

NURSING

ANNUAL REPORT 2018



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2018 Nursing Annual Report

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A Letter from Deborah Mican, RN, MHA, CNOR Vice President, Patient Services & Chief Nursing Officer

It is an honor to salute all Capital Health nurses for your creativity, compassion, and dedication to our patients, their families, and our community!

Our journey on the road to nursing excellence continues to accelerate as we look forward to attaining our fifth Magnet® designation, and the Magnet Masters committee has been hard at work. Many nurses and departments participated in an effort last year seeking suggestions for a Magnet 5 theme; Magnet representatives selected "Continuing the drive on our journey to five." The Capital Health nursing staff also chose a Volkswagen Beetle as the mascot for the campaign. Participants across departments took part in a mascot naming contest, and the winning entry is "Cappy" (for Capital Health). Congratulations and thank you to the Trauma Medical ICU (3 Steen) for coming up with the winning name!

Our work toward Magnet re-designation is a commitment to advancing the nursing profession at Capital Health. Each year we recognize nurses who have been nominated by their peers for distinguished service and accomplishments related to improvements in clinical practice and patient satisfaction. It is humbling to work with such outstanding nurses who labor tirelessly to ensure the provision of exemplary patient care.

At Capital Health, we recognize that direct care nurses are responsible for achieving quality patient outcomes; reducing falls with injury, hospital-acquired pressure ulcers, and central line blood stream infections; and reducing or eliminating catheter-associated urinary tract infections. All Capital Health nurses influence interprofessional collaboration, innovative nursing practice, and exemplary patient outcomes. Thanks to you, we provide care to patients and their families that we can be proud of every day as we endeavor to keep them safe and free from harm in a high reliability environment.



Warmest wishes,
Debbie

Capital Health Promotes Leadership Development



In 2018, Capital Health continued its partnership with the Advisory Board to provide leadership training for management at all levels, from assistant nurse manager to vice president. The Advisory Board is a consulting firm that provides collaborative support to help health care organizations improve performance “to make health care better and communities stronger.” Educational workshops brought together leaders from all areas throughout the organization, to learn, discuss, and share ideas.

Session topics included:

- Reducing Stress and Burnout
- Instilling Accountability
- Leading Change

The interactive format provided the opportunity for managers to put learning into action. Brainstorming exercises led to ideas that were later implemented on nursing units. Transformational leadership is about leaders working with staff to identify areas for change, guiding staff in developing a plan for change, and facilitating implementation of the change. These leadership programs give managers and directors the tools to be transformational leaders who strive for continued excellence, quality, and safety.



CAPITAL HEALTH NURSES
partner with patients to
exceed expectations with
compassionate, high-quality,
patient-centered care.

Magnet Conference 2018: Educate, Innovate, Celebrate

More than 10,000 nurses converged on Denver, Colorado in late October to attend the 16th annual ANCC National Magnet Conference built around the theme “Educate, Innovate, Celebrate.” Attendees had the opportunity to learn about programs at other facilities, discover new products, network with nurses from across the globe, and celebrate Magnet® designations. Capital Health sent a cohort of 15 nurses to participate in this empowering and energizing event.



Keynote speaker Cy Wakeman, a drama researcher and leadership development expert, kicked off the event with an inspiring talk that encouraged attendees to “ditch the drama” and ask “what does great look like?”

Concurrent sessions provided the opportunity to learn from other facilities on topics like implementing evidence-based practices, using an escape room in education, developing future nurse leaders, reducing unrecognized clinical deterioration, and implementing residency and preceptor programs.

A huge exhibit hall provided opportunities to learn about and test new products, talk to representatives from nursing schools and consultant groups, and view poster presentations. The three-day event closed with another motivational talk, this time from Aron Ralston, the hiker forced to amputate his own arm after his hand became pinned against a canyon wall. He described his experience and the fact that everyone has their own “boulders that need to be conquered.”

The conference was a great experience for all who attended. It was empowering to see so many nurses together learning, encouraging, and celebrating. The biggest lesson learned? Capital Health is a Magnet® hospital with great nurses who do truly amazing things.



A.L.I.C.E. Training

A.L.I.C.E., which stands for *Alert, Lockdown, Inform, Counter, Evacuate*, is an enhanced lockdown/evade training course designed to prepare staff to properly identify an active shooter, communicate essential information to law enforcement, shelter in place when necessary, evacuate when possible, or defend themselves if all else fails during an active shooter event. In 2018, Capital Health enlisted the services of the A.L.I.C.E. Training Institute to aid with a health care implementation plan that would help prepare staff for an active shooter event at a Capital Health facility.

