

Geisinger

2016 Nursing Annual Report

# Geisinger Medical Center





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# A message from the president and CEO and the chief nursing officer

Everything we do at Geisinger is about caring. It's the reason we work in healthcare. And it's why our nurses are so passionate about the integral role they play in doing what is right and best for our patients.

Our nurses are professional, high-performing, dedicated, compassionate, caring and innovative. We are pleased that these important attributes are recognized through Geisinger Medical Center's designation as an American Nurses Credentialing Center Magnet® hospital. Magnet hospitals are nationally recognized for nursing excellence and setting the bar for professional nursing practice.

Nurses at Geisinger Medical Center achieve high scores in safety, quality and efficiency, all directed at providing the perfect patient experience every time, for every patient. We are never satisfied with anything less, and our nurses work day and night, every day of the year toward achieving that goal.

As our nurses attest, it really is all about caring at Geisinger.



Sincerely,

**David Feinberg, MD, MBA**

President and CEO



**Susan Robel, RN, BSN, MHA, NEA-BC**

Executive Vice President and Chief Nursing Officer



## About Geisinger

Geisinger Medical Center (GMC) is a part of the 12 hospital campuses that make up Geisinger Health System. GMC is the largest tertiary/quaternary care teaching hospital in north-central Pennsylvania. Geisinger Health System is an integrated health services organization widely recognized for its innovative use of the electronic health record and the development of innovative care delivery models, such as ProvenHealth Navigator® and ProvenCare®.

As one of the nation's largest health service organizations, Geisinger serves more than 3 million residents throughout 45 counties in central, south-central and north-east Pennsylvania, and in southern New Jersey with the addition of AtlantiCare, a National Malcolm Baldrige Award recipient. The system is composed of approximately 30,000 employees, 2 research centers and a 510,000-member health plan, all of which leverage an estimated \$8.9 billion positive impact on the Pennsylvania economy.

Geisinger has repeatedly garnered national accolades for integration, quality and service. In addition to fulfilling its patient care mission, Geisinger has a long-standing commitment to medical education, interprofessional collaboration, research and community service.

Geisinger Clinic is widely regarded as a national model of healthcare delivery that is centered on a cutting-edge, multispecialty group practice of more than 800 primary and specialty physicians who practice at Geisinger hospitals and community-based clinics and at non-Geisinger hospitals throughout the region. Geisinger Clinic includes more than 75 specialties that span the integrated health system and is home to one of the largest ambulatory care programs in Pennsylvania.

# C.I.CARE

Geisinger Wyoming Valley Medical Center is committed to delivering the optimal patient experience to every patient, every time. Caring is part of our legacy and is the promise that we make to those we serve.

C.I.CARE is a proven framework to standardize and improve consistent and seamless communications that positively enhance the patient experience for our colleagues, our patients and their families by demonstrating how much we care about those we serve.

C.I.CARE consists of six simple communication steps that employees should follow: Connect, introduce, communicate, ask for permission and anticipate needs, respond and end with excellence. This communication technique should be used with every interaction for the best patient experience.



**Connect**



**Introduce**



**Communicate**



**Ask & Anticipate**



**Respond**



**End with Excellence**

# Transformational leadership

A message from Geisinger Medical Center's chief nursing officer and vice president of Nursing

Everything we do is about caring, and in 2016 Geisinger Medical Center nurses amplified that message. Our attention has become laser-focused, with the patient and family at the center of every decision and action.

This report highlights the accomplishments of our Geisinger Magnet nurses. Geisinger nurses lead with compassion, strength, highly competent clinical skills and innovation. Using a shared governance model allows the voices of Geisinger nurses to be heard within the hospital, throughout the Geisinger system, and, by speaking at conferences, across the nation and internationally.

Using an evidence-based research project, Geisinger nurses assessed patients' and families' level of confidence in their care provided by caregivers dressed in different ways. Our patients spoke, and we listened by implementing a dress code in which disciplines dress in consistent colors. Now, a Geisinger registered nurse is clearly identified by his or her pewter-colored scrubs.

While we've celebrated success, we realize our best performance is yet to come. Our multidisciplinary, collaborative team is learning to leverage each other's skills and talents to become a stronger team and reach new heights. I am extremely proud of each and every one of our nurses, who make Geisinger a top-notch, national leader in healthcare.

To our nurses, thank you for all you do each and every day, because you care enough to enhance the health of our patients and make the Geisinger experience the best.



**Crystal Muthler, MHA, BSN, RN, NEA-BC**  
Chief Nursing Officer  
Vice President of Nursing  
Geisinger Medical Center

# Nursing leadership team

2015 and 2016 have been years of transition for the nursing leadership team. The addition of three new associate vice presidents (AVPs), interim AVP leadership in the operating suite, and a new director of nursing, transitional leadership and development, mark the beginning of a new group of nurse leaders who will guide the practice of nursing. Working in partnership and under the guidance of Crystal Muthler, CNO, the entire nursing leadership team will continue to focus on the nursing strategic plan, mission and vision. Quality patient outcomes and positive patient experiences will ensure GMC remains a healthcare system the entire nation watches and respects.

