



Atrium Health

2020
CENTRAL
MARKET
NURSING
ANNUAL REPORT

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.

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OUR MISSION

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

OUR VISION

**To be the first and best
choice for care**

From Rob Rose

Chief Nurse Executive
Central Division

The word unprecedented was hardly used before 2020. Merriam-Webster defines the word as “having no precedent”, “novel”, and “unexampled.” As I reflect on the care you all provided in 2020 “The Year of the Nurse,” I cannot help but to think that our nurses in the Central Division delivered care like never before, or said a different way, you delivered “novel” care! You stretched your minds to think outside the box and overcame overwhelming changes that at times shifted every hour, all the while committed to our mission of “care for all.” We learned on our feet and developed, implemented and shared best practices. It was not easy and while we developed bruises and scars both spiritually and physically, we achieved great outcomes. One of the biggest decisions for me as a leader was suspending our shared governance meetings, however, while we did not have meetings you lived the Magnet Nurses example. You continued to provide input and leadership in clinical decision making! You thought of new ways to recognize each other, serve our community and build resilience to handle the long-term effects of this “unprecedented pandemic.”

Our Central Division nursing continues to lead the nation in innovative practices. Our President of Nursing Staff role and re-design of our shared governance model was published in the December 2020 edition of the American Organization of Nurse Leaders Journal. This publication received an abundance of feedback from nursing leaders across the nation. As we continue to evolve this important role in our governance structure, an election for the President – Elect of Nursing staff was held with a new candidate elected. I am proud to present in this annual report the first President - Elect of Nursing for the Central Division, Melissa Tyo, BSN, RN, RNC-NIC, CNIII, from the Neonatal Intensive Care Nursery at Levine Children’s Hospital. Despite the pandemic, Melissa hit the ground running, working with our current President, Jessica Earhart.

I am so grateful for the care and practice of all our nurses in the Central Division. I cannot be more proud to present this annual report following a “unprecedented pandemic!” This report highlights only a portion of your accomplishments from 2020. I know each and every day you live out our mission and vision: “To improve Health, elevate Hope, and advance Healing for all” and “To be the first and best choice for care”. I also know that as a nurse, you live out our nursing vision “To be the first and best choice for nursing care and practice” in all that you do.

Thank you for your commitment to our patients and communities we serve. I am honored to practice alongside each and every one of you.



SINCERELY,
ROBERT ROSE, RN, MS, NEA-BC
Chief Nurse Executive
Central Division

The Central Division's Magnet Re-Designation Updates!



In April 2020, the Central Division successfully submitted the required Demographic Data Collection Tool (DDCT) which is a major milestone in our 2018 – 2022 magnet re-designation journey. We also received approval to continue this journey by successfully completing a required call with our Senior Magnet Analyst which is another milestone for re-designation. Next steps include submitting the re-designation application in April 2021 and submitting our magnet document and updated DDCT in April 2022. Less than 10% of all hospitals

currently have Magnet designation. As one of those few hospitals, we know that our efforts are a true testament to the nursing excellence and stellar outcomes we see every day in the Central Division. This re-designation is owned by all five components of the Central Division to include the provider-based ambulatory clinics, Carolinas Medical Center-Mercy, Levine Cancer Institute- Morehead Campus, Levine Children's Hospital and Carolinas Medical Center.

To advertise our excitement regarding our Magnet journey to re-designation, the magnet champions decided to host a "Magnet Banner Competition." It was decided that the best sketch created by a Central Division nurse would be displayed at CMC on the 3rd floor by the cafeteria, and designated locations at Mercy and LCI-Morehead. Of the outstanding sketches received, the winning sketch was created by Katherine "Katie" Blackwell, Mercy ICU nurse.



About the Artist Katherine Blackwell BSN, RN – Mercy ICU:

"As an Artist, I am constantly trying to find ways to help use my unique skills, just like I do as a nurse when helping my patients. I have found a great deal of humility and honor in utilizing both passions to show nurses how powerful we are, no matter what else is going on. I aim to show the strength, courage, and compassion that each of us possess through a series of nurse portraits that I hope to have well on the way in the next several months featuring nurses from each corner of our country donned in their PPE and reflecting the essence of what it means to be a nurse."

For more information email me at shadow.work.portraits@gmail.com or check out my website at www.shadowworkportraits.com



The Central Division Magnet History



The 5 Components of the Magnet Program

The vision for Magnet centers on 5 model components and forces of magnetism. By ensuring that practice is grounded in these components, hospitals assert confidence in nursing excellence. These components include:

Transformational Leadership: seeks to renovate organizations to meet the demands of the future by creating a vision, educating on the necessity of change, and communicating the shared responsibilities of everyone to achieve the vision.

Structural Empowerment: the strengthening of practice resulting from the support provided by firm structures in place that promote relationships and partnerships. These structures include the strategic plan, policies, shared governance structure, etc. that promotes improved patient outcomes.


Exemplary Professional Practice: the true essence of nursing which consists of a comprehensive understanding of the role of nursing and nursing's application to healthcare as well as new knowledge and evidence.

New Knowledge, Innovation & Improvements: reflects the ethical and professional responsibility to contribute to nursing science, explore new care models, apply existing evidence, and participate and/or lead the creation of new evidence.

Empirical Quality Results: serve as proof of excellence by clearly identifying the impact of practice, using outcomes data.

Nursing Strategic Plan

A Nursing Strategic Plan allows an organization to prepare for the future in a systematic and organized manner to ensure that a hospital’s focus remains pertinent and responsive to the community and patient population in which it serves. A strategic plan provides a foundation for measurement and monitoring of nursing’s impact and progress towards helping the rest of the organization achieve its organizational level strategic goals. The nursing strategic plan supports the organizational strategic plan aligning with the mission, vision and overall organizational assessment. This plan is designed to describe and assign responsibilities to stakeholders so that goals and action plans can be created and worked towards within a defined timeline.

<div>Our 2020 - 2023 Strategic Plan</div> <div>Is rooted in our desire to continue to serve as a learning organization, growing talent and driving clinical advances through education and research.</div> <div>Our Mission: To improve health, elevate hope and advance healing – for all with exceptional nursing care</div> <div>Our Vision: To be the first and best choice for nursing care</div> <div>Our Core Values:<ul style="list-style-type: none">CaringCommitmentIntegrityTeamwork</div> <div></div> <div>Strategic Priorities<ul style="list-style-type: none">Growth- serving as the most connected and convenient system of nursing careValue- delivering high-value, person-centered nursing careAffordability- increasing the affordability of care for our patients</div>	2020 - 2023 Operational Excellence Priorities	3 Year Strategies	<div>Quality & Safety: creating the safest environment with the highest nursing care quality and improving health outcomes</div>	<ul style="list-style-type: none">Interprofessional collaborationTop quartile performance on nursing sensitive indicatorsResearchEvidence-based practiceQuality Improvement	<div>Consumer Experience: improving the quality of experience for all, every encounter, every time</div>	<ul style="list-style-type: none">Person-centered communicationPatient experienceCommunity ServiceCaring Science/Healing EnvironmentDiversity & InclusionNursing Wellness/ResilienceCare Experience BundlesWorkforce safety	<div>Professional Practice: enhancing the education, professional development and career advancement of highly engaged expert nurses in a learning environment</div>	<ul style="list-style-type: none">RecruitmentRetentionStaffingMentoringSharing of best practicesCertificationAcademic progression in nursingClinical advancementShared Governance	<div>Efficiency & Throughput: matching resources to the work</div>	<ul style="list-style-type: none">StaffingFlow and transition of careEfficient nursing practice at the top of licensurePopulation healthInterdisciplinary teamworkSynergyLEAN initiatives
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President of Nursing Staff

The concept of a Central Division President of Nursing Staff role was created to help strengthen the work of shared governance and empower the voice of the bedside nurse.

The duties of this role include:

- Support the mission, vision and core values of nursing practice within the Central Division
- Collaborate with Chief Nurse Executive, administrative and shared governance leaders to develop and align annual Central Division nursing goals.
- Serve as Chair of the Coordinating Council, taking on all responsibilities of council chair as noted in the shared governance bylaws.
- Share responsibility for promulgating shared governance bylaws, nursing policies and hospital based policies and procedures affecting nursing practice.
- Represent direct care nursing staff and ensure bi-directional communication between frontline nursing staff, Chief Nurse Executive and Coordinating Council.
- Help to implement strategies that improve the quality of nursing practice through enhanced nursing engagement, empowerment and autonomy.

As a result of Robert Rose sharing this exciting PONS role with colleagues, he was invited to publish this work on behalf of the Central Division in the December 2020 edition of the American Organization of Nurse Leaders Nurse Leader journal! How exciting is it that in less than three years of having this role in the Central Division, we have already published it in a scholarly nursing, peer reviewed journal? As professional nurses, we understand the importance of disseminating best practice and “stealing shamelessly” to improve care quality, efficiency, and patient outcomes. Rob Rose leads by example!



Pearls from the President of Nursing Staff

Jessica Davis (Earhart), BSN, RN, CCRN, CN III

The ANA proclaimed 2020 as the “Year of the Nurse” sharing that the time had come to be recognized and celebrated for being an amazing profession. They shared that the entire world would be celebrating nurses!! As President of Nursing Staff (PONS), I was filled with excitement and energy to dig in, reinvigorate shared governance, and begin to care for and advocate for all nurses in the Central Division. I started the year by meeting with leadership and helping to plan the most amazing 2020 Nurses Week ever! I scheduled Cabinet Meetings with lofty agendas to support staff, provided support at organizational council meetings and I also provided suggestions to improve communication about shared governance. I was on fire!

No one could have predicted how much our lives would change in 2020. The Pandemic hit and affected every single person. Shared governance was placed on pause as we all focused on providing care for our patients. When it was clear that this pandemic was not going to be over quickly, I advocated for shared governance to resume virtually. Shared governance is the foundation of our nursing professional practice model that empowers nurses at the bedside to be a part of the care they provide. Now, more than ever, nurses needed to be involved in the decisions and policies involving us and the care we provide to our patients. With full support and agreement, Central Division senior leadership gave permission to resume meeting in a safe manner. Virtual platforms were utilized, and the work of the councils were directed and refocused back to the Nursing Strategic Plan.

Due to months of inactivity and the desire to ensure an adequate training period and seamless transition for the newly elected President-Elect of Nursing Staff, senior leadership requested to extend the PONS and President-Elect term by one year. I am honored to serve an extended term as your PONS, and I look forward to all that we will achieved together. Although 2020 did not go quite how I had envisioned from a shared governance perspective, nurses were celebrated, appreciated, and valued in a way never seen before. This was the Year of the Nurse! And we showed the world why we are the most trusted profession!



Sincerely,

Jessica Davis (Earhart), BSN, RN, CCRN, CN III
President of Nursing Staff, Central Division
CVICU/PICU
Levine Children’s Hospital

Due to COVID-19, the tenure of the first President of Nursing Staff (PONS) has been extended until January 2022 to ensure an effective training process and transition for the President-Elect of Nursing Staff. The PONS will continue to serve as past-president for 3 additional months in 2022 to help support and train the incoming PONS. This term turnover schedule aligns with the organizational council chair turnover schedule.

President-Elect of Nursing Staff

In early spring 2020, the Central Division held an election for the President-Elect of Nursing Staff to ensure appropriate succession planning for this role.

Melissa Tyo, BSN, RNC-NIC, CNIII

I have always had a strong passion to be deeply embedded in the field of medicine. Growing up, I was interested in biology and by my late twenties, I felt a calling to become a nurse and found my love for nursing. One of the best things about nursing is being an advocate not only for our patients, but for our teammates as well. I am passionate about making positive changes for both parties. As part of the neonatal intensive care team, I started a comfort care committee to help improve experience at the end of life. This team also supports teammates through death/dying and the grieving process as well as shows compassion through support and small appreciation gifts. I gladly renovated the NICN’s locker room bathroom and break room for my colleagues to create a pleasant, calm space amid stressful work situations. Even now amid COVID, I am still committed to influencing positive change in my unit by being involved in a myriad of other projects.

As of 2020, I am proud to say that my bandwidth extended exponentially in my newly elected role of President-Elect of Nursing Staff. This role allows me to advocate for all nurses of the Central Division. By stepping into this role, I am learning more about the importance of nursing’s voice through shared governance. My goal is to continue to promote positive changes in nursing practice and advocate for care needs at the bedside. I am excited to meet you and I encourage you to become involved in shared governance at any level if you are not already. As your future President of Nursing Staff, I look forward to serving as your clinical representative and working with you to remain aware of clinical bedside concerns to advocate on your behalf.

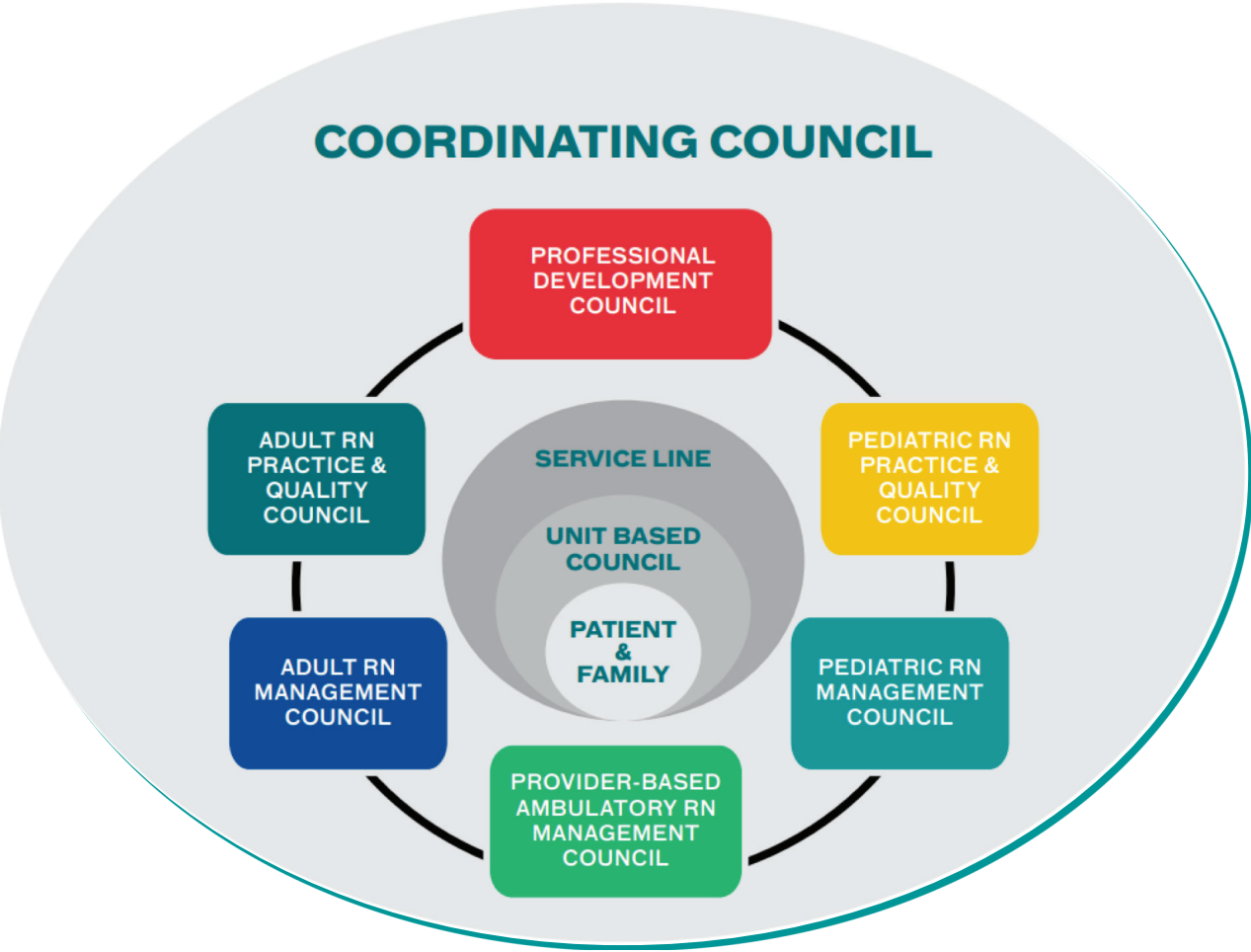


Sincerely,

Melissa Tyo, BSN, RNC-NIC, CNIII
President-Elect of Nursing Staff, Central Division
Neonatal Intensive Care Nursery
Levine Children’s Hospital

Shared Governance Redesign

Shared governance, as defined by Tim Porter-O’Grady, is a professional practice model, founded on the cornerstone principles of partnership, equity, accountability, and ownership that form a culturally sensitive and empowering framework, enabling sustainable & accountability-based decisions to support a design for excellent patient care. Simply put, it is putting people closest to the work at the decision-making table! In 2018, Rob Rose led the Central Division in redesigning our shared governance structure by hosting an offsite retreat with shared governance council chairs, magnet experts, an external consultant and other nurse leaders well versed in shared governance. After much work, collaboration and deliberation, a new model was created that clearly spoke to the present-day nursing shared governance practices that we follow.



