#### LUMINIS HEALTH ANNE ARUNDEL MEDICAL CENTER







Powered by knowledge. Inspired by caring.

#### TRANSFORMATIONAL LEADERSHIP



#### SHERRY B. PERKINS PhD, RN, FAAN

## LH AAMC Welcomes new CNO in 2022

In July 2022, Sherry Perkins, President of LH AAMC welcomed Christine Frost, RN, MSN, MBA, NEA-BC as the next Chief Nursing Officer of Luminis LH AAMC, LH McNew, and LH Pathways. Sherry described Christine as a knowledgeable, caring, collegial, teambuilding leader with a deep connection and affection for LH AAMC. She worked in the hospital as a new graduate nurse and later as senior nursing director. And both of her children were born in the Clatanoff Pavilion!

With 25-years of experience as a clinical nurse and leader, Christine has a demonstrated track record of outstanding accomplishments leading on objectives important to Luminis health values and culture. As CNO, she will focus on providing continued leadership and results in safe nurse staffing and retention, quality and high reliability, health equity, second victim support, system integration, graduate medical education, patient and family centered care, and financial stewardship. Essential to her role is team based leadership with our nursing, medical, clinical and support services, and shared service partners.

After a Bachelor of Science in Nursing from Georgetown University, Christine received her Master's in Nursing Administration from the University of Maryland School of Nursing and a Master's in Business Administration from the University of Baltimore. She will soon receive her Doctor of Nursing Practice from the University of Maryland School of Nursing. She is a board certified nurse executive. On the statewide front, she leads as president-elect of the Maryland Organization of Nurse Leaders.

Sherry bid farewell to Barbara Jacobs, MSN, NEA-BC, who retired following nearly seven years of exemplary leadership. The hospital honored Barbara with the DAISY Lifetime Achievement Award recognizing 47 year in nursing practice and leadership.





#### **CHRISTINE FROST**

RN, MSN, MBA, NEA-BC Chief Nursing Officer Vice President Nursing



Early in my career, my love for nursing and my interest in business and hospital operations merged to become the perfect fit. The rest of my career has been focused on gaining experience in varied, complex settings and partnering with teams across the healthcare continuum. I see my role as being a consistent advocate for excellence in nursing practice, safe and efficient patient care and collaboration across the healthcare team.

For all of us, the last several years were filled with unprecedented challenges, fear of the unknown, personal and professional stressors. In the pages ahead, you will see examples of nursing excellence, including how the Luminis Health RISE values of Respect, Inclusion, Service and Excellence helped us all to overcome those hurdles. Indeed, the board has expressed overwhelming gratitude for your hard work, dedication and leadership during the pandemic and beyond. They remain very impressed with how all of you continue to pursue excellence while supporting your teams, your patients, and each other.

I believe it is critical that we acknowledge and process these events and celebrate our accomplishments while also looking forward to the future with energy and passion. Together, we will build on our experiences, collaborate and pave the path ahead.

Thank you for the care you provide to each other, the community and patients. I am delighted to be a part of it all!

## Christine



#### STRATEGIC PLAN

### LH AAMC Nursing Strategic Priorities FY22 – FY24

## QUALITY COMMUNITY WORKFORCE FINANCE

## GROWTH

- Improve the patient experience as measured by patient satisfaction survey
- Develop and implement strategies to ensure the majority of the units outperform NDNQI or internal benchmark for nursing sensitive indicators most of the time
- Implement adaptive processes, procedures and innovative care models for safe and effective response to changing clinical environment (Covid/ Surge, etc)

- Patient Throughput– meet or exceed Maryland Median for ED 1b (door to bed) and reduce inpatient length of stay
- Develop innovative strategies to reduce ED Diversion
- Support Age Friendly initiatives to meet the care needs of aging population
- The majority of the units outperform
  an for national benchmarks
  for the majority
  of NDNQI Nurse
  Satisfaction goals
  - Employ innovative strategies to reduce nursing turnover
  - Enhance recruitment efforts and hiring processes to reduce vacancies
  - Set annual goals to increase certification rates and rate of nurses with BSN or higher
     by 1%