## Associate vice presidents



**Debra Wantz, DNP, RN, CCNS, NEA-BC**  
Associate Vice President, Nursing Services



**Charmaine Tetkoskie, MHA, BSN, RN**  
Associate Vice President, Nursing Services



**Kimberly Duffy, MSN, MBA, RN, CPN, NEA-BC**  
Associate Vice President, Nursing Services



**Pamela Wallace, BSN, RN**  
Interim Associate Vice President, Surgical Services



**R. Kim Rankin, MSN, RN, CRRN**  
Associate Vice President, Nursing Services

## Directors



**Pat Campbell, MSN, RN**  
Director, Outpatient Nursing



**Kay Bower, MSN, RN**  
Director, Nursing Transitional Leader and Development



**Gale Shalongo, MSN, RN, ACNS-BC, NEA-BC**  
Director, Nursing Education and Magnet



**Cindy Bird, BSN, RN**  
Clinical Director, Surgical Suite



**Jamie Marks, MSN, RN, CBC, NE-BC**  
Operations Director, Labor and Delivery, GMC & GBH

# Mentoring future leaders

Nurses Emerging as Leaders (NEL) is part of an ongoing program that helps grow future nurse leaders for Geisinger Health System. This program is a collaborative effort between Nursing leadership and Human Resources to ensure that future nurse leaders are offered opportunities for growth and leadership training.



## The FY16 Nurses Emerging as Leaders class

From left to right, first row: Jennifer Hunt, Wendy Snyder, Diane Blackwell, Amy Rubino; second row: Kathleen Tugend, Lydia Ross, Jacqueline Janovich, Tracey Bixler, Lauren Murphy, Lucy Vavrek, Lindsey Ford; third row: Jeff Zabielski, James Sheridan, Andrea Weatherford, Amanda Dalessandro, Molly Gratti, Rebecca Stroudt



# Structural empowerment

## GMC shared governance nursing councils

Through the Geisinger shared governance councils, nurses participate in the decision-making processes that influence their daily practice of nursing. The councils provide the foundation for Geisinger nursing practice. Because the membership consists of direct care clinical nurses, they are empowered to own the quality outcomes for the patients in their care.



## Nursing Professional Practice Council

The Nursing Professional Practice Council ensures that Geisinger nursing practice aligns with current evidence-based practice (EBP) through policy review and revision. Use of the Nursing Reference Center allows for the most up-to-date support for nursing processes. The GMC membership collaborates with nurses from throughout Geisinger Health System to make decisions for patient care based on current literature and available technology.

2016 outcomes:

- Conversion of 39 GMC policy and procedures to the Nursing Reference Center content
- Enhanced the structure and format of the council: members revised charter and membership guidelines and developed a different model for membership
- Council members presented the revised policies to nurse leaders who attend the council meetings (CNO, VPs)

## Outpatient Clinical Nursing Council

The Outpatient Clinical Nursing Council provides a venue for communication and review of changes in nursing practice, policies and procedures and promotes the use of the Professional Practice Model and EBP guidelines to ensure quality outpatient nursing care. This council supports collaboration across the ambulatory clinics and other nursing or hospital based councils. In this forum, nurse leaders query staff about nursing practice or policy issues/concerns and provide feedback about Nursing Services activities, events and personnel changes.

2016 outcomes:

- Home Care – Provided information about the “Kitchen Table Program,” in which nurses visit patients post-hospital discharge to review medications and address questions and concerns related to medications
- Dr. Margaret West – Presented education about EBP, including use of the Johns Hopkins Model and process for requesting assistance when initiating a EBP project
- Reviewed new process for transporting items to CSR that ensures staff safety
- Provided information about RN-to-BSN and graduate nursing programs to facilitate enrollment in continuing nursing academic education
- Reviewed changes in dress policy, including standardization of scrubs for RNs and other clinical staff

## Nursing Services Quality Improvement Council

The Nursing Services Quality Improvement Council works to ensure that continuous quality improvement and safety are a priority across GMC. Evidence-based patient care is accomplished through the leadership and evaluation of nursing performance by this council. Collaboration with other hospital-based nursing councils determines appropriate actions to be implemented to achieve organizational goals in keeping with our mission and vision.

2016 outcomes:

- Focused on developing department-specific quality improvement projects, including use of PowerPoint and Excel:
  - Knapper Clinic – Improved compliance with procedural time-out
  - Outpatient Surgery Woodbine – Ensured privacy for post-procedure discussions with families
  - Interventional Pain Clinic – Implemented environmental safety measures to enhance safety for patients, staff and visitors
- Provided education and assistance with EBP project development using the Johns Hopkins Model:
  - Hematology/Oncology Clinic – Selected fall risk assessment tool for patients receiving outpatient chemotherapy
  - Foss 3 & 6: Patient flow in the pediatric clinics – Reviewed delays and developed effective approaches to communicate to patients and parents about delays
  - Women’s – Best practices related to the use of progesterone injections to prevent pre-term labor

## Nursing Research Council

The Nursing Research Council (NRC) is a collaborative committee for direct care nurses and nurse researchers to develop and advance nursing research and EBP. Direct care nurses are encouraged to work with nurse researchers to identify practice questions and facilitate change in everyday nursing practice. Questions and ideas are explored through an EBP model. Sometimes the answer is discovered and changes are made to process, policy or programs. When the answer is unclear, the question can be developed into a research study. The direct care nurses are mentored with the nurse researchers to develop proposals, which are then brought before the Geisinger System Institutional Review Board for approval. The NRC focuses on safe and ethical research development, nurse competencies to conduct EBP and research projects and the dissemination of information and findings surrounding the research projects.

