Golden, MSN, CRNA; Nora Raynor, MSN, RN; Sarah Rutledge, MSN, RN; Lacey Spangler, MSN, RN; Kelley Weaver, MSN, RN

Atrium Health nursing had more than 20 research articles published in 2021.

Nursing Presentations

Atrium Health nursing teammates presented at conferences and meetings across the country.

- American Association of Neuroscience Nurses – Annual Educational Meeting
- American Nurses Credentialing Center – National Magnet Conference
- American Nurses Credentialing Center – Pathway to Excellence Conference
- American Society for Healthcare Engineering – International Summit and Exhibition on Health Facility Planning, Design and Construction
- Association of Rehabilitation Nurses – Rehabilitation Nursing Conference
- Atrium Health – Year of the Nurse Virtual Summit
- Daughters of the American Revolution – February Chapter Meeting
- Emergency Nurses Association – North Carolina Emergency Nurses Symposium
- Hospital at Home Users Group – Annual Meeting
- Institute for Healthcare Improvement – IHI Forum
- International Association of Forensic Nurses – Virtual Conference
- National Association of Clinical Nurse Specialists – Annual Conference
- North Carolina Department of Justice
- North Carolina Nurses Association – Council on Nursing Informatics
- North Carolina Organization for Nurse Leaders – District III Meeting
- Oncology Nursing Society – ONS Congress
- Sickle Cell Disease Association of America – Annual National Convention
- Society of Integrative Oncology – International Annual Conference
- The Joint Commission – Joint Commission Meeting
- Vanderbilt University – Annual Healthcare Design and Construction Symposium

NURSE SPOTLIGHT



A Path to Leadership: Jill Hancock

Need proof that getting ahead at work is possible? Then look no further than the journey taken by Jill Hancock during her 25-plus years with Atrium Health Navicent.

Hancock began working as a patient transporter part-time when she was only 19 and still in college. Decades later, in 2021, she became the chief nursing officer at Atrium Health Navicent Peach, in addition to overseeing the nursing education professional development department for the system. The intervening years were filled with opportunities and rewards.

“I always knew I wanted to be a nurse,” Hancock shared, “and I knew I wanted to work at this hospital because it was the best.” To that end, she pursued a nursing degree and started working at the hospital on weekends, taking patients to and from rooms for x-rays, to get her foot in the door.

Before finishing college, she had moved on to an administrative support position in radiology on the oncology unit. After completing her nursing degree in 1997, Hancock then worked on the inpatient oncology unit for 13 years. “I loved it and became oncology certified.”

Before long, opportunity knocked, when she learned of an opening for a manager position in outpatient infusion. Hancock soon added more departments to her plate, taking on the management of the breast imaging center and two diagnostic outpatient centers. Eventually three urgent care centers in the system were also added. By 2018, Hancock was directing seven different departments.

In April 2021, a new position was created – assistant director for patient experience and nursing education professional development. The role covered all three hospitals in the Atrium Health Navicent region, ensuring that all nurses were properly educated and focused on patient experience scores, as well as working on initiatives to increase those scores.

“I was encouraged to apply, and I got the position,” she said. But that wasn’t the end of Hancock’s advancement. In December 2021, the role of chief nursing officer opened up, and once again, Hancock applied and was hired.

Hancock credited the strong mentorship found at Atrium Health Navicent for her career progression. “Senior leadership is supportive of growing their own,” she said. “They give you a chance to grow right here. They have opportunities for us, and they’ve been able to see the fruits of our labor and see what we can accomplish.”

She added, “I love, love, love what I do. I love patient care, and I’ve had a lot of opportunities along the way. I’ve been able to work in cancer, urgent care, emergency and inpatient, and I’ve never gotten bored, because there’s always something to learn.”



Janice Draughn Art of Nursing Leadership Award

When Michele Daniels, MSN, RN, CEN, nurse manager, pediatric emergency department, learned that Brenner Children’s Chief Nursing Officer Penny Blake, DNP, RN, NEA-BC, CENP, was coming to visit her unit, she wondered briefly if she had done something wrong.

But as Michele approached the nursing station and saw nursing leaders, physician colleagues and most of her staff gathered, the purpose of the visit soon became clear. Penny was there to announce that Michele was the 2021 recipient of the Janice Draughn Art of Nursing Leadership Award.

“I cried,” Michele says. “It was very emotional, very humbling. It just hit me so hard because I knew what a wonderful woman Janice was. Even though I didn’t work under her, I could see her influence in her employees and how they cared for their patients.”

Janice Draughn was a beloved nursing leader who died in 2018 after nearly 40 years at Atrium Health Wake Forest Baptist. She mentored countless staff nurses and taught nursing students at Surry County Community College.