- Meet budgeted financial expectations
- Collaborate with other healthcare organizations regionally, nationally and internationally in the development of excellent and healthy nursing practice environments
- Continue expansion of open heart/cardiac programs
- Continue expansion of behavioral programs



#### LHAAMC Organizational Level Nursing Certification FISCAL YEARS 2021-2023

### Advancing RN Specialty Certification and Education

The American Nurses credentialing center requires Magnet<sup>®</sup> designated organizations to promote nursing specialty certification and advance the education of registered nurses. In October 2023, LH AAMC must demonstrate an increase in the percentage of both specialty certified and baccalaureate prepared registered nurses over two years post-baseline. Currently, the hospital is on track to achieve that standard.

LH AAMC provides financial support for nurses seeking specialty certification or to advance their education through a number of targeted, philanthropically funded programs, including Project Advance, Success Pays<sup>®</sup>, Take 2<sup>®</sup>, Retest for Success<sup>®</sup> and No Pass, No Pay<sup>®</sup>.



## Nursing Sensitive Quality Indicators Magnet Snapshot

These tables demonstrate how Anne Arundel Medical Center continues to meet the stringent Magnet eligibility requirements of outperforming national benchmarks for most nurse sensitive quality indicators on most units for most of eight consecutive quarters.



<b>Clinical Indicator</b> (Report all 4) NDNQI: Teaching Status Benchmark	2Q CY21	3Q CY21	4Q CY21	1Q CY22	2Q CY22	3Q CY22	4Q CY22	1Q CY23	Quarters Outperform
Falls with Injury	9/14	13/14	12/14	14/14	10/14	10/14	9/14	9/14	8/8
HAPI Stage 2	8/11	8/11	7/11	6/11	9/11	5/11	8/11	8/11	7/8
CLABSI	9/11	8/10	7/10	8/10	8/10	8/10	9/10	8/10	8/8
CAUTI	8/10	8/10	7/10	6/9	6/9	4/9	5/9	5/9	7/8

OUTPT Clinical Indicator (Report 1 of 2) NDNQI: Teaching Status Benchmark	2Q CY21	3Q CY21	4Q CY21	1Q CY22	2Q CY22	3Q CY22	4Q CY22	1Q CY23	Quarters Outperform
Total Falls	12/16	11/16	14/16	14/16	15/16	13/16	12/16	9/16	8/8
Injury Falls	13/16	11/16	15/16	16/16	16/16	15/16	12/16	13/16	8/8

### **Patient Satisfaction**

These tables demonstrate how Anne Arundel Medical Center continues to meet the stringent Magnet eligibility requirements of outperforming national benchmarks for most patient satisfaction domains on most units for most of eight consecutive quarters. Prior to the next Magnet document submission in 2023, we will identify the four domains that most strongly meet the eligibility requirement.

Patient Satisfaction Domain Press Ganey Benchmark (Inpatient)	2Q CY21	3Q CY21	4Q CY21	1Q CY22	2Q CY22	3Q CY22	4Q CY22	1Q 2023	Quarters Outperform
Care Coordination	12/14	11/14	10/14	11/14	9/13	12/14	8/14	10/14	8/8
Careful Listening	9/14	13/14	8/14	10/14	10/13	9/14	10/14	11/14	8/8
Courtesy/Respect	11/14	12/14	9/14	11/14	10/13	13/14	10/14	12/14	8/8
Pain	8/12	10/12	7/12	9/11	10/11	9/11	9/12	6/11	8/8
Patient Education	10/14	13/14	11/14	13/14	9/14	14/14	12/14	13/14	8/8
Pt. Engagement/ Pt. Centered Care	10/14	9/14	8/13	10/12	10/12	9/13	11/13	9/14	8/8
Responsiveness	10/14	14/14	10/14	11/14	10/13	9/13	11/14	7/13	8/8
Safety	9/14	12/14	8/14	9/14	9/13	8/13	10/14	7/14	8/8
Service Recovery	6/10	9/11	6/10	8/10	8/10	8/10	8/10	7/10	8/8