2016 outcomes:

- Continued to add membership
- Facilitated EBP projects based on questions from nurses at each site and developed research proposals to explore the practice questions
- Enhanced communication methodologies: NRC SharePoint site, NRC email address, internal and external websites, LYNC meetings for internal members, as well as faculty members from area universities
- Developed more than 25 EBP projects applying the Johns Hopkins Model of Evidence-Based Practice; continued to promote goal of growing nursing research at Geisinger

## Nursing Retention and Communication Council

The Nursing Retention and Communication Council (NRCC) includes inpatient and outpatient direct care nurses in developing strategies to retain, network, communicate and enhance Geisinger nursing. The activities of the NRCC serve to reinforce the status of nursing in professional relationships and retain experienced, competent nurses.

2016 outcomes:

- Peer-to-peer review education disseminated to nursing units by the council members, with all units participating in this review
- Improvement in directional signage for patients, visitors, and staff; presentation to hospital leadership regarding the advantages of the changes
- Poster presentations for Nurses' Week conference
- Organization of a conference day for staff at GMC (also offered across the system)
- Bulletin board competition focusing on C.I.CARE education regarding communication and connecting with patients, families and coworkers
- Nurse Excellence Awards – nurses nominated by their peers for their excellence in care
- Uniform donation to give gently used uniforms to others in need

## Nursing Leadership Council

The Nursing Leadership Council is composed of inpatient nurse managers and nurse leaders. This team manages resources and works to oversee the practice of safe, quality care for all patients admitted to GMC. In the ever-evolving healthcare environment, this group maintains a Magnet culture at GMC.

2016 outcomes:

- Reorganized NRCC
- Reconstructed Mass Casualty Alert System
- Organized a nursing recruitment fair
- Revised the patient belongings form
- Revised the Nursing Performance Evaluations for 2017
- Developed weekly nursing newsletter to share CNO message and important nursing updates

## Magnet Council

As GMC continues toward a third Magnet re-designation, the Magnet Council works to provide education and promote the advancement of the nursing profession by integration of the professional practice model into daily practice. The council includes clinical nurses from both inpatient and outpatient areas who champion the excellence of nursing practice through educational activities.

2016 outcomes:

- Submitted two Nightingale Award nominations, both of which were selected as finalists, and one of which was selected as the winner in the LPN category
- Various activities in community to provide education and create stronger connections to Geisinger Health System
- Attended a national conference with one abstract accepted for podium presentation
- Attended South-Central Magnet Consortium meeting as a group and presented GMC excellence
- Magnet excitement event held at GMC and GSACH in spring and fall
- Magnet mock surveys conducted with council and Magnet consultant

## Nursing Executive Council

The Nursing Executive Council (NEC) serves as the central axis for all shared governance councils. The NEC coordinates and guides the activities of each shared governance council and serves as a resource for council leadership. Through regularly scheduled meetings, communications and collaborative efforts, the NEC steers the practice of nursing, as outlined by the Nursing Strategic Plan.

2016 outcomes

- Evaluated guidelines and expectations of shared governance council members
- Collaborated with inpatient managers
- Incorporated Geisinger Bloomsburg Hospital (GBH) into shared governance councils
- Assisted with the development of new nursing leadership position: Director, Nursing Transitional Leader and Development

## System Nurse Council

The first System Nurse Council meeting was held Jan. 29, 2016, at the Foss Home. As Geisinger continues to grow, connection of nurses across the system is essential. Nurses of all levels from various inpatient and outpatient settings participate in the council meetings.

2016 outcomes:

- Increased connection of clinical nurses at all campus locations
- Reviewed system nursing strategic plan and shared with local coworkers
- Reinforced C.I.CARE
- Identified action items for council activity 2017

# Professional certifications

Professional Nursing certifications demonstrate nurses' commitment to nursing and the patients they encounter. The choice to become a certified nurse supports the Professional Practice Model at GMC. The expert knowledge required to obtain specialty nursing certification enhances the patient experience by instilling confidence of the patient in the level of care they are receiving.

Geisinger currently has 804 certified nurses working at GMC and GSACH.



Sandy Spickard RN, CMSRN; Patricia Drumm, BSN, RN; and Jatina Gaugler, RN-BC, greet nurses as they arrive at the Nursing Certification Dinner 2016.



Donna Brubaker, BSN, RN, CNOR, presents her perspective on nursing certification at the 2016 Nursing Certification Dinner.