Council	Primary Responsibilities
Coordinating Council	<ul style="list-style-type: none">Coordinates, integrates, monitors, and communicates activities and achievements of the organizational councils.The Coordinating Council sets the strategic direction for the Professional Nursing Governance work for the Central Division.
Nurse Practice and Quality Council (NPQ) <ul style="list-style-type: none">Split into peds and adult	<ul style="list-style-type: none">Facilitate advancement of clinical nursing practice and achievement of nursing quality and safety outcomes.Overall goal is to achieve optimal patient outcomes, integrate system practice and quality standards, and maintain compliance with state, federal and regulatory standards.
Professional Development Council (PDC)	<ul style="list-style-type: none">Promotes the generation of new knowledge through nursing research, the translation and application of research through evidence-based practice, and strategies to address onboarding and educational needs for nursing.All settings of nursing practice (pediatric, adult and provider-based ambulatory) are represented in this council.
Nurse Management Council <ul style="list-style-type: none">Split into peds, adult and provider-based ambulatory	<ul style="list-style-type: none">Provide direction and support for nurse leaders in the adult care areas for human, fiscal, material resource management.Areas of focus include staffing, cost effective quality patient care, financial goal attainment, effective communication, and support nursing care/operations within a caring work environment.Promotes nursing retention, recruitment, and nursing recognition.There is an adult, pediatric, and provider-based ambulatory clinic version of this council.
Nursing Informatics Sub-Council	<ul style="list-style-type: none">Integrate and improve the use of technology in nursing practice
Nurse Events Peer Review Sub-Council	<ul style="list-style-type: none">Integrate peer review into nursing practice
Exemplary Nursing at Night Sub-Council (ENN)	<ul style="list-style-type: none">Provide a forum for improving night shift nursing practice and the night shift nursing practice environment
Research Sub-Council	<ul style="list-style-type: none">Promote and advance the science and practice of nursing through nursing research and evidence-based practice
Service Line Councils	<ul style="list-style-type: none">Provide for ongoing evaluation and improvement of clinical nursing practice and nursing quality improvement initiatives across Service Lines.Each service line has the authority for practice decisions for the unique and distinct populations cared for. These decisions may not conflict with the organizational council decisions.
Unit Based Council (UBC)	<ul style="list-style-type: none">All units and point of care nursing areas are required to have a Unit Based Council that addresses the following aspects of professional nursing practice at the local level.<ul style="list-style-type: none">Quality and Evidence-based Clinical PracticeSpecialty Standards of Practice, Policy and ProcedurePatient ExperienceProfessional peer developmentMagnet and Joint Commission continuous readinessUnit goal development in alignment with the nursing strategic plan

2020 CD Organizational Council Achievements

Due to the impact of COVID-19 in 2020, all councils and sub-councils experienced a period in which they could not meet. Despite the catastrophic potential this period could have caused, shared governance chairs demonstrated great leadership in engaging members virtually and refocusing the work of each council and sub-council on its goals delineated from the Nursing Strategic Plan. Achievements by the council and sub-councils include:



COORDINATING COUNCIL
(Chair: Jessica Earhart, BSN, RN, CCRN, CN III)

2020 Accomplishments:

- Presented the myriad of resources available on SharePoint related to shared governance, magnet, the professional practice model, and facilitating meetings.
- Presented the quarterly Shared Governance Newsletter created by the PONS and the Annual Central Division Nursing Annual Report. Also demonstrated where these documents can be found on SharePoint.
- 2020 Nurses Week planning to include nursing rewards and recognition.
- Completed the annual review of the Shared Governance Bylaws and Nursing Strategic Plan to assess for needed changes and revisions. Recommended changes to the Nursing Strategic Plan were presented at the bi-annual Nursing Leadership Retreat, for review by all shared governance leaders.
- Reviewed and edited the criteria for President-Elect of Nursing Staff. Held a campaign and announced Melissa Tyo as the newly elected President-Elect. Melissa Tyo as newly elected President-Elect of Nursing Staff but due to COVID.
- Provided a Shared Governance re-fresher for Organizational-level council and sub-council chairs when council meetings resumed after the pause caused by the COVID pandemic. This refresher reviewed the Nursing Strategic Plan and the purpose of shared governance, as well as provided leadership tips and advice.
- The PONS and President-Elect led a roving cart to help educate staff about shared governance in the Central Division and magnet, with an effort to promote nursing engagement.
- 2020 Cabinet Meetings were scheduled to occur regularly between the PONs and UBC chairs or representatives.
- Nursing Talent Acquisition Champions - representatives chosen from each unit to help recruit new nurses to the unit

Magnet Champion Updates

- Reviewed VONE boards and UBC/Magnet boards, as well as their purpose for each unit. Also educated champions on the purpose of magnet, shared governance, and the professional practice model.
- Reviewed the data sources used for patient experience (Press Ganey) and nursing care quality (NDNQI). Demonstrated how the data is portrayed by the vendor and how to properly read it.
- Dr. Tru Byrnes presented on the Nurses Improving Care for Healthsystem Elders (NICHE) program that she now coordinates in the CD. She also shared NICHE resources and her delirium prevention work.
- Awarded the 2019 Heart of Nursing UBC Award recipients - 5 North and Medical ICU with unit award ceremonies provided by Rob Rose CNE and the PONS around Valentine's Day.
- Promoted participation in the quarterly and annual Heart of Nursing Award to strengthen UBCs and engage nurses into shared governance at the unit level.
- Updated teammates regarding magnet journey milestones achieved and next steps.
- Successfully held a magnet banner sketch competition that resulted in a winning sketch for the 2018-2022 CD Magnet journey created by Katie Blackwell, Mercy ICU RN.
- Magnet Knowledge Assessment Survey revealed knowledge deficits of nursing staff regarding magnet, the professional practice model and shared governance. Six workgroups were created to address knowledge deficits using variety of methods including a badge topper, magnet brochure, leadership brochure, games, roving carts and a virtual magnet fair.



PROFESSIONAL DEVELOPMENT COUNCIL
(Chair: Rebecca Noe, BSN, RN, SCRNP)

2020 Accomplishments:

- Created CD Needs Assessment E-Quizzes (based off 2019 needs assessment): Total of 405 Responses in 4 E-form Quizzes
- Preceptor Development created a Quarterly CS Preceptor Journal Club started in Q4 2020 with 11 Attendees
- Creation of Virtual Preceptor Class, Virtual Charge Nurse Class, Virtual Central Division Orientation in 2020
 - Nurses who have been through CD orientation: 322
 - Nurses who have been through preceptor classes:150
 - Nurses who have been through charge nurse classes: 61
- Educator Development: 2020 Educator of the Year Awards
 - Adult: Courtney Rosenthal, STICU
 - LCH: Jenna Anderson, NICN
 - Outpatient: Jessica Garmon, LCI

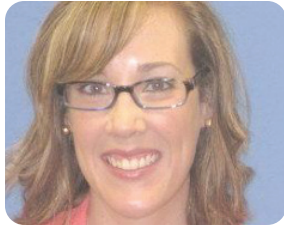
NURSE PRACTICE & QUALITY COUNCIL



ADULT NURSE PRACTICE & QUALITY
(Chair: Tru Byrnes, DNP, RN, GERO-BC, CNL, CMSRN)

2020 Accomplishments:

- Dissemination of best practices of:
 - CLABSI Prevention Strategies
 - CAM Automation and Delirium PowerPlan
 - Strategies to improve mobility using "Moving Bingo"
 - Antimicrobial Stewardship
- Recommendations provided by council to address:
 - Flow and capacity goal of 45 minutes from ED to floor
 - Pre-op process issues with informed consent
 - Selfcare strategies for frontline staff to include: Code Lavender, EAP, etc.
- Practice related problem identification
 - Insulin medication event errors and Omnicell documentation
 - Bedside commode ordering process change
 - Batched blood wastage trends identified more than 30 units of PRBC being wasted monthly (Oct 2019 and Nov 2019). ANPQ Council's collaboration and recommendations to blood bank resulted in updated visual management tools, increased blood temperature gauges, and an updated annual module. Follow up with NEPR in Oct 2020 reported that this issue is no longer a trend.
- The ANPQ chose CLABSI as its quality nurse sensitive indicator metric to focus on. Units with high CLABSI rates will be contacted directly by the council beginning in 2021 and connected with high-performing units and best practice tactics.
- Next Steps: created a plan to establish goals and objectives at the end of the year for the upcoming year to maintain progress and momentum.



PEDIATRIC NURSE PRACTICE & QUALITY
(Chair: Amanda L Davis, RN, BSN, CCRN)

2020 Accomplishments:

- This council was updated regularly from the LCH HAC teams' report throughout the year. These report outs occurred after each Quality meeting. The HAC teams include: Pain, CLABSI, IPSO, Falls, Breast Milk, Disruptive Behavior, NEPR, Informatics, VTE, and UE/VAP.
- Continued piloting the "Speak Up for Hand Hygiene" campaign on LCH8, Neonatal, and Peds ED. The council membership discussed barriers to compliance and learning opportunities. This council also provided support to the remainder of the LCH units to get their leadership team educated and ready for a Jan 1, 2021 roll out.
- The VAT team presented data on obtaining access since their team formed and then presented their CLABSI work before its rollout.
- In tandem with NEPR, this council formed a med error work group to dive into the medication double verification policy. They narrowed down not only the medications requiring double verification, but they are also working on the wording in the policy to delineate roles of the med nurse and double verifier.

NURSE MANAGEMENT COUNCIL



ADULT NM COUNCIL
(Chair: Jackie Teeter, MSN, RN, OCN)

2020 Accomplishments:

First, we reorganized the council's focus to be action oriented. This included updating the meeting agenda and implementing an action plan for each area of responsibility as related to the Nursing Strategic Plan. The progress dashboard has been shared with other councils as a best practice for council management.

Retention:

- Presented "Exit Interviews" to the Nurse Management Operation (NMO) committee to better understand teammate transitions. Interview information is available upon request from HR- Allie Butts.
- Presented the "STAY INTERVIEW" process and toolkit of resources to NMO and the AVP team. Recommended utilizing the tool for 1:1 sessions at minimum twice annually and more as needed.

Recognition:

- Incorporated the DAISY Committee under the Nurse Management Council per the Nursing Strategic Plan. DAISY reps are now attending TEAMS meeting with the Adult Management Council.
 - o Created a plan to invite the Manager Council members to awarding ceremonies to show support
 - o Appointed a nurse manager to the DAISY sub-committee group.
 - o Updated the sub-group's SharePoint site.
 - o Created a flyer to distribute/post on units with instructions to access on-line nominations---included a link and QR CODE for the nomination.
- Developed a new reward program for support staff: BEE (Beyond Exceptional Expectations).
- Developed the nomination and selection process, created advertising for both the BEE and DAISY award, created a gift bundle for the monthly BEE recipient, similar to the DAISY award.
- Created a "Because We Care" servant leadership calendar. Each service line has signed up for a month in 2021 to set up a themed roving activity for managers to visit units and show appreciation. December 2020 was hosted by the oncology service with candy cane and hot chocolate baskets.

Leader Succession & Development:

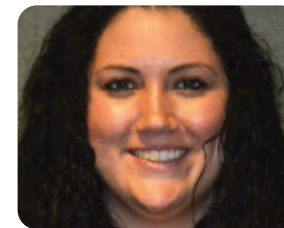
- Researched existing mentoring programs: LEIF Mentoring and Stretch Mentoring. Gained approval from the AVPs to support 1 candidate from each service line per program and more if able.

Staff Development:

- Researched certifications, financial support programs, and opportunities to fund the certifications. Shared information at NMO and posted it on SharePoint. Staffed roving carts to go to units and share information handouts with staff to encourage certification. Plan to repeat in 2021.
- Set up and advertised virtual sessions with area nursing schools related to BSN and MSN programs and options to help finance advanced degrees. Plan to repeat in 2021.

Other Activities:

- Reviewed workplace violence events and trends. Will continue to monitor and make suggestions to curb workplace violence as visitation resumes in 2021.
- Continuous monitoring of hospital acquired conditions and support of initiatives by councils and workgroups to improve these nurse-driven indicators.



PEDIATRIC NM COUNCIL
(Chair: Megan Elliott, MSN, RNC-NIC)

2020 Accomplishments:

- Evaluated turnover data for Levine Children's Hospital (LCH); Completed the Peer Exit Interview template for managers to use in recruitment and retention efforts.
- Created Behavior Health tools and algorithms to improve employee safety and decrease workplace violence to include:
 - o Pinpoints for all employees.
 - o Behavioral Health mapping process to improve intake and transfers.
 - o The creation of a core team to look at tier systems.
 - o The creation of behavioral plans to give safe autonomy options to long stay patients.
- Recognition: completed activities each month- roving carts, code lavenders, virtual yoga, hand scrubs, sticky note recognition and spirit weeks.
- Succession planning: virtual Clinical Supervisors (CS) retreat; created an algorithm to teach all CS leaders to better prepare them for future Nurse Manager roles.
- Mentoring: currently working on a formalized leader mentor program for LCH/JGCH (Jeff Gordon leaders).
- BSN rates: sent out a teammate survey and created a template to share available resources to help with BSN completion.



PROVIDER-BASED AMBULATORY NM COUNCIL
(Chair: Michele Patton, MSN, RN, NE-BC)

2020 Accomplishments:

- Resumed work of the council after a change in leadership and the effects of COVID-19.
- Restructured the council to ensure goals from the Nursing Strategic Plan are addressed with action plans.
- Created a Provider-Based Ambulatory Nurse Management Council electronic meeting agenda template to organize meeting processes and easily identify progress made by the council.
- Began construction on a "Stay" tool to use in ambulatory settings to support retention goals from strategic plan.
- Explored pertinent VONE board metrics for ambulatory settings.
- Ascertained a list of magnet writer volunteers for ambulatory setting stories needed in the magnet document.
- Explored community service opportunities for the council to consider participation.
- Identified nurses to create an ambulatory Nurse Peer Review Sub-Council.

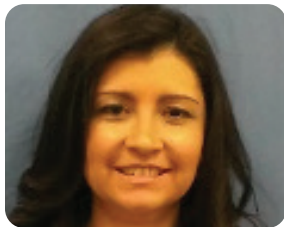


RESEARCH SUB-COUNCIL
(Chair: Mary Jo McNamee, BSN, RNII)

2020 Accomplishments:

- Held our first virtual Service Line Poster Fair which was very successful.
- Three new Journal Clubs were created in the Central Division.
- Completed reconstruction on the new Nursing Research Fellowship Program and accepted the first two research fellows from a list of applicants.
- Continued to hold the Clinical Advancement Program classes virtually for PNCAP.
- Developed a poster workshop which is planned to go live in 2021.

NURSING EVENT PEER REVIEW SUB-COUNCIL



ADULT NEPR
(Chair: Jennifer Wardwell, BSN, RN)

2020 Accomplishments:

- The primary goal of this sub-council is to integrate peer review into nursing practice. Over the course of 2020 this council:
 - o Evaluated and action planned around peer-to-peer feedback improvement.
 - o Reviewed and adjudicated NEPR events.
 - o Tracked and trended no harm low risk care events.
 - o Evaluated NEPR committee processes to determine if new system processes were needed to be adapted in 2021.



PEDIATRIC NEPR
(Chair: Della Wrightson, MSN, APRN, RNC-NIC, CNS)

2020 Accomplishments:

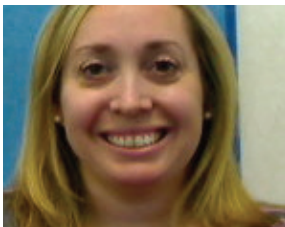
This sub-council strives to support and improve nursing practice and patient outcomes by performing the following roles:

1. Evaluating the quality of nursing care through incident-based peer-review
2. Improving patient safety through process improvement of nursing and support services issues
3. Identifying trends within LCH care events and report those trends to appropriate councils

In 2020, LCH NEPR reviewed 22 nursing events and had 4 consultations with the North Carolina Board of Nursing involving 6 in-depth nursing practice reviews.

Based on care event and peer review investigational trends, LCH NEPR worked through its parent council, the Pediatric Nurse Practice and Quality Council, on four initiatives:

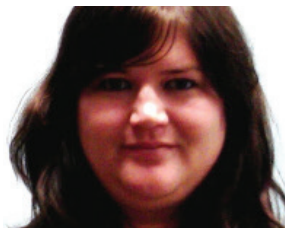
- o Medication and line verification - an LCH wide 2020 nursing competency.
- o Reviewing the list of medications that require 2 nurse verification and defining the process of double medication verification – this will be a first quarter 2021 process and practice change and will be used for the EPIC build.
- o Improving the use and documentation of Pediatric Early Warning Score (PEWs) and activating the Pediatric Rapid Response Team – lessons learned will be shared in an upcoming educational event for APPs.
- o Verbal orders - A trend has emerged that nurses are acting on verbal conversations that result in actions taken before orders are written.
- o The process of nurse vs. laboratory blood draws.