With only seconds to react during an event such as this, how a person responds is extremely important. If faced with a situation where an aggressor has entered a facility with a firearm with the sole intention of harming others, being prepared can and does make a difference in the outcome. Statistically speaking, active shooter incidents generally last only 10-15 minutes, but they can leave behind devastating and life-altering consequences. Preparedness is the key to the successful navigation through this unpredictable and stressful event.

Nurses Improving Care for the Healthsystem Elders

On March 1, 2018 Capital Health received a grant for the development and implementation of a Nurses Improving Care for the Healthsystem Elders (NICHE) program at Capital Health. NICHE is an international nursing education and consultation program designed to improve geriatric care in health care organizations.

5M was the unit that was chosen to implement the program, which launched in June 2018. The preparation classes lasted three months and awarded continuing education units (CEUs) to all participants, after which 5M developed two action plans. The first plan was to develop the knowledge base of all staff on 5M by providing NICHE education on elderly patients to the RN and PCA. The second action plan was made to implement a fall program utilizing the Fall Tips campaign developed by Dr. Dykes; a seminar in October 2018 provided education about this new initiative. This project continues to develop into 2019.

“Thank a Vet” Program

Capital Health’s “Thank a Vet” program was piloted in the Hopewell Intensive Care Unit (ICU). The primary nurse in the patient’s admission process to the ICU asks all patients if they are currently serving or have served in the military. Once a patient is identified as a veteran, a “thank you” card for their service to our country is given to the patient and a door sign is placed outside the door to alert anyone entering the room. The recognition is then placed in hand-off communication and follows the patient throughout their stay. Now, the “Thank a Vet” program is hospital-wide and honors veterans who are receiving care in the inpatient setting.

Community Education



PROGRAM	PARTICIPANTS	# CLASSES
Adult Distracted Driving Awareness	200	3
Adult Fall Prevention	611	17
American Heart Association – CPR	42	4
Adult Fall Safety <i>Calling 911</i>	50	1
EMS Paramedic Refresher <i>Rapid Trauma Assessment</i>	26	1
Internal Disaster Drill at RMC and Hopewell	100	2
Concussion Awareness for Parents, Teachers, and Coaches	30	2
Grandparent Workshop – <i>Infant CPR, Car Seat Safety and General Infant Home Care</i>	61	2
High School Health & Safety Programs <i>Don't Be an Impaired Driver</i>	1,230	7
Massive Transfusion Policy Program presented to Peri-Op 101 nurses	25	1
Nursing Programs and Presentations – <i>Career Day at Mercer County Technical Schools</i>	41	2
Operation Prom Night – <i>Driver Safety</i>	415	7
Physician Assistant Presentations – <i>Jennifer Keat-Wysocki, PA-C presented Spotlight on a PA in Specialty Practice</i>	53	1
Rider Physician Assistant Students Surgical P.A. Shadow Days	12	15
RN – <i>Trauma Care After Resuscitation (TCAR)</i>	25	1
RN Trauma – <i>Critical Care Orientation</i>	68	6
Introduction to the Special Operations Combat Medics Team presented by Dr. Michael Kelly & SFC Corey Terry	49	6

// STRUCTURAL EMPOWERMENT

PROGRAM	PARTICIPANTS	# CLASSES
St Francis School of Nursing – <i>Chest Tubes and Auto Transfusion</i>	42	1
Stop the Bleed – Bleeding Control Basic (BCon) course for community, staff, police, and EMS providers (21 bleeding control kits were distributed)	400	26
TNCC – Trauma Nurse Core Course, National Certification	97	4
2018 Trauma Symposium	150	1

Trauma Lecture Series

PROGRAM	PARTICIPANTS	# CLASSES
What to Expect When You're Expecting- <i>Helicopter Emergency Medical Service (HEMS)</i>	27	1
Balancing Stress & Trauma	18	1
<i>Let's go to the Movies, the Story of Video Fluoroscopy</i>	23	1
BCon Bleeding Control	42	1
Trauma Physician Presentations – <i>Advanced Trauma Life Support (ATLS)</i>	87	4

Community Events and Programs

PROGRAM	PARTICIPANTS	# CLASSES
Car Seat Safety for Adults – <i>Are We There Yet?</i>	29	2
Patient and Staff Education Day at RMC	200	1
Career Day Pennington School	40	1
Ewingfest	300	1
Pennington Community Health Trail – <i>Bike, Helmet, and General Outdoor Safety Awareness</i>	30	1
Hopewell Township – <i>Fire Safety Event</i>	250	1