Nurses enjoying the certification dinner

# Joint accreditation

Geisinger is supportive of professional development for nurses and has a joint accreditation to provide credits for educational experiences.

On Dec. 6, 2013, the Center for Continuing Professional Development (CPD), which has many nursing members at GMC, attained joint accreditation. Now, the CPD department at Geisinger can offer Accreditation Council for Continuing Medical Education, Accreditation Council for Pharmacy Education, and American Nurses Credentialing Center (ANCC) credits for educational sessions. GMC was one of the first 17 hospitals in the country to achieve this accreditation, and this prestigious accomplishment supports its ongoing commitment to education and knowledge for the staff. The advantage of this joint accreditation is that only one application is required for the multiple specialties to receive continuing education credits, making the process more efficient and streamlined.



## Geisinger Life Flight celebrates 35 years



Geisinger Life Flight® started 35 years ago with a talented team and one highly sophisticated air ambulance helicopter. Determined to continue offering unprecedented service to the communities surrounding Geisinger's broad service area, Life Flight became a vital link between patients and lifesaving care. As Geisinger's system grew, our geographical reach did as well, and the program expanded to better serve central and northeast Pennsylvania.

Today, Life Flight is the regional leader in medical air transportation and nationally recognized in safety, far exceeding requirements from the

National Transportation Safety Board in night vision equipment, single pilot instrument flight certifications and satellite tracking systems. The program averages 2,500 flights annually, with 7 state-of-the-art helicopters equipped for adverse weather conditions. Whether we're caring for patients from accident scenes, premature newborns, heart attacks or organ transplant patients, Geisinger's dedicated Life Flight staff is ready and able to handle any life-threatening emergency.

This past year, Geisinger Life Flight made yet another addition to its ever-expanding reach, with a new critical care ground transportation program. This mobile intensive care ambulance has wheels instead of rotors, and it is specially designed to transport patients of all ages throughout the Geisinger Health System service area.

Stationed at Geisinger Medical Center, the ambulance is noticeably larger than most for the enhanced safety and comfort of the patients and crew. It is staffed 12 hours a day with an emergency medical technician, an emergency vehicle operator, a critical care transport paramedic, a critical care transport nurse and a specially trained neonatal transport nurse, as needed.

As the healthcare system grows, Geisinger strives to continually offer the best care for every patient, every time. By expanding Geisinger Life Flight and adding a ground transportation program, more patients and their families have access to the critical care they need.