INFORMATICS SUB-COUNCIL
(Chair: Rebecca Hess, BSN, RN)

2020 Accomplishments:

- Collection Manager compliance, demonstrating measurable improvements in all areas.
- Implemented a pilot project with lockers placed outside dining room #5 to expedite pick up of self-service equipment and replacements. Also aided in creating a job aide for this process.
- Collaborated with respiratory therapy to supply therapists with zebra phones.
- Increased correct usage of Alaris Pump Drug Library by decreasing inappropriate use of the “basic infusion” option.
- Improved pneumonia and influenza vaccine process in Cerner.
- Reached 90% compliance with adult drug library use in December 2020.



EXEMPLARY NURSING at NIGHT SUB-COUNCIL
(Chair: Ashley Katkin, BSN, RN, CCRN)

2020 Accomplishments:

- Reached out to nurse managers on all units within CMC, LCH, and Mercy to identify a representative from each unit to serve on the sub-council. The goal is to increase membership and the efficiency at which sub-council information is spread amongst teammates.
- The sub-council invited speakers from multiple disciplines in the Central Division to share ways in which night shift nurses can best collaborate with other departments and increase awareness of resources available at night. These disciplines included Administration, SharePoint/Office 365, Dietary, Pharmacy, Wound Care, Patient Experience, Patient Safety, Risk Management, Phlebotomy and Infection Prevention.
- Sub-council membership raised over \$180 to purchase snacks and drinks for teammates on COVID units.

Exciting shared governance news: Stay tuned for more information regarding the upcoming Central Division Nursing Diversity and Inclusion Sub-Council that is currently being developed to help teammates provide culturally sensitive and inclusive care to our patient population and colleagues. The three pillars of focus for this Sub-Council will be patient care, staff education, and patient and family education. Melissa Tyo, President-Elect of Nursing Staff will chair this sub-council, with Sidonne Brown Neuroscience Division AVP serving as the Nurse Leader Mentor.

CD Transformational Nurse Leader Roll Call

Nurse executives of the Central Division include nurse leaders with the following titles: Nurse Director, Assistant Vice President, and Chief Nurse Executive.

The Central Division Chief Nurse Executive oversees all nursing practice of a facility, by developing, administering, directing, and implementing all nursing and work-related patient care activities in collaboration with the executive leadership team to meet and support diverse organizational business initiatives and strategies.

The Assistant Vice President of Nursing and Nursing Director supports the work of the Chief Nurse Executive by assisting in the development of nursing strategic plans, goals and practice for top quality patient care delivery within respective divisions of the organization.



Rob Rose, MS, RN, NEA-BC
Central Division Chief Nurse Executive



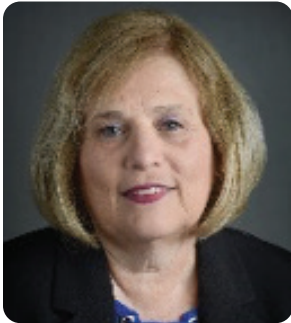
Alisa Dent, MSN, RN, NEA-BC
LCH Assistant Vice President/Associate Chief Nurse



April Carroll, MSN, RN, CNS, CPPS
Pediatric Specialties Director of Nursing



Diana James, MSN, RN, NE-BC
General Pediatrics Director of Nursing



Janet Handy, MSN, NEA-BC, FACHE
6B & Oncology Division Assistant Vice President



Sidonne Brown, MBA/MHA, BSN, RN, CNML
Neuroscience Division Assistant Vice President



Stephanie O'Bryon, MSN, RN, NEA-BC
Emergency Services Assistant Vice President



Kim Zimmerman, MSN, RNC-OB, NEA-BC
Women's Division Assistant Vice President



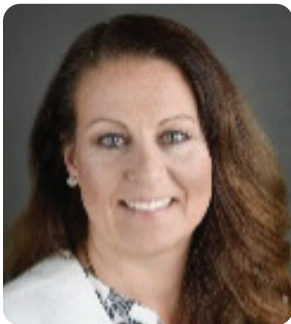
Misty Wheeler, MSN, RN, NE-BC, CCRN
Surgical Division Assistant Vice President



Robyn Silber, MSN, RN, CENP
Medical Division Assistant Vice President



Britney Broyhill, DNP, ACNP-BC
Assistant Vice President of Advance Practice Care Center for Advanced Clinical Practice



Kara Kolodziey-Sawa, BSN, RN
Director of Nursing



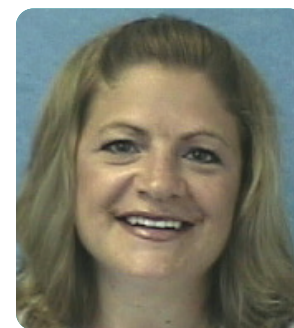
Thomas Calabro, MSN-HCSM, RN, NEA-BC, CCRN-K

Previously Director of Nursing in LCH, currently Cardiac Division Assistant Vice President



Christine Neagle, BSN, RN, CEN, NE-BC

Previously Mercy 5 North Nurse Manager, currently Mercy Director of Nursing



Suzi Kuykendall, MHA, BSN, RN

Director of CMC Perioperative Services



Angela Hosking, MSN, MBA, RN, OCN, NE-BC

Director of Nursing at Levine Cancer Institute



Kim Pate, DNP, RN, ACCNS-AG, PCCN-K

Director of Policy and Professional Development



Lisa Hennigan, MSN, RN, NEA-BC

Mercy Division Assistant Vice President



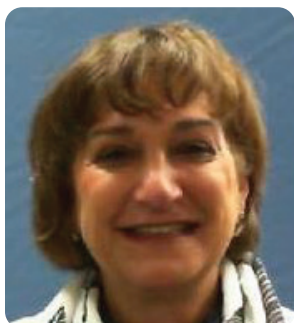
Brenda Crump, MSN, RN, NE-BC, CRN

Levine Canter Institute Central Operations Director of Nursing



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

Central Division Magnet Program Director



Veronica Costner, MBA, BSN, RN, CHC

Director of Nursing Population Health



Amy Whisnant Gavaza, MSN, RN-BC, NE-BC, CNOR

Director of Nursing, Mercy Perioperative Services



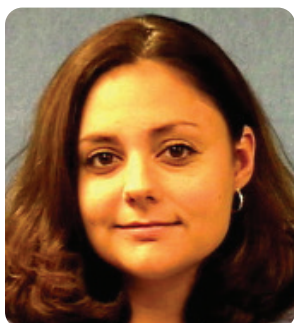
Shona Metcalf, MSN, BSN, RN, CCM

Director of Clinical Care Management for CMC and LCH



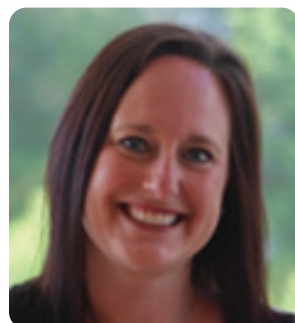
Mindy Carano, MSN, RN, CPN

Neonatal Services Director of Nursing



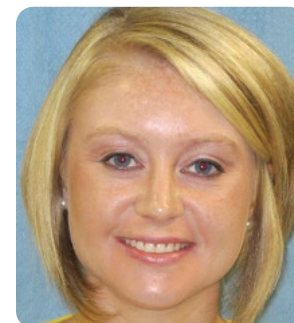
Crecia Keller, MBA, BSN, RN, CSSM

CMC and One Day Surgery Center Surgical Services Assistant Vice President



Candice Roth, MSN, RN, CENP

Assistant Vice President of Central & Western Region Operations, Nursing & Quality, LCI



Jessica Layell, BSN, RN, CIC

Central Division Director of Infection Prevention



Joshua Peltz, MBA, MSN, RN, FACHE

Cardiovascular Services Assistant Vice President



Erin Dugan, MSN, CPNP-AC
Director of Advanced Practice for the
Children's Service Line



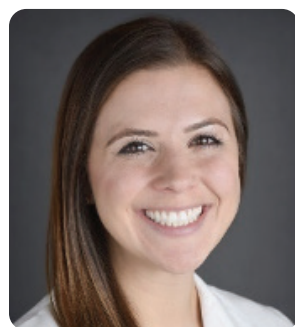
Kris Blackley, MSN, RN, OCN
Director of LCI Patient Navigation



Maria Travis, MSN, RN
Executive Director of Continuing Care



Lynn Sanders, MSN, RN, OCN, NE-BC
Nurse Director of the Department of Hematologic
Oncology and Blood Disorders



**Camille Petraitis Valente, DNP,
FNP-BC**
Director of Advanced Practice for LCI



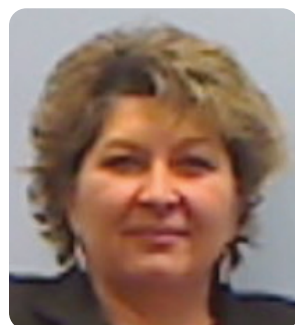
Lisa Nona, DNP, CNM
Director of Advanced Practice
for the Women's Service Line



Matthew Stanford, BSN, RN
Administrative Director



Patricia Lorenz, MSN, RN
Administrative Director of LCH Pediatric Hematology,
Oncology, and BMT Programs



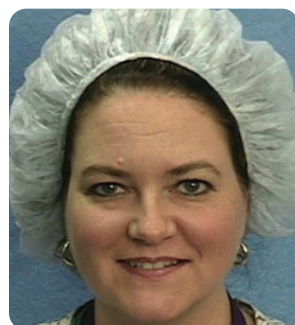
**Kay Blue, BSN, MHA,
RN, ACM, CCDS**
Director of Mercy Clinical Care Management



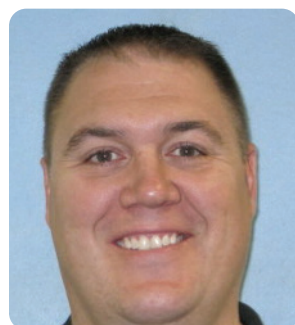
Kristin Mulkey, MHA, BSN
Clinic Director of Transplant Services



Erin Roache, MHA, RN, NE-BC
Director of Cardiovascular Invasive Laboratory



Gina Stavrakas, MSN, RN
Director of Anesthesia Services



Christopher Gates, MSN, RN, CEN
Director of Emergency Services

Happy Retirement to Cindy Brenton, Cardiac Division Assistant Vice President after 38 years of faithful service to Carolinas Medical Center



You've walked the long halls tirelessly and answered countless call lights through the years. You bathed the sick with a compassionate heart and it was your hands that wiped away the tears.

You fed those that couldn't feed themselves and delivered medications in a timely way. You were a teacher, a listener, and with some you were there to pray.

You are a strong, courageous and selfless nurse, who now deserves this time of rest. Through all the years of a seemingly thankless career, you have passed all of God's tests.

Poem by Gad Gabel, RN



Central Division 2020 New Nurse Manager Roll Call

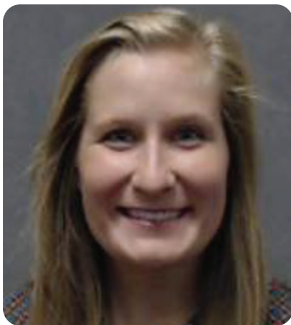
Central Division Nurse Managers have immeasurable impact on nursing practice, the work environment and patient outcomes. They manage human and financial resources while ensuring patient and teammate satisfaction, maintaining a safety, ensuring standardized top-quality care provision, and aligning unit goals with the Central Division's strategic goals. Some areas within the Central Division do not hire Nurse Managers but employ Clinical Supervisors to fulfill these roles instead. Pictured below are new nurse leaders in place at the end of the 2020 calendar year, that fulfill the role duties of the Nurse Manager in the Central Division.



William RoBards, MSN, MBA, RN
4B Bone Marrow Transplant Unit
Nurse Manager



Shannon Lassiter, MBA/MHA, BSN, RN, CPEN
3B, ADTU & Satellites Nurse Manager



Amanda Dragonette, BSN, RN
Mercy 5 North Surgical Telemetry (Interim)
Nurse Manager



Christina Neagle, BSN, RN, CEN, NE-BC
Mercy Nurse Director



Desiree Hodges, MBA, RN-BC, CCRN, NE-BC
CTICU Nurse Manager



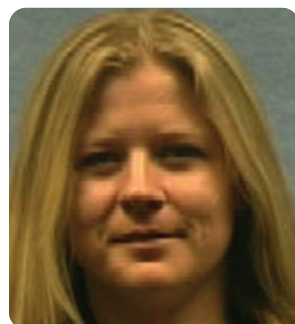
Trista Wilson, MSN, RN, CPN
LCH 5 Day Hospital/Infusion Center Nurse Manager



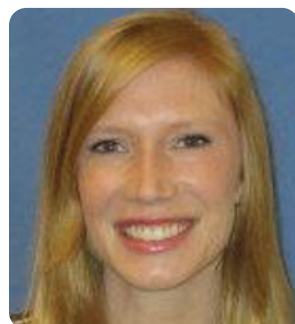
Deborah Johnson, MSN, RN, NEA-BC
LCI GU/Med Oncology Clinic Nurse Manager



Kara Tomlinson, BSN, RN
LCI GI/HPB Nurse Manager



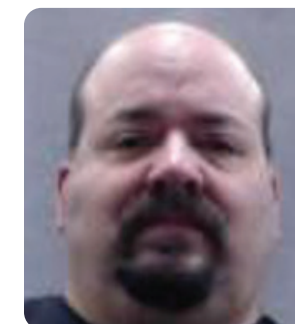
Amanda Henley, BSN, RN, CEN
LCH 7A Medical Obs Unit Nurse Manager



Cami Daigle, BSN, RN
LCH CVICU Nurse Manager



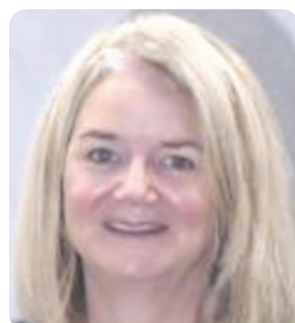
Colleen McMahon, BSN, RN, CMSRN
LCI Cutaneous Plastics Nurse Manager



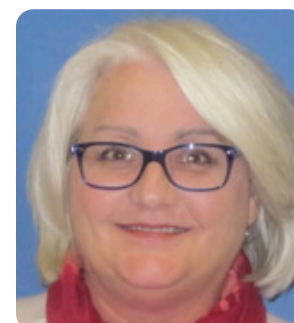
Jamie Pasternak, MSN, CEN, RN
Mercy ED Nurse Manager



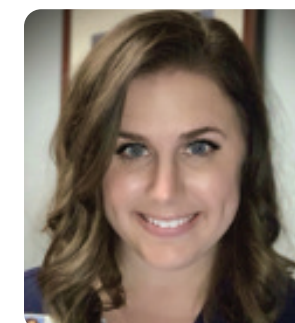
Cheryl Gibson, BSN, RN
LCH PICU Nurse Manager



Delorme Kiefer, BSN, RN
Biddle Point Clinical Supervisor



Kim Caddick, BSN, RN, OCN
LCI Blumenthal Infusion Nurse Manager



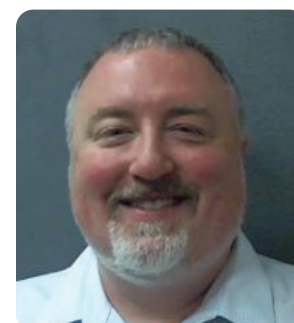
Melissa Barnes, MSN, RN, BMTCN, OCN
4 Tower Hematology/Oncology Nurse Manager



Maria Conlin, MSN, RN, CNML
Elizabeth Family Medicine Clinical Supervisor



Whitney Moore, BSN, RN, CMSRN
LCI Breast & Cutaneous Oncology Center Nurse Manager



Raymond Sindell, BSN, RN
Northpark Family Medicine Clinical Supervisor



Elizabeth Handy, MBA, BSN, RN, CMPE, NCCDP
CMC Clinical Care Management Nurse Manager

Nurses are Still Rated Highest in Honesty and Ethics

According to the annual Gallup polls in which US adults are asked numerous questions, for the 18th year in a row, Americans rate nurses among the highest in honesty and ethics. In fact, 85% of Americans score nurses as “very high” or “high” in these characteristics by a very wide margin (Reinhart, 2020)! Remember this great feedback the next time you provide care for one of our precious patients.