Michele started at Wake Forest Baptist in 1992, working every other weekend as a certified nursing assistant in neurosurgery. She completed her associate nursing degree in 1995 and transferred to an intermediate care unit, where she stayed for five years. In 2000, she transferred to the emergency department, which then still served children and adults.

In 2008, she was named assistant nurse manager of the ED, and after the pediatric ED was reorganized under Brenner Children’s

leadership in 2016, she became its nurse manager. Over the years, she has continued her education, earning her bachelor’s and master’s degrees from University of Phoenix.

Michele was selected from among 26 nominees. Those nominating her emphasized her dedication to helping employees reach their full potential and her commitment to teamwork.

“No task is beneath her,” the nomination form stated. “She can be seen triaging patients, cleaning rooms or rocking a screaming toddler. Although she is comfortable with authority, she does not have to use it often because of the strong rapport, credibility and respect she has earned from all of those she leads. By always building a better, stronger team, she provides the most excellent outcomes for her patients.”

For her part, Michele continually shifts the focus back toward her staff.

“I consider myself very blessed and very fortunate to work with such an amazing crew,” Michele says. “They make me the leader I am, and they make me better every day.”

Asked what qualities she considers most important in a nursing leader, Michele listed perseverance, an attitude of service toward employees and mentorship. Those qualities echo in the advice she offers young nurses.

“You have to be able to persevere through good times and bad times, because you will have both,” Michele says. “Our job is a calling to serve our fellow man with exceptional care. But nursing can sometimes be a thankless profession. Always remember why you are here and why you do what you do.”

The DAISY Award: Elliott Gault

The DAISY Award for Extraordinary Nurses is an honor presented to nurses at health care facilities across the country. Nurses can be nominated by anyone in the organization – patients, family members, other nurses, physicians, other clinicians and staff – anyone who experiences or observes extraordinary compassionate care being provided by a nurse in 2021, more than 100 Atrium Health nurses were recognized as DAISY Award honorees.

“He has provided care that has made my father feel like a real person and not just a patient.” Those words, written by a patient’s family, explain one of the reasons Elliott Gault, RN, was honored with the DAISY Award.

Two families nominated Gault for a DAISY. One of the family members described the extraordinary care he provided to their father, who had been in the hospital for months. “He not only takes care of my father’s medical needs, but he truly cares.”

The family member said they appreciated the small things Gault did, like rubbing lotion on their father’s feet and making sure he was comfortable. The family member said Gault took time to get to know their father and build a relationship with him.

J’May Moats, BSN, RN, clinical manager in the Center for Joint Replacement, said Gault noticed this patient was upset about not having a haircut and a decent shave since arriving at the hospital. “Elliott provided that special care by shaving him and giving him a haircut,” said Moats. “The patient was very grateful, and when you

would enter his room, he wanted everyone to notice he indeed had a new haircut.”

A second family also nominated Gault for the DAISY Award saying, “Elliott is very kind and caring. He takes good care of his patients, does everything he can to make sure his patients are comfortable and well taken care of and has a good sense of humor and good bedside manners.”

Gault has been with Atrium Health Floyd for three years but had only been a nurse for six months at the time he received the DAISY Award. He may have learned about how to provide excellent patient care from his father, Jamie Gault, a licensed practical nurse with Atrium Health Floyd nursing services and a past recipient of the DAISY Award.

“I consider myself very blessed and very fortunate to work with such an amazing crew. They make me the leader I am, and they make me better every day.”

– Michele Daniels,
MSN, RN, CEN





A Lifetime Love of Nursing

Sherrie Mills, RN, patient educator at Atrium Health Union Family Practice, became a nurse at Charlotte Memorial Hospital (now Atrium Health Carolinas Medical Center) in July 1971 not long after graduating from Central Piedmont Community College.

July 2021 marked Sherrie's 50th anniversary as an Atrium Health nurse. Her current and past teammates from across the Greater Charlotte Region came together to celebrate this tremendous milestone.

"Every day I'm so grateful to have a new opportunity," Mills said. "But people are people, no matter what. They all need our care, our love and our compassion."

Sherrie can tell you many stories of the patients she has cared for over the course of her career, from the first kidney transplants done in the system to a fatal Eastern Airlines plane crash that took the lives of everyone on board in 1974.

She also recalls presidential visits and caring for Middle Eastern royalty, too.

After spending nearly 30 years as a perioperative nurse at Atrium Health One Day Surgery, a facility of Carolinas Medical Center, she took on the opportunity in 2006 to assist with opening, supporting and caring for patients within the surgical bariatric program at Atrium Health Weight Management. She developed clinic processes that remain in place today to care for this patient population.

Sherrie loves her current role as an annual well visit nurse, because she can speak with and truly relate to her patients, not only as nurse but also as a fellow community member.

Sherrie had no solid plans for retirement at her celebration but said she may "consider" retiring in a year or so. "I've had a wonderful life and I want to keep helping all the people I can help."



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