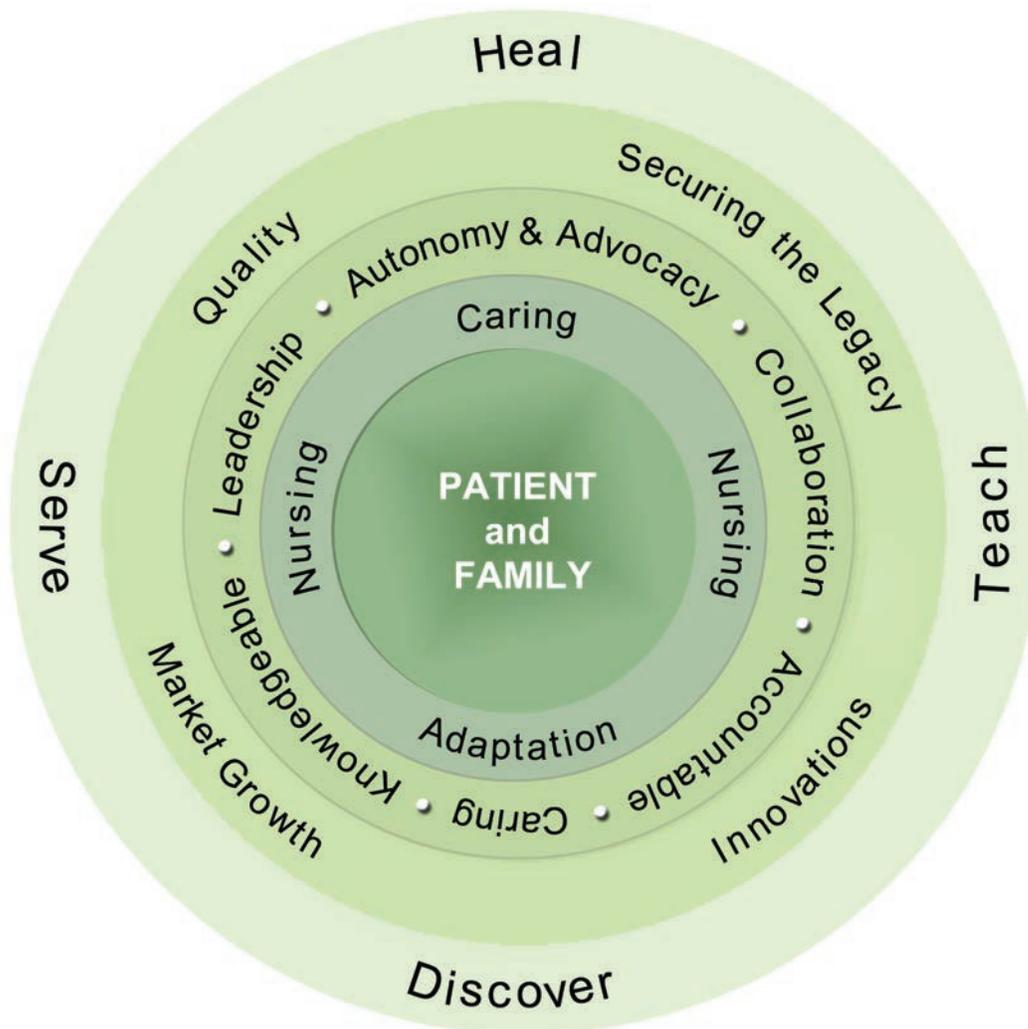
# Exemplary professional practice

## Foundation of our care: Professional Practice Model

Jean Watson's Nurse Caring theory and Sister Callista Roy's theory of adaptation complimenting Watson's theory are the basis of the Professional Practice Model (PPM) at Geisinger guiding nursing practice. The basis of caring aligns with the branding changes GMC has developed over the past year and the focus on the patient experience in each encounter nurses have with everyone they encounter in a day.

The image of the professional practice model can be found posted throughout the hospital. The Magnet champions provide ongoing education to clinical nurses about the PPM and how to apply it to their daily practice. Nurses use the PPM as a basis for care and to frame their interactions.

While attending the 2016 Magnet conference, nurses had the opportunity to purchase Jean Watson's book and participate in a book-signing.



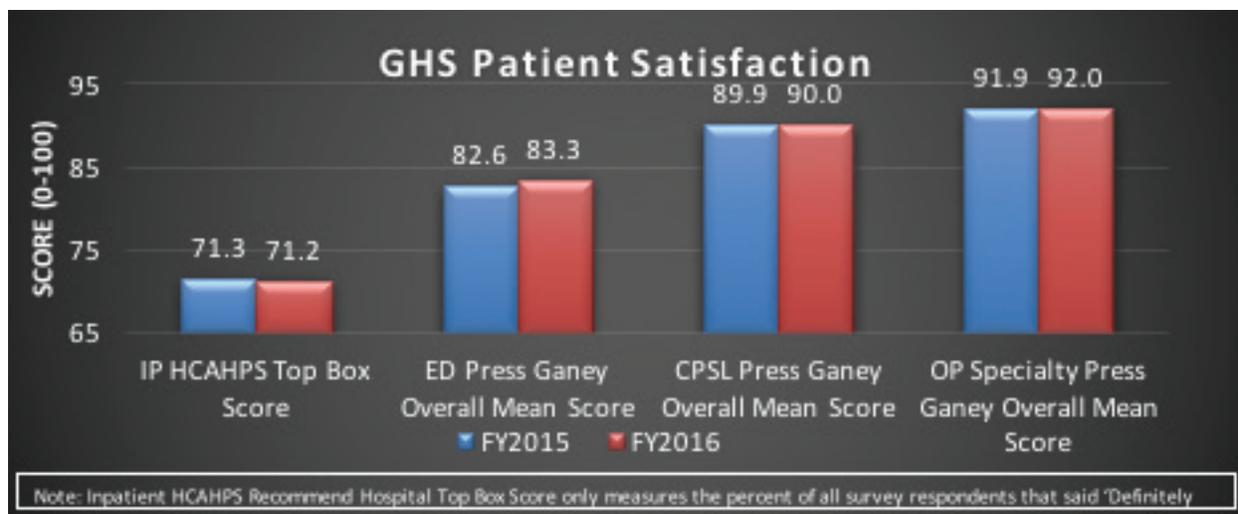
## Patient experience

At Geisinger, patients are our center — our reason for coming in to work. They always have been. In the evolving focus of healthcare, patient satisfaction gave way to service excellence, which gave way to patient experience. But why? Isn't it all the same? Not at all. Patient satisfaction shines a light on the goal of a perfect patient experience, possible only with the expertise and focus of engaged employees. The perfect patient experience occurs when safety and quality are at the forefront, combined with skilled medical care and individualized attention to the patient's needs. This includes teamwork within, recognizing family and friends have a role in healing, and realizing that communication is the key to success or failure. These are tall orders, and we have seen nothing like this before. It is the kind of care we want our loved ones to have and to expect.

Under the banner of caring, every Geisinger employee is charged with changing a culture of tasks to a culture of connecting with each other to work better and smarter, to include the patient in decisions about care, to be accountable and innovative, and to be a team member. Today, patient experience acknowledges that the patient is at the center of an intricate web, with many direct touches in care. But equally as important are those who work for their benefit that they will never meet. As patient experience changes the dynamics of how we deliver the best care possible, it changes us. And, with that, we continue to honor the bequest of Abigail Geisinger when she said, "Make my hospital right — make it the best."