Patient Satisfaction Domain Press Ganey Benchmark (Ambulatory)	2Q CY21	3Q CY21	4Q CY21	1Q CY22	2Q CY22	3Q CY22	4Q CY22	1Q 2023	Quarters Outperform
Care Coordination	10/12	9/12	4/6	5/6	7/9	5/6	6/7	7/9	8/8
Careful Listening	11/11	10/12	7/10	8/9	9/12	7/9	8/10	9/12	8/8
Courtesy/Respect	9/11	7/12	9/10	9/9	9/9	8/9	9/10	9/12	8/8
Pain	9/10	8/8	3/4	4/4	4/7	4/4	5/5	5/7	8/8
Patient Education	11/11	9/11	9/10	8/9	10/12	8/9	8/10	7/12	8/8
Pt Engagement/ Pt Centered Care	5/5	N/A	5/6	5/5	4/5	4/5	4/5	5/5	8/8
Responsiveness	7/7	7/7	6/9	8/8	7/8	5/6	4/6	4/6	8/8
Safety	9/10	9/10	7/8	7/7	7/7	4/4	5/5	6/7	8/8

\* Denominators vary as some units have too few responses to benchmark

## CLABSI Prevention Reimaged in the Intensive Care Unit Post COVID-19

Heidi Baldonado, MSN, RN, CCRN, Clinical Director, Intensive Care Unit (ICU) partnered with Jean Murray MSN, RN, CIC, Clinical Director, Infection Prevention and Sheri Poretz BSN, RN, CEN, CIC, Infection Preventionist, Infection Prevention to set a goal with the clinical team to decrease the rate of Catheter Associated Blood Stream Infections (CLABSI) in the ICU.

## In 2021, the LH AAMC ICU had a CLABSI rate of 3.63.

Based on the recommendations of the multidisciplinary CLABSI Prevention Committee new ICU quality rounds were implemented and include unit leadership, clinical nurses, infection preventionists and physical therapy staff. These patient rounds are conducted Monday through Friday after morning shift change. Included in the quality rounds is review of compliance to the CLABSI Bundle with the focus on discontinuing central lines as soon as possible.

Melissa Chapin, MSN, RN, CCRN, Nurse Educator, ICU then developed the ICU Boot Camp for all new ICU nursing staff and an Annual ICU Skills Day to provide CLABSI Bundle education and competency skill verification for every ICU RN.

#### **Quarterly Intensive Care Unit CLABSI Rate**





Labor & Delivery nurses delivered over 5,700 babies in 2022.

To meet this eligibility requirement, direct care clinical nurses must be surveyed within thirty months of application document submission, and the overall outperformance rate must exceed 50%. Only the most recent survey results are accepted.

#### STRUCTURAL EMPOWERMENT

# 2021 NDNQI RN Satisfaction Survey with Job Satisfaction Scales

In the spring of 2021, 610 LH AAMC nurses responded to the NDNQI RN Satisfaction survey from 5/3/2021 through 5/23/2021, for a total response rate of 64%, and LH AAMC's total outperformance rate was 68%.

The ANCC Magnet<sup>®</sup> Program requires hospitals to demonstrate outperformance on most nursing units against national benchmarks in RN satisfaction across at least four out of eight domains.

The majority of units outperformed in at least three of the four following domains, which will be reported to Magnet<sup>®</sup>:

- Adequacy of Staffing & Resources
- Nursing Administration
- Foundations for Quality of Care
- Professional Development Opportunity
- Pediatrics, Neuro Care Unit, PACU and Interventional Radiology outperformed in all eight domains.



## LH AAMC Professional Practice Model

#### Powered by Knowledge. Inspired by Caring.

The LH AAMC Professional Practice Model illustrates the integration and alignment of the organization's mission, vision, and values with the Nursing Strategic Plan. The model was originally developed by nurses through the Professional Nursing Council to guide nurses to achieve optimal patient outcomes.

The central image of the model is a contemporary, highly stylized colonialstyle streetlamp, a symbol that represents the town of Annapolis and is part of the hospital logo. The lamp symbolizes the beacon of light the hospital represents to the community as it works to enhance the health of the people it serves, along with Florence Nightingale's Lamp of Learning.

#### **Professional Practice Model Components**

#### Motto

The bottom of the model features the nursing motto, "Powered by knowledge. Inspired by caring," expressing the professional commitment of LH AAMC's nurses, which is both intellectual and emotional.