// STRUCTURAL EMPOWERMENT

Community Events and Programs *cont'd*

PROGRAM	PARTICIPANTS	# CLASSES
Kids Day at Newtown Athletic Center – <i>Bike and Helmet Safety</i>	250	1
Mercer County Safe Kids Day at Arm & Hammer Park-Trenton Thunder – <i>Summer Safety</i>	300	1
2018 National Night Out at the East Windsor P.A.L. Sports Complex	2,000	1
Family Festival at Hedgepeth-Williams Middle School – 4 car seats donated	450	1
Rider University Staff Event – <i>Driver Safety</i>	200	1
St. Lawrence Rehabilitation Annual Safe Kids Bike Rodeo	500	1
Trenton Thunder – <i>Trauma Day at Arm & Hammer Park</i>	800	1
Trenton YMCA – <i>Healthy Kids Day</i>	600	1
Yardley-Makefield Pool Club – <i>Bike Safety</i>	30	1
Yardley-Makefield Pool Club – <i>Summer Safety</i>	51	2

School Programs

PROGRAM	PARTICIPANTS	# CLASSES
Walk This Way – <i>Pedestrian Safety for Preschool and Elementary School Students</i>	404	14
I'm Safe in the Car – <i>Seatbelt Safety for Children</i>	144	4
Pedal Power – <i>Bike and Helmet Safety for School Aged Children</i>	1,600	40
Let's Have a Concussion Discussion – <i>Concussion Awareness for School Aged Students</i>	209	7

// STRUCTURAL EMPOWERMENT

Safety Equipment Donations

PROGRAM	PARTICIPANTS	# CLASSES
Pedal Power Program distributed 207 Bicycle Helmets to Participants	1,600	40
Bicycle Helmet Giveaway – <i>Children and Patients at RMC and in the Community</i>	7	7
Protective Gear – <i>Education and Distribution</i>	7	7
Convertible Car Seats and Booster Seats to Families and Children in Need	17	17
Informational packets about Car Seat Safety, Pedal Power (bike and helmet safety), Distracted Drivers, No Texting Safety, Concussion Awareness, Older Adult Fall Prevention, Pedestrian Safety	450	-
Distributed tourniquets to police departments within our catchment area	26	
Bleeding Control Kits Presented at Stop the Bleed programs	12	
	14,430 Participants	272 Programs/ Events

NJ Family Festival

Capital Health was proud to be part of the NJ Family Festival at Hedgepeth-Williams Middle School in Trenton. In addition to meeting with families to teach them about the health care services we provide, we also had a chance to meet with First Lady Tammy Murphy, the wife of New Jersey Governor Phil Murphy.



Is Your Home Safe?

Led by Nancy Distelcamp, RN, CEN, injury prevention coordinator from the Bristol-Myers Squibb Trauma Center at Capital Health Regional Medical Center, this program is designed to teach the community about the potential dangers in their own home that could cause injury. The program also helps people plan ahead and learn important actions to take if they or a loved one fall or suffer a serious injury at home.

Summer Safety

Nancy Distelcamp, RN, CEN, injury prevention coordinator from the Bristol-Myers Squibb Trauma Center at Capital Health Regional Medical Center and Nicole Mattiacci from our Emergency Department at RMC visited the Trenton YMCA to share important safety tips with children and parents, including staying safe in and around cars, safe bike riding skills, the rules of the road, and summer safety. Thank you to the Y for hosting such a fun day, and helping us promote healthy living and safety in our community!

Safe Kids Bike Rodeo

Capital Health was in Lawrenceville in May 2018 to take part in the annual St. Lawrence Rehabilitation Center Safe Kids Bike Rodeo. Providing summer safety information with a little help from Boomer (the Trenton Thunder mascot) were Capital Health's Donna Talley, nurse manager of Perioperative Services at Capital Health Regional Medical Center; Nancy Distelcamp, injury prevention coordinator from the Bristol-Myers Squibb Trauma Center at Capital Health Regional Medical Center; and Katielynn McDonald, trauma registrar from the Bristol-Myers Squibb Trauma Center at Capital Health Regional Medical Center.



Pedal Power!

With spring in the air, injury prevention coordinator Nancy Distelcamp was joined by Jessica Piel and Tony Hannawacker to visit Lore Elementary School in Ewing to teach children about the importance of bike safety. Our Pedal Power class is presented by our Injury Prevention Program, part of the Bristol-Myers Squibb Trauma Center at Capital Health Regional Medical Center, which offers a wide variety of free programs to keep our community as safe as possible.



Capital Health Dresses the Part for Colorectal Cancer Awareness Month

March is National Colorectal Cancer Awareness Month and Capital Health was proud to join others across the country for Dress In Blue Day. The month-long campaign helps raise awareness by letting friends, loved ones, and colleagues know that getting regular colonoscopy screenings and making small lifestyle changes are the best ways to end this highly preventable disease. Employees and departments at both Capital Health campuses showed their true colors by celebrating survivors, remembering loved ones, and raising awareness about the second-leading cause of cancer deaths in the United States.



National Night Out

On the first Tuesday night in August each year, neighborhoods across our region and the country take part in National Night Out, an annual community-building campaign that promotes police/community partnerships and neighborhood camaraderie to make our communities safer, more caring places to live. Our health care professionals and educators took part in events in Bordentown, East Windsor, Hamilton, Hopewell Valley, Lawrenceville, and Robbinsville to remind our neighbors of the role we play as the region's leader in providing advanced, high quality medical care.



Lower Bucks Family YMCA Hosts Healthy Kids Day

Mary Rosner, RN, MS, community health education coordinator at Capital Health, and George Evans from our Center for Sleep Medicine stopped by the Lower Bucks Family YMCA's Fairless Hills branch for Healthy Kids Day and to share information with children and their loved ones about healthy food choices and the importance of a good night's sleep.



Trenton Thunder Presents Safe Kids Day at the Arm & Hammer Park

Thank you to the Trenton Thunder and St. Lawrence Rehabilitation Center for allowing us to be part of Safe Kids Day at Arm & Hammer Park. Erykah Mathis, Nadia Perez, and Trauma Program manager Marian Moore from the Bristol-Myers Squibb Trauma Center at Capital Health Regional Medical Center were on hand to provide tips to keep children safe at home, in cars, on bikes, and everywhere in between.



Communiiversity ArtsFest

A fun time was had by all at the Communiiversity ArtsFest in Princeton. Capital Health nurses Colleen Garneau and Mary Rosner were there to help visitors with tips for healthy living and to provide information about medical services that are available to residents in the greater Mercer, Bucks, and Burlington county region. Thank you to the Arts Council of Princeton for hosting such a fun and meaningful event each year.



Nurse Residency Program

As a Magnet® designated hospital, Capital Health meets the highest standards of nursing excellence. Capital Health's Nurse Residency Program effectively supports new graduate nurses as they transition into their professional roles. The program's evidence-based curriculum focuses on leadership, professional development, patient safety, critical thinking, patient outcomes, and more. In 2018, Capital Health hosted two open house events to recruit the most recent nurse graduates in the region. The program, which lasts between 12-16 weeks, has introduced more than 50 new nurses to Capital Health. Upon completion of the program, nurses are permanently placed on the unit that best suits their skill level and abilities.

Mentorship Program

Mentorship of newly minted nurses is a priority at Capital Health. Attending the Mentorship Lecture series helps new nurses to navigate and transition into their professional roles by offering lectures on topics such as the importance of mentoring, building resilience, delegation and assertiveness, and patient assessment. These lectures are offered throughout the year by various speakers who have vast knowledge in their fields and offer valuable insight. With professional growth as a primary goal, the series teaches new graduate nurses the knowledge and skills needed to implement measures that improve patient care and experience. New nurses also learn how to recognize when, where and how to delegate tasks appropriately to members of the patient care team and use assertive behavior techniques to communicate appropriately and effectively in the workplace.

New graduate RNs play "Friday Night in the ER"

"Friday Night in the ER" is an interactive team learning game designed to provide enrichment and support to our new graduate RNs over the course of one year and teach critical thinking, collaboration, and systems thinking. Played on game boards at tables with four to eight players per board, each game play session is followed by a detailed debriefing in which participants relate the simulation experience to their own work and gain insights for performance improvement. This includes team reflection exercises, guided group discussion, didactic presentations and group tasks. The game simulates the challenge of managing a hospital during a 24-hour period. Players perform distinct functions, but they come to realize that they also depend on one another. In addition, the game has also served diverse learning objectives across many health care departments and cultures.



State House Recognizes Capital Health

When a woman lost control of her car and drove into Hamilton Lake, health care professionals from Capital Health and other area first responders jumped into action to rescue the driver and her passenger from the icy water and provided life-saving care after the accident.

On the floor of the New Jersey State Assembly chambers, Assemblyman Dan Benson (D-14) paused the voting session to honor all who were involved in the dramatic rescue. Representing Capital Health were Dr. Dominick Eboli, director of the Bristol-Myers Squibb Trauma Center at Capital Health Regional Medical Center; Jim Booze, divisional director of Emergency Medical Services; and trauma nurses Paige Disney and Heather Hendrickson.

Other local leaders were also on hand to recognize the group, including Senator Linda Greenstein (D-14); Assemblyman Wayne DeAngelo (D-14); then Trenton Mayor-Elect Reed Gusciora; and Assemblywoman Verlina Reynolds-Jackson (D-15). Congratulations to the Capital Health team and all who were recognized for their outstanding efforts!



Excellence in Prevention Award

Capital Health Regional Medical Center received the Excellence in Prevention Award from the Mercer Council on Alcoholism and Drug Addiction and the Coalition of Mercer County during the 5th Annual Prevention Awards Breakfast.

The award recognized the work and dedication of our Emergency Department, DSRIP, and CADC staff for their accomplishments and continuing work to reduce substance abuse in Mercer County through the Opioid Overdose Recovery Program (OORP) and other initiatives. Kim Watson, Tara Nicolson, Pat Zeiser, Sharhonda Moore, and Angela Dito were at the event to accept the award on behalf of Capital Health. As the first hospital to partner with the Mercer Council on its OORP and the first hospital to use the program in March 2017, we're proud of our staff for the work they're doing to connect those who need help with recovery to the specialists who are available through this important program.



Health Care Hero Award

The Health Care Hero Award, sponsored by the Patient and Family Education Committee, is presented to any Capital Health nurse, pharmacist, dietician, social worker, physical therapist or any other allied health professional who fosters interdisciplinary teamwork and exceeds expectations in health education. Nominees distinguish themselves from other employees by possessing unique qualities in the management and delivery of health education as well as making contributions that have a positive impact on the practice of health education for both patients and colleagues. A winner is chosen annually from each campus. Both winners were presented their awards in their departments and were recognized and honored at the Department Head meeting in January.

In 2018, the winner at RMC was Sue Bell MSN, RN, CWOCN. Sue has been the wound, ostomy and continence nurse at Capital Health for almost 20 years and provides not only exceptional patient care but outstanding education to patients and families. Her nomination letters describe her as "Someone who goes above and beyond for patients and their families and always finds the time to educate her colleagues, as well. Covering two hospitals full of patients who need her help can't be easy, but Sue never compromises on the quality of care she delivers. Whether she is educating new employees, current employees, or patients and their families, she always does it with smile on her face. Her dedication to the Capital Health community is evident in all she does. This award is for someone who continually provides outstanding excellence in health care education and no one is more deserving than Sue."



Our Health Care Hero at Hopewell was Jack Pritchard RN, BA, CEN, CCRN, TCRN, NR-Paramedic. Jack has been the assistant nurse manager in the Hopewell Emergency Departments since 2013. Jack's nomination letter describes him as "a mentor to our entire staff who takes any opportunity he can to teach. Every moment is a teaching moment for him. Jack is full of knowledge and always eager to share what he knows without making others feel inadequate. He also found areas that needed improvement in our department. Instead of disciplining or singling people out, he constructed and taught two classes for which he extended an invitation to ICU, EMS, and RMC to join."



March of Dimes Awards

Each year the March of Dimes – New Jersey recognizes nurses across the state who have provided exemplary patient care, compassion, and customer service. Nurses from all service areas are eligible and are nominated by peers for excellence in one of 12 categories:

- Academic education, research and informatics
- Adult health
- Advanced practice
- Neonatal
- Non-hospital and home health care
- Nurse educator
- Nurse leader
- Nurse manager
- Pediatrics
- Pre-hospital, emergency, and critical care
- Rising star
- Women's health

In 2018, more than 250 nominations were submitted for the Nurse of the Year awards. Capital Health's nominees were:

- Adam Caponi
- Vera Kunte
- Debra Roccuzzo
- Michael Strano

From the nominations, six nurses are chosen as finalists in each category. Finalists are honored at an awards gala where the Nurses of the Year awards are presented to each winning recipient. Capital Health had two finalists in their respective categories, Adam Caponi for Rising Star and Vera Kunte for Nurse Educator. Congratulations to all of our nominees and finalists. Thank you for everything you do for Capital Health and our patients!



DAISY Awards



The DAISY Awards is an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. Through compassion and outstanding care, nurses provide an important connection between Capital Health, patients, and their families. We are proud to recognize nurses at Capital Health for the exemplary bedside care provided to patients and their loved ones on every shift.

In 2019, Capital Health increased the number of DAISY Awards given annually from four to eight. Two awards (one on each campus) will be given per quarter.

Spring 2018 Daisy Award Honorees:



Karen Copeland, RN-BC, Nursing Supervisor, Psychiatric Screening Center, RMC

Karen is the supervisor of the Screening Center at RMC and a tremendous resource to Capital Health. Karen was nominated for being integral part of the recovery process for a patient's family in the Neuro ICU. Karen went above and beyond to help a family cope with a loved one's devastating brain injury. She made herself continually available to the family which included teenage children in their greatest time of need. Karen collaborated with the Neuro ICU staff to help provide this family with emotional and psychological support needed to adjust and cope with what was happening and what was to come in the future. Karen is an amazing asset to Capital Health. We wish her well in her retirement.



Erica Gromes, RN, Emergency Department, Hopewell

Erica is an integral member of the Hopewell Emergency Department nursing team. Erica was nominated for her outstanding care and compassion as demonstrated when she cared for a patient in need of Adult Protective Services. She displayed diligence and compassion throughout her care of this patient and in interactions with the patient's family. She collaborated with the family and Adult Protective Services to help this patient have a positive outcome.

Fall 2018 Daisy Award Honorees:



Lauren O'Donnell, RN, Emergency Department, RMC

Lauren was nominated for her attributes of caring, compassion and empathy in her work with a patient who was near the end of life. She stayed behind in the room after everyone had left and held the patient's hand and comforted him. Her efforts were not only kind and compassionate but also an inspiration to those who work with her.



Nicole Siplin, RN, Float Pool, Critical Care, Hopewell

Nicole was nominated for going above and beyond with a patient who needed comforting. Nicole spent extra time helping the patient as well as talking and sharing stories. This helped the patient feel better and calm down. The patient wrote that "what Nicole did meant the world to me. She is a loving, sensitive person and I will always remember her kindness."



NJ ENA Nursing Practice and Professionalism Award

Kathy Findlay, RN, CEN was the 2018 recipient of the New Jersey Emergency Nurses Association Nursing Practice and Professionalism Award, which recognizes nurses who demonstrate outstanding emergency nursing practice through clinical skills, care, and compassion. Kathy recently retired after many years of services in our Bristol-Myers Squibb Trauma Center at Capital Health Regional Medical Center. She was nominated by Nancy Distelcamp, RN, CEN, who worked alongside Kathy at RMC for more than 25 years. Congratulations, Kathy, and thank you for the remarkable care you provided to our patients throughout your illustrious career!



STAR Recognition Program

In July 2018, the Special Thanks and Recognition (STAR) Program began at Capital Health to an overwhelmingly positive reception. By the end of 2018, almost 7,000 e-cards were sent to employees throughout the organization. The STAR Program is designed to recognize and reward positive behaviors, performance and excellent patient/customer service that contribute to Capital Health's culture and align with our core values of Integrity, Compassion, Excellence, and Teamwork. The program offers employees an opportunity to recognize and thank co-workers throughout the system to create a culture of gratitude that recognizes the modest acts that can so easily go unnoticed. The more you express gratitude, the more it will encourage others to do the same. As part of the STAR program, staff who are recognized for special accomplishments are awarded points that accumulate and can be used down the line for gifts. No matter what your role within the organization is, the STAR Program provides a tangible way to recognize both large scale and small everyday moments you observe that support and promote Capital Health's mission, vision, and core values.

New Jersey State Nurses Association

As a New Jersey State Nurses Association (NJSNA) provider unit, Capital Health has embraced the culture of continuing education and developed more than 80 programs for employees that award contact hours. Some programs are required (depending on the unit a nurse is working on), but many courses offered are voluntary and all nurses are encouraged to attend. Programs offered include Basic Dysrhythmia Interpretation, Sedation for Procedures, Basic and Advanced Preceptor Workshops, ED Advanced Lab Value Interpretation, ELNEC, Stroke Workshops, Mentorship Lecture Series, Trauma Lecture Series, a Budgeting Series, and many, many more. These programs run throughout the year and have awarded 7,252 contact hours to nurses at Capital Health, as well as the surrounding area. Participants are given a certificate of Continuing Nurse Education credits at the completion of the program they attend. Our experienced nurse planners carefully choose topics that are relevant to the changing scope of health care and develop programs that cultivate learning for nurses of all specialties, skills, and experience levels.

Conferences

Wound Care Seminar March 20, 2018 – *Your License to Heal*

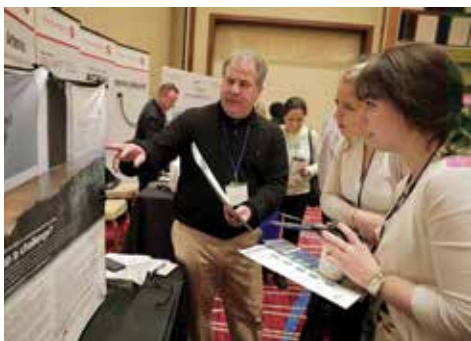
This seminar was designed to assist with the proper documentation requirements as set by regulatory agencies and identify strategies of proper documentation into the medical record. A discussion regarding adequate knowledge of the documentation required for a pressure injury patient and the medical and nursing roles in the documentation of the post-operative patient, pressure injury incidence, and prevalence was also part of the program. This seminar was approved by the New Jersey State Nurses Association and awarded contact hours to RNs who completed the program.

Stroke and Cerebrovascular Care 2018 April 12 and 13, 2018 – *Get Up: The Art of Perseverance*

The annual two-day stroke conference hosted by Capital Institute for Neurosciences was held at Harrah's in Atlantic City. Presentations included *Improving Urgent Stroke Treatment with Mobile Stroke Units and Other Innovations*, *Imaging of the Patient with Stroke Symptoms*, *Medical and Endovascular Management of Stroke*; *Critical Care Management of Stroke*, *Contemporary Management of Carotid Stenosis*, *Natural History and Endovascular Management of Complex Dural Arteriovenous Fistulas*, *Optimal Treatment of Spetzler-Martin Grade 1 and 2 AVMs*, *Management of Cerebral Aneurysms*, *Great Saves*, and *Stroke Patients: The Common Medical Malpractice Risks*. This seminar was approved by the New Jersey State Nurses Association and awarded contact hours to RNs who completed the program.

Research Day May 31, 2018 – *Magnet: The Research Imperative*

Topics of this annual event were geared toward registered nurses interested in learning how to incorporate the most current evidence into their clinical practice, how to differentiate between a quality improvement project and research, identify how nursing best practices improve patient outcomes, and how nursing research can impact the hospital environment. Research Day was approved by the New Jersey State Nurses Association and awarded contact hours to RNs who completed the program.



Annual Orthopedic Symposium June 15, 2018 – *Orthopedics Head to Toe*

The Orthopedic Symposium offered a variety of lectures, such as *Accommodations for Concussion in the School Setting*, *Arthritis of the Hip and Knee*, *Establishing Value in Spine Care*, *Reverse Total Shoulder Arthroplasty*, *Discharge Planning*, and *Compassionate Care of the Orthopedic Patient*. This symposium was approved by the New Jersey State Nurses Association and awarded contact hours to RNs who completed the program.

Conferences *cont'd*

Trauma Conference October 19, 2018

This event, sponsored by the Bristol-Myers Squibb Trauma Center at Capital Health Regional Medical Center, was held at the Conference Center of Mercer County Community College. Presentations included *The Evolution of Trauma Care in New Jersey*, *Trauma Care within an Integrated Health System*, *Leadership Lessons Learned from Major John Pryor, the Third Battle of Fallujah and Training Special Operation Combat Medics*, *Disaster and Mass Casualty Preparedness and Response*, *Whole Blood Resuscitation*, and *Colon Trauma in the Era of Damage Control*. This seminar was approved by the New Jersey State Nurses Association and awarded contact hours to RNs who completed the program.



12th Annual Psychiatric Conference October 25, 2018 – *Cultivating Compassion in the Worst of Times*

Attendees of the 12th Annual Psychiatric Conference were presented with sensitive content dealing with a variety of lectures, including *Assessing the Severity of Suicide*, *Understanding the Psychological Impact of Medical Trauma*, *Breaking Bad News and Difficult Conversations*, *End of Life-What Matters Most*, and *Empathy-The Gate to Compassion*. This conference was approved by the New Jersey State Nurses Association and awarded contact hours to RNs who completed the program.

15th Annual Dr. Joseph Kline Pediatric Symposium October 26, 2018 – *Palliative Care for Children: Living with a Life-threatening or Terminal Condition*

The 15th Annual Kline Pediatric Symposium was held in the NJ PURE Conference Center at Capital Health Medical Center – Hopewell, where discussions included *The Who, What, When, Where, Why, and How of Pediatric Supportive and Palliative Care*; *Pediatric Supportive & Palliative Care for the Medically Fragile Child*; *Pediatric Palliative Care for the Child with Life-Limiting Illness*; *Transitioning the Medically Fragile Child to Home*; and the panel discussion *Integrating Supportive and Palliative Care Services to Families with Children Living with a Life-Threatening or Life-Limiting Diagnosis and The Experience Through a Patient's Eyes*. This symposium was approved by the New Jersey State Nurses Association and awarded contact hours to RNs who completed the program.

Conferences *cont'd*

3rd Annual Primary Care Conference November 1 and 2, 2018 – *Gateway to Wellness*

Capital Health's 3rd Annual Primary Care Conference was a two-day event at the Weston Princeton at Forrestal Village. This well-attended conference included presentations such as *Diagnosis and Treatment of Common Orthopaedic Injuries*, *Do's and Don'ts of Documentation*, *Aesthetic Treatments-Mythbusters: What is Reality?*, *Physician Well Being*, *State of the Union-The Next Wave of Health Care Reform*, *Benzo's and Sleep Aids and Stimulants, Oh My!*, *Cancer Genetic Testing in 2018*, *Menopause in Primary Care*, *Obesity in Primary Care*, and *Global Health and Wellness Lessons from a Traveling Chef*. This seminar was approved by the New Jersey State Nurses Association and awarded contact hours to RNs who completed the program.

The Schwartz Center Rounds Presents...

Each year, the Schwartz Center presents a lecture series bringing forth various topics of relevance to not only health care workers but also community members, clergy, law enforcement, and first responders. Each lecture is an hour long and have included discussions such as *Coping with the Death of a Toddler*, *When a Patient's Failure to Follow Medical Advice Results in a Fatal Consequence*, *Effects of a Mass Casualty Event on Our Healthcare System*, *A Case in the ED: Remembering a Colleague and a Friend*, and *Challenges in Transgender Healthcare*. This lecture series was approved by the New Jersey State Nurses Association and awarded contact hours to RNs who completed the program.

Health Awareness Events

Susan B. Komen More Than Pink Walk

As a sponsor of the Susan G. Komen Central and South Jersey 2018 More Than Pink Walk, members of the Capital Health Cancer Center and Center for Comprehensive Breast Cancer teams stood proudly in pink to support the ongoing fight against breast cancer. Thanks you to all of the survivors, families, friends, and physicians who came out to Six Flags!



Health Awareness Events *cont'd*

American Heart Association Walk

Thanks to our employees, family, and friends who supported the Central New Jersey Heart Walk, which was held at the Trenton Thunder's Arm & Hammer Park. In partnership with the American Heart Association – New Jersey, Capital Health was a proud sponsor of the event, where Gina Mumolie, senior vice president of Hospital Administration at Capital Health (and the 2019 Heart Walk chairperson) led our team of walkers.



Pancreatic Cancer Awareness Day November 15, 2018

Dr. Jason Rogart, director of Interventional Gastroenterology and Therapeutic Endoscopy, and staff from our GI Endoscopy Unit at Capital Health Medical Center – Hopewell wore purple in observance of Pancreatic Cancer Awareness Day.



Breast Cancer Awareness

Capital Health employees showed their support for those affected by breast cancer by participating in our annual Wear Pink Day. Throughout October, representatives from our Cancer Center visited local businesses, places of worship, health fairs, schools, and more to educate the community about breast cancer symptoms, diagnostic testing, BCRA genes, mammograms, and the importance of early detection. Thanks to all who participated!



Capital Women in Philanthropy

In 2018, Capital Women in Philanthropy (CWP) proudly awarded a grant of \$13,950 to support Nursing Improving Care for Health System Elders (NICHE), a nursing education and consultation program designed to improve geriatric care in health care organizations. The NICHE partnership provides Capital Health with the resources needed to develop a nurse-led initiative promoting best practice care for older adults. The CWP grant covered an annual fee and three nurse leadership training programs. The grant was submitted by Pat Michael, Divisional Director of Patient Care Services.

Additional grants were awarded in 2018 by CWP for the following nurse-led initiatives:

- **Early Mobilization Initiative** submitted by Beth Falkenstein for \$12,760 to purchase two light-weight transport modules to monitor vital signs and hemodynamics during mobility of patients recovering from traumatic injuries.
- **Medication Safety Initiative** submitted by Mary Rosner for \$2,500 to purchase supplies and materials to assist program participants in being proactive in their health care. The grant will be used to purchase pill boxes, medication record keepers, and File of Life magnets.
- **Reeducate, Rejuvenate, and Engage in Falls Prevention** submitted by Christina Allen for \$10,000 for speaker fees and expenses related to bringing an expert to Capital Health to educate inpatient staff on research in falls prevention.
- **Stop the Bleed – Bleeding Control** submitted by Marian Moore for \$4,890 to purchase 10 bleeding control kits and 10 belt trauma kits to distribute to schools, police departments and fire departments who participate in Capital Health's Stop the Bleed educational training program.

In 2018, the Area VII Physicians Review Organization, Inc., (Area VII), a longstanding donor, made a generous grant of \$10,000 for scholarships to Capital Health nurses who are pursuing PhD or DNP degrees. This financial support makes it possible for our nurses to expand their knowledge and skills and keep pace with the latest advances in the field.



Maternal Child Health Multidisciplinary Supportive & Palliative Care Program

To meet Joint Commission requirements for maintaining Advance Palliative Care Disease-Specific Certification, a Pediatric Palliative Care Program was developed. A core multidisciplinary team of maternal child health supportive care professionals worked very closely with the core Palliative Care Team. The team met every two weeks to develop program inclusion criteria, scope of service, patient satisfaction survey, perinatal/neonatal consultation documentation tools, and an outpatient consultation/registration process. The Pediatric Care Team felt strongly that supportive services should be the initial focus, which led to the adopted the program title: Maternal Child Health (MCH) Multidisciplinary Supportive & Palliative Care Team. The team provides services to perinatal patients who have