Please tell me how you would rate the honesty and ethical standards of people in these different fields -- Very high, high, average, low or very low.				
Gallup poll chart adapted from Reinhart (2020) Represented below includes the combined percentages of “very high” and “high”				
	2019 %	2018 %	2017 %	2016 %
Nurses	85	84	82	84
Engineers	66	n/a	n/a	65
Medical Doctors	65	67	65	65
Pharmacists	64	66	62	67
Dentists	61	n/a	n/a	59
Police Officers	54	54	56	58
College teachers	49	n/a	n/a	47
Psychiatrists	43	n/a	n/a	38
Chiropractors	41	n/a	n/a	38
Clergy	40	37	42	44
Journalists	28	33	n/a	23
Bankers	28	27	25	24
Labor union leaders	24	21	n/a	n/a
Lawyers	22	19	18	18
Business executives	20	n/a	n/a	18
State governors	20	17	16	17
Stockbrokers	14	14	n/a	12
Advertising practitioners	13	13	12	11
Insurance salespeople	13	n/a	n/a	12
Senators	13	n/a	n/a	11
Members of Congress	12	8	11	8
Car salespeople	9	8	10	9

ATRIUM HEALTH Structural Empowerment

Becker’s Hospital Review Top 50 Chief Nurses

Chief Nurse Executives play a vital role in the success of a hospital or healthcare system. Every year, 50 top Chief Nurses are chosen from submitted nominations to be recognized as “CNOs to Know” based on their experience, reputation for greatness, innovative leadership and the impact they have had on their facilities. In 2020, our very own Central Division CNE, Robert Rose, RN, MS, NEA-BC and our Atrium Health CNE, Maureen Swick, PhD, MSN, RN, NEA-BC were chosen out of thousands of CNOs to be on this exemplary list. Congratulations to our shining leaders for this recognition! Read that which was posted about them below:



Robert Rose, MSN, RN, NEA-BC. Chief Nurse Executive for the Central Division at Atrium Health
Mr. Rose oversees more than 3,500 nurses at Atrium Health flagship hospital Carolinas Medical Center as well as Levine Children’s Hospital, Levine Cancer Center and Mercy Hospital as well as affiliated clinics. Mr. Rose is serving a three-year term on the American Hospital Association Committee on Clinical Leadership and is a past board member of AONE.



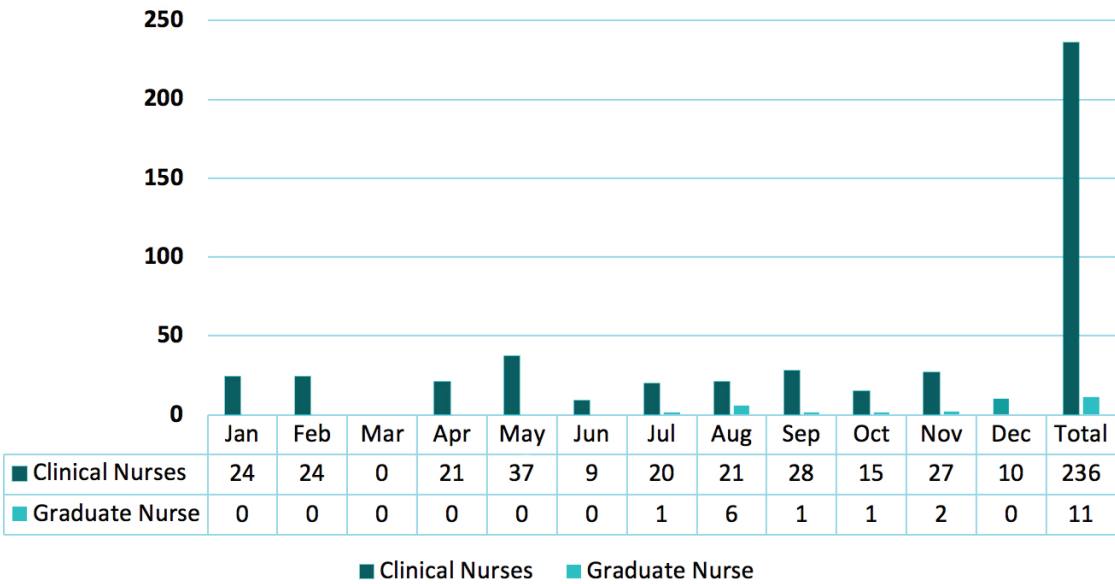
Maureen Swick, PhD, RN. Senior Vice President and System Nurse Executive for Atrium Health
Dr. Swick represents Atrium’s 15,000-plus nurses at the executive level as the senior vice president and system nurse executive at Atrium Health. She is responsible for maintaining consistency in nursing policy, strategy, practice, and quality as well as systemwide patient experience and security operations. Dr. Swick has previous experience as the CEO of the American Organization of Nurse Executives and senior vice president and CNO of the American Hospital Association.

Reinhart, R.J. (2020). Nurses continue to rate highest in honesty, ethics. Retrieved from Gallup at <https://news.gallup.com/poll/274673/nurses-continue-rate-highest-honesty-ethics.aspx>

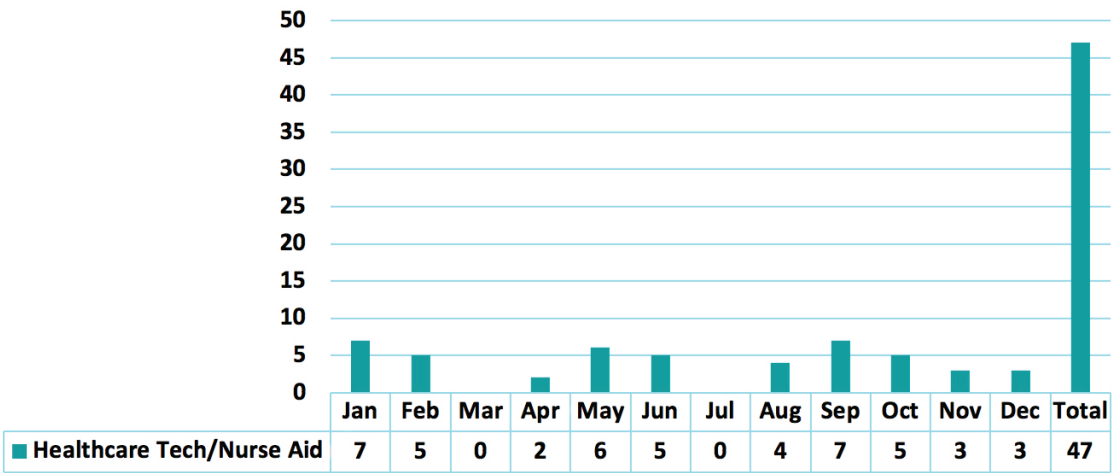
Central Division New Nurse Orientation

Orientation is a critical time in which new employees learn about a facility and set their pace of practice and engagement. A knowledge deficit of facility resources jeopardizes the teammate’s success, risks patient outcomes and can affect nursing turnover rates. Orientation leaders, Chelsea Wilkinson, Facility Nurse Educator and Stacie Silvers, Application Specialist, strategically plan each session to ensure that the information provided is concise, informative and pertinent to the needs of the new teammates. Due to COVID-19, the new nurse orientation sessions had to be provided virtually. The orientation includes various presentations that educate the new nurses on magnet, shared governance and the professional practice model, as well as the various roles that support nursing practice including the pastoral care, security and more.

2020 CD New Nurse Orientation Volumes



2020 CD HCT/NA Orientation Volumes



2020 Central Division Professional Development Updates

Are you aware that the Central Division has resources available to help you obtain your first nursing certification free of charge to you?

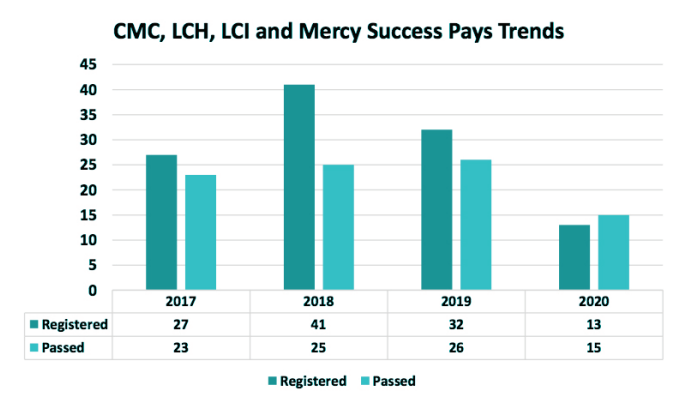
In a nutshell, because Atrium Health values nursing professional certification, if you meet the requirements as listed in the policy, you can receive educational assistance funding to attend a certification class and reimbursement for the cost of the certification exam upon successful completion of the exam.

ANCC Success Pays & MSNCB FailSafe Programs

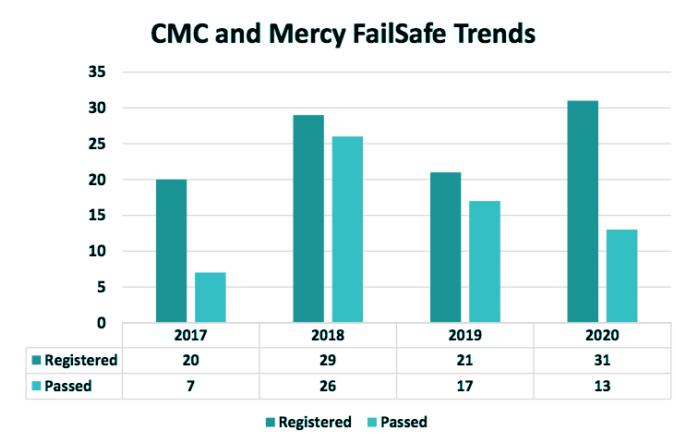
These programs reduce nurse test-taking anxiety and financial barriers by charging enrolled hospitals the fee of the certification exam once the teammate passes the exam. If the teammate takes the exam and does not pass, they are allotted another opportunity to take the exam at no charge to the teammate or hospital. The Central Division has enrolled in multiple programs to help you achieve your certification aspirations so take advantage of them. You must first discuss your plans for professional nurse certification with your leader to ensure that you meet criteria and have leadership approval prior to applying for the program code. After completing the certification code request, you will be sent a code to apply to the registration form and additional instructions will be provided.

Once your information is verified, a code will be emailed to you for you to register for the exam at no cost to you. Pay attention to the rules and details included in the email regarding time limits to take the exam and transferring prior to taking the exam.

ANCC Success Pays



MSNBC FailSafe





The Oncology Nursing Certification Corporation (ONCC) Free Take program allows nurses to sit for the oncology certification exam up to two times and nursing administration only pays when the nurse passes the exam. Qualified nurses gain access to the special code and can apply for the oncology exam without paying any fees. Once the nurse passes the exam, the hospital nursing administration team is invoiced the test fee. If the nurse does not pass, she/he can apply within 12 months to retake the test one more time. If the nurse does not pass on the second time, no one pays the price of the certification exam.

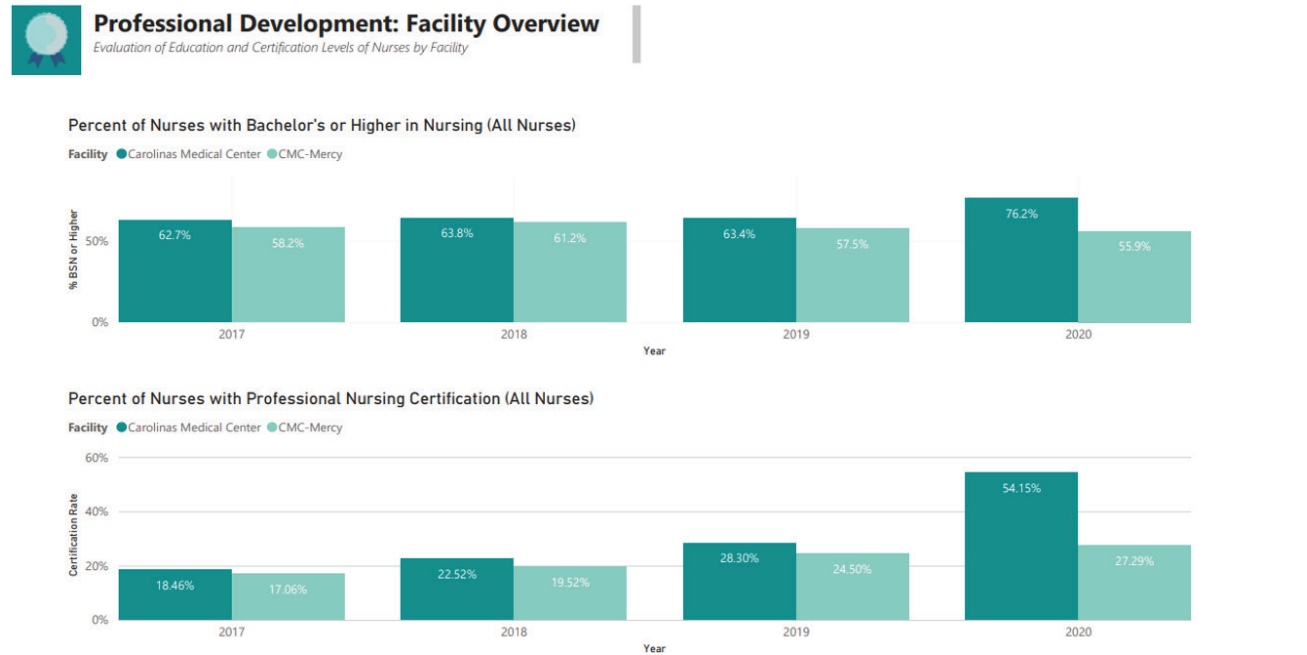
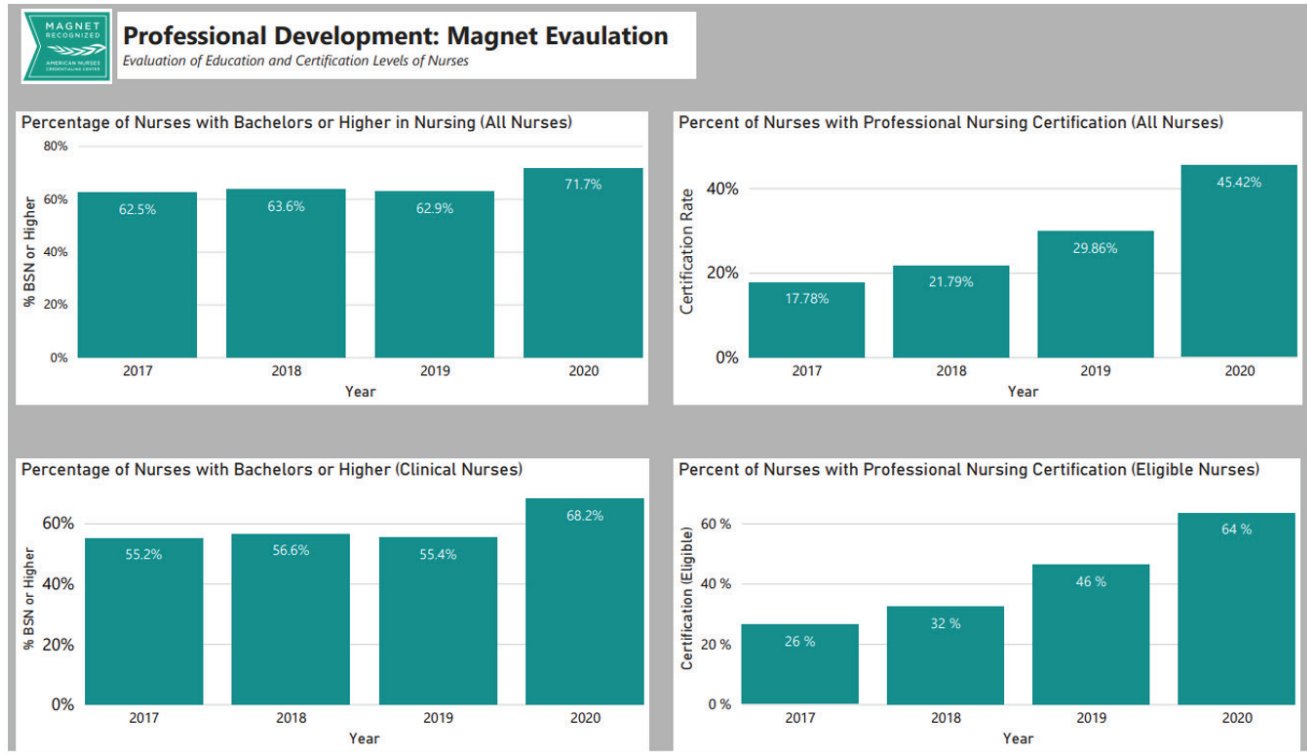
The benefit of this program is two-fold, it decreases nurses' test anxiety and removes the financial burden of paying for the test fee. The ONCC Free Take Program covers the following ONCC exams: OCN®, AOCNP®, CBCN®, CPHON®, and BMTCN®. Interested Central Division nurses should contact Candice Roth for more information. You must also discuss your plans for professional nurse certification with your leader to ensure that you meet criteria and have leadership approval prior to applying for the program code.



Pediatric Nursing Certification Board No Pass, No Pay Program

Nurses are allowed two attempts during the contracted year to pass the certification exam, with a maximum of four attempts per nurse over time. When the nurse passes the exam, the hospital pays the \$300 certification exam fee. If the nurse does not pass the exam in all attempts, PNCB pays for the exam fees. Nurses interested in sitting for this exam can receive free ongoing program guidance, information materials, and one-on-one support. All of the nurse certification exams provided by PNCB are magnet approved including: Certified Pediatric Nurse (CPN), Primary Care Certified Pediatric Nurse Practitioner (CPNP-PC), Acute Care Certified Pediatric Nurse Practitioner (CPNP-AC), Pediatric Primary Care Mental Health Specialist (PMHS). You must discuss your plans for professional nurse certification with your leader to ensure that you meet criteria and have leadership approval prior to applying for the program code.

2020 Central Professional Development Trends



Levine Cancer Institute Nurse Certification Rates

Kudos to Levine Cancer Institute for achieving a 60% nursing certification rate in 2020!
This is an increase by more than 16% from 2019.

Out of 358 total nurses working in LCI, 215 are certified, with 9% holding more than one certification.

Clinic/Unit Name	Nurse Manager and/or Clinical Supervisor	# of Certified RNs	Total RNs	2 or > Certifications
LCI Cutaneous	Colleen McMahon NM	3	5	
LCI Breast Clinic	Whitney Moore NM	6	13	
LCI GU & Med Onc	Deborah Johnson NM	6	12	
LCI GI & HPB	Kara Tomlinson NM	4	10	
LCI Heme	Jessica Stewart NM	7	21	2
LCI Infusion	Kim Caddick NM	25	62	
LCI Infusion - Phase 1	Kim Caddick NM	1	6	
LCI Clinical Trials	Audrie Walls (Educator)	35	57	
LCI Rare & Complex/ Head & Neck	Deana May-Thomas NM	3	10	
LCI Thoracic	Deana May Thomas NM	3	5	
LCI GYN	Heather Walker NM	5	11	1
LCI Rad Onc	Amy Hicks NM	23	23	1
LCI Navigation	Laura Kabrich NM	25	33	
Apheresis (4M)	Natonya Daniels NM	2	8	
LCI - Nurse Practitioners	Camille Petraitis Chief LCI APP	45	45	24 double certified, 3 with triple certified
BMT Admin	Jen Elder NM	8	8	
LCI Admin Nursing Leaders	Candice Roth AVP	4	4	2
	Angela Hosking Director	0	2	
	Brenda Adams PM	2	9	
LCI Supportive (Senior Onc; Survivorship; Integrative and Palliative)	Susan Yaguda -Integrative; Latoya Spencer - all others	6	10	1
LCI-Psych	Dr. Patrick Meadors	1	1	
Outreach	Mellisa Wheeler	1	3	
TOTALS		215	358	

Professional Nurse Clinical Advancement Program

Chair: LaKesha Perry, BSN, RN, CPN, CN III

Clinical Advancement formally recognizes and rewards nurses who choose to take the steps to prove advancement of their clinical expertise and commitment to patient care at the bedside. This program also aides in hospital's ability to recruit and retain expert clinicians who will in turn positively impact patient outcomes.

PNCAP Nuts and Bolts Presentation with Q & A Session- is offered a few times a year to provide instruction and help for any teammate interested in advancing and maintaining their clinical ladder.

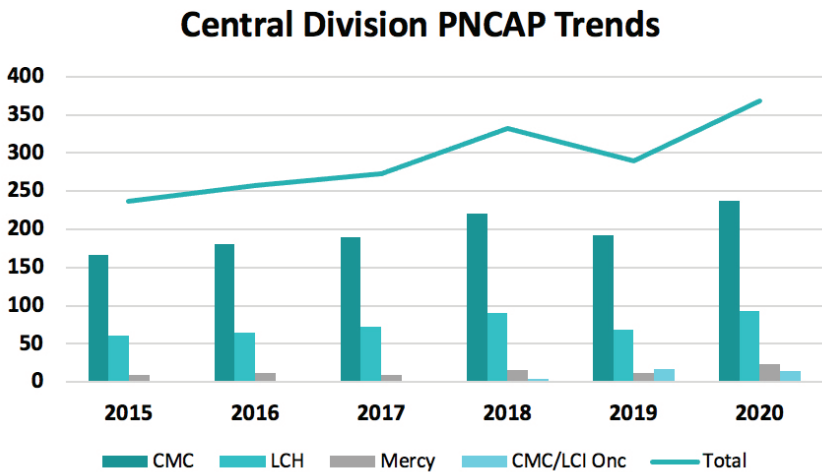
Steps toward PNCAP advancement:

1. Review the updated PNCAP packet located on the CAP SharePoint Site.
2. Discuss your project with your manager.
3. Complete a Clinical Advancement Program (CAP) e-form located on the CAP SharePoint site.
4. Have your manager or manager designee approve your e-form. You will not be permitted to present without manager approval.
5. Sign up to present your project proposal.

Make sure your goal is appropriate for the Clinical Nurse level you are maintaining. Each goal must have one pre data point and 3 post data points.

- CN II - Must enter one (1) measurable goal
 - One (1) measurable process goal/measure
- CN III - Must enter two (2) measurable goals
 - Process Measure: Measurable steps taken in a process to lead to a positive/negative outcome
 - Outcome Measure: Measurable overall goal that impacts the unit/facility/system
- CN IV - Your mentor should be continually supporting you through meeting your milestones or project completion. Keep in mind, if you did not receive CNE approval to maintain your project for two years or choose the 2-year option, you **MUST** complete a **NEW EBP/RESEARCH** project each year.

The success of the PNCAP continues to remain high when comparing 2015 totals to 2020 totals. While a drop in PNCAP totals was identified in 2019, 2020 totals exceeds past totals. The PNCAP drop in 2019 was reflective of the new Nurse Career Progression Program (NCPP) for experienced nurses



Nurse Career Progression Program (NCPP)

Career progression formally recognizes and rewards nurses who have dedicated five or more years of their careers in the clinical arena. Years of experience within a specialty adds significant value to both the organization and patient outcomes. This program also aides in hospital’s ability to retain expert clinicians who will in turn positively impact patient outcomes.

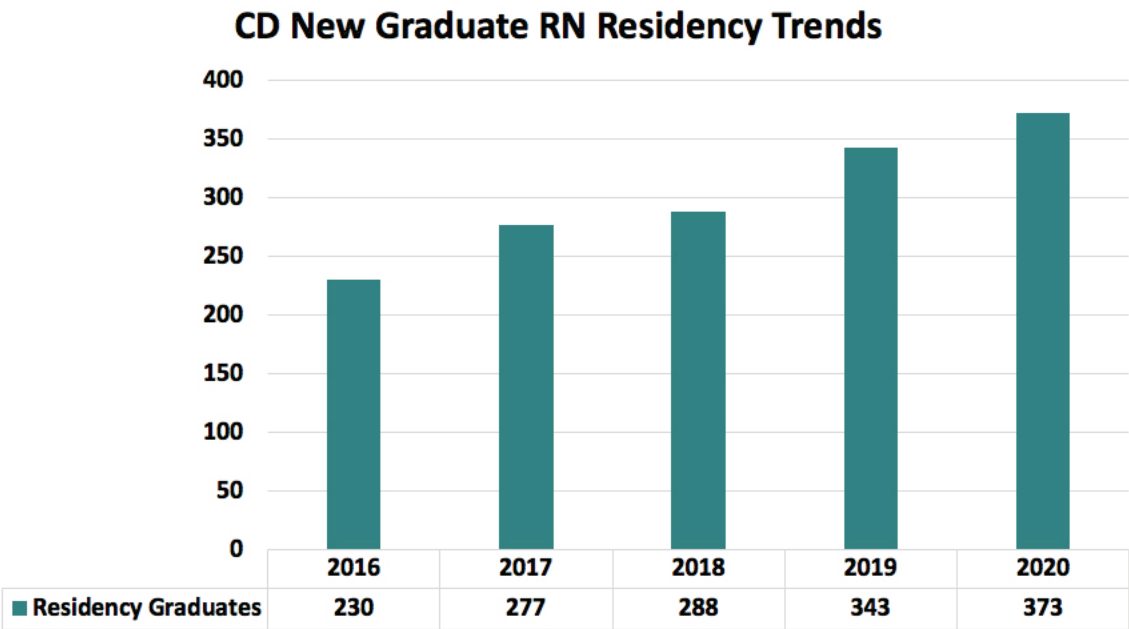
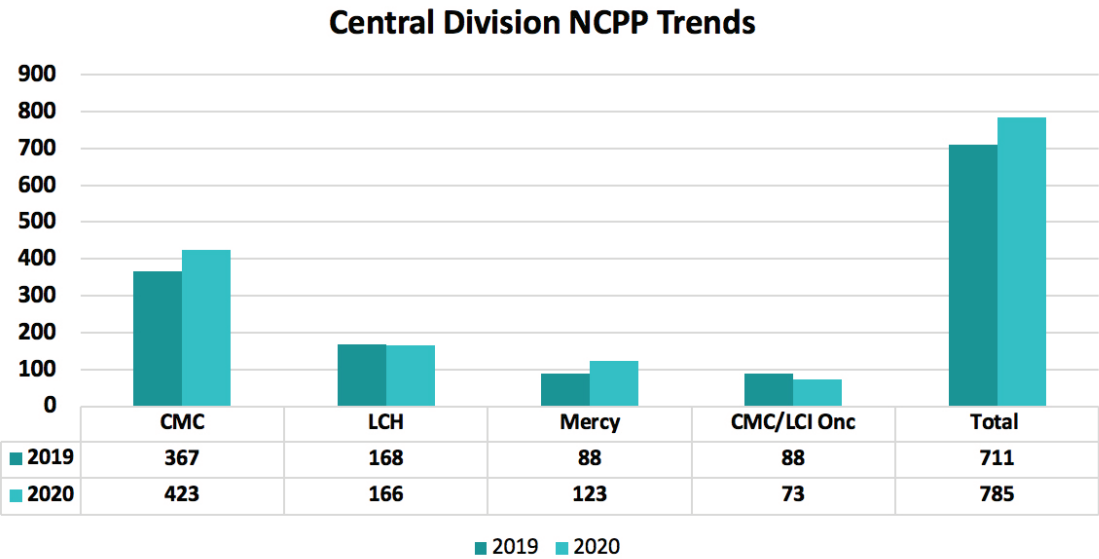
Requirements to advance to a Clinical Nurse III					
Professional Nurse Clinical Advancement Program (PNCAP)			Nurse Career Progression Program (NCPP)		
Degrees and Certifications	BSN or higher nursing degree and Certification		Years of Experience AND	10 years of experience in current specialty	
Research Class	CAP 102/103 (Prerequisite)		Performance History AND	“Meets Expectations” performance rating or better for the last 5 years	
Number of Points	Total >=30		Performance History AND	No written disciplinary actions within the last six months	
Clinical Project	Yes		Additional Requirements AND	Accepts Preceptor responsibilities upon request	
Nursing Clinical Exemplar	Yes		Additional Requirements AND	Accepts Charge Nurse responsibilities upon request	
Maintenance	Annual – must meet the requirements outlined in maintenance packet				

New Graduate Registered Nurse Residency Program

Atrium Health’s New Graduate RN Residency Program is a transition to practice program that provides a supportive experience for new graduate RNs as they transition from student to professional nurse. Accredited with distinction by the American Nurses Credentialing Center, the Residency Program serves new graduates nurses at 13 locations within Atrium Health, representing 10 specialties. The curriculum incorporates a variety of learning experiences, including:

- Precepted clinical orientation
 - Specialty track classes
 - Simulation
 - Small group debrief sessions
 - Professional practice experiences
- Inter/Intra professional shadow shifts
 - Shared governance meetings
 - Professional organization meeting
 - Quality improvement proposal

We value this program because our goal as professional nurses is to ensure that graduate nurses hired within the Central Division are educated and prepared to handle the acuity levels and demands of the RN role. Volumes continue to rise regarding nurses that have been trained through this program and we expect these volumes to continue to rise annually.



2020 Heart of Nursing
UBC Heart of Nursing Award

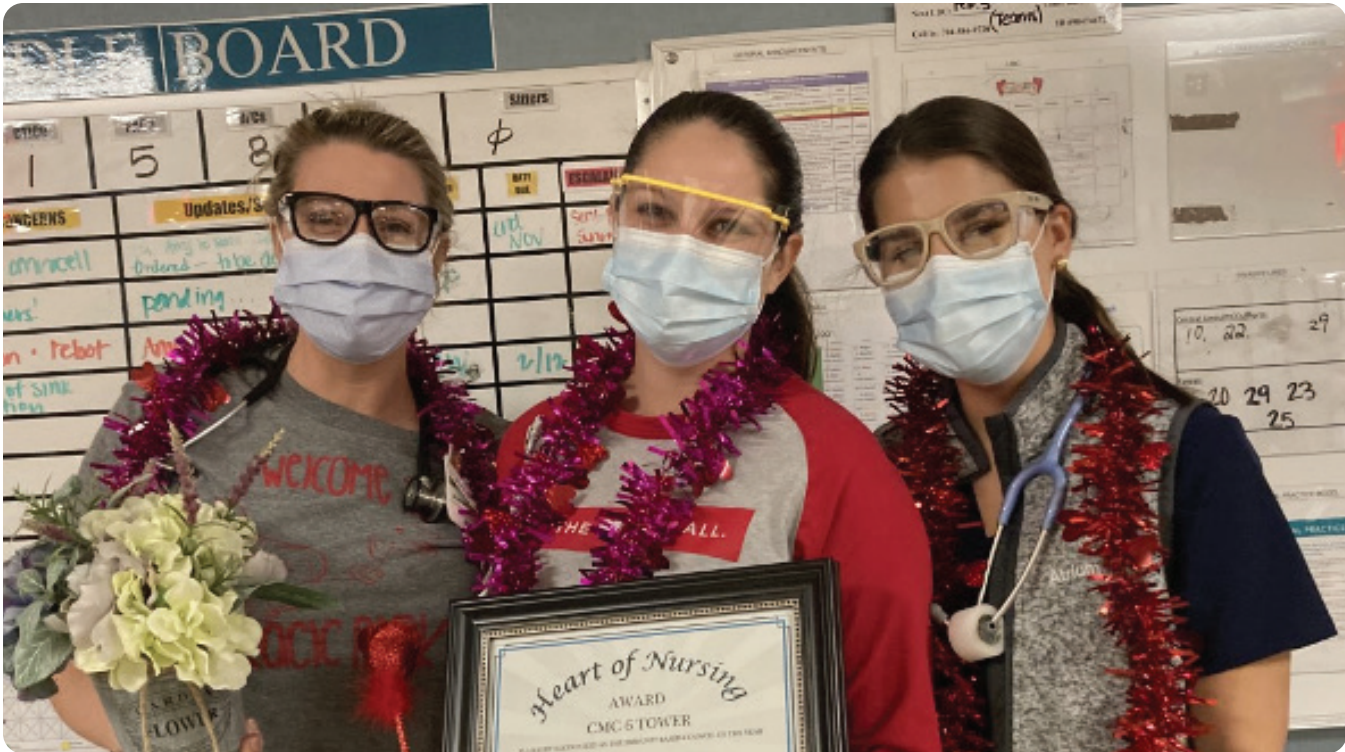
Unit Based Councils are the HEART of our shared governance and where patient care is impacted directly. These councils are where the contact with the patient and family if felt, providing life-changing opportunities for exemplary nursing practice and compassionate care delivery at the most vulnerable times in life. The Heart of Nursing (HON) Award recognizes UBCs that has made significant contributions to quality care and the improvement of the practice environment through the application of the nursing professional practice model. Many units were recognized throughout the 2020 year as exemplary but at the end of the year only two UBCs exceeded all expectations and won the “UBC of the Year” Award from the HON Award Committee. These units were:

CMC 6 Tower "2020 UBC of the YEAR"



Unit Exemplars and Accomplishments:

- Monthly meeting minutes were consistently posted to SharePoint to communicate work of the council. No meetings were held April, May or September due to COVID-19.
- Key Council Leadership were clearly identified throughout the unit and on meeting minutes.
- A Committee Board is posted on the unit to identify which teammates are on which CD committees.
- Discussions in the UBC focused on progress towards unit goals from the Nursing Strategic Plan.
- One major unit goal achievement includes a reduction in length of stay for thoracic and cardiac patients.



- Instituted laminated checklist to ensure standardized care and CLABSI prevention.
- C-Diff bundles and Fall Bundles were added to the Clean Utility Room supplies.
- Implemented a Bead Project to promote accountability regarding hand hygiene.
- Consistent use of the Hospitality Suite resulted in average discharge times of < 2 hours, meeting goal.
- Teammate Engagement Work: 8 teammates completed clinical advancement projects with projects related to unit metrics and goals, “thank you” notes are handwritten by UBC members and mailed to unit teammates, WOW recipients are recognized on the Wow of the Month Recognition board, and a teammate won the DAISY Award, and Quarterly Socials were instituted this year (including a Zoom Holiday Social).
- New grads are encouraged to attend at least one UBC meeting and to join if interested. UBC contracts are used to promote commitment to attendance.
- An education board updated frequently by unit educators make remaining updated easy.
- Participated in numerous community service opportunities including a Cardiac Service Line holiday donation drive, the Salvation Army and “Roof Above” which supported the homeless residents of Charlotte.
- Implemented a buddy system to ensure that staff enjoyed their 30-minute breaks during the shift.
- Teammate Interactive Activities included a “What Do You Meme” board, a “Guess the Baby” board, a pets board, a “Get to Know You” board for new hires, and a Calendar that identifies teammate birthdays and anniversaries.
- Unit compassion Champions created monthly Code Lavender goodies that were placed in teammate mailboxes.
- Held a preceptor retreat to recognize and celebrate unit preceptors.
- 6 Tower Leader Board which lists information about 6 Tower management and unit initiatives.

Mercy 5 North "2020 UBC of the YEAR"



Unit Exemplars and Accomplishments:

- Monthly meetings are posted to the unit SharePoint site, as well as stored in a binder on the unit.
- Meeting minutes are well organized and easy to read. The minutes identify assigned individuals for delegated tasks and follow up is apparent and easy to follow. Anyone in AH can access these minutes.
- Unit goals are clearly defined and posted for all teammates to see including falls, hand hygiene, care event tracking, patient experience, community outreach, critical lab and blood transfusion compliance. These goals are discussed at each UBC meeting with tracking data provided to assess progress.
- Implementation of a blood transfusion binder with marked improvements in unit compliance rates.
- Newly implemented initiatives includes: mock codes, a discharge nurse and discharge process checklists. The mock codes were revised this year to include COVID-19 considerations.
- Continued the 5 North Clothing Drive that provided clothing and other essentials to homeless patients.
- Teammate engagement and communication in UBC meetings were at a record-breaking high in 4th Quarter 2020.
- An Open Discussion Box was re-implemented on the unit to solicit feedback from staff and promote engagement.
- Healthcare Techs were provided the option to vote on how they prefer to receive report (nurse report sheet vs. provider report sheets).
- Teammate Engagement Scores in the metric assessing "my ideas and suggestions are strongly considered" increased to 86%.



ATRIUM HEALTH Recognition

Daisy Award

As noted within the magnet structural empowerment component of the 5 Forces of Magnetism, leaders seek to strengthen nursing practice by recognizing the contributions of nursing in achieving strategic priorities of the organization. DAISY stands for "Diseases Attacking the Immune System". The DAISY Foundation was established by the family of the late Patrick Barnes in appreciation for nurses who provide extraordinary skillful and compassionate care for sick patients throughout the world. This program includes individual, leader, and team awards. The Central Division honored individual nurses, nurse leaders, and teams in 2020. Recipients include:





**Ashley (Yurco) Katkin,
BSN, CCRN, RNIII (MICU)**



**Stacy Walker, RN,
CMSRN (7 Tower)**



Mary Burgess, RN (ED)



Beth Squires, RN, SCRn (NSICU)



**Nicole DiMarco, BSN, RN
(6 Tower)**



Bailey Engle, RN (LCH 8)



**Karen Swenson, BSN,
RN (MICU)**



Paula Luna, RN (LCI GYN Clinic)



**Alice Robinson, BSN,
RN, MNN (8 Tower)**



Kristin Palmer, BSN, RN (ED)



**Paige Nighland, RN
(LCI Infusion Morehead)**



**Cynthia Bridges, RN
(LCI Infusion Morehead)**



**Kristin Sugg, BSN, RN,
CPAN (PACU)**



Ivy Simmonds, BSN, RN (ICU)

2020 DAISY Lifetime Achievement Award

The Lifetime Achievement award was created to recognize exceptional nurses that have served as a beacon of light and devoted their life's work to providing compassionate care to others. Award recipients are nominated by their peers because of their dedication to the profession of nursing through actions such as active mentoring, role modeling, advocating for others and promoting a positive image of nursing. Cynthia Brenton from CMC was the recipient of the 2020 DAISY Lifetime Achievement Award.



Cynthia Brenton, MSN, RN, NEA-BC

2020 DAISY Nurse Leader Recipients

The DAISY Nurse Leader award was created specifically to acknowledge the executive leaders, middle managers, educators, and preceptors who fully support, appreciate and respect the care that clinical nurses provide. Recipients of this award were nominated because they practice and fully understand the importance of celebrating the impact of nursing on patients and their families.



Laura Ledford, BSN, RN, CCRN - Nurse Manager of MICU



Carol Smith, MSN, RN, NE-BC - Nurse Manager of LCH 4



Nicole Berry, RN - Clinical Supervisor in LCI GYN Clinic



Christina Neagle, BSN, RN, CEN, NE-BC (5 North Manager at the time of awarding)

2020 DAISY Team Recipients

The concept of this award was brought to the DAISY Foundation by Thomas Jefferson University Hospital in Philadelphia. This award recognizes that while an idea to achieve better patient and family outcomes may start with one individual, it often takes an entire team to implement successfully. The DAISY Team award honors extraordinary teams of two or more individuals, led by a nurse, who identify and meet patient and/or family needs by going above and beyond the traditional role of nursing. Winning teams include:



1. Morehead Radiation Oncology, led by Nurse Manager, Amy Hicks, DNP, RN, ACCNS-AG, NEA-BC



2. Medical ICU, led by Nurse Manager, Laura Ledford, BSN, RN, CCRN



3. LCH 10, led by Nurse Manager, Macaira Herford, BSN, RN



4. Mercy DAISY Team, led by Assistant Vice President, Lisa Hennigan, MSN, RN, NEA-BC

Nursing Rewards & Recognition

Rewards and Recognition are essential within the Central Division to promote and highlight the outstanding work of nursing professionals. Recognitions captured within this report includes: The Spirit of Nursing Award, Notable Nurses, NC Great 100 Nurses, Educator of the Year Award, the Preceptor of the Year Award and the LCI Star Preceptor Award.

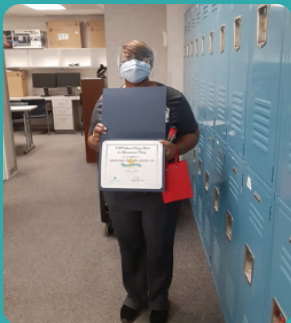
SPIRIT OF NURSING AWARD

The Spirit of Nursing Award for Clinical Advancement in Nursing Care is sponsored by the Professional Development Council. This award provides financial support for chosen nursing recipients to advance in the following areas: research, certification, education, and conference attendance. In 2020, four recipients were awarded to include:

2020 Spirit of Nursing Recipients



Tru Byrnes, DNP, RN, GERO-BC, CNL, CMSRN – Geriatric CNL



Valerie Short, MSN, RN, CMSRN, CNL – Cardiovascular CNL



Miari Monahan, BSN, RN, CNOR – CMC OR



Brook Choiniere, BSN, RN – 4 Tower



2020 AACN CNL Vanguard Award

Every year one Clinical Nurse Leader (CNL) is chosen by the American Association of Colleges of Nursing and the Commission on Nurse Certification to receive the CNL Vanguard Award. This national award recognizes one certified CNL for their pioneering and extraordinary professional performance, while serving as an advocate for the CNL skill set and promoting the contributions CNL make in transforming health care. Out of many nominated for this annual recognition, our very own Magnet Program Director, Veronica Rankin won this coveted award in 2020.

2020 NOTABLE NURSES

The Notable Nurse Award is given to nurses that go above and beyond to impact the lives of others and make a significant difference. This person can be nominated by all Atrium Health teammates.



Cheryl L. Smith, BSN, RN - CMC OR



Kelly Schaney, RN, CN III/NCPLP - CMC ED



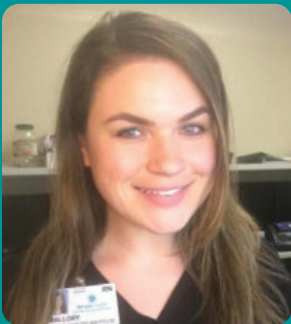
Madison Kulp, BSN, RN - 9 Tower



Molly Skipper, RN, CN III/NCPP - CMC OR



Darcy Doege, BSN, RN - LCI Outreach



Mallory Tucker, BSN, RN, OCN - Transplant and Cellular Therapy Coordinator



North Carolina Great 100 Nurses Award

Every year 100 nurses are selected from submitted nominations from all over the state to honor nurses that exemplify nursing excellence. This award is a state-level recognition that nurses can only receive once in a lifetime.

2020 Central Division NC Great 100 Recipients



- Leah Ledford, MSN, RNC-OB, WHNP-BC, CNL, CCE, CBC (High-risk NP)
- Erin Fearing Tisera, MSN, RN, CNL, CMSRN (Surgical SLE)
- Tracie Treadaway, BSN, RN, BMTCN (4B Bone Marrow Transplant Unit)
- Andrea Richardson, BSN, RN, CCRN, NRP (Flight Nurse)
- Sarah Price, MSN, RN, CNL, SCRNP (Neuroscience CNL)
- Natalie Gago, BSN, RN, CCRN (MICU)

2020 CD Educator of the Year

Nurse Educators are extremely important to the nursing profession because they motivate, educate, guide, and prepare nurses of all experience levels for practice. Without nurse educators, nurses would be ill-equipped to handle the dynamic, high acuity, advancing demands of the modern-day healthcare system. Nurse Educators of the Central Division are invaluable to promoting nursing excellence and are therefore recognized for their efforts. The Nurse Educators who won the Educator of the Year Award include:



Jessica Garmon, DNP, RN, ONC -
LCI Service Line Educator



Jenna Anderson, BSN, RNC-NIC -
LCH 7S NICN



Courtney Rosenthal, MSN, RN, CCRN, TCRN -
Surgical Trauma ICU

2020 LCI Star Preceptor Award

Preceptors are extremely vital for onboarding new nurses to a work area and preparing them for clinical practice. The preceptorship experience is evidence-based as being the first real interaction new nurses will have to a work area and therefore a contributing factor to turnover and retention. Outstanding LCI Preceptors are nominated for the LCI Star Preceptor Award by their peers for making preceptorships enjoyable and beneficial experiences.



Jessie Zande, BSN, RN, BMTCN -
LCI BMT Administration



Holly Jones, BSN, RN, OCN -
LCI Clinical Trials

2020 Peg Kosonen Endowment for the Advancement of Oncology Care Award

The Annual Kosonen Summit is an annual oncology summit that is held in memory of an amazing CMC nurse, Peg Kosonen, who provided meaningful care for patients battling cancer. In honor of Ms. Kosonen's compassion and dedication to her patients, this event is underwritten by a generous endowment started by the Bissell Family Foundation. Within this summit that brings together a variety of speakers on various topics relevant to oncology care, a nominated nurse is selected to receive the annual award and professional development funding for one year. The recipient of the 2020 award is:



Shawn Lydon, MSN, RN -
LCI-Morehead

Central Division Graduate Recognitions

While COVID prevented many graduation ceremonies for Registered Nurses throughout the Central Division, a few graduation celebrations were held in small groups to recognize degree advancements. These pictures and lists do not encompass all 2020 RN graduates, but a few nurses that were celebrated are listed and pictured here.



"Rest and self-care are so important. When you take time to replenish your spirit, it allows you to serve others from the overflow. You cannot serve from an empty vessel"

- Eleanor Brown

Community service is extremely important to Central Division nurses. We understand that the ministry of nursing centers on nourishing the bodies and souls of others. We exemplify Jean Watson's Theory of Human Caring and demonstrate it within our actions both inside and outside of our hospital walls. By nourishing others, we in turn replenish our own spirits to be able to continue to serve others around us. Described below are a few examples of Central Division Community Outreach.

Leader Greet with Sweets

Central Division Leaders lead by example in showering teammates with appreciation for their commitment and dedication to service. More than 20 Nurse Leaders of the Central Division staffed carts in December 2020 to serve sweet treats at all entrances of the Central Division.



CMC & LCH Masters and Doctoral Graduates Ceremony

Held: May 12, 2020 in the Suzanne Hill Freeman Auditorium

- | | |
|--------------------------------|---------------------------|
| • Jo Ellen Inman-Puckett - DNP | • Joey Santos - MSN |
| • Kim Pate - DNP | • Lacey King - MSN |
| • Heena Nagarji - DNP | • Marth Deacon - MSN |
| • Christy Overcash - MHA | • Christine Stewart - MSN |
| • Mandy Lambert - MSN/MBA | • Darby Buttriss - MSN |
| • Kathy Barnard - MSN | |
| • Kathleen Lawing - MSN | |

LCI Morehead Campus Graduates

- Jessica Garmon - DNP
- Hilary Boutwell - BSN
- Mary Helen Albright - BSN
- Shawn Lydon - MSN


2020 Virtual Resilience Training

Central Division nurses are very active within the community, promoting health and providing aid through various community healthcare initiatives. In alignment with the organization’s mission to “Improve health, elevate hope and advance healing for all”, nurses embody nursing excellence in the promotion of mental health through the provision of resilience training within the community. In the month of October 2020, Central Division nurses volunteered to co-facilitate resilience training with Kris Hawkins, parent educator of Teen Health Connection. A total of 12 virtual sessions were provided to more than 85 attendees in a community healthcare initiative. Attendees included Atrium Health teammates and residents of Charlotte and the surrounding region. This training was so well received that it was recorded via stream and will be offered as LiveWELL incentive in 2021.

Elizabeth Family Medicine Food Drive

(located at Mercy hospital)

In the fall of 2020, all teammates at the Elizabeth Family Medicine Clinic, including nurses and providers collected food over the course of a few weeks to host a food pantry. Flyers were created and posted around the clinic and in elevators to advertise the date of the food pantry. The original plan for this event was to hand out bags of food to clinic patients and residents in the community but these teammates quickly realized that their small gesture had grown into something much larger altogether. Donations grew from a table full of supplies to an entire room full. During the first food pantry event, fifty bags of food were distributed but more food was still available. Following this event, bags of food were distributed to any patients that visited the office that were in need of a little extra help. This clinic held another food pantry event right before Christmas featuring Santa Claus, Mrs. Claus and the Grinch. During this event both food and toys were distributed to patients and community residents.



Click here to register

Building Resilience to Face Life's Uncertainties

Managing career and family is inherently stressful. And chronic stress and burnout run hand in hand. Join us as we explore the body's physiological response to stress and uncertainty, common effects related to prolonged stress, and strategies to build resilience, combat burnout, and create a new narrative around stressful situations and uncertain times.

DATES OFFERED:

WEEK OF OCTOBER 5th:

- Tuesday, October 6th, 6:30 – 7:30 pm
- Wednesday, October 7th, Noon – 1:00 pm
- Saturday, October 10th, 10:00 – 11:00 am

WEEK OF OCTOBER 12th:

- Tuesday, October 13th, Noon – 1:00 pm
- Wednesday, October 14th, 6:30 – 7:30 pm
- Saturday, October 17th, 10:00 – 11:00 am

WEEK OF OCTOBER 19th:

- Tuesday, October 20th, 6:30 – 7:30pm
- Wednesday, October 21st, Noon – 1:00 pm
- Saturday, October 24th, 10:00 – 11:00 am

WEEK OF OCTOBER 26th:




- Tuesday, October 27th, Noon – 1:00 pm
- Wednesday, October 28th, 6:30 – 7:30 pm
- Saturday, October 31st, 10:00 – 11:00 am

Done in collaboration with Atrium Health Community Partners as a Community Initiative

Free Training Opportunities

Zoom Platform

30-minute presentation
15-minute Q & A





Neuroscience Division & Central Division Diversity and Inclusion Council “Shoes That Fit” Drive

The Central Division Diversity and Inclusion Council and the Neuroscience Division collaborated to collect more than 200 pairs of shoes for a nonprofit organization called “Shoes That Fit”. This organization’s mission is to tackle one of the most obvious signs of poverty in America, which is the lack of good shoes. By matching donors with local schools of students with needs in low-income areas, children are provided new shoes. This initiative returns dignity and joy to children so that they can learn and thrive in school. Leaders of this initiative in the Central Division reported to being very happy about how well received this project was, and very appreciative for the great participation from our Central Division teammates. These sneakers were donated to children at Idlewild Elementary School, of which 99.7% of the children at this school are on the reduced lunch plan program.



4 TOWER GIVING

Patient Holiday Baskets

The 4 Tower Unit Based Council decided to support their patients during the holiday season by making baskets for 4 Tower patients and delivering them on Christmas Eve. This initiative was led by Karen Riley, a night shift high acuity RN and supported through a collaborative partnership between 4 Tower, the LCI Hematology Clinic, and the Malignant Hematology Advanced Practice Providers. These extremely thoughtful baskets included such items as socks, blankets, hot chocolate, mugs, snacks, hand cream, eye masks, lip balm, coloring books, colored pencils, notepads, ornaments, hats and gift cards to eateries within LCI and CMC.



Second Harvest Food Bank Drive

During the fall holiday season, the 4 Tower UBC hosted a food drive to donate to the Second Harvest Food Bank. The entire UBC team was able to collect 174 pounds of non-perishable ready-made food items for donation. They even pre-sorted the food for the organization since usual sorting volunteers were restricted due to the pandemic. The group is planning to volunteer in person when COVID restrictions are lightened. Melissa Barnes 4 Tower Nurse Manager replied, “I am proud that amidst the pandemic we could still serve our community in a meaningful way as a 4 Tower Family”.



Clinical Nurse Leader Community Outreach

In the fall of 2020, Clinical Nurse Leaders of the Central Division collected over \$75 worth of cleaning supplies and donated it to the Ronald McDonald House. Employees at the Ronald McDonald House was very appreciative of the much-needed supplies. Within a few weeks later these CNLs also raised over \$200 to purchase and donate Christmas toys for “Toys for Tots”.



What if 2020 isn't cancelled?

What if 2020 is the year we've been waiting for?

A year so uncomfortable, so painful, so scary, so raw –

that it finally forces us to grow.

A year that screams so loud, finally awakening us

from our ignorant slumber.

A year we finally accept the need for change.

Declare change. Work for change. Become the change.

A year we finally band together, instead of

pushing each other further apart.

2020 isn't cancelled, but rather

the most important year of them all.

-Leslie Dwight

ATRIUM HEALTH

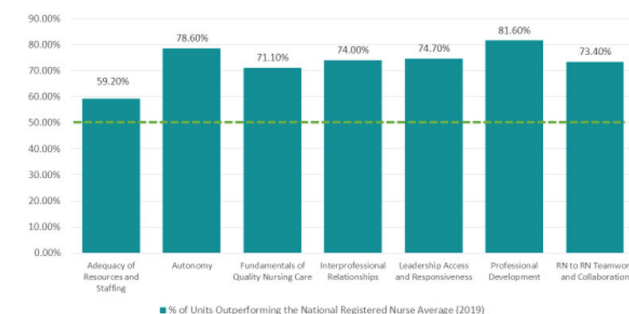
Exemplary Professional Practice

Central Division Nurse Engagement

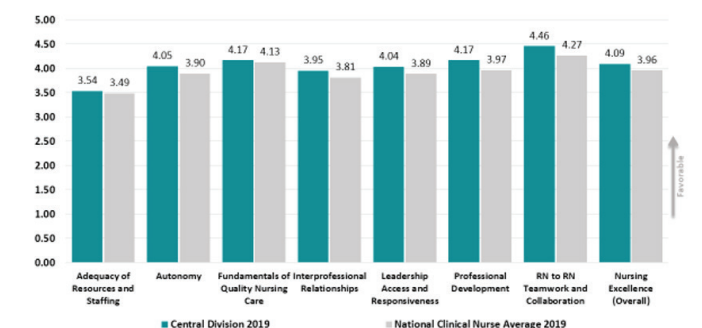
Nurse engagement, also known as nurse satisfaction, is extremely important to assess in any healthcare organization. It has been argued that satisfied nurses are more productive, more committed to their jobs, have better outcomes, and their patients are happier. As a magnet designated organization, we also know that engaged nurses are empowered to lead innovative practice, implement and participate in research and evidence-based practice at the bedside, advocate for their colleagues and patients, and help promote a healthy work environment. Periodically nurse executives within the Central Division assesses nursing engagement to ascertain feedback and remain in touch regarding nursing contentment. The last nurse engagement survey distributed in the Central Division was distributed in late fall of 2019. The results from this survey reveals that the majority of our nurses are more satisfied than the national mean in all categories.

**Exceeds the ANCC Magnet standard expectation
that the majority of the units will outperform the
national mean in at least 3 categories**

Central Division Nurse Engagement Results
Magnet Evaluation (All Nurses) 2019



Central Division Clinical Nurse Engagement Results
Clinical Nurse Performance Scores 2019



Central Division COVID Testing Team

Healthcare providers understand the importance of vaccinations in battling illness, especially during a pandemic. The Central Division COVID testing team and influenzae vaccination team endured extreme heat, cold, and massive volumes of teammates throughout this past year in their devoted endeavors of improving safety in our community. The flu vaccination team provided drive thru vaccinations to more than 6,000 teammates with a record high of testing over 300 teammates during one shift. The COVID testing team has tested over 10,000 teammates with a record high of testing 357 teammates during an 8-hour shift in December 2020. This equates to testing one teammate every 1.34 minutes, despite weather conditions and serving in a position that has the highest risk of COVID-19 exposure. These outcomes exemplify dedication, commitment, efficiency and endurance of our teammates to improve health, elevate hope, and advance healing for all.

Team Moto: “No matter if rain, snow, sleet, or hail, the COVID testing team will be there”.

Program Coordinator Jennette Martin, MSN, BS, RN responded by saying “I am very thankful for their continued commitment to the success of this initiative and I am honored to be their leader”.

2020 Mercy Service Line Accomplishments



- Successfully completed the first full year of the Mercy Service Line Council.
- Successfully transitioned to virtual service line meetings as a result of COVID-19.
- Developed a Mercy Service Line Shared Governance Newsletter to keep nurses informed.
- Collected money to support a teammate and their family for the holidays as part of our commitment to community service.

2020 Pediatric Emergency Department Accomplishments

In 2020, the pediatric emergency department (ED) underwent major reconstruction. As a result, they now have a new waiting room for their patients and two new triage bays. This ED also has two PODs. POD 1 includes 11 patient rooms and POD 2 includes 10 patient rooms. Due to COVID, the Peds ED team has had to make daily changes to accommodate demand, but they have adapted very well. All of their staff has been flexed throughout LCH to help with nursing, healthcare and sitter needs to ensure that patient care needs are met and to relieve critical staffing issues. This is a true example of the power of teamwork and person-centered care delivery. Additional accomplishments for this team include:

- Ten nurses advanced on the clinical ladder and four maintained their clinical ladder advancements
- Amy Bellamy earned her Bachelor of Science in Nursing degree, as well as received the Clover Award for her work with sepsis screening
- Marie Krider and Cynthia Laughlin both earned their Master of Science in Nursing degree
- Alley Rick is working on completing her Bachelor of Science in Nursing degree and Kiki Sowel is working on completing her Master of Science in Nursing degree
- Casey Herring was accepted into a Nurse Practitioner program and two healthcare technicians, Mckenzie Sulkey and Mckenzie Ball, were accepted into nursing schools
- The Peds ED medic, Donald Eslick is progressing well in his currently nursing school program
- 4 healthcare technicians are in nursing school to include: Reba Gregory, Anita Hyde, Maddison McGlohon and Hadja Conneh

Unit Based Council Highlights

Unit Based Councils are the most important councils concerning patient care delivery because it is where contact with patients directly occur. The work of the UBC is extremely pivotal to nursing excellence and shared governance is the driving force for success. Many UBCs within the Central Division are exceptionally strong.

Mercy 2 North/Horizons

- Implemented a quality improvement project to help decrease the rate of patients leaving against medical advice
- Created a new policy during the pandemic to allow Horizon’s patients to use their phones during the day after care provision to connect with loved ones - patient satisfaction
- Horizon’s patients receive visits from pastoral care, music therapy, healing touch, and essential oil therapy as part of their care plan to enhance holistic healing
- Received the gold star award for RN Engagement on the last survey
- For the end-of-year holiday celebration, the unit collected food to donate in the community

CMC Neonatal Intensive Care Nursery

- Purchased new unit equipment and created several new committees including Comfort Care, Smiles for All and the Bundles for Babies Committee.
- Acquired the ability to provide 24/7 viewing access for parents using NIC view cameras, introduced the “Ease App” for real-time communication between teammates and parents and installed new and improved nurse/parent communication whiteboards.
- Community Outreach: adopted the nurses and respiratory therapists of MICU, delivering individual gifts to each of them.
- Ranked top in the state for antibiotic stewardship compliance, ended year at 80th percentile in patient experience, and was ranked best in neonatology by US News and World Report.
- Decreased unplanned extubation events from 37 events in 2019, to 20 in 2020 and outperformed the national average in CLABSI rates.

LCI Rare & Complex

- Endocrine Lab Process Improvement Project that resulted in streamlining lab work ordering and assessment processes to avoid delays in care.
- Utilization of My Atrium Health portal for direct contact with patients for enhance communication, safety, and patient satisfaction.
- Implemented a “Get to Know Our Providers” board to promote interdisciplinary relationship building.

- Implemented a “Brag Board” to show off accomplishments of the department.
- Community Outreach: Operation Christmas Child, Hospitality House donations, and many donations to the “Tiny House Project.”

5 Tower & ERAS Related Work

- Expanded the Head and Neck ERAS to oral cavity flap patients resulting in a 4.1-day reduction in overall length of stay for that population, also reducing their ICU days by 1.3 days as well.
- Began participating in the CNS/CNL/IP CLABSI Rounding Project in June 2020. Implemented practice changes from project findings that resulted in no CLABSIs since June 2020!
- Implemented a new patient/nurse participation visual tool that increased mobility rates and achieved mobility goals in November 2020.
- Increased telemetry charting compliance by 31% by identifying the fallout and collaborating with SLE and unit educator to assess knowledge and provide education and hands-on individual coaching.
- Had no healthcare acquired CRE infections in 2020, while the unit had 2 in 2019 and they reduced annual C-diff infections from 5 infections in 2019, to only 1 in 2020.

LCI Blood Disorders

- Clinic Quality Improvement Projects: Sickie Cell Transitions and Flu Fighters.
- Improved and streamlined processes with research studies to avoid deviations and delays.
- Reduced reactions related to PEG Asparaginase Administration through a multidisciplinary team approach.
- Implemented Open Nursing Forums every Monday to ensure vetting of nursing ideas and concerns with management.
- Community Outreach: ISF Foundation Virtual Race fundraiser to benefit funding for childhood cancer research.

NPCN

- Welcome and onboard new staff, decorating their locker before the first day.
- Various drives on the unit to include candy, crib mobile and sound machine that were donated to babies in NPCN.
- “Mercy for Moms” worked with an agency to assist with supplying needs for moms who choose to keep their babies.
- Host a NPCN Pinterest Board for idea sharing.
- Implemented Nurse Led Rounds this year with a nursing report tool that ensures RN concerns are heard amongst the interdisciplinary team regarding the plan of care.

Mercy ED

- Revamped the Code Baby protocol due to an increase in baby births. Collaborated with Med Center Air NICU transport, stocked a baby cart and in-serviced staff.
- Implemented paramedic-led mock code scenarios and a code class.
- More than 50% of the nurses are now validated to insert ultrasound-guided IVs.
- Mentor Program from new graduate nurses with criteria for interaction.
- Reduced length of stay by implementing a faxed report form process to the unit.
- Community Outreach: goodie bags with toiletries to patients in need.

Mercy ICU

- Participated in cross training ICU and PACU staff for COVID surge purposes.
- Continued work on mobility and oral hygiene to prevent ventilator associated pneumonia.
- Community Outreach: staff volunteered at Loaves & Fishes to package food items and collected hygiene products for the homeless.
- Implemented “Employee of the Month”, staff pet boards, a new employee board and celebration boards throughout the unit.

CMC Adult ED

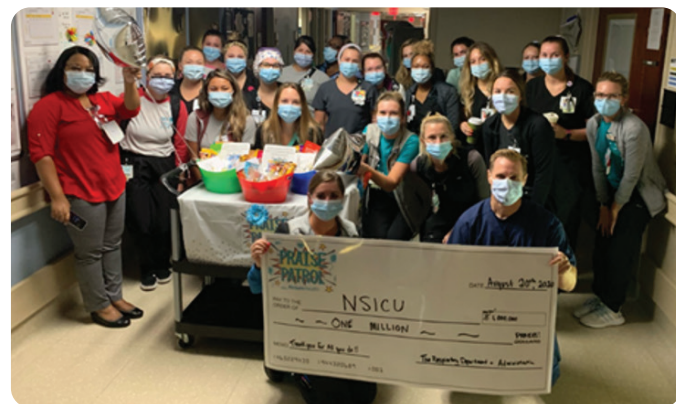
- “Unit of the Month” candidates voted on and awarded by all ED staff using unit Facebook page. Chosen units are awarded a gift and not on the first Thursday of the month. Feedback also requested on how to be better teammates from recipient unit.
- 30, 60 and 90-day review of all new staff is available for unit staff to provide feedback and concerns for practice prior to the new staff coming off orientation.
- Newly certified nurses are recognized with plaques, gifts and announced on unit Facebook page.
- Unit Goal Accomplishments: Achieved reduction in urine contamination goals, fall rates, and blood band labeling errors.
- Community Outreach: Homeless shelter donation drive and an Adopt-a-Family initiative.

Central Division Praise Patrol

**Janet Handy, MS, RN, NEA-BC, FACHE –
AVP of 6B and the Oncology Division 2020**

As COVID-19 continued to be a part of daily life at Carolinas Medical Center in 2020, staff resilience began to wane. Several initiatives and events were implemented to increase nursing morale, as well as the morale of other teammates. These events included traveling food distributions, ice cream truck deliveries to units, donut greetings at the beginning of shifts, holiday celebrations, all conducted in accordance with social distancing guidelines and safety parameters. In addition, Code Lavenders and online webinars were conducted to support the psychological wellbeing of the nursing team. In June 2020, nurse leaders thought of implementing a “Praise Patrol” to promote resilience. The Praise Patrol was designed to surprise selected teams/units with a decorated cart, balloons, and gift baskets. In addition, the administrative team and nursing leaders participated by donning fun head gear such as unicorns, flowers and animal ears that coordinated with the holidays near the presentations. The selection process required a winning nursing team to select the winning team who would be recognized next. The first unit chosen as a recipient of this recognition was the 36-bed inpatient medical COVID-19 unit, 10 Tower. Senior leadership including Vicki Block the Central Division President, Chan Roush the Faculty Executive and the Central Division Chief Nurse Rob Rose, fully supported this initiative both financially and physically by attending the Praise Patrol celebrations twice per week at 6:45 a.m. Once recognized 10 Tower chose to recognize the MICU, which was the COVID-19 ICU and the patrol continued from there. This act of caring completely aligns with Jean Watson’s Theory of Human Caring. The COVID surge did not slow the momentum of this great work, instead, this initiative spread to other Atrium Health facilities. As a true magnet designated facility, our goal during the COVID-19 pandemic is to assist our nurses in strengthening their ability to face adversity, build resilience and continue to be optimistic for the future.

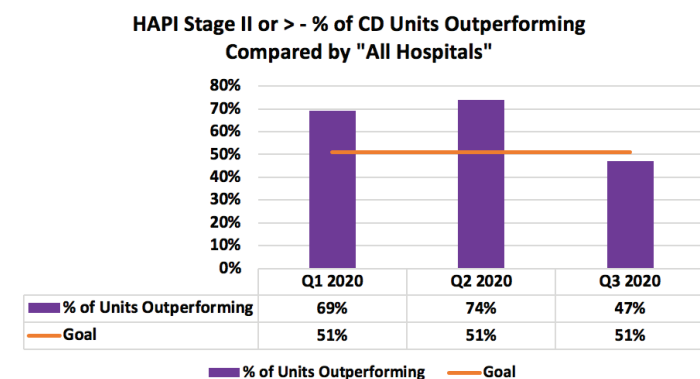
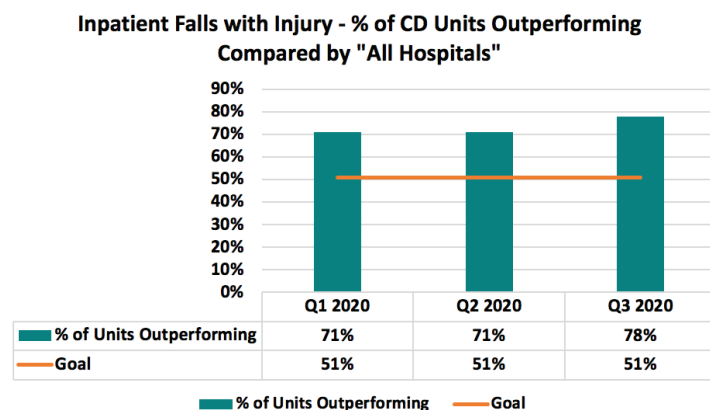
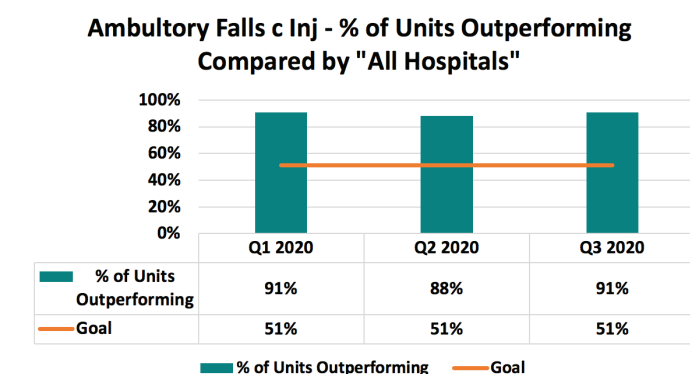




Nurse Sensitive Indicator Data

Magnet criteria requires the Central Division to prove outperformance of most units (>50% of units) within the majority of the eight quarters of data submitted with our 2022 document. The two metrics required to be reported is falls with injury and Hospital Acquired Pressure Injury Stage 2 or greater (HAPI). The reporting timeframe the CD will submit with the 2020 document will be Q1 2020 – Q4 2021. Tracking regarding our progress in these areas using National Database of Nursing Quality Indicators (NDNQI) national benchmark comparisons are shown below.

CMC Nursing Sensitive NDNQI Data



ATRIUM HEALTH

New Knowledge & Innovations, Improvements

Internal Dissemination of Best Practice via the 2020 Nursing Research Virtual Service Line Poster Fair



What: The 2020 Virtual Service Line Poster Fair offers several mini poster fairs at once with a focus on specific service lines and PNCAP project sharing!

Why: You asked for it!!! You gave amazing feedback on our previous virtual poster fairs! You wanted to see more projects specific to what you do and the populations you serve! You also needed a way to share PNCAP projects across facilities within the same service lines to showcase all your great work and spread best practice!

Who: AH Nursing Teammates

Outcome: Participants will gain knowledge of PI, EPB and Research projects occurring throughout Atrium Health

How It Works: Access the link below or the QR code for the Virtual Poster Fair Teams Site!

<https://carolinashealthcare.sharepoint.com/sites/VirtualPosterFair/SitePages/2020-Virtual-Service-Line-Poster-Fair.aspx>



Once you have reviewed your posters, click on the appropriate link to complete your evaluation, and claim your contact hour certificate!

You must review at least five posters and complete an evaluation to receive 0.5 contact hour, ten posters and an evaluation for 1.0 contact hour, and twenty posters and an evaluation to receive 2.0 contact hours!

When: Posters will be available to review until October 31st!

Be sure to share this opportunity with all your teammates!

Hosted by Central Division Research Council

Questions? Please email Mary.McNamee@atriumhealth.org OR Kathy.Shaffer@atriumhealth.org

No conflicts of interest were reported by the planning committee or presenters of this educational offering. No commercial support or sponsorship was provided for this educational offering.

No products are used or endorsed as a part of this educational offering. Atrium Health- Nursing Professional Development is an approved provider of nursing continual professional development by the North Carolina Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

In 2020, the Central Division Nursing Research Sub-Council hosted a Virtual Service Line Poster Fair that was requested by popular demand. This virtual fair featured projects that were specific to the populations and common findings within Atrium Health. This fair also provided a way to disseminate best practice of Professional Nurse Clinical Advancement Program (PNCAP) projects across Atrium Health facilities within the same service lines. Attendees could gain up to 2 contact hours learning about performance improvement, evidence-based practice, and research projects currently being implemented throughout our system.

Results of Participation:

0.5 contact hours= 30 teammates

1.0 contact hours = 24 teammates

2.0 contact hours = 64 teammates

Total Participants: 118 teammates

The average satisfaction rate was 4.71 out of 5. The most satisfied ratings came from those who submitted for the 2.0 contact hours and evaluated at least 20 posters. 113 out of 114 total participants responded that they gained knowledge in regard to implementing performance improvement, evidence-based practice, and/or research projects. Feedback revealed that the SharePoint layout and split service line method of this fair was a fan favorite! Participants from 22 facilities or groups within Atrium health participated in this well-received fair.



“Strangulation Protocol for Victims of Sexual Assault”

Katisha Seward, MSN, RN, CEN, CNL

Katisha Seward, a 2019 Nurse Research Sub-Council Fellow presented her SANE project virtually to all Atrium Health nurses in October of 2020. This presentation provided a contact hour for nursing attendees and was rated exceptionally high in the attendee evaluation process. Katisha’s project explored the impact of using a standardized strangulation protocol while assessing sexual assault victims. Her presentation reviewed the tools and resources SANE nurses use to provide top quality care to this vulnerable population.



ATRIUM HEALTH RN CONTINUING EDUCATION OPPORTUNITY

Presenter:
**Katisha Seward, MSN, RN,
CEN, CNL**

Date: October 29, 2020
Time: 2p - 3p

**SPONSORED
BY**

Atrium Health
–
Carolinas
Medical
Center

**“Strangulation Protocol for
Victims of Sexual Assault”**
To attend via “teams”, please
email Sarah Price at
Sarah.A.Price@atriumhealth.org
and request the “teams” meeting
planner.

Contact hour: 1 (attendance at
the entire session is required to
earn contact hour credit)

Central Division nurses are among the top nurse researchers of the world! Explore the IRB approved nursing research led by our very own nurses right here in the Central Division!

Nursing Research Study Title (Not EBP or PI)	IRB Review Type	IRB Approval Date	Study Status	Name of Study PI	PI Credentials
Exploring the Use of Music During Simple Procedures in an Adult Emergency Department to Reduce Patient Reported Pain and Anxiety	Expedited	Feb-20	Ongoing	Daniella James	MSN, RN, AGCNS-BC
Compassion Fatigue in Pediatric Peri-Operative Nurses	Exempt	Sep-19	Complete	Allison Comley	BSN, RN
Driving Innovation in Healthcare: The Clinical Nurse Leader Role	Expedited	May-19	Complete	Sarah Price	MSN, RN, SCRNP
Case Managers' Perceptions of Effective Interventions	Exempt	April-19	Complete	Julia Williamson	MSN, RN, CCM
Nurse-Led Parent Education Discharge Support Strategies (PEDSS) for Children Newly Diagnosed with Cancer	Expedited	Mar-19	Ongoing	Lauren Brown	MSN, RN, CPNP-AC
Contemporary Practice Patterns and Outcomes Following Repair of Anomalous Left Coronary Artery from the Pulmonary Artery	Expedited	Nov-18	Complete	Elizabeth Caudill	MSN, RN, PNP-AC
Registered Nurse Perceptions of Knowledge and Attitudes Toward Complementary and Integrative Medicine in the Oncology Ambulatory Setting LCI-NOS-RN-CIM-001	Expedited	Jul-18	Complete	Susan Yaguda	MSN, RN
Does a Large-Scale Stroke Data Repository that Provides Advanced Data Analytics and Data Visualization Improve Treatment Times, Decrease Length of Stay and Improve Patient Outcomes?	Expedited	Jun-18	Complete	Jeremy Rhoten	BSN, RN
Implementation and Effectiveness of CNL Integrated Care Delivery	Expedited	May-17	Complete	Veronica Rankin	DNP, RN-BC, NP-C, CNL
Use of the Epworth Sleepiness Scale as a Screening Tool for Identifying Sleep Concerns in Hospitalized Adult Stroke Patients	Expedited	Aug-19	Complete	Heena Nagarji	MSN, RN, CNL

2020 Publications & Presentations

Publications:

Barnes, Chrisanne. (2020). A Narrative Review of Movement-Based Mind-Body Interventions: Effects of Yoga, Tai Chi, and Qigong for Back Pain Patients, *Holistic Nursing Practice* 34(1), p. 3-23

Blackley, Kris. (2020). Chapter 8: Measuring Nurse-led Patient Outcomes and Patient Acuity in textbook titled, *Oncology Nurse Navigation: Delivering Patient-Centered Care Across the Continuum*, p. 125-141

Kramer, Jenna & Valente, Camille. (2020). Development of a Hematology-Oncology Advanced Practice Provider Fellowship Program, *Journal of the Advanced Practitioner in Oncology*, 11(4), p. 407-410.

Pagel, Julie; Powers, Kelly; & Herron, Elizabeth. (2020). Nurse Preceptors and New Graduate Success. *American Nurse Today*, 15(7), p. 37-39

Rankin, Veronica. (2020). Chapter 7: Implementation of the Clinical Nurse Leader Role in textbook titled, *Clinical Nurse Leader Certification Review*, p. 43-53.

Rankin, Veronica & Rose, Robert. (2020). President of Nursing Staff: Reinvigorating Shared Governance, *Nurse Leader*, 18(6), p. 547-551.

Reed, S. and Raynor, N. (2020) The Increasing Use of Virtual Technology in Health Care Today Can Help Hospitals Explore New or Blended Models for Behavioral Health Patient Safety Observation, *Children's Hospitals Today* (the Quarterly Magazine of the Children's Hospital Association), p. 28-30.

Saine, Amber; Thomas, Cynthia; Powers, Kelly; & Neustrup, Wendy. (2020). Baccalaureate Nursing Students' Experiences with Multi-patient, Standardized Patient Simulations Using Telehealth to Collaborate, *Journal of Professional Nursing*.

Saine, Amber; Powers, Kelly; Neustrup, Wendy; & Sossoman, Leslie. (2020). Simulations Using Telehealth to Collaborate with Other Health-Care Professionals: Effect on Pre-Licensure Nursing Students' Competencies and Amount of Collaboration in the Clinical Setting, *Journal of Interprofessional Care*.

Samuel, Sherena; Diggins, Kristene; & Beasley, Amy. (2020). Sexually Transmitted Infection Risk Assessments in Retail Health Clinics, *Journal of Nurse Practitioners*.

Valente, Camille. (2020). APP Fellowships During COVID-19: One Institution's Approach. Published in *Healio News – Hematology/Oncology – HemeOnc Today*

Whitley, Renee; Crow, Patty; Gore, Pamela; Gregory, Virginia; Pfeiffer, Kelcey; & Taylor, Yhenneko. (2020). Discerning Post Anesthesia Readiness for Transition (DPART): A Measurement Tool, *Journal of PeriAnesthesia Nursing*

Williams, Laura; Helms, Anna; Snider, Emily; Chang, Brenda; Singh, Sam; & Asimos, Andrew. (2020). Teaching Impact on Telestroke Nurse Recognition of Large Vessel Occlusion Computerized Tomography Perfusion Patterns, *Stroke*, 51(6), 1879-1882

Poster presentations:

Amy Hicks & Carnell Hampton (*Radiation Oncology*) - *Can an Updated Protocol and Standardized Workflow for Managing Patients with Cardiac Implanted Electronic Devices Receiving Radiotherapy Improve Safety and Quality?* – poster presented October 2020 American Society for Radiation Oncology (ASTRO)

Christy Overcash – *Pulmonary Artery Catheters on a Step-Down Cardiac Unit* – poster presented in June 2020 at the 16th Annual American Association of Heart Failure Nurses Meeting

Daniella James – *Pit Stop for Speed: Improving Stroke Care* – poster presented in September 2020 at the ENA National Conference 2020

Donna Pitsinger – *Reducing Administration Errors When Titrating Obinutuzumab* – poster presented in September 2020 at the 45th ONS Congress

Emily Snider – *AHHH Push It..T-PA, That Is!* – poster presented in August 2020 at the 2020 Virtual Stroke Conference – Advances in Stroke Care

Emily Snider – *Reducing Door-to-Needle Times Through Pre-Mixed t-PA for Eligible Patients* – poster presented in July 2020 at the 2020 Atrium Health Virtual Poster Fair

Elisabeth Hauer – *Resolution of Severe Hypercalcemia Secondary to Pica in a Pediatric Hemodialysis Patient* – poster presented in

February 2020 at the 40th Annual Dialysis Conference

Julie Pagel – *But What About the Children? Identifying the Benefits of a Collaborative Approach Between the Child Life Specialist and Nurse in a NSICU* – poster presentation in March 2020 at the American Association of Neuroscience Nurses

Julie Pagel – *Escaping Monotony of Competency Validation* – poster presentation in March 2020 at the American Association of Neuroscience Nurses

Julie Pagel – *Light! Camera! Action: Using a New Video Approach for Nurse Recognition and Retention in a Neurosurgical ICU* – poster presentation in March 2020 at the American Association of Neuroscience Nurses

Sally Ware – *Assessing the Success of an Admission Guidance Tool In Improving Coordination of Care Between Inpatient Staff and Research Coordinators for Clinical Trial Car-T Patients* - poster presented in April 2020 at the Oncology Nursing Society Congress

Podium or Webinar Presentations:

Amy Hicks (Radiation Oncology) – “Interprofessional Leadership: The Best of Both Worlds” – oral presentation at the Society for Radiation Oncology Administrators national annual meeting October 2020

Cathryn Jordan & Nora Raynor - *Recognizing Pediatric Sepsis: Through the Eyes of Patients and Families* - webinar presented in April 2020 for the Children's Hospital Association IPSO Webcast Series hosted in conjunction with The Sepsis Alliance.

Colleen Hole – *Atrium Health COVID-19 Virtual Hospital* – webinar in July 2020 at the Centers for Medicare & Medicaid Services

Colleen Hole – *Atrium Health COVID-19 Virtual Hospital* – webinar in June 2020 at the American Hospital Association Podcast

Daniella James- *Pharmacologic Management of Calcium Channel Blocker Poisoning* – podium presented in September 2020 at the ENA National Conference 2020

Donna Pitsinger (LCI Infusion at Morehead) & **Grant Dever** (LCI Pharmacy) “Reducing Administration Errors when Titrating Obintuzumab” ONS Bridge virtual conference September 2020

Jessica Garmon – *Simulation-Based Education for the Administration of Chemotherapy and Biotherapy for New Graduate Oncology Nurses*- podium presented in February 2020 at Life of the Scholar Multidisciplinary Conference

Kayla Fuller & Lacey Spangler – *The Pursuit of HAPI-less Environments: Creating a Culture of Hospital Acquired Pressure Injury Prevention* – podium presentation in March 2020 at the National Association of Clinical Nurse Specialist

Kelley Weaver – *GRN Advocacy for Advance Care Planning* – podium presented in April 2020 at the NICHE Conference

Kelley Weaver – *On the Move: A Collaborative CNS/CNL Project* – podium presented in April 2020 at the National Association of Clinical Nurse Specialist

Kim Pate – *Standardizing Education to Improve Outcomes for Patients with a New Ostomy* – podium presentation in March 2020 at the National Association of Clinical Nurse Specialists

Kimberly Rippy (LCI Nursing Team) “Data driven medication infusion safety through the use of smart pump devices, staff engagement and library improvements in a major, multi-facility ambulatory oncology environment” ONS Bridge virtual conference September 2020

Melodie Garrison – *Nurse Resilience: In Times of Crisis Finding the Balance of Continued Care* – webinar presented in May 2020 at the Hospice and Palliative Nurses Association National Meeting

Michelle Reibel – *How to Improve Nurses’ Knowledge and Use of IPC Technology* – podium presented in March 2020 at the Get-Connected 2020 Conference

Sally Ware, Mallory Tucker, Michael Davis and Holly Jones (LCI BMT Program) “Assessing the Success of an Admission Guidance Tool in Improving Coordination of Care between Inpatient Staff and Research Coordinators for Clinical Trial Car-T Patients” ONS Bridge virtual conference September 2020

Sarah Price – *Driving Innovation in Healthcare: The CNL Role* – podium presentation in February 2020 at the 2020 CNL Summit

Veronica Rankin – *CNL: Innovative Transformation with Sustainable Outcomes* – webinar in March 2020 for the American Association of Colleges of Nursing

Veronica Rankin – *Advancing the CNL Role* – podium presentation in February 2020 at the 2020 CNL Summit

2020 Central Division Awards and Recognition



VAD Disease specific certification – 12/16/2020



LCI Ranked #50 US News and World Report – Best for Cancer Care

LCH Pediatric KDU ESRD DHSR Recertification



Levine Children’s Specialty Center received the Cystic Fibrosis Foundation’s Outstanding Partnership Award at the 2020 North American Cystic Fibrosis Conference.





The Society of Thoracic Surgeons –
Ranked well in overall Composite
Score, Operative Mortality and
Major Morbidity





Atrium Health

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