#### **Patient and Family Centered Care**

Patient and Family Centered Care is LH AAMC's care delivery system. Nurses partner with patients and families, treating them with dignity and respect, actively seeking their participation, and always prioritizing efforts to reduce patient harm.

#### Framework for Excellence

LH AAMC's framework for excellence is based on the ANCC Magnet Model components of Transformational Leadership; Structural Empowerment; Exemplary Professional Practice; New Knowledge, Innovations, and Improvement; and Empirical Outcomes.

- Transformational Leadership This represents LH AAMC's commitment to developing leaders, strategic planning for the future of nursing, advocating with influence for staff and patients, effective communication, and input from nursing for decision-making and visibility/accessibility.
- Structural Empowerment Structures and processes to support professional development, commitment to professional development, teaching and role development, commitment to community involvement, and recognition of nursing.
- Exemplary Professional Practice Includes interprofessional collaborative care, nurse accountability, competence, autonomy, ethical care, privacy/security, confidentiality, and commitment to creating a culture of safety, and quality care.
- New Knowledge Research, evidence-based practice, innovation.
- **Empirical Outcomes** The difference nurses make and measures quantifiable improvement in nurse-sensitive indicators in clinical quality, nursing satisfaction, and patient satisfaction.



### Shared Governance

Nursing shared governance remains a cornerstone at Anne Arundel Medical Center, and that was never truer than during the height of the pandemic. Compared to many other hospitals around the country, we were unusual in that we resumed our council work early in the pandemic after only a two-month hiatus. At that time, councils resumed meetings on Council Day, which remains the second Thursday of every month, only now we convened virtually, with consistent attendance and participation. In 2022, Noel Blizzard, BSN, RN, CCRN, CMSRN handed the chair of Professional Nurse Council to Charlaine Lasse, MSN, RN, CPS, RNC-NIC, and Allison Piquero, BSN, RN, C-EFM passed the gavel for Clinical Education Council to Rachel Livingston, MSN, RN, CMSRN. Jill Orme, BSN, RN remained as Chair of Clinical Practice Council and Deanna Leone, BSN, RN, GERO-BC continued to lead Interdisciplinary Informatics Council. In 2023 Amy Swoboda, BSN, RN PCCN, SCRN stepped up as Chair of the Research Council.

These nurses continue to lead from the bedside, ensuring excellent outcomes for patients and building a healthy clinical practice environment.



## Inaugural DAISY Nurse Leader Award for Maryland Organization of Nurse Leaders Winner



#### Congratulations to Devra Cockerille, MSN, GERO-BC on being awarded the inaugural DAISY Nurse Leader of the Year Award for MONL!

Devra was nominated by her Associate Chief Nursing Officer at Luminis Health Anne Arundel.



Devra is an extremely talented nursing leader that exhibits resiliency, grit, and dedication. As a nurse leader, Devra has the ability to inspire, influence and motivate nurses and nursing leaders as they work together to achieve and optimize their goals, and improve the care of our patients.

Devra has been recognized as a previous DAISY Nurse Leader award recipient, with that award Devra was recognized as a mentor to clinical nurses as well as to other nurse leaders, and for always fostering an environment of respect, diversity, trust, and compassion. Devra creates bonds with our patients to support and promote their wellbeing. There was a young vulnerable patient on the Ace Unit, with little to no family support, Devra took it upon herself to apply for and receive guardianship over our beloved patient and has guided his path as he is integrated back into our community.

A quote from one of her nurses "I wholeheartedly believe the Ace Unit is what it is because of the dedication and love that Devra pours into it, I believe Devra to be the definition of a nurse." Devra is caring, trustworthy, and compassionate, she exhibits effective communication and critical thinking skills, has a positive attitude, and exhibits a true passion for healthcare and is a true patient advocate.



Congratulations to our Scavenger Hunt winners: Isatu Taylor, Teresa Caffiero, Magyn El Sayed, Belkis Lopez, and Jennifer Davis





Pi at-Large Chapter

Since 2020, LH AAMC has been one of the first non-academic hospitals to support a chapter of the nursing honor society Sigma Theta Tau International. Nurse leaders from the bedside to the board room here are invited to join this prestigious organization. As clinical supervisors, educators, managers, directors, or as council members and Daisy award winners, you are a nurse leader at LH AAMC.

Whether you were inducted in the past and let your membership lapse, or if you have never belonged, you can still join and get involved with nursing leaders and scholars who are striving for nursing excellence in our region.

#### The LH AAMC 2022-2023 Chapter Leadership:

- Wendy Penny, MBA, BSN, RN, Chair
- Jean Andres, MSN, RN, Co-Chair
- Juli Wildey, MSN, RN, Leadership Succession Plan Committee Chair
- Kathy Groody, MSN, RN, Key Award Committee
- Claudette Clunie, MSN, RN, Chair, Public Relations Committee

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#### **NURSING REPORT 2023**

#### Thursday, May 4

Nurse's Night Out and Nurse Excellence Awards Ceremony	5:00 pm Doordan Institute							
Sunday, May 7								
Ice Cream Giveaway	Time TBD							
Tuesday, May 9								
Leadership Celebrating YOU! Welcome to Work!	6:45 am – 7:45 am Garage A and C							
Wednesday, May 10								
Hand and Shoulder Massages	Varied Times Department Rounding							
Thursday, May 11								
Nursing Fair	11:00 am – 1:00 pm Leed Lounge							
Friday, May 12								
Nursing Lunch and Learn featuring Katie Boston-Leary, PhD, MBA, MHA, RN, NEA-BC, CCTP and Jamie Bowman, DNP, ACNP, CCNS. Limited in person seats available and virtual presentation.	11:00 am Belcher Pavilion							
May 8th - 12th								
Wellness Walk and Scavenger Hunt								

## The Story of the Starfish Award

An old man walked up a shore littered with thousands of starfish, beached and dying after a storm. A young man was picking them up and flinging them back into the ocean. "Why do you bother?" the old man scoffed. "You're not saving enough to make a difference." The young man picked up another starfish and sent it spinning back to the water. "Made a difference to that one," he said.

#### You Make A Difference Every Day.

This award is for Patient Care Technicians who provide extraordinary care to patients during their stay throughout the healthcare system. Compassionate care is the heart of this award.

The reviewers will base their scoring of these nominations on the following criteria:

- Compassionate care to patients and/or families
- Establishing a special connection with patient/family through trust and emotional support
- Exceeding the patient /family expectations or goals
- Education of patient /family

Early in 2021, several Patient Care Technicians spoke to CNO Barbara Jacobs about the possibilities of setting up a separate council. Those PCTs asked that two directors, Devra Cockerille and Justin Bowser, provide guidance to their new council, which held their first meeting in April. Canneka Turner Hall, the lead PCT for this council, was instrumental in getting this work started. One of the first efforts of the council was to develop a program of recognition of extraordinary work by PCTs as noted by other staff, patients or families. The result was the Starfish Award. Just like Daisy recognition for nursing, a group of PCTs review submissions and choose one PCT to receive the Starfish Award.



Elizabeth Monroe, PCT, on ACE received the first Starfish Award in November 2021 for her compassionate care of a patient nearing the end of life. India Gross received her Starfish Award in January 2023.



#### MPSC Recognizes LH AAMC Initiatives with the Prestigious Innovation Circle of Honor Award

For seventeen years, the Maryland Patient Safety Center has recognized healthcare providers and organizations from across the Mid-Atlantic for developing and implementing solutions that effectively influence the safe clinical care of patients.



#### Transitional Care: Supporting Vulnerable Patients after Hospitalization

This nurse-driven initiative illuminates the facilitation of wrap-around, frictionless, individualized care to vulnerable, high-risk patients across the healthcare continuum. Patients enter this nursing-driven program following an emergency department, observation, or inpatient stay at LH AAMC. Outcomes for patients include reduced 30-day readmission and return rates, reduced total cost of care, improved 7-14 day follow-up rates for primary care after hospitalization, and reduced healthcare disparities in the uninsured and underinsured population.

## Improving Processes to Prevent & Detect Drug Diversion

Drug diversion in the healthcare setting represents a significant patient safety risk, potentially resulting in inattentive care, serious injury, infection, or death. The work of the Drug Diversion Prevention Committee has resulted in significant improvements in the safe handling of controlled substances, including timely discrepancy resolution and decreases in undocumented or late waste, unlinked overrides, and higher-thanexpected removal rates.

Committee members from both groups were recognized at a reception at the Baltimore Hilton on March 30, 2023 for their work and presented a poster at the MPSC Conference on March 31, 2023.





### Mother Baby Unit

In the Clatanoff Pavilion, LH AAMC delivers exemplary care for more than 5,500 babies annually on the Labor & Delivery, Mother Baby and Neonatal Intensive Care Units! Every month, Kelsey White, a PCT on MBU shares her artistic talent to brighten up the unit and helps us keep count of all those babies!



Chief Nursing Officer Christine Frost, RN, MSN/MBA, NEA-BC presents the 2022 Press Ganey Guardian of Excellence Award to NICU Nursing Team

## NICU Nursing Team Receives the 2022 Guardian of Excellence Award – Patient Experience

The NICU at LHAAMC has been named a 2022 Human Experience Guardian of Excellence Award Winner by Press Ganey. This award is part of Press Ganey's annual ranking of the top hospitals and health systems in the country, according to performance in patient experience.

As a winner, we are in the top 5 percent of healthcare providers in delivering patient experience in the last year. The Guardian of Excellence Award is given to organizations that have achieved the 95th percentile or higher for a set of designated survey measures, including Likelihood to Recommend, Overall Rating and Teamwork. The NICU Nursing team's work in developing and implementing a new discharge education checklist and discharge preparation video was a vital component in their success strategy to improve and sustain patient experience metrics.

#### Mock Codes Improve Post-Code Blue Survival to Discharge

According to a study published in the journal Circulation: Cardiovascular Quality Outcomes, the COVID-19 pandemic detrimentally affected survival rates following in-hospital resuscitation were detrimentally affected by. Clinicians calculate the post-code blue survival rate as the percentage of patients who survive to discharge from the hospital following at least one code blue resuscitation event during an admission.

In the spring of 2022, clinical educators in the Acute Care Pavilion collaborated with Stephanie Ebersole, MSN, RN, CPN, Simulation Center Coordinator, to provide education to nurses who participate in resuscitation efforts. As a result, the survival to discharge rate following code blue increased from 20% in March to 33% in July, with sustained improvement in the months that followed.

The clinical educators involved in this initiative were Danette Readling, MSN, CMSRN, GERO-BC, RN (ACE), Bethany McMurtrey, BSN, RN (4 Med), Rachel Livingston, BSN, CMSRN (GSU), Jean Little, MSN, RN, PCCN-CMC, CNE (HVU), Christine Schaeffer, BSN, RN, ONC, CICP (JSU), Lauren Stylc, BSN, RN-BC (MSU), Amy Swoboda, BSN, RN, PCCN, SCRN (NCU), and Geraldine Raber, MS, BSN, RN, OCN (ONC).



#### Post-Code Blue Survival to Discharge

#### Median Door to Needle Time in Minutes for Patients Presenting with Signs & Symptoms of Stroke



#### Improved Door to Needle Time for Stroke Patients

Stroke management at LH AAMC is overseen by the interprofessional decision-making Stroke Committee, which comprises clinical nurses, nurse leaders, physicians, pharmacists, imaging professionals, speech therapists and staff from Quality and Patient Safety. Led by Fiona Burke, MSN, RN-BC, NIHSS, LH AAMC Stroke Coordinator, the committee evaluates outcome data, designs initiatives, develops interventions and approves process changes to support continuous quality improvement efforts related to the care of stroke patients. The committee includes representation from across the acute care service line, including the Emergency Department (ED) and Neuro Care Unit (NCU), both of which were integral to the success of this improvement initiative.

Median door to needle time (D2NT) is an important metric used to evaluate the efficacy of hospital management of acute ischemic stroke (AIS). D2NT is defined as the time in minutes from the arrival of stroke patients in the ED to the initiation of intravenous recombinant tissue plasminogen activator (tPA) drug therapy. Research has shown that a D2NT of <60 minutes improves patient survival and level of function at 90 days and one year post AIS. Between August 2021 and January 2022, the median D2NT at LH AAMC decreased from 89 minutes to 40 minutes.



Surgeons for Smiles Eritrea Medical Mission April 2023

#### LH AAMC Nurses Volunteer in Global Health Outreach

In April 2023 Malgorzata "Maggie" Lukomska, MSN, RN, FNP-BC, CPAN, Miemie Van Rooyen, BSN, RN and Simon Haile, BA, RRT-ACCS, Director, Cardiopulmonary Inpatient and Outpatient Services volunteered their time and expertise to help those in need of medical attention. The team traveled with a group to Eritrea, a country in Eastern Africa, with Surgeons for Smiles, a not-for-profit global outreach organization that provides comprehensive and compassionate medical and dental care to those in need in developing countries throughout the world. Support of such global outreach organizations is in alignment with the Luminis Health Anne Arundel Medical Center's (LH AAMC) Fiscal Year 2023 Annual Operating and Recovery Plan's Community and Population strategic goal areas.

Lukomska, Van Rooyen, and Haile were able to collaborate with other volunteers to assist in providing care for nearly 50 maxillofacial surgeries on children and adults.

#### Labor and Delivery Nurses hold Surprise Nursing Graduation Ceremony

Due to pregnancy complications Antanay Carter was admitted to L&D on May 16, 2023. Antanay was excitedly anticipating her upcoming nursing graduation, however, the health and well-being of herself and her unborn baby were of utmost importance and Antanay would be unable to attend her graduation. Staff on the unit immediately set forth to provide a celebration; decorations were hung on the door, a cap with the words she eaRNed it was created out of colored paper, and each nurse held a paper candle to commemorate Florence Nightingale as the "lady with the lamp", and Pomp & Circumstance was played when Antanay opened the door. Nurses cheered and celebrated as congratulations could be heard in the hall. As a final mark of welcoming Antanay into nursing a heartfelt and emotional blessing of the hands was performed with all nurses supporting and celebrating Antanay. Moments like this capture the art of caring so prevalent in nursing.

Five days after admission on May 21st, Antanay gave birth to a beautiful boy Mica'le who weighed 2 pounds 10.5 ounces and measured 15.12 inches. Mica'le spent 48 days in the NICU and was eventually discharged home. Since discharge, Antanay has passed her nursing boards and officially has joined the ranks of RN!





#### Percent of Surveyed Patients in ICU with Unit Acquired MDRPI

## Reducing Medical Device Related Pressure Injuries in ICU/IMU

Medical device related pressure injuries (MDRPI) result from medical devices or equipment designed and applied for diagnostic or therapeutic purposes. Because these injuries cause patient harm, LH AAMC tracks, trends and benchmarks data via a quarterly prevalence study through NDNQI.

Critical care patients are carry particularly high risk of MDRPIs due to factors including severity of illness, prolonged immobility, sedation and neuromuscular blocking agents, and number and duration of indwelling or other devices.

During July through September 2021, Joyce Onken, MSN, RN, CWOCN, Manager of Inpatient Wound Ostomy, worked with respiratory therapists Lenny Nyangwara, MSM, RR, Simon Haile, BA, RRT-ACCS, Angie Kriner, BS, RRT and ICU nurses Heidi Baldonado, BSN, RN, CCRN-K, Melissa Chaffin, MSN, RN, CNL, CCRN and Christina Junker, PhD, RN, CCRN on a successful strategy to reduce MDRPI.

#### Discharge Lounge Decreases Length of Stay for Emergency Department Patients

It was identified that the Acute Care Pavilion had a need to expedite discharges to home while still working to meet the outstanding discharge needs of these patients. Patients with active discharge orders often remained in inpatient and observation beds despite completed care due to multiple reasons to include awaiting rides and bedside dispense of home medications. These impacts to timely discharge resulted in increased average length of stay (ALOS) and boarding hours for the Emergency Department admitted (EDA) patients with an admission to inpatient disposition.

Jamie Clendenin, MSN, RN-BC, Director, Nursing Operations and an interprofessional team to include clinical nurses Mary Perzanowski, BSN, RN-ONC and Terri Carter, BSN, RN, worked together to launch the innovative LH AAMC Departure Lounge. The Departure Lounge is an ambulatory initiative designed to provide a safe place for discharged patients to rest in comfort under the watchful eye of the Lounge team while awaiting discharge.

Since its' opening in January 2023, the Discharge Lounge has contributed to a decrease in the ALOS of ED patients awaiting admission to an inpatient unit with nearly 1000 inpatient hours saved!



# COVID-19-related anxieties: Impact on duty to care among nurses

Duty to care is integral to nursing practice. Personal obligations that normally conflict with professional obligations are likely to amplify during a public health emergency such as COVID-19. Early in 2020, the COVID-19 pandemic expanded it global reach to include North America. During the early months of 2020, healthcare workers (HCW), and in particular nurses, were confronted with unknowns of patient management, including mechanisms of spread and uncertain clinical and epidemiological challenges of COVID-19.

Cathaleen Ley, Ph.D, RN, Director of Nursing Quality and Research, was the principal investigator on the study along with multi-disciplinary team members: Christian Cintron, Ph.D, Ethicist, Karen McCamant, RN, MSN, Director of Processional Practice and Magnet, Mitchell Karpman, Ph.D ,statistician, and Barry Meisenberg, MD, Chief of Medicine. The purpose of this research study was to explore the relationship among duty to care, perception of supportive environment, perceived stress, and COVID-19 specific anxieties in nurses working directly with COVID-19 patients. Additionally, the study sought to provide recommendations for future emergency response planning and operations so as to mitigate the factors of duty to care.

The study design was a cross sectional descriptive study using an anonymous online study conducted over a 3-week period beginning in March 2020. The survey was sent to approximately 1,000 direct care nurse working on medical surgical units. 462 nurses responded, yielding a response rate of 46%.

#### **Key Study Findings:**

- Anxiety Responses: Respondents varied in their perception of sources and frequency of anxiety. The most common sources of anxiety were seen in the areas of (1) risk of exposure to COVID-19 and taking infection home to one's family (79%); access to appropriate personal protective equipment (PPE) (74%); uncertainty about whether the organization would support and take care of their personal and family needs if infected (75%); and the potential need for nurses to redeploy to unfamiliar clinical areas (52%).
- Duty to Care: 25% of respondents either agreed/strongly agreed that it is ethical to abandon the workplace during a pandemic to protect themselves of their family; 33% percent thought it was ethical to decide whether or not to report to work during a pandemic. 53% disagreed/strongly disagreed with the

idea that employees should be dismissed if they chose not to work during a pandemic. Seventy four percent disagreed/strongly disagreed that health care workers without children should provide primary care to COVID-19 patients.

• Anxiety and Duty to Care: Significant interactions were found for the eight anxiety measures with the belief that individuals should be able to report to work: anxiety about providing competent care in a new area (2.0 times more likely); anxiety over whether the organization will support personal and family needs (2.2 x more likely); anxiety over uncertainty that the organizations will support the individual if infection (3.1 time more likely); and anxiety over access to childcare during times of school closure (5 x more likely).

#### **Recommendations to Improve Practice Environment:**

Organizations can facilitate a nurse's ability to fulfill the duty to care without comprising on personal obligation by:

- Proactive cross training in different specially areas in anticipating of redeployment and contingency plans.
- Develop an emergency plan to address concerns related to access to family care.
- Childcare services to essential workers that follow strict compliance to external regulations guidelines.
- Attending to staffs' personal needs during the pandemic; such as providing food donations and a sundry store to assist with obtaining family supplies.
- Ensure adequate supply of PPE, equipment, and space.
- Creation of an emergency plan for recruitment of nurses to meet the increased demand as the anticipated absenteeism and voluntary turnover.

- Provide access to funds to meet additional personal and family needs.
- Clear communication regarding resources available to support employees throughout the pandemic, including resources available to support employees and their families if the employee should contract COVIF
- Online mental health counseling and emotional support for those with frequent anxiety.

#### **Application of Finding**

The majority of the recommendations were put into practice at LH AAMC throughout the COVID-19 pandemic.













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