## All in a day's work for two nurses

In July 2016 a vehicle accident occurred, followed immediately by a second accident. Two GMC Emergency Department (ED) nurses, who are husband and wife, were on their way to work. They stopped at the accidents and assisted the victims. The husband began resuscitation on one victim before the first responders arrived. Once the ambulance arrived to transfer the patient, he traveled in the ambulance and continued to care for the victim during the transfer of the patient to the GMC ED. At the same time, the wife was caring for other victims at the accident scene. Once everyone was attended to and cared for, she went home to get clean scrubs for herself and her husband. This team then worked their shift in the ED in a calm and composed demeanor, despite their experiences on the way into work that day.



## 2016 Nurse Excellence Award winners

Each year during Nurses Week, Geisinger recognizes outstanding nurses through the Nurse Excellence Program. The purpose is to recognize and encourage excellence in the provision of nursing care (direct and indirect) by Geisinger nurses. Biweekly paid RNs and LPNs are eligible for nomination. Nominees must have a minimum of one year of experience working at their present level in nursing and a current satisfactory performance appraisal. Exempt nursing personnel, such as operations managers, also are eligible.

Nurse Excellence Award winners were announced at a ceremony held on May 9, 2016.



RN Nurse Excellence recipients pictured with Terri Bickert, vice president of nursing (left); Susan Robel, system chief nursing officer (second from left); Crystal Muthler, chief nursing officer for GMC/GSACH (far right); and Bonnie Hess, chief nursing officer, GBH (second from right).

David Dormer, ASN, RN, CEN, PHRN, ED  
Kaitlin Barrett, BSN, RN, BP7  
Susan Oman, MSN, RN, ED  
Amy Gearhart, BSN, RN, CCRN, AICU  
Jordan Papp, GSACH Med Surg  
Kate Stoessel, BSN, RN, GBH



LPN Nurse Excellence Recipient pictured with Crystal Muthler, chief nursing officer for GMC/GSACH (left); and Susan Robel, system chief nursing officer (right).

Diane Walker, LPN, ED



Partners in Excellence Recipients pictured with Terri Bickert, vice president of nursing (left); Crystal Muthler, chief nursing officer for GMC/GSACH (second from left); and Susan Robel, system chief nursing officer (right).

Kristi Swigart, L&D  
Haley Schwartz, SDS  
Judy Marshall, CH3  
Steve Beagle, GBH



RN Advanced Practice Leadership Recipients pictured with Susan Robel, system chief nursing officer (left); Crystal Muthler, chief nursing officer for GMC/GSACH (second from right); and Gale Shalongo, MPD (right), director of nursing education and Magnet.

Shelly Nelson, ASN, RN, F7  
Diane Blackwell, BSN, RN, CMSRN, AP5



RN Advanced Practice Clinical Recipients pictured with Susan Robel, system chief nursing officer (left); Bonnie Hess, chief nursing officer, GBH (second from left); and Crystal Muthler, chief nursing officer for GMC/ GSACH (right).

Mary Ann McGlaughlin, MSN, RN, GBH  
Jean Marie Megargel, CRNP, NICU



Exemplary Professional Practice Award Recipient pictured with Susan Robel, system chief nursing officer (left); Terri Bickert, vice president of system nursing education, Magnet and research (second from left); Crystal Muthler, chief nursing officer for GMC/GSACH (second from right); and Gale Shalongo, MPD, director of nursing education and Magnet (right).

Jean Marie Megargel, CRNP, NICU

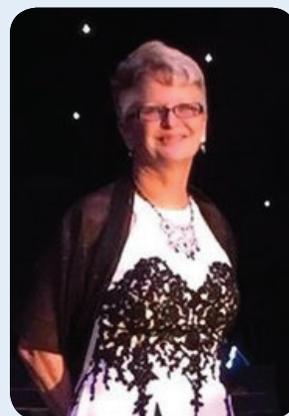
## Nightingale Awards of Pennsylvania

The Nightingale Gala is held each fall in Harrisburg, Pennsylvania to honor nurses from nine specialty categories. Nomination is an honor and selection as a finalist is a prestigious recognition of nurses and their contribution to their profession. Geisinger's two finalist were: Terri Bickert, DNP, RN, NEA-BC, Vice President, GHS System Nursing Education, Magnet and Research in the Administration-Executive/CNO; and Ron Gillam, LPN, Pain Therapy, GMC in the LPN category.

On November 4, 2016 several nurses from Geisinger attended the Nightingale Gala to support the finalists.



Ron Gilliam was selected as a winner in the LNP category, pictured accepting his award.



Terri Bickert, DNP, RN, NEA-BC, was a Nightingale finalist.

# Employee of the Month and Quarterly Team Awards

Employee of the Month and Quarterly Team Awards serve to recognize excellence in GMC staff. Nursing staff is often included in this honor. Patients or coworkers nominate those who are deserving of recognition for going above and beyond in their daily practice.

## **2016 Nurses selected as Employees of the Month:**

Daphne Yeick, RN, ASN, NICU

Linda Snyder, RN, VA-BC, Vascular Access

Jennifer Simpson, RN, BSN, Childbirth Center

Amanda Dastgheib, RN, GSACH Skilled Nursing

Heather McHenry, RN, ASN, IBCLC, NICU

Elissa Concini, RN, BSN, RN-OB, CCE, CBC, Nursing Education

Edna Sullivan, RN, Specialty Services Selinsgrove

Chung Yi Sheram, CRNP, General Surgery

Cassandra Thomas, RN, ASN, CPN, Children's Hospital 2

Melissa Dunkle, BSN, RN, OCN, Bush Pavilion 8, inpatient Oncology

Judith Cunfer, BSN, CCRN, Hospital for Advanced Medicine 7

## **2016 Nursing teams selected as Quarterly Team Award winners:**

Pre-surgery Center Staff

The Childbirth Center

Diane & Travis Walker, Emergency Department nurses

Geisinger Pavilion 2 Nursing Team

# Magnet activities

Nurses who are members of the Magnet Council are committed to caring for the community. Education is provided with various activities throughout the year. Geisinger demonstrates its connection to the community through the activities of these nurses.

Excellent examples of our nurses volunteering to care for the community include:

- Over the spring and summer months, members of the Magnet Council provide educational healthcare information to the community at the Ferry Street Grower's Market. On the third Saturday of each month, the team provides education and a nursing presence at this local event. Topics have included trauma, LIFE Geisinger services, available research studies, vision care and pet therapy.



Magnet champions, along with research associates and a trauma nurse, provided trauma and research education at the Ferry Street Grower's Market.

Mallory Snyder, RT (R); Kristina Blessing, MSW, LSW, CCRC; Kay Blyler, BSN, RN, MPH; Amanda Schleicher; Bonnie Kowalski, BSN, RN, CPN; Deb Erdman, MSN, RN; and Gale Shalongo, MSN, RN, ACNS-BC, NEA-BC

The Magnet Council also includes the Shamokin community in the activities planned to share the spirit of nurses caring for the community.

- On May 30, 2016, nurses from GMC and GSACH hospitals participated in the Shamokin Anthracite Parade. They distributed treats and fire safety information to the community



Magnet champions at the Shamokin Anthracite Parade.

Gale Shalongo, MSN, RN, ACNS-BC, NEA-BC; Chris Raup, BSN, RN, CPN; Crystal Muthler, BSN, RN, MBA, NEA-BC; Sandy Mervine; Jordan Papp, BSN, RN; Joyce Richardson, BSN, RN PCCN; and Dennis Seroskie, MSN, RN, CEN, CPEN, PHRN..

## Magnet excitement events at GMC and GSACH

In 2016, the Magnet Council organized excitement events for the GMC and GSACH campuses. In anticipation of the third Magnet designation, the theme for the March excitement event was “Third Time’s the Charm.” In September, the theme was a tailgating celebration. Education about Magnet, RN-RN relationships, quality, Geisinger history and the Nursing leadership team was provided to those who participated in the drop-in events.



GSACH nurses ready for the Magnet Excitement event

Rebecca Hoch, BSN, RN;  
Jordan Papp, BSN, RN;  
Susanne Kurteck, RN;  
Joyce Richardson, BSN, RN;  
and Dennis Seroskie, MSN, RN, CEN, CPEN, PHRN



GSACH nurses ready for the Magnet excitement event

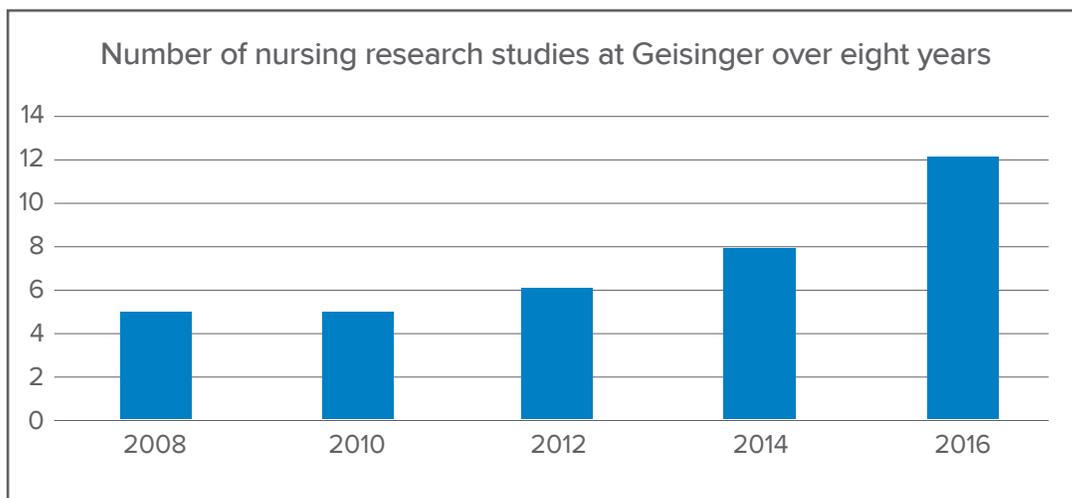
Jordan Papp, BSN, RN;  
Joyce Richardson, BSN, RN  
PCCN; and Rebecca Hoch,  
BSN, RN



As a part of the excitement event in March, nurses were asked to write a compliment to another member of their staff. These comments were shared at Nursing Leadership meetings and then with the unit staff.

# New knowledge, innovations and improvements

GMC encourages participation in nursing research by nurses at all levels. Crystal Muthler, chief nursing officer of GMC; Terri Bickert, vice president of System Nursing; Mary Margaret West, PhD, RN, director of System Nursing Research, and Adele Spegman, PhD, RN, Nursing Research, are the team-leading the growth of nursing research at GMC.



## Multi-site study

In addition to participation in GMC-based research, Dr. West was principle investigator for GMC in a national multi-site study led by ANCC. Geisinger applied to and was fortunate to be one of 34 sites selected. The study was titled “READI (Readiness Evaluation and Discharge Interventions): Implementation as a Standard Nursing Practice for Hospital Discharge.” Implementation occurred over a 22-month timeframe. Preparation of patients for discharge is a primary function of hospital-based nursing care and readiness for discharge is an important outcome of hospital care. Inadequacies in discharge preparation have been well-documented and linked to difficulty with self-management after hospital discharge and with increased likelihood of Emergency Department (ED) use and readmission. The goal of the study was to evaluate the impact of unit-based implementation of discharge readiness assessment on readmission and ED use within 30 days post-discharge. Three protocols, each adding a component to discharge readiness assessment, were used, in sequence: (1) discharge readiness assessment by the discharging nurse; (2) discharge readiness assessment by the discharging nurse informed by prior patient self-report of discharge readiness [patient-informed nurse assessment]; and (3) patient-informed nurse assessment, with the addition of an instruction to the discharging nurse to initiate and document nursing actions for patients with low readiness. GMC has both an implementation unit and a control unit. The results will provide evidence of the impact of a hospital nursing care process on post-discharge outcomes, with important implications for patient well-being and costs of care. Process evaluation will assess implementation fidelity and context, facilitating broad translation as a standard of nursing practice for hospital discharge. Nurses are usually aware of which patients may be re-admitted, so their intervention and nursing actions can often lead to higher-quality discharge preparation.

The implementation unit at Geisinger was Geisinger Pavilion 2. The nurses were incredible in their execution of the research study. Through their participation, they are now working within their unit council to make changes in the admission and discharge nursing process with Geisinger Health System.



Nurses from Geisinger Pavilion 2 (GP2), an inpatient medical surgical unit that participated in the research study  
First row: Cindy Derk, BSN, RN; Linda Garrison, NA; Traci Musser, ASN, RN; Kim Floyd, RN; Kate Titman, BSN, RN, CMSRN; Diane Brown; Epi Castaneda

Second row: Emily Wawroski co-op/NA; Amanda Schleicher, senior research assistant; Pam Schieber; Carly Stockdale

Third row: M.M. West, PhD, RN; Chris Wetzel, MSN, RN; Sarah Sallade, ASN, RN; Emily Zula, ASN, RN; Marissa Bauer Woznisky, ASN, RN; Allison Caulfield, ASN, RN; Sharon Sudol, BSN, RN, CMSRN; Stephanie Byers, LPN, clinical researcher assistant II; Dorothea Jarrett; Deb Leitzel, BSN, RN

## 2016 Nursing Research Conference

On Nov. 4, 2016, the third annual Nursing Research Conference was held at GMC. The conference, "Nursing Research and Evidence Based Practice: The Keys to Quality Patient Care," was attended by nurses from within Geisinger Health System, as well as others from various Pennsylvania hospitals.

The conference promoted a fusion of nursing research with EBP presentations and discussions. Two nationally-known nurse researchers were keynote speakers: Catherine Catrambone, PhD, RN, FAAN, president of Sigma Theta Tau International, and Kathleen White, PhD, RN, NEA-BC, FAAN, an author of the Johns Hopkins Nursing Model of EBP.



Mary Margaret West, PhD, RN, director of System Nursing Research, presenting at the 2016 National Magnet Conference with her colleagues.



Dr. West (second from left) and her colleagues from other healthcare systems explained their research experiences at the National Magnet conference in October 2016



# Geisinger Health System

## Nursing vision and mission

### **Mission:**

Sustain a work environment in which nurses excel in patient-centered care, education, innovation and community service.

### **Vision:**

Nursing commits to provide quality care resulting in optimal patient/family/community experience and outcomes through strong staff engagement, shared governance and professional development.

### **Values:**

Compassion & Caring; Integrity & Respect; Collaboration & Teamwork

### **Geisinger Health System's purpose**

everything we do is about caring – for our patients, our members, our Geisinger family of physicians and employees, and our communities.

At Geisinger we value

- **Kindness** – We strive to treat everyone as we would hope to be treated ourselves.
- **Excellence** – We treasure colleagues who humbly strive for excellence.
- **Learning** – We share our knowledge with the best and brightest to better prepare the caregivers of tomorrow.
- **Innovation** – We constantly seek new and better ways to care for our patients, our members, our communities and the nation.

Operating room nurse and Magnet Council co-chair Donna Brubaker, BSN, RN, CNOR, “makes it the best” dressed as Geisinger Health System founder Abigail Geisinger.







Geisinger

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