



## Vidant Health Nursing Professional Practice Model

Based on Dr. Kristen Swanson's *Theory of Caring*, this model provides nurses at Vidant Medical Center principles for daily care of patients and interaction with team members. This biennial report shares the contributions of nurses to improve the health and well-being of eastern North Carolina.



**Linda Hofler, PhD, RN, NEA-BC, FACHE**

*Senior vice president – nurse executive*

## Dear nursing colleagues,

Thank you for being a Vidant nurse and making eastern North Carolina your professional home. I am grateful for the privilege to serve as your nurse executive and can't wait for you to read this beautiful 2018-2019 Nursing Biennial Report. This report is filled with your stories. The stories of Vidant nurses demonstrating the principles of our nursing professional practice model and improving the health and well-being of eastern North Carolina.

The Vidant nursing professional practice model is based on Dr. Kristen Swanson's caring theory and uses her five concepts to describe our nursing practice relationships with others: knowing, being with, doing for, enabling, and maintaining belief. At the core of our professional practice model are the attributes of caring, advocacy, teamwork, dedication, lifelong learning, compassion, professionalism and quality of care. These concepts were chosen by Vidant nurses as important to their nursing practice and foundational to being a Vidant nurse.

As you read the stories contained within this report, you will gain insight into how nursing care provided at Vidant Medical Center not only affects patients and their families during a hospital stay, but it is also an integral part of the essence of caring for our neighbors, our fellow nurses, and our health care system at the state and national level. In this report, you will meet Vidant nurses that are making a difference in the lives of others each and every day. Our nurses are changing lives one at a time, and by doing so, are changing the face of rural health care in America.

Thank you again for being a Vidant nurse. I am proud to be your nurse executive and share in celebrating all of your achievements. I know you will enjoy reading our nursing biennial report. My hope is that the stories in this report inspire you to be your best professional self, and that you will continue to make eastern North Carolina the greatest place in our state and nation to practice professional nursing.

With gratitude and love,

A handwritten signature in black ink, appearing to read "Linda Hofler", written in a cursive style.

# Magnet® re-designation



Vidant Medical Center received its second designation as a Magnet facility from the American Nurses Credentialing Center (ANCC) in September 2018. Magnet recognizes health care organizations for quality patient care, nursing excellence and professional practice.

“Achieving Magnet recognition means that you have committed to being a top performer in producing excellent outcomes for patients,” said Linda Hofler, PhD, RN, NEA-BC, FACHE, senior vice president, nurse executive, Vidant Medical Center. “Being the best, when it comes to outcomes, is valuable to each and every patient who receives care in our organization and creates a sense of pride in every nurse that practices here. It means our nurses and the environment in which they provide care to patients are among the very best in the country.”

*U.S. News and World Report* uses the Magnet designation as a primary competence indicator to rank and report the best medical centers. Only eight percent of U.S. hospitals achieve Magnet designation. There are currently 475 organizations recognized by Magnet in the US, Lebanon, Singapore and Australia. Vidant Medical Center is one of thirteen Magnet-designated hospitals in North Carolina. Benefits of a Magnet-recognized hospital include the ability to:

- Attract and retain talent
- Improve patient care, safety and satisfaction
- Foster a collaborative culture
- Advance nursing standards and practice
- Financial success

Under the leadership of Daphne Brewington, PhD, RN, Vidant Medical Center started its multi-year Journey to Magnet re-designation in 2014 with a self-assessment process, a gap analysis that culminated with a voluminous document submission. The application communicated the intent to re-designate as a Magnet hospital. A team of writers, under the tutelage of Dr. Brewington, captured the stories from our clinical nurses to submit to the Magnet Commission for consideration. The document highlighted structures and processes that support transformational leadership, lifelong learning, community outreach, exemplary professional practice, quality care and improvement, patient experiences, collaboration, innovation and nursing research. In May 2018, the hospital hosted four Magnet appraisers who validated, verified and amplified the information submitted. In September 2018, The Commission on Magnet re-designated Vidant Medical Center as a Magnet-recognized hospital.



*Top: Kelly Allis, MSN, RN, RNC-NIC and Crystal Campbell, BSN, RN with American Nurses Association President Ernest Grant, PhD, RN, FAAN at the 2019 Magnet® conference*

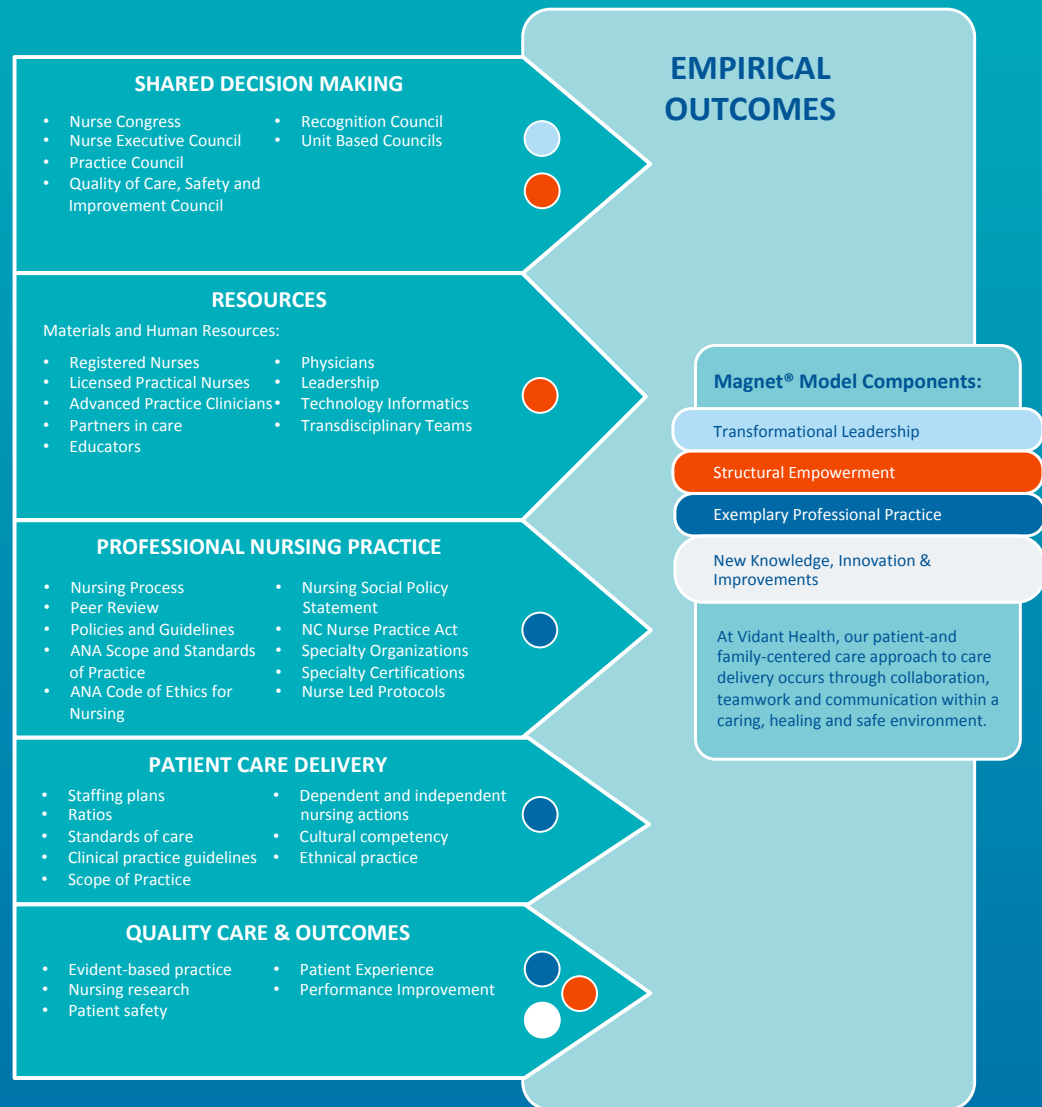
*Above: Vidant Medical Center nurses at the 2018 Magnet® conference*



# YEAR *of the* NURSE

Globally, the nursing profession is celebrating a milestone in 2020, as the World Health Organization declares it the International Year of the Nurse in honor of the 200th anniversary of the birth of Florence Nightingale.

## OUR MODEL OF CARE DELIVERY



Our Model of Care Delivery is the infrastructure for how care is delivered and describes how resources work together to support nursing practice, care delivery and outcomes. This model delineates nursing's responsibility and accountability for patient care delivery as well as clinical and organizational outcomes.



**Caring**



*Stroke survivor, patient advocate and 2019 Grand Marshall of American Heart & Stroke Walk Kathrine Norris (left) is pictured at the walk with Ashley Elks, BSN, RN, PCCN, SCRN, director of stroke and neurosciences at Vidant Medical Center.*

## Spot the signs of a stroke.

Call 911 if you see these signs happening to someone.

<b>B</b>	<b>E</b>	<b>F</b>	<b>A</b>	<b>S</b>	<b>T</b>
					
Balance loss	Vision changes	Face drooping	Arm weakness	Speech difficulty	Time to call 911

## Stroke team screens community members

Stroke is the fourth leading cause of death in North Carolina, with a disproportionately high incidence in eastern North Carolina. Many of the risk factors for stroke are modifiable, including diet, weight, exercise, cholesterol and blood pressure. In 2018, stroke treatment in the state resulted in \$1.7 billion in hospital charges with over \$402 million coming from the Medicaid program.

Nurses on the neuroscience stroke team have a strong commitment to community outreach. In 2019, nurses provided stroke screenings for over 350 citizens in Pitt County. Screenings took place in a variety of settings including churches, schools and community centers. Body mass index, blood pressure, cholesterol level, blood glucose level and stroke risk counseling was provided by a registered nurse during each screening.

As part of a *Strike out Stroke* campaign, Vidant Health nurses distributed BE FAST cards to all seventh grade students in Pitt County and at East Carolina University basketball and baseball games.



In 2019, nurses provided stroke screenings for **350** citizens in Pitt County

## Nurses spread education through radio program



Vidant nurses provided education to eastern North Carolina through live radio. Retired nurse Wendy Bridgers, BSN, RN, RN-BC, clinical assistant professor, East Carolina University College of Nursing, hosts a radio segment on WBIS-LP 106.9 Awesome Radio. Her live segment *Family Health Matters* airs on Thursdays at 3:00 pm. She invites guest speakers to discuss health topics and allows the audience to ask questions. Nurses Frankie Jordan, BSN, RN, CMSRN and Brianna Moore, RN served as guests on the show and discussed caring for the stroke patient. Leanna Smith, RN, RN-BC; Dwayne Godwin, BSN, RN, RN-BC; and Morgan Sauls, BSN, RN, RN-BC shared their knowledge during stroke awareness month and Lawrence Madubeze, RN provided education on hypertension.

## Trauma Center nurses teach Stop The Bleed

Motivated by the 2012 tragedy in Sandy Hook, Connecticut and multiple tragedies that have occurred in the ensuing years, the Hartford Consensus was convened to bring together leaders from law enforcement, the federal government and the medical community to improve survivability from manmade or natural mass casualty events. The Hartford Consensus concluded that by providing first responders and civilian bystanders the skills and basic tools to stop uncontrolled bleeding in an emergency situation, lives would be saved. As a result of this campaign, Stop The Bleed is now a 2020 patient safety goal.

Since the inception of the Stop The Bleed campaign in 2017, nurses representing the Trauma Department at Vidant Medical Center have taught more than 3,500 people the Stop The Bleed course. Leading the efforts within eastern North Carolina are Vidant nurses Bryan Lake, BSN, RN; Morgan Keeter, MSN, RN, NE-BC; Jacqueline Brady, BSN, RN; and Tammy Spain, BSN, RN. Education has been provided to churches; Boy Scout troops; manufacturing plants; farmers; high-school students; school nurses; and fire, emergency medical services, and law enforcement agencies. In addition to training, nurses provided 86 bleeding control kits to 43 schools in Nash County where the average student enrollment is 21,394. Funding for the bleeding control kits was provided by a grant from Childress Institute for Pediatric Trauma.



*Top: Stop The Bleed staff donating bleeding control kits to Nash County Schools.*



*Above: Participants practicing skills at a Stop The Bleed event.*

## Hurricane Heroes

Hurricane conditions bring out the best in Vidant nurses. In the days leading up to hurricane Florence in October 2018, weather forecasts predicted that eastern North Carolina would experience significant flooding and other impacts from the storm. Extensive preparations were put into place – not just for the hospital’s own operations, but also to create a centralized command center, ensuring that needed resources were deployed throughout the entire system.

When it became clear that Florence was going to affect areas within our hospital system, the focus shifted to deploying nurses and supplies to the right places. As they have done so many times before, nurses at all levels of the organization thrive and lead during periods of unplanned change and stepped up during the crisis – staying to support patients and each other, even as their own homes and families were being affected. Nurses throughout Vidant Health volunteered to work extra shifts at Vidant Duplin Hospital in Kenansville. Pictured here are some of the hurricane heroes that stepped up to provide relief throughout the Vidant Health system.

## Vidant Pain Management Center provides annual holiday donations

For the last five years, the Pain Management Center has selected a local charity to donate to during the holiday season. In December 2019, the team selected Community Crossroads, a local shelter. The nursing staff collected toiletries, blankets, first aid and cleaning supplies and delivered them on December 27th. “It makes my heart smile to see how our Vidant team pulls together

time after time to help others in the community that we so proudly serve” said Stephanie Head, MSN, RN, RN-BC, nurse manager.

*Right: Pain Management Center team members with items donated to local shelter.*





## Central Staffing Office provides prevention screening at Grifton School



*Left to right (front row): Sherry Wood, BSN, RN; Latasha Bynum, NAI; Shirlvette Green, NAI; Joseph Burke, RN, PCCN; Lindley Brickhouse, BSN, RN; central staffing nurse manager.*

*Left to right (second row): Melinda Wilson, RN; Heather Taylor, RN; Laura Canino, BSN, RN, TCRN; Dianne Golding, NAI.*

*Left to right (back row): Acquila Bullock, NAI; Eric Leuthauser, RN*

In January 2019, the Central Staffing Unit-Based Council (UBC) began searching for a community service project. An important part of volunteering was determining the need of the community and what screening would be provided. In collaboration with Pitt County Community Partners, nurses were involved in every aspect of preparing, designing and implementing a community health fair at Grifton

K-8 School. Central Staffing UBC nurses provided measurement of blood pressure, blood glucose, height and weight, as well as set up booths that provided education on nutrition, suicide prevention and overdose awareness. Additionally, the nurses who were unable to attend donated items that were raffled off to benefit the school's Parent Teacher Association.

## Florence Nightingale



Florence Nightingale is remembered as 'The Lady with the Lamp' and came to prominence while managing nurses she had trained, and tenderly nursing

wounded soldiers, during the Crimean War. In 1860, she laid the foundation of modern, professional nursing with the establishment of her nursing school at St Thomas' Hospital in London, the first secular nursing school in the world.

The story of her life reveals a complex and private person, with a shrewd and analytical mind. Her dedication during the Crimean War earned her a worldwide reputation, that she viewed as an opportunity for further work. Rejecting convention, she devoted the rest of her life to reforming health care in the British army, but and in all sections of society. Against a backdrop of family disapproval and ill health, Florence wrote over 200 books, pamphlets and articles and oversaw the development of the nursing profession.

Today, her legacy can be found in nursing standards and hospital design principles. She remains an inspiration to health care professionals around the world and one of Britain's greatest Victorians.

*Source: <https://www.thehistorypress.co.uk/articles/eight-little-known-facts-about-florence-nightingale/>*



# Advocacy

## Oncology Nurses Society nurses serve in advocacy role

Martin Luther King, Jr. once said “Our lives begin to end the day we become silent about things that matter.” At Vidant Medical Center, nurses believe in advocacy as a method to speak up for patient rights and improve care.

In September 2018, Denise Brigham, MPH, RN, OCN, CCRC, CIP and Nikki Hyatt, BSN, RN, OCN traveled to Washington, D.C. as part of Oncology Nursing Society’s Capitol Days. Along with approximately 75 other nurses from North Carolina, Brigham and Hyatt spent two days learning about bills that affect oncology patients and speaking with legislators about those important issues. A few bills they spoke about included affordable access to oral chemotherapy, improved education for palliative care and hospice, and access to lymphedema treatment for breast cancer patients. “It was a great experience,” said Hyatt. “Legislators were appreciative to hear directly from nurses who are affected by these bills and are passionate about advocating on behalf of their patients.”

## Nurses screen community members for cancer

Through Vidant’s Cancer Center Outreach Program, Janet Reimer, BSN, RN, OCN; Kim Hawkins, BSN, RN, RN-BC, OCN; and Nikki Hyatt, BSN, RN, OCN spent a Saturday in April 2018 providing free head and neck cancer screenings for residents of eastern North Carolina. They assisted with screenings, provided information about risk factors, and played educational games with children to teach them about oral health.

In addition to head and neck cancer screenings, free mammograms are provided several times per year to uninsured women in the community. Vidant nurses provide clinical breast exams, assist with mammograms, and provide education and connect participants with community resources. Hawkins said “I see very sick patients every day in the hospital, but it’s rewarding to see patients outside the hospital and participate in helping them with prevention and early detection.”



*Top: Hyatt and Brigham after meetings in the office of the late U.S. Representative Walter B. Jones.*

*Above: Nikki Hyatt BSN, RN, OCN; Olivia Moffett, Janet Reimer, BSN, RN, OCN; Kim Hawkins, BSN, RN, RN-BC, OCN; and Judy Plymale at 2018 head and neck cancer screening.*

## Facts about Florence

**Florence Nightingale was committed to the principle that every patient deserves a great nurse.**

In “The Voice of Florence Nightingale on Advocacy” in the *Online Journal of Issues in Nursing*, Selanders and Crane wrote, “Nightingale never wavered from the idea that a basic human right was high-quality patient care provided by a dedicated nursing staff.”

Source: <https://www.travelnursing.com/news/features-and-profiles/10-facts-about-florence-nightingale/>



## Nurse of the Day at the NC Legislature



The Nurse of the Day program through the North Carolina Nurses Association provides a nurse to be present while the General Assembly is in session. In June 2018 and February 2019, Renada Baker, RN, representing the Cardiac Cath Lab, served as the Nurse of the Day. "I believe having a presence there shows legislators that nurses have a concern for legislation that impacts health care policies and nursing practice. We're here. We're listening. We care."

*Above: Renada Baker, RN, with N.C. Senator Don Davis at the North Carolina Legislature*

## Advanced practice nursing legislation introduced

The four roles of advanced practice nurses (APRN) include nurse practitioner (NP), certified nurse midwife (CNM), certified registered nurse anesthetist (CRNA) and clinical nurse specialist (CNS). Vidant Medical Center employees approximately 350 APRNs from all four roles.

On February 26, 2019, North Carolina legislators introduced the bipartisan SAVE Act to increase access to safe, accessible, value-directed and excellent (SAVE) health care throughout the state by modernizing nursing regulations SB 143 and HB 185 to remove outdated and unnecessary restrictions on APRNs. Full practice authority (FPA) for APRNs will assist in filling gaps in health care for underserved populations in the state. This is the third bill of its kind to be introduced in the state and has the support of the North Carolina Nurses Association (NCNA). Vidant APRNs volunteer on role specific subcommittees within NCNA. Each subcommittee reviewed the proposed changes prior to the introduction of the bill. Sharona Johnson, PhD, FNP-BC, director of advanced clinical practice and Julie Linder, DNP, APRN, ACCNS-AG, CCRN, director of professional practice and Magnet® program director are advocates for full practice authority for APRNs through NCNA.

## Asthma blitz days creates new model of care

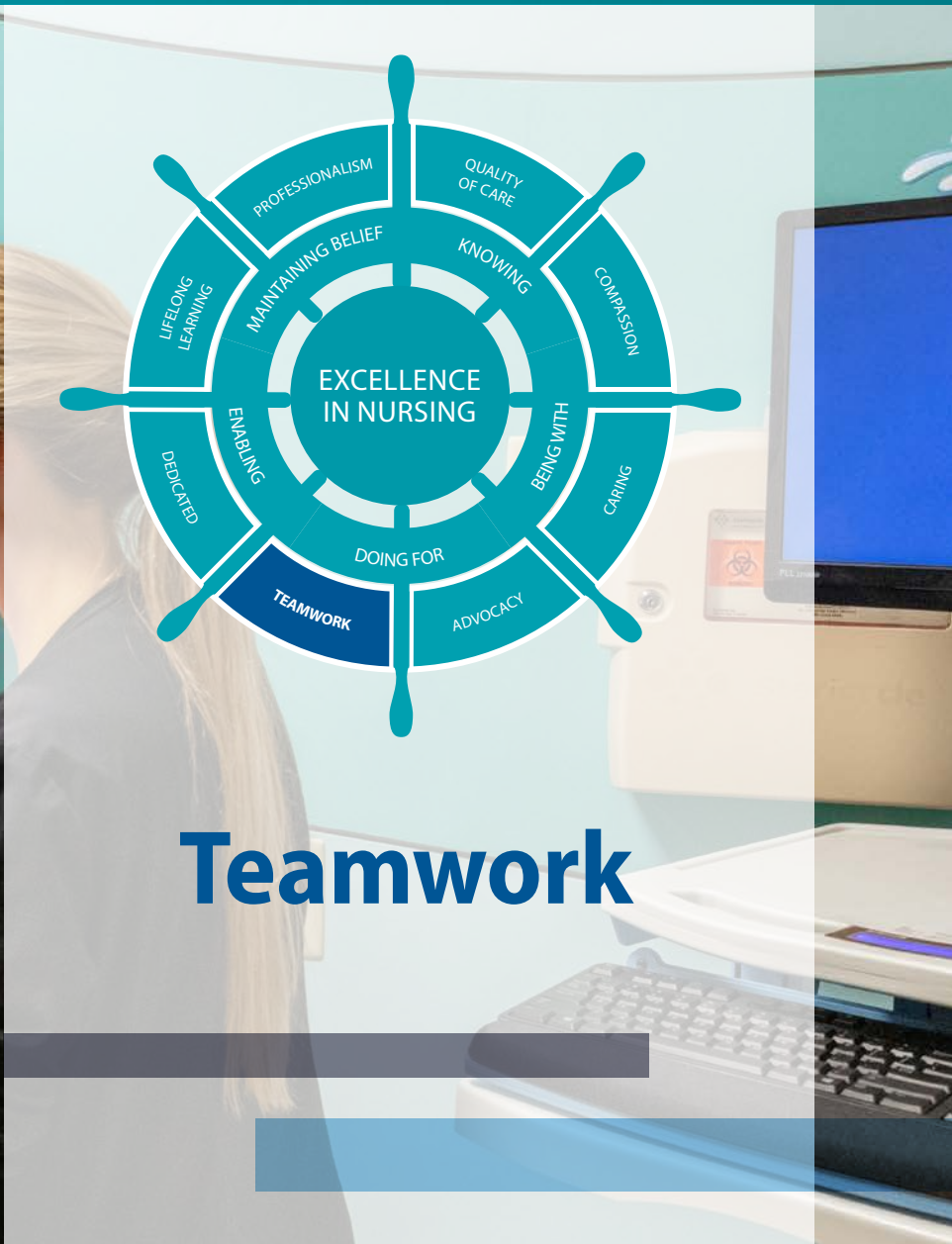
Great things happen when nurses like Theresa Blount, BSN, RN identify a problem and work to find a solution. As the coordinator of the Pediatric Asthma Program, Theresa led the team that started Asthma Blitz Days in Pitt County Schools. The program includes assessment, education, demonstration of proper use of inhalers, and needed supplies to students to manage their asthma. In 2018, 1,144 students with asthma participated in Asthma Blitz Days, a new model of care. Since its creation, the program has received recognition at the state and national level. Blount received the 2018 North Carolina Asthma Champion Award.

Blount sees the value of nurses as advocates in the community, displaying their dedication to care for patients beyond the walls of the hospital. According to Blount, "Being a nurse in the community allows me to take the clinical side of nursing and implement it in the community where it can make a difference."



In 2018

**1,144**  
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**with asthma**  
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Days, a new model of care.



# Teamwork

# Education model changes

## *Illuminating the future through professional development*

In November 2018, the Center for Learning and Performance transitioned to a new, sustainable and innovative education model based on the Association of Nursing Professional Development scope and standards of practice. The purpose of the model is to inspire professional development through human connections, innovation and experiential learning, utilizing evidence-based practice with the goal of advancing the mission of Vidant Health.



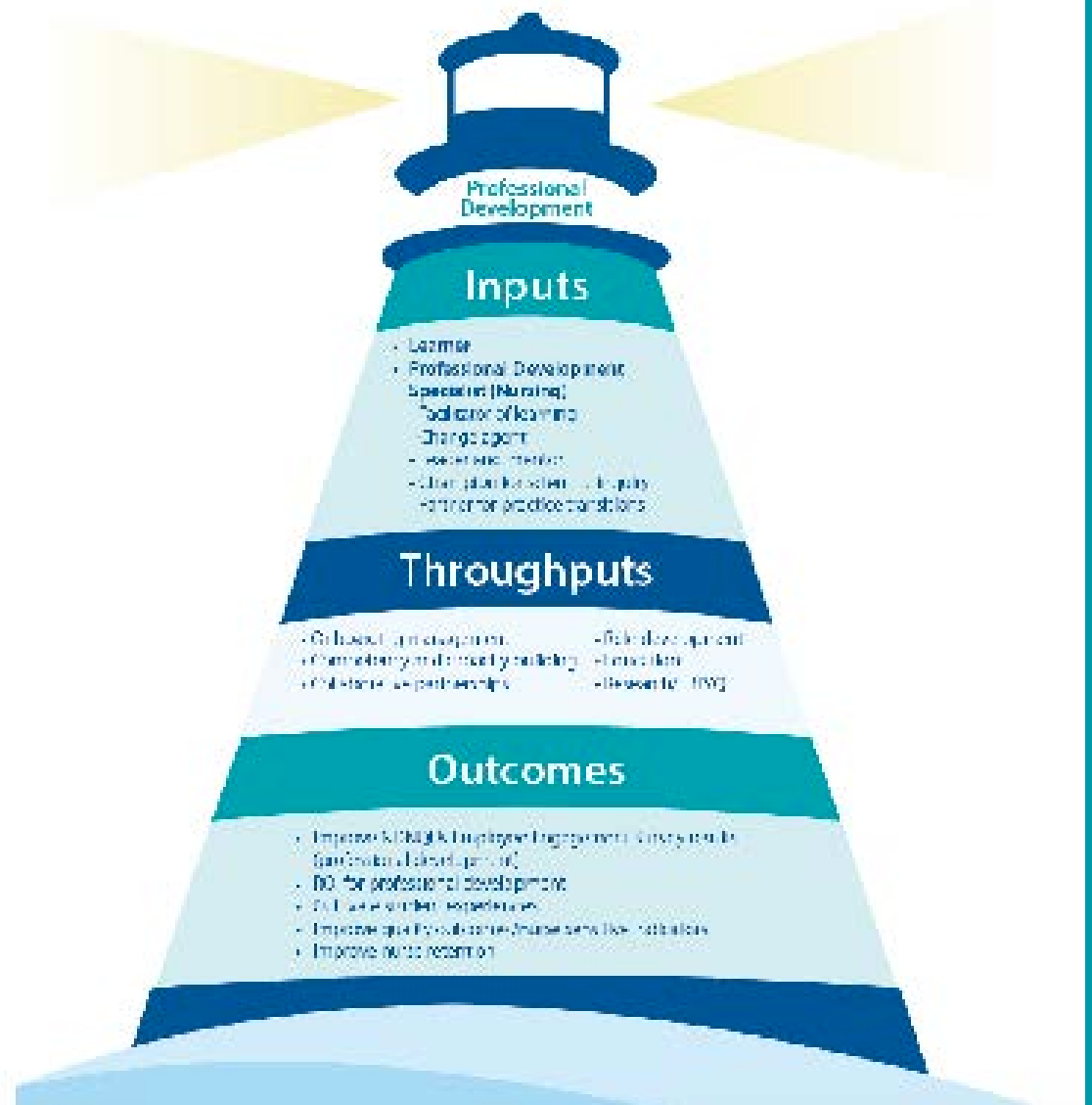
*Professional development specialists at Vidant Medical Center.*

## Professional Development Model



### Purpose:

To inspire professional development through human connections, innovation & experiential learning utilizing evidence-based practice with the goal of advancing the mission of Vidant Health.



## Team-based model for care delivery benefits patients and care team

When delivering health care, effective teamwork can immediately and positively affect patient safety, experience and outcomes. Emphasizing the value of teamwork and encouraging team members to collaborate as they focus on shared goals maximizes delivery of care. After much preparation, on February 4, 2018, 2 East-Family Medicine initiated the team-based nursing model. The purpose of the model is to promote a team approach when providing excellent care to people in our surrounding communities. The team-based model is composed of a registered nurse and nurse assistant working together for a common purpose in providing safe, quality care to patients.

The model employs practices of collaboration and enhanced communication among the nurse, nurse assistant and patient. Often referred to as the care team, the nurse and the nurse assistant have a positive relationship and work together to meet patient needs. In promoting this model, each team member's strengths and skills are utilized to achieve an optimal patient care experience and workplace satisfaction. Prior to the model change in 2017, 76.5 percent of team members working on 2 East reported contentment and engagement. In 2019 after the model implementation, 90.3 percent of team members reported they are content and engaged which reflects a 13.8 percent improvement. Increased confidence, improved communication, enhanced teamwork and understanding of the patient's plan of care are just a few positive outcomes seen on 2 East-Family Medicine since implementation of the team-based model of care.

## Mentor program improves retention of new team members

The Professional Connections mentor program is designed to guide a mutual relationship between an experienced nurse serving as a mentor and a mentee, either a new nurse or a nurse transitioning to a new role. It is a framework for the passage of wisdom, caring and confidence between new and experienced nurses. During 2018-2019, a total of 136 nurses have received an individual mentor to provide support and guidance through their professional transition. Mentoring provides benefit to both the individual and the organization, such as increased job satisfaction and self-confidence, personal and professional growth and development, and improved retention of new team members.

"I found it very rewarding to help newer nurses find their way and to help nurture them . . . someone who encourages them to exercise and take care of themselves and just be a sounding board whenever they need to talk about how they are feeling . . . and give them resources if they need to talk to someone else" said Amy Hines, BSN, RN, CEN.

"My mentor offered a gateway for any question I felt uncomfortable asking someone on my direct unit, I could go to my peer mentor . . . it made me really feel like I was becoming part of the Vidant family," said Marion Chamberlin, RN.

## Mindfulness



Vidant Medical Center nurses have incorporated mindfulness into nursing culture to improve wellness and enhance patient care. Starting with new graduate

nurses, the Compassion Fatigue class led by Linda Moore, MDiv, MS, BCC, promotes mindful eating, yoga education and work/life balance. Breathing exercises and grounding are included during classes to help reinforce the value of mindfulness.

The culture of mindfulness has spread to units across hospital which has led nursing units to adopt their own mindfulness activities. Mindful walking was implemented in the Emergency Department allowing staff to step away from the bedside for a few moments to decompress and relax during their shift. Surgical Oncology holds a mindful breathing session for five minutes at huddle prior to receiving report. This allows staff to begin their shift with a clear mind and fresh start. The Cardiac Intermediate Unit recently adopted this practice. By promoting an environment that supports mindfulness, nurses show their commitment to the well-being of patients, team members and themselves.



# Dedication



## Celebrating nursing at Vidant Medical Center

Vidant Medical Center nurses continually strive to expand their knowledge base and professionalism. Nurses make up 36 percent of the workforce at Vidant Medical Center. Seventy-nine percent of the nurses have greater than two years of nursing experience.



## Facts about Florence

**Florence Nightingale chose to pursue nursing at a young age, despite her parents' objections.**

Nursing didn't garner much respect back in 1837. Generally, it was associated with low social status and rampant alcoholism. Lousy wages also forced many women who entered the field to make ends meet by engaging in a bit of prostitution on the side. So, when 16-year-old Nightingale announced that she felt "called" to become a nurse, her parents weren't thrilled. But their determined daughter's mind was made up and, in 1850, she finally started learning the craft. Three years later, Nightingale became the superintendent of a London-based women's hospital.

**She educated "America's first trained nurse."**

Linda Richards (1841-1930) owns this distinction, which she acquired by attending London's Nightingale School of Nursing (founded in 1860 at St. Thomas' Hospital). Nightingale herself helped personally train Richards, whose focus later shifted toward psychiatry and working with mental health professionals.

Source: <https://www.mentalfloss.com/article/63892/15-heroic-facts-about-florence-nightingale>

## Nurses with longest tenure with Vidant

Nettie Evans, MSN, RN, NEA-BC

Sherry Moseley, RN, CCRC

Cynthia Parks, BSN, RN

Beadie Sullivan, RN, OCN

Beverly White, BSN, RN, RN-BC

Ernestine Williams, RN

## Nurses with 40+ years of experience

Marlene Andrews, BSN, RN, RN-BC

Andrew Barrett, MSN, RN, ANP-BC

Monalisa Blalock, RN

Angela Buck, MSN, RN

Ann Chambers, MSN, RN

Jeffrey Cutruzzula, MA, BSN, RN

Tommie Dean, BSN, RN, OCN

Deborah Dufresne, RN, CEN

Catherine Edson, BSN, RN

Sue Edwards, MSN, RN

Nettie Evans, MSN, RN, NEA-BC

Laura Gantt, PhD, RN, CEN

Cynthia Johnson, MSN, RN

Jessica Kimbell, RN

Marianne Marinelli, MSN, RN, RNC-MNN, IBCLC

Janet Moye, PhD, RN, NEA-BC

Kathryn Payne, BSN, RN

Amanda Pendry, BSN, RN, OCN

Kathryn Richardson, RN

Donald Ross, RN

Deborah Smith, RN, CEN

Brenda Spencer, RN

Ernestine Williams, RN

Teresa Wooles, BSN, RN

## Nurses with multiple certifications

58 nurses have two or more certifications

## Nurses with the most certifications

Rhonda Creech, MSN, RN, NNP-BC, NE-BC, CCRC

Susan Holliday, MSN, RN, CDE, CPN, NCSN

Rebecca Jenkins, RN, RNC-OB, IBCLC, LCCE

Kelly McLennan, BSN, RN, CCRN, CEN, CFRN

Pamela Moss, MSN, MPH, RN, ACCNS-AG, CCRN-CSC

Jessica Scheller, MSN, RN, ACCNS-N, CCRN, RNC-NIC

## Nurses with doctoral degrees in practice

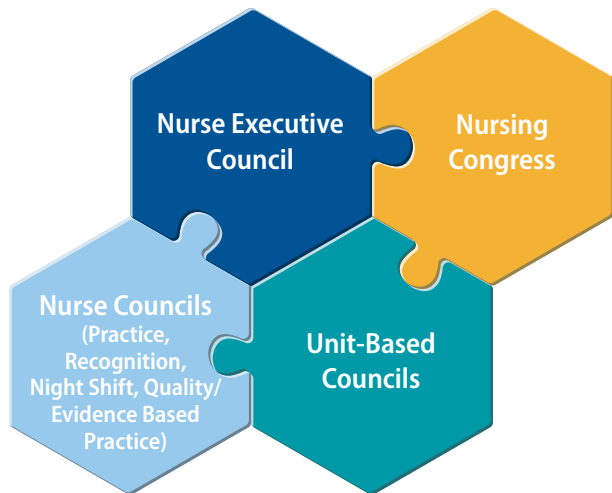
In 2010, the Institute of Medicine recommended doubling the number of doctoral prepared nurses by 2020. At the time, there were three doctoral prepared nurses at Vidant Medical Center. By the end of 2019, 18 doctoral nurses were in practice.

# Shared governance councils shape Magnet culture

Vidant Medical Center nurses embrace a shared decision-making model that integrates the forces of Magnetism into every component of nursing practice. Shared decision making empowers clinical nurses to actively participate on policy making bodies that determine the nursing practice environment. The foundation of this model relies upon active participation of clinical nurses.

In the shared decision-making environment, nurses create a culture in which premier nursing care is nurtured and enhanced through professional accountability and autonomy.

This model includes:



The purpose of Nurse Congress is to serve as the governing body for the nursing councils and to provide leadership and direction to these councils. Congress serves as a clearinghouse and disseminates assignments to the appropriate council(s). Under the nursing leadership of Elizabeth Seawell, MSN, RN, RN-BC, NPD-BC and Elizabeth (Liz) Anderson, BSN, RN, CCRN,

Nurse Congress has enhanced the nursing peer review process, implemented the nursing honor guard and an annual professional practice fair, and initiated development of a Legacy Teacher program.

The Practice Council uses an evidenced-based model to examine nursing practice challenges, questions or discrepancies and identifies resources and mechanisms for the development and implementation of best practices in the delivery of care. The council drives improvement of nurse sensitive indicators and is engaged in policy and procedure reviews and updates. During the past two years, the Practice Council has implemented “What matters to you,” a tool where all team members can learn what is important to the patient during their stay; monitored intravenous infiltration rates to ensure safe practices; and approved nurse-driven protocols to enhance autonomy of clinical nurses.

The Quality and Evidence-Based Practice Council’s purpose is to track and trend the National Database of Nurse Quality Indicators (NDNQI) nurse sensitive data; NDNQI nurse survey data; Patient Experience data; as well as plan and initiate innovative improvement strategies. The council implemented the use of quality boards in each unit; conducted research on nurses’ attitudes and beliefs in evidence-based practice; and identified an organizational evidence-based practice model.

The Recognition Council uses creative approaches to promote and recognize the spirit of professional

practice and develops plans to recognize the unique accomplishments of nurses at Vidant Medical Center. The Recognition Council has facilitated certified nurses’ day breakfast and nurses’ week activities annually.

The Night Shift Council is an inter-professional group that strives to improve and enhance professional practice, representation, and communication of the night shift team members.



Since its inception in 2016, the Night Shift Council has been instrumental in facilitating expansion of resources during night shift, implemented a quality improvement initiative for STAT labs and conducted a nurse-led research study on effects of shift work on one’s physical and emotional well-being.

Unit-based councils are embedded in each clinical area where nursing care is provided. These councils drive improvement and innovation at the micro level within their units. Unit-based councils accelerate the practice of nursing to improve care provided to patients and families.

## Nursing honor guard presides at funerals of nurses

Tabitha Hall, MSN, RN discovered the concept of a nursing honor guard from a video on Facebook. Tabitha presented the video to Nurse Congress. In the true spirit of a Magnet organization, the implementation of Vidant Medical Center's nursing honor guard was nurse led though the support of transformational leadership by Senior Vice President Dr. Linda Hofler.



*Angie Scott, RN, CWCA; Renada Baker, RN; Virginia Tripp, BSN, RN, CCM; and Pamela Farmer, BSN, RN, RNC-OB stand guard prior to a funeral service.*

The nursing honor guard pays homage to nurses upon their death. Guards are dressed in white uniforms, nursing caps and nursing badges. Honor guard members stand silent and guard prior to the funeral service. The Nightingale pledge is read and a final call to duty is requested during the service. Upon the end of the call, a Nightingale lamp is extinguished and given to the family to as a keepsake. The lamp's extinguished flame is a symbol that the nurse's task and duties are now complete.

## Unit shares effective unit-based council strategies

An expert panel was held on July 16, 2019 to discuss the standardization of the unit-based council (UBC) model. Nurses from Cardiovascular Intermediate Unit (CVIU) shared an effective UBC model that aligns with staff engagement and shared governance with nurses from the Emergency Department (ED).

CVIU's willingness to assist the ED in reformulating a UBC brought lively discussion. The CVIU nurses expressed that there are times when modifications were made to meet the challenges and innovative direction required of a UBC. A solid foundation of trust for team members led to an increase in participation and engagement within unit nurses. Once the UBC structure was established, an invitation was extended to the interdisciplinary team members to participate in crucial conversations. This allowed physicians, nurse leaders and therapists to give input into the unit environment.



*Front Row – Julie Linder, DNP, APRN, ACCNS-AG, CCRN; April Meeks, BSN, RN, PCCN; Patricia Harvey; Dana Rollheiser, MSN, RN, RN-BC; Klynn Wolfe, BSN, RN; Jade Ormond, BSN, RN; Minerva Romero, BSN, RN, RN-BC*

*Back row – Sallie Gough, MSN, RN, CEN; Thayer Cofield, ASMOA; Kim Edwards, MSN, RN; Christine Walden, MSN, RN, NE-BC; Angela Murray, BSN, RN, CEN; Tosha Britton, BSN, RN; Keisha Miller, BSN, RN, CMSRN; Belinda Washington, BSN, RN, CMSRN; David Bourque, BSN, RN, CEN, CPEN; Ellen Glover, RN, CPN; Leonard Kelly, MSN, RN, NE-BC, PCCN; Lori Tyson; Stacey Benoit, BSN, RN; Erika Greene, MSN, RN, CPEN*

## Vidant Wound Healing Center establishes unit-based council

The Vidant Wound Healing Center UBC is comprised of nurses, nursing assistants and leadership. The UBC, led by nursing, gives team members a chance to communicate and collaborate on decisions that are pertinent to the unit. Monthly meetings are held to address concerns specific to the unit and align with unit goals, metrics and outcomes as ascribed in the nursing work plan. Topics discussed at their UBC meetings include increased hyperbaric oxygen utilization, care plan management, continual pain assessments, hand-washing compliance and meaningful decision making.

Working in the community is a great way for the Wound Healing Center UBC to give back to patients and families and be a resource for those in need. A favorite event of the council was volunteering and cooking dinner at the Ronald McDonald House of Eastern North Carolina. Team members also participated in the MedAssist program in conjunction with Dispensing Hope, a no cost over-the-counter medication program; and with the Happy Feet Clinic in collaboration with the Brody School of Medicine at ECU to provide a no-cost foot clinic and assessment at the local homeless shelter. Vidant Wound Healing Center's UBC has made a huge impact on patient care not only in the clinic setting but also in the community.



*Top: Angie Scott, RN, CWCA; Vickie Rogerson, RN, CWCA; and Heather Ward, BSN, RN, RN-BC enjoy working in the community.*

*Above: Vickie Rogerson, RN, CWCA; Angie Scott, RN, CWCA; and Heather Ward, BSN, RN, RN-BC at Ronald McDonald House of Eastern North Carolina.*

## Facts about Florence

Nightingale's diligence inspired a glowing nickname.

"She is a 'ministering angel' without any exaggeration in these hospitals," the *London Times* wrote of Nightingale in 1855. As their article added, she could often be "observed alone," checking up on the wounded "with a little lamp in her hand." Just like that, Nightingale won international acclaim as the benevolent "Lady with the Lamp."

Source: <https://www.mentalfloss.com/article/63892/15-heroic-facts-about-florence-nightingale>





# Lifelong Learning

## Aspiring Nurse Leader program is great experience for nurses

In spring of 2018, the inaugural cohort for the Aspiring Nurse Leader program was launched with 21 nurses across Vidant Health. Of the 21 nurses selected, 76 percent were Vidant Medical Center nurses. The program offers first-hand experience and exposure to knowledge, skills and professional relationships needed to develop as leaders. Candidates are baccalaureate prepared; have been a part of the Vidant Health system for at least 12 months; demonstrate leadership potential; and desire to become leaders in the Vidant Health system.

### Vidant Medical Center nurses selected for the program included:

Kelly Adams, BSN, RN, RN-BC, clinical nurse, Radiology

Dana Edwards, BSN, RN, CEN, critical care flight nurse, EastCare

DeAnna Edwards, MSN, RN, PCCN, manager, Hospital Operations

Whitney Getzandanner, MSN, RN, RN-BC, clinical nurse, General Surgery Intermediate Unit

Kristen Hardison, BSN, RN, C-EFM, clinical nurse, Labor & Delivery (UBC chair)

Susan Henderson, MSN, RN, CQIA, quality nurse specialist, Quality

Patricia Hooton, MSN, RN, NCSN, nurse case manager, School Health Program

Lindsey House, BSN, RN, nurse manager, Surgical Intensive Care Unit

Krystal Kennedy, BSN, RN, CCRN, clinical nurse, Medical Intensive Care Unit

Chloe Linton, BSN, RN, RN-BC, clinical nurse, Radiology

Shelia Whitted, BSN, RN, CCRN, assistant manager, Rehab Medicine Nursing

Jacob Sarvey, MSN, RN, CCRN, clinical nurse, Surgical Intensive Care Unit (UBC Chair)

Heather Smith, BSN, RN, RN-BC, clinical nurse, Patient Testing Center

Lori Ann Smith, BSN, RN, RN-BC, nurse manager, Behavioral Health Services

Stephanie Smith, BSN, RN, ACM, manager, Case Management

Deryck Wilson, MSN, RN, assistant nurse manager, Neuroscience Intensive Care Unit



Top: 2018 Aspiring Nurse Leader program inaugural cohort.

Above: Daphne Brewington, PhD, RN (left) and Krystal Kennedy, BSN, RN, CCRN during graduation from the Aspiring Nurse Leader program.



*Top: Lynn Mockus, MSN, RN, CNN participating in the Leadership Excellence program.*

*Above: Ashley Cartwright, BSN, RN and Kristen Hartsell, BSN, RN, CMSRN attending the Leadership Excellence program break-out sessions, learning about programs throughout medial center that assist charge nurses and clinical coaches in their roles.*

*Right: 2019 Emerging Leader graduates Stephen Smith, MSN, RN and Tracy Langston, MSN, RN, RNC-NIC, RN-BC celebrate with nursing leaders Kamilah Williams, PhD, RN, RN-BC (left) and Renee Cherry, MSN, RN, NPD-BC (right).*

## Leadership Excellence program develops leaders

One of the many ways that Vidant nurses continue on the path of lifelong learning is to develop themselves as clinical leaders on their units and throughout the organization. The Leadership Excellence: Clinical Coach and Charge Nurse Role Development program gives Vidant nurses the foundational components of leadership development.

The Leadership Excellence program is structured to give each participant a holistic experience. In the morning, clinical coaches and charge nurses interact and share experiences with the focus being development of leadership capacities. The afternoon involves breakout sessions for those who are pursuing the charge nurse role or clinical coach role. Each breakout session is tailored for the leadership role that they are pursuing. Real-life interactive scenarios are incorporated to expand participant problem-solving capabilities. By the end of the program, nurses have the tools, knowledge and skills to be beacons to all team members at Vidant Medical Center.

## Emerging Leader program enhances leadership capacity



The Emerging Leader program is a Vidant Health cohort-based experience designed to enhance and develop key leadership capacities and competencies in support of achieving the Vidant Health mission. The eight-month intensive program is designed for all team members in a leadership role, including nursing leaders, who wish to enhance their leadership knowledge, skills and abilities. The Emerging Leader program includes classroom

learning, independent study, group interaction, case studies, projects for collaborative experiential learning and mentoring.

### 2018 Emerging Leader cohort

- Melanie Porter, MSN, RN, CCRN-K
- Kamilah Williams, PhD, RN, RN-BC

### 2019 Emerging Leader cohort

- Jana Johnson, MSN, MBA, RN, NE-BC
- Tracy Langston, MSN, RN, RNC-NIC, RN-BC
- Stephen Smith, MSN, RN
- Neil M. Williams II, DNP, RN

“The Emerging Leader program was an incredible experience that was both enlightening and impactful. The relationships built along with the knowledge gained will leave an indelible impression on me for the rest of my career.”

– Stephen Smith, MSN, RN, professional development specialist-nursing, 2019 participant



# Specialty certification demonstrates dedication to patient care

Specialty certification provides nurses the opportunity to validate their experience, knowledge and clinical judgment against national standards. Nurses demonstrate dedication to patient care and commitment to professional development through certification. Through recertification, nurses meet the ongoing learning and practice requirements of the profession.

The Nursing Recognition Council celebrates certified nurses annually at a Certified Nurses Day breakfast.

2018

## Most certified nurses: General Surgery Intermediate Unit



General Surgery Intermediate Unit nurses, from left to right, Kristen Hartsell, BSN, RN, CMSRN; Erica Blackstock, RN; Telicia Keys, RN, PCCN, RN-BC; Michelle Carawon, MSN, RN, CCRN-K; Ashley Cartwright, BSN, RN; Makayla Vanhoy, BSN, RN; Melissa Fornes, BSN, RN

## Most newly certified nurses: Cardiovascular Intensive Care Unit



Cardiovascular Intensive Care Unit nurses, from left to right, front row: Benita Hinson, RN; Melissa Bowen, BSN, RN, CCRN; Shirronda Daniels, MSN, RN; Jennifer Harriett, BSN, RN. Back row: Clayton Adams, BSN, RN, CCRN-CSC; Toni Holden, MSN, RN, CCRN; Stephanie Avent, BSN, RN.

2019

## Most newly certified nurses: Emergency Response Team



Emergency Response Team nurses Patricia Denton, BSN, RN; Chris Woolard, BSN, RN, CCRN; and Jodi West, RN, CEN (all in red) with nurse leaders Daphne Brewington, PhD, RN; and Linda Hofler, PhD, RN, NEA-BC, FACHE.

## Most newly certified nurses: Surgical Intensive Care Unit



Daphne Brewington, PhD, RN (left) with Surgical Intensive Care Unit nurses (left to right) Ashley Watts, BSN, RN, CCRN; Emily Whitehead, BSN, RN, CCRN; Victoria Myers, RN, CCRN; Christopher Moore, BSN, RN, CCRN, TCRN; Linda Hofler, PhD, RN, NEA-BC, FACHE; Lydia Ritchie, BSN, RN, CCRN; and Lindsey House, BSN, RN.

## Nurse Extern program relaunched

In May of 2019, the Nurse Extern program was successfully relaunched for rising senior nursing students enrolled in a baccalaureate program. Selected through an application and interview process, ten East Carolina University College of Nursing students participated in the seven-week program.

Supported by a team of nurse managers, professional development specialists and preceptors identified specifically for the program, the Nurse Extern program immerses students into the nursing profession. Assigned to a specific unit with an identified preceptor, these students have the opportunity to gain knowledge and exposure to professional practice and the decision-making process while developing and utilizing clinical skills appropriate to the NAII skill set. Upon completion of the program, 80 percent of nurse externs took employment as a nursing assistant while completing their nursing degree.

*Top right: (left to right) Melanie Dettmer, BSN, RN; Nurse Extern Taras Grinchak, Joni Russell, BSN, RN; and Megan Simpson, MSN, APRN, ACNS-BC, RN-BC.*

*Bottom right: Regina Hopper, BSN, RN (left) with Nurse Extern Albria Whitney.*





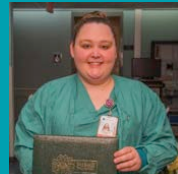
# Compassion

# The Daisy Foundation™ recognizes nurses who do all the right things

The DAISY Foundation was co-founded in 1999 by Tena and Bonnie Barnes in memory of their husband and son, Patrick Barnes. To honor Patrick's memory, the Barnes family knew that first and foremost, they needed to say thank you for the gifts nurses give their patients and families every day. They created the DAISY award for extraordinary nurses. Coming up with the acronym for how their loved one died, the Diseases Attacking the Immune SYstem, or DAISY, the award was created. Their foundation is now an international program recognizing exceptional clinical expertise and compassion. For more information, go to [www.daisyfoundation.org](http://www.daisyfoundation.org).

DAISY award nominees must demonstrate compassion; teamwork; persistent patient advocacy; community awareness; timely, informative and therapeutic communication; and consistent adherence to the highest clinical and ethical standards of the nursing profession. To date, Vidant has recognized 107 amazing nurses as DAISY award winners. Each nurse that is chosen for the award is recognized at a public ceremony and receives a hand-carved serpentine stone sculpture known as *A Healer's Touch*, cinnamon rolls and a DAISY pin. They also sign a recognition banner that is publicly displayed in their unit for the quarter and then moved to the location of the next DAISY nurse.

## The following Vidant Medical Center nurses were recognized with the Daisy award in 2018.



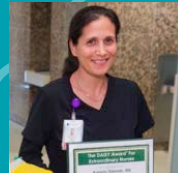
**Channing Godwin**, BSN, RN,  
Labor & Delivery

**Kristina Hardy Wessell**, RN,  
Labor & Delivery



**Morgan Dawson**, BSN, RN, CCRN,  
Cardiac Intensive Care Unit

**Jordan Sheets**, BSN, RN, SCRNP,  
Stroke Center, stroke navigator



**Katalin Danner**, RN,  
Orthopedics

**Willeen Roy**, RN,  
Cardiac Outpatient Unit

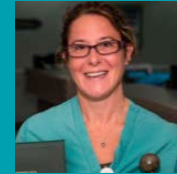
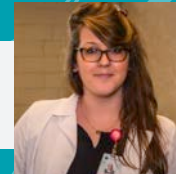


**Ken Hoskins**, BSN, RN,  
Vidant Home Health & Hospice

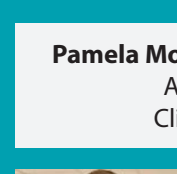


**Wendy Keyzer**, BSN, RN, NCSN,  
School Health Program, nurse  
case manager and first double  
DAISY award winner

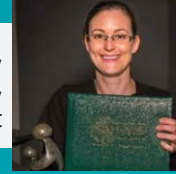
**Sydney Spencer**, BSN, RN,  
Center for Learning & Performance



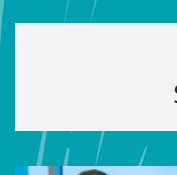
**Gerilyn Wayne**, RN,  
Labor & Delivery



**Pamela Moss**, MPH, MSN, APRN,  
ACCNS-AG, CCRN-CSC,  
Clinical Nurse Specialist



**Jacob Sarvey**, BSN, RN, CCRN,  
Surgical Intensive Care Unit



**Jill Wiggins**, RN,  
Special Care Nursery



**Stephen Whedbee**, RN, CCRN-CSC,  
Cardiovascular Surgery Intensive  
Care Unit



**Patricia Denton**, BSN, RN,  
Emergency Response Team  
nurse manager





**Rosemary Swanson, RN,**  
Behavioral Health Unit

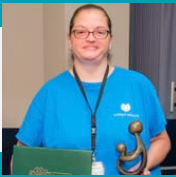


**Candice Pearson, RN,**  
Cardiovascular Surgery  
Intensive Care Unit

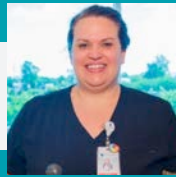


**Logan Brown, BSN, RN,**  
Surgical Intensive Care Unit

**Tabatha Hall, RN,**  
Clinical Documentation  
Applications Team



**Erin Pearson, BSN, RN,**  
Quality



**Kaitlyn Swindell, BSN, RN, RN-BC,**  
Cardiology Outpatient Unit



**April Meeks, BSN, RN, PCCN,**  
Cardiovascular Intermediate Unit

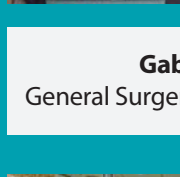


**Aaron Godwin, BSN, RN,**  
Emergency Department

The following Vidant Medical Center nurses were recognized with the Daisy award in 2019.



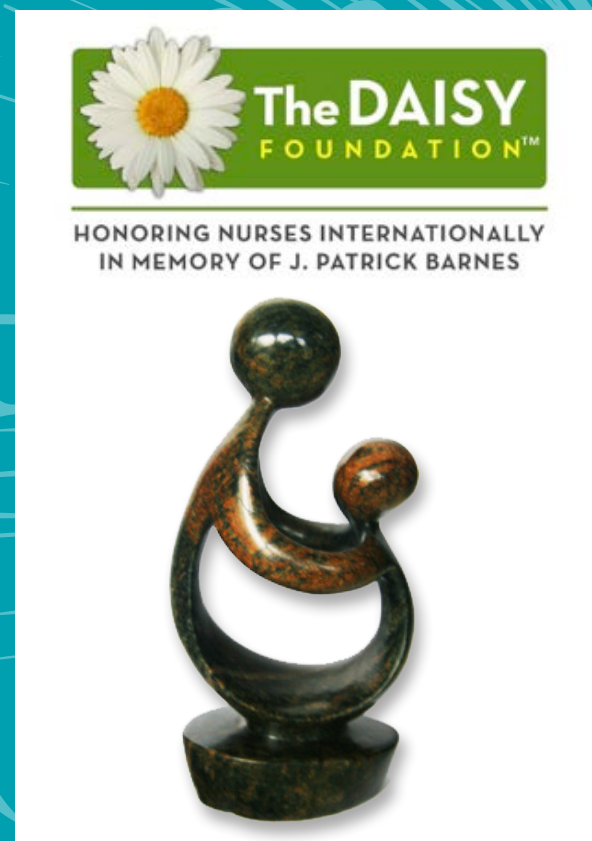
**Hunter Venters, BSN, RN, CFRN,**  
Vidant EastCare



**Gabe Pantoja, BSN, RN,**  
General Surgery Intermediate Unit



**Lori Alligood, BSN, RN, CCRN,**  
RN-BC,  
Cardiac Intensive Care Unit



**Melissa Fornes, BSN, RN,**  
General Surgery Intermediate Unit



**Kim Mewborn, RN,**  
Children's Emergency Department



**Casey Kee, BSN, RN,**  
Cardiac Intensive Care Unit



**Jean Harrington, MPH, BSN, RN,**  
RN-BC,  
Patient Testing Center

**Barbara Malpass, BSN, RN, RNC-OB,**  
Center for Learning and  
Performance



**Youssef Belahchich, RN,**  
Neuroscience Intermediate Unit



## DAISY team award

Congratulations to the Pediatric Intensive Care Unit (PICU) team at Vidant Medical Center for being selected for the DAISY team award. The nomination came from a patient's mother who wanted to recognize the team members for their compassionate, professional care during their family's tragedy. The PICU team provided personalized care to her son, playing his favorite country music and ensuring that he was never left alone. The nomination highlighted the amazing work that the team does every day to foster caring relationships and quality care. The family is forever grateful for the kindness shown to their son and their family.



## DAISY nurse leader award

Linda Hofler, PhD, RN, NEA-BC, FACHE, senior vice president, nurse executive at Vidant Medical Center, won the DAISY nurse leader award for her servant leadership style and desire to recognize nursing throughout the whole health system. Dr. Hofler demonstrates love for the nursing profession and the Vidant Health team by advocating for nursing practice and creating a legacy of expressing gratitude. Agreeing to bring the DAISY award to Vidant Medical Center and expanding the program to the entire health

system is just one example of the profound impact Dr. Hofler has had on nursing at Vidant. Dr. Hofler did not stop there, in addition to the individual DAISY award, she supported the addition of the DAISY team award and the DAISY nurse leader award. Dr. Hofler's impact on nurses at Vidant Health runs deep, as she is a role model for compassion, professionalism, caring and high quality care. Her nomination highlights the extraordinary work that Dr. Hofler does on behalf of the Vidant Health team.



# Vidant Medical Center nurses selected to Great 100 in North Carolina

The Great 100 exists to recognize and honor registered nurses in North Carolina for their commitment to excellence and to promote a positive image of the nursing profession. Vidant Medical Center nurses are selected as recipients annually.

## 2018 Great 100



***Pictured above, left to right:***

*Cindy Stilley, BSN, RN, CMSRN  
 Judy Koutlas, MSN, RN, OCN  
 Krystal Kennedy, BSN, RN, CCRN  
 Dee Ann Speer, BSN, RN, RNC-NIC*

*Vicki Phillips, MSN, RN, RN-BC  
 Sally Caviness, BSN, RN, CCRN  
 Kimberly Hawkins, BSN, RN, OCN,  
 RN-BC  
 Dwayne Godwin, BSN, RN*

## 2019 Great 100



***Pictured above, left to right:  
 Back row:***

*Kathy Gilbert, BSN, RN, RN-BC  
 Kelly Allis, MSN, RN, RNC-NIC  
 Jill Wiggins, RN  
 Glenda Flemmings, BSN, RN, RN-BC, PCCN  
 Chelsea Passwater, MSN, RN,  
 AGCNS-BC, OCN  
 Tracy Langston, MSN, RN, RNC-NIC, RN-BC*

***Front row:***

*Amy Hines, BSN, RN, CEN  
 Barbara Moore, MSN, RN  
 (Vidant North Hospital nurse)  
 Cynthia Simmons, BSN, RN,  
 RN-BC  
 Harriett Wilder, RN  
 Catherine Bunch, MSN, RN,  
 CRRN*

## Facts about Florence

**A training school for nurses was established in her honor.**

In 1860, a new nursing school opened at the St. Thomas Hospital in London. Although she did not take on the role of superintendent of the new Nightingale School and Home for Nurses, she supported its development and the principle of training well-educated, professional nurses who would have a specific role in the health care system. Today, the school is known as the Florence Nightingale School of Nursing and Midwifery.

**She is considered the founder of modern nursing.**



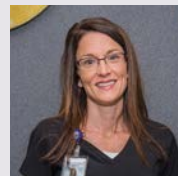
During the Crimean War, Florence was concerned that some of the soldiers in the field hospitals near the battlefields seemed more likely to succumb to infectious disease than their war wounds. She proposed solutions such as improving sanitation, which are considered effectively the foundation of modern nursing. She also advocated for nursing education to elevate the profession's reputation, which in turn enabled more women to enter the nursing profession.

Source: <https://www.travelnursing.com/news/features-and-profiles/10-facts-about-florence-nightingale/>

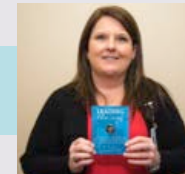
## Lead the Way awards recognize excellence

The Vidant Medical Center leadership team created the Lead the Way award as a mechanism to generate awareness of team members that consistently demonstrate excellence. Team members selected as recipients of the Lead the Way award embody Vidant's IC-EAST values; lead by example, and go above and beyond in their work. Recipients of the Lead the Way award from each quarter in a fiscal year become candidates for the hospital's Team Member of the Year award. Any team member can nominate a co-worker. Nominations are reviewed and selected by previous awardees.

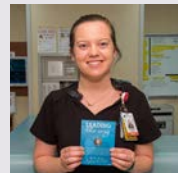
### 2018 award recipients



**Deanna McLamb, BSN, RN**  
Children's Emergency Department



**Stephanie Avent, BSN, RN**  
VAD program coordinator



**Victoria Myers, RN, CCRN**  
Surgical Intensive Care Unit



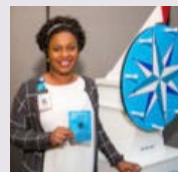
**Sarah Massey, RN**  
Post Anesthesia Care Unit



**Joyce Scheibler, BSN, RN**  
(left) Case Management



**Stephanie Smith, BSN, RN, ACM**  
(middle) Case Management



**Shakira Henderson, PhD, DNP, MS, RN**  
Research and Grants

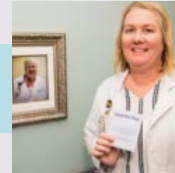


## 2019 award recipients



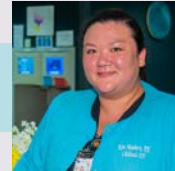
**Ann Chambers, MSN, NP-C**  
Patient Testing Center

**Renee Cherry, MSN, RN, NPD-BC**  
Center for Learning and Performance



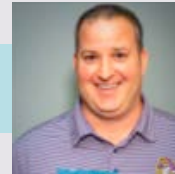
**Shelly Gibbons, RN**  
Cardiology Outpatient Unit

**Kim Mewborn, RN**  
Children's Emergency Department



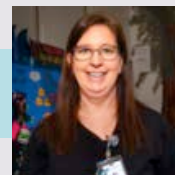
**Pamela Moss, MPH, MSN, APRN, ACCNS-AG, CCRN-CSC**  
Clinical Nurse Specialist

**Clay Parker, MSN, FNP-C, EMT-B**  
Pediatric Chronic Care Team



**Lou Ann Proctor, BSN, RN, CCRN**  
Pediatric Intensive Care Unit

**Karen Pursifull, BSN, RN**  
Neonatal Intensive Care Unit



## Advanced Practice Provider of the Year

The Advanced Practice Provider (APP) of the Year award is designed to recognize a team member who exemplifies Vidant's mission, vision and values in the advanced practice setting. The APP of the Year winner is nominated by peers and colleagues, and selected by a group of their peers. Each finalist demonstrates authentic leadership and is a role model as a clinician and mentor. The nominees have made a significant contribution to the improvement of patient care through evidence based practice and work to promote a healthy work environment. The nominees demonstrate outstanding participation in advocacy efforts to impact APP practice and serve as mentors for students, new team members and colleagues.

## 2018 Advanced Practice Provider of the Year



**Cindy Keel, MSN, APRN, CPNP-AC, PNP-BC**  
Pediatric nurse practitioner

## 2019 Advanced Practice Provider of the Year



**Pamela Moss, MPH, MSN, APRN, ACCNS-AG, CCRN-CSC**  
Clinical nurse specialist

# The Honor Walk



In 2019, with permission from the donor's family, the first honor walk was held in collaboration with Carolina Donor Services (CDS). The

concept behind the honor walk is simple but demonstrates compassion and support for the donor family. The walk from the ICU to the OR has been called the "loneliest walk" by donor families. It is the final walk that they will take as a family. Team members are invited to silently line the walk from the ICU to the OR to pay their respects to the donor and lend support to the family – making them feel less alone and supported in knowing that their loved one's heroic last act will leave a lifesaving legacy.



Team members participate in the first honor walk.

# Brody awards recognize exceptional care

The Brody award is a designated recognition that promotes the achievement of a high standard of care at Vidant Medical Center by rewarding a deserving nurse, clinical support and allied health team member. It was established in 1988 by the Brody family to honor health care professionals who delivered exceptional care to a Brody family member. Each recipient receives a cash award and a plaque. The Brody awards are managed by the Vidant Health Foundation.

## 2018 Outstanding Nurse of the Year



**Mimi Lau, BSN, RN, RN-BC**  
Patient Testing Center

## 2019 Outstanding Nurse of the Year



**Kristen Hardison, BSN, RN, RNC-OB, C-EFM,** Labor and Delivery

## 2018 Outstanding Nurse of the Year finalists



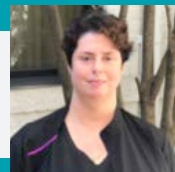
**Dee Ann Speer, BSN, RN, RNC-NIC**  
Neonatal Intensive Care Unit

## 2019 Outstanding Nurse of the Year finalists



**Cheri Bartlett, BSN, RN**  
patient care coordinator

**Gloria Quinn, RN**  
Cardiology Outpatient Unit



**April Meeks, BSN, RN, PCCN**  
Cardiovascular Intermediate Unit



## LVAD health team assist with wedding for patient

A left ventricular assist device, known as an LVAD, is a medical device used in patients with end-stage heart failure when heart transplantation is not an option. The LVAD team is not just in the business of caring for the patient's medical needs.

In January 2019, the team became aware of a patient that had become engaged just prior to hospitalization for LVAD placement. While the patient was in the hospital awaiting surgery, she discussed this situation with LVAD Coordinator Stephanie Avent, BSN, RN and Heart Failure Program Social Work Case Manager Terrani Moore, MSW. Avent and Moore assisted in planning a wedding with the patient and her fiancé within four days, just prior to her scheduled surgery.

Avent and Moore contacted family members; assisted in inviting friends; found a wedding dress for the patient and a flower girl dress for the patient's daughter; and scheduled hair and make-up. Flowers were donated by a local business and the LVAD medical device company donated a wedding cake and food for the reception. Jennifer Congleton, administrator of Chaplaincy and Volunteer Services, arranged the use of the hospital's chapel for the event and hospital President Brian Floyd, MBA, RN played the piano for the wedding.

On the day of the wedding, CIU nurses Rosalia Simpson, RN, Bridgette Ross, RN, and Crystal Lewis, RN, PCCN demonstrated the true meaning of compassionate care. Simpson brought supplies to decorate the reception room, while Bridgette helped the bride get ready for the big day. When it came time to head to the chapel, Lewis stepped in to help care for Simpson and Ross's patients so they could attend the wedding and monitor the patient. LVAD surgeon Hazaim Alwair, MD, FRCSEd(C-Th), and advance heart failure physician Hassan Alhosaini, MD, FACC, FAFSA, were also in attendance to help monitor the patient's condition. The patient was able to walk down the aisle in front of family and friends. The reception was held on CIU close to the patient's room. The bride and groom enjoyed a first dance, cut their cake and dined with those closest to them to celebrate the union.

## James and Connie Maynard Children's Hospital's annual trick-or-treat event is always a big event for the kids

Being a kid in the hospital isn't much fun. It's even less fun when you have to miss out on Halloween. Each year, the James and Connie Maynard Children's Hospital hosts a Pediatric Trick-or-Treat event. Departments from across the hospital come together to put on a Halloween bash. Nurses volunteer and dress up in character to create a celebration for children and their families who do not get to go trick-or-treating. Nursing units compete for the awards of most creative booth and costume. Patients and their family members visit different booths throughout the children's hospital, allowing patients to still enjoy Halloween and trick-or-treating.



*Above:*  
President Brian Floyd, MBA, RN with the bride and groom after the ceremony.



*Left:*  
Rosalia Simpson, RN and Bridgette Ross, RN arrive with the bride and her mother.



*Team members enjoy the 2018 and 2019 Trick-or-Treat event.*



# Professionalism

# Nursing research supports culture of inquiry

New knowledge gained through research is especially important to nursing. Between 2018 and 2019, 28 studies were conducted by principal investigators who were nurses. All nurses have access to Vidant Health's Center for Research and Grants which helps support a culture of inquiry to enhance nursing science. The center assists nurses with nursing research through proposal development, IRB submission, statistical analysis and dissemination.

The Recognition Council completed a study to determine if there was a difference between nurse resilience at Vidant Medical Center versus Vidant Community Hospitals. The results indicated that while there was no statistical difference in resiliency between nurses based on where they worked in the Vidant system. There was a statistical significance between nurses who were pursuing higher education and those who were not. Thus supporting Vidant Medical Center's nursing goal of increasing the number of baccalaureate and higher prepared nurses to 80 percent.

The Night Shift Council implemented a hospital-wide quality improvement project that reduced the delays of STAT labs by 69 percent. Kristine Payne, BSN, RN and Jessica Stille, BSN, RN, RN-BC presented the work at the North Carolina Quality Conference in April 2019.

**Background**  
Literature suggests adaptation and ability to deal with professional challenges affect resilience. Lack of resilience costs health systems. It can cost about \$80K to orient a new nurse. National turnover rates range from 13% to 20%.

**Purpose**  
• The purpose of this research study is to investigate coping strategies that may enhance resilience of Vidant Health Nurses.  
• The objectives of this study include:  
• Determine the level of resilience among Vidant Health Nurses  
• Determine characteristics that affect resilience among Vidant Health Nurses

**Methods**  
• Design:  
• Cross-sectional design utilizing survey methodology  
• Population:  
• Full-time patient facing Registered Nurses employed at Vidant Health with a minimum of six months experience  
• Study Sample Size: n= 893  
• Resilience Tool:  
• Connor-Devise Resilience Scale (CD-RISC)  
• Resilience score comprised of 25 items, each rated on a 5-point scale (0-4) with higher scores reflecting greater resilience.  
• Demographic data collected:  
• Type of hospital, education, age, and years of nursing experience.

**Results**  
**What is the mean resilience score for Vidant Health Nurses?**  
The result of the independent samples t-test was not significant,  $p=0.804$ . This finding suggests the mean resilience scores were not significantly different between VH Community Hospitals and Vidant Medical Center.

**Does education affect resilience for Vidant Health Nurses?**  
The results of ANOVA indicated significant differences in mean resilience between nurses pursuing higher education and those not enrolled in higher education for VH nurses,  $p=0.013$ .

**Does age effect resilience for Vidant Health Nurses?**  
Pearson correlation indicated a significant positive correlation,  $p<0.001$  between age and resilience scores.  
ANOVA indicated that resilience among VMC and VH nurses was significantly different between generation age groups.  
The less than 38 years of age group had significantly smaller resilience scores than other age groups.

**Does years of nursing experience effect resilience?**  
As number of years of nursing increases, resilience scores tend to increase.  
Resilience among VMC and VH nurses was significantly different between years of nursing.  
The less than 3 years of nursing group had significantly smaller resilience scores than the over 20 years of nursing group.

**Next Steps....**  
• Evaluate each individual response CD-RISC questions.  
• Prioritize future interventions for VH nurses.  
• Customize strategies to enhance nursing resilience embracing multi-faceted factors and inclusion of nontraditional assistances.  
• Compare study results with engagement survey results.

**Conclusion**  
• Gender and specialty nursing certifications did not significantly affect resilience scores among VH Nurses.  
• Nurses with many years of nursing experience exhibited higher resilience.

**References**  
• Davidson, P. J. (2002). Resilience: A Theory-Based Approach to Strengthening Individual, Community, and National Resilience. *Journal of Holistic Health*, 4(1), 47-58.  
• Cohen, T. L., & Wills, T. A. (1985). Stress, Coping, and Health: A Theory-Based Approach. *Journal of Personality and Social Psychology*, 48(2), 245-257.  
• Connor, K. E., & Davidson, P. J. (2003). The Connor-Davidson Resilience Scale (CD-RISC): A 25-Item Resilience Scale. *Journal of Personality Assessment*, 65(6), 835-855.  
• Cohen, T. L., & Wills, T. A. (1985). Stress, Coping, and Health: A Theory-Based Approach. *Journal of Personality and Social Psychology*, 48(2), 245-257.  
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**Introduction**  
The Night Shift Council evolved, through Shared Governance, as an identified need to address concerns related to care of patients and practice issues that occur uniquely during night shift. Team members that make up the Night Shift Council include: nurses from multiple units, care partners, pharmacists, laboratory team members, and a respiratory therapist who all work on night shift.

**Background**  
• Poor laboratory test follow up has been identified as a major contributor of unsafe patient care.  
• During a Night Shift Council meeting, it was noted that there had been an increased number of reported delays for Stat labs.  
• The delayed results can cause a delay in patient care, which could ultimately cause patient harm.  
• Through process mapping, it was discovered that Stat labs were not easily identified upon arrival to the lab department.

**Purpose**  
The purpose of this project was to reduce Stat lab delays by 50% within the 3 month trial period.

**Results**  
• Pre-implementation there were 16 Stat lab specimen delays during a 3-month period reported through Safety Intelligence reporting.  
• 3 months post-implementation there were five Stat lab specimen delays identified through safety intelligence reporting.  
• Stat lab delays reduced by 69%.

**Method**  
• The Model for Improvement using Plan, Do, Study, Act (PDSA) cycles was utilized to test effects of small changes and spread the changes throughout the organization.  
• A process map of lab specimen work flow was developed.  
• Barrier to early identification of Stat lab pinpointed.  
• Development of Stat lab placard by council members and frontline staff.  
• Successful pilot on 1 South and MICU for 1-month.  
• Education and implementation house wide at VMC.

**Conclusion**  
Working as a multidisciplinary team allowed for successful implementation of a quality improvement project to decrease the number of delayed Stat lab results and reduced the risk of harmful events reacting patients by 69%.

**References**  
1. Cullen, J., Georgiou, A., Westbrook, J. (2019). The safety implications of missed test results for hospitalized patients: A systematic review. *BMJ Quality & Safety in Healthcare*, 28(2), 194-199.

Nurses pursuing their BSN, MSN, or doctorate degrees were found to be more resilient.



## Improving Satisfaction of Relocated Nurses

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### Introduction

Relocation is when a nurse works on a unit other than their home unit to assist with increased workload. Hospitals often rely on relocation to meet the staffing needs. Currently there is very little knowledge about the nurse's perception of their relocation experience.

### Purpose

The purpose of this study was to understand the experience of relocated Registered Nurses throughout Vidant Medical Center (VMC).

### Background

- Literature suggests relocation can cause stress, anxiety and decrease satisfaction among nurses.
- Challenges for relocated nurses include lack of communication and orientation to the relocated unit.
- Garrison 2016<sup>1</sup> identified increased satisfaction can be gained by making meaningful assignments, providing orientation to the unit, introducing the relocated nurse to a buddy/mentor, and communicating clear expectations regarding patient assignment.
- VMC is a 974 bed academic medical center located in rural Eastern North Carolina where approximately 300 nurses are relocated monthly.
- Through the shared governance process nurses shared concerns regarding the frequency of relocation and the variation in reception from unit to unit.
- Nursing satisfaction at the bedside can impact the experience of relocated nurses.

### Methods

- A mixed method design using an electronic survey was created and approved by the University and Medical Center Institutional Review Board.
- The survey was emailed to relocated Registered Nurses who were assigned to another unit for their shift.
- Inclusion criteria were clinical nurses and contract nurses.
- Exclusion criteria were clinical nurses and contract nurses.
- The anonymous electronic survey was voluntary.

### Results

Results	YES	NO
Did the charge nurse greet you?	80.84%	69.16%
Resources/information provided?	19.63%	80.37%
Log in access given?	28.97%	71.03%
Have you been relocated before?	93.46%	5.61%
Did you get a lunch break?	91.59%	8.41%

Qualitative themes included:

- Nurses felt unsupported
- Pyxis access
- Interactions with the patient population

### Conclusion

Data analysis revealed that the relocated nurses could use more support from the charge nurse during the shift. The study also identified an opportunity to orient relocated nurses and to provide Pyxis access upon arrival.

### Next Steps....


- A comprehensive review of the results will be shared with the VMC Shared Governance Council.
- Collaborate with the VMC Professional Practice Council and individual Unit Based Councils to develop strategies to improve nurse relocation experience and satisfaction.
- Possible standardization of communication and orientation to units for relocated nurses to improve support and provide safe, quality patient care.
- Monitor annual nurse satisfaction scores.
- Future: Expand relocation survey to include Nurse Aides and Float Pool nursing staff to determine their satisfaction and experience with relocation throughout the organization.

### References

- Lin, F. F., Foster, M., Chaboyer, W., & Marshall, A. (2016). Relocating an intensive care unit: An exploratory qualitative study. *Australian Critical Care*, 29, 55-60.
- Garrison, E. (2016, March/April). Orienting the new graduate nurse to working: Ideas to ease the transition. *Journal for Nurses in Professional Development*, 34(2), 112-115.

In 2019, Lindley Brickhouse, BSN, RN, and Michelle Carawon MSN, RN, CCRN-K, members of the Practice Council, explored the impact of relocation on nurse satisfaction in a survey conducted with nurses who were relocated from their home unit.

In 2018, clinical nurses in the Neuroscience Intensive Care Unit implemented a quality improvement project reducing catheter associated urinary tract infections through implementation of novel and innovative technology.



Relocated nurses could use more support during their shift. These results provided the future opportunity for the Practice Council to assist in streamlining relocation procedures.

## You Reduced CAUTI's How?

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### Introduction

Nurses must provide safe and fiscally responsible care to patients, including urinary catheter care that is associated with patient harm from infections and can reduce financial reimbursement to hospitals affecting fiscal health.


One CAUTI can cost an organization up to \$798. As the cost of care continues to rise, nurses must make methods to manage patient care in a safe and cost-effective manner.

### Background

- In June 2017, Vidant Medical Center opened an eight bed Neuroscience Intensive Care Unit (NSICU). The service quality expanded to a 16 bed unit in January 2018. Since that time, the unit has been expanded to a 24 bed unit.
- The CAUTI rate on NSICU was higher than expected when compared to other local academic medical centers on the National Database of Nursing Quality Indicators (NDNQI) at a rate of 4.06%.
- Purwell™ is an external female urinary collection device that can be placed between a patient's labia and placed to collect. The device will collect urine when a patient voids and the nurse can collect an accurate urinary output measurement.

### Purpose

The purpose of this quality improvement initiative was to implement an external female urinary collection device to reduce the rate of indwelling urinary catheters and ultimately reduce CAUTIs and the cost of care.




### Methods

- A small test of change was conducted NDNQI. In January 2018, a total of 1600 patients were tested on four patients.
- Education was provided on product use, the appropriate patient population was identified and needed use reduced.
- The product was found to be effective, safe, and reduced the use of urinary catheters.
- In March 2018, full product implementation began in NSICU.

### Results

A 20% reduction in CAUTI was obtained through the quality improvement initiative.

### NSICU CAUTI Rates



### Conclusion

Since NSICU has reduced the rate of CAUTIs, other units have adopted the use of the technology and have begun their journey to reducing the use of indwelling catheters in female patients.

The success of implementing this innovative technology of the external female urinary collection device has also spread throughout the entire Vidant Health System, thus further reducing risk of harm to patients and cost of care.

## The Journey to Beacon Award for Excellence recognizes three units

The American Association of Critical-Care Nurses (AACN) awarded the Neuroscience Intermediate Unit (NSIU) the Silver-Level Beacon Award in August 2018, the Neonatal Intensive Care Unit (NICU) the Silver-Level Beacon Award in November 2018, and the Medical Intensive Care Unit (MICU) the Gold-Level Beacon Award in September 2019. The Beacon Award for Excellence—a significant milestone on the path to exceptional patient care and healthy work environments—recognizes unit caregivers who successfully improve patient outcomes and align practices with AACN’s Healthy Work Environment Standards. The award distinguishes the unit as an exceptional community of nurses who set the standard for optimal patient care. The Gold-Level Beacon Award for Excellence earned by MICU and Silver-Level Beacon Award for Excellence earned by the NSIU and NICU signifies continuous learning and effective systems to achieve optimal patient care, based on the following criteria:

- Leadership structures and systems
- Appropriate staffing and staff engagement
- Effective communication, knowledge management, learning and development
- Evidence-based practice and processes
- Outcome measurement



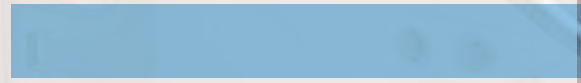
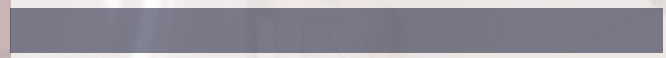
**Silver Level Beacon Award for Excellence**  
*Neonatal Intensive Care Unit (left) and Neuroscience Intermediate Unit (above) team members celebrate their Beacon achievement.*



**Gold Level Beacon Award for Excellence**  
*Medical Intensive Care Unit team members celebrate their Beacon achievement.*



# Quality of care





## Vidant Health Board Quality Leadership Awards

The Vidant Health Board of Trustees recognizes and presents the Quality Leadership Awards annually to team members for their excellent work towards the quality goal of zero harm; creating exceptional experiences; and improving patient outcomes. Each project must promote at least two of the following:

- Quantifiable improvement in an organizational quality priority with sustained excellence over time
- Demonstrable empathy and compassion in patient care
- Implementation of innovative solutions to patient care
- Community outreach that addresses social determinants of health in a meaningful way



2018 Vidant Health Quality Leadership Award was presented to Surgical Intermediate Unit based on their work towards deep vein thrombosis (DVT) reduction on their unit.

Michael Waldrum MD, MSc, MBA, chief executive officer, Vidant Health, along with Bryant Kittrell, chairman of the Vidant Health Board of Directors, present the award to Myra Lewis, MSN, RN, NE-BC; Laura Canino, BSN, RN, TCRN; Cindy Stilley, BSN, RN, CMSRN from the Surgical Intermediate Unit.

2019 Vidant Health Board Quality Leadership Award was presented to Maynard's Children's Hospital for their Sea of Safety project that reinforced the importance of patient and staff safety with the goal of improving quality and safety initiatives for their patients.

Bryant Kittrell, chairman of the Vidant Health Board of Directors, along with Michael Waldrum, MD, MSc, MBA, chief executive officer, Vidant Health, and Brian Floyd, MBA, RN, president and chief operating officer, present Kim Crickmore, PhD, RN, FABC, vice president, Women's & Children's; Elaine Henry, MSN, RN, RNC-NIC, quality nurse specialist III; and Dr. John Kohler, pediatric physician, the award for Children's Hospital.



## Progression of care rounds

Progression of care rounds (POCR) is a collaboration between members of the interdisciplinary health care team professionals to optimize the patient's progression of care. Nurses leading POCR have demonstrated success in addressing barriers to discharge; avoiding unnecessary orders; stronger communication between team members; and improving coordination of care. It has also shown appropriate level of care assignment; optimal length of stay for the patient; and enhanced safety and satisfaction for the patient, family and team members. Ileen Craven, DNP, RN, RN-BC, clinical nurse specialist and Marie McKinney, MSN, RN, nursing administrator led the implementation of PCOR at Vidant Medical Center by facilitating clinical nurse leadership in rounds. This was completed through role-modeling, coaching and accelerating nursing involvement as POCR spread throughout the medical center.



*Progression of care rounds include the interdisciplinary health care team, including the patient's case manager, charge nurse, nurse manager, doctor, pharmacist, bedside nurse and nurse assistant.*

## Sea of safety ensures patients receive safe care

The Sea of Safety refers to the culture within The James and Connie Maynard Children's Hospital at Vidant Medical Center. It is a culture that promotes safety for patients, families and team members. Team members are empowered to utilize the Vidant Health safety habits along with the Sea of Safety actions. These standard practices ensure that patients receive safe care from supported, competent health care professionals. This culture continues to demonstrate a goal of ZERO harmful events and promotes best practices to keep our children safe.





## A message from the Vidant Medical Center Recognition Council

Nurse Colleagues,

We hope that you enjoyed reading the amazing contributions that nurses throughout Vidant Medical Center have made during 2018 and 2019. This report is organized into the components of the Vidant Health nursing professional practice model, which is based on Dr Kristen Swanson's *Theory of Caring*. The eight chapters in this report are based on the core attributes of nursing practice identified by Vidant nurses. These stories exemplify our nursing professional practice model and the dedication Vidant nurses have to our patients and our communities.

Sincerely,

The Recognition Council



**VIDANT**<sup>™</sup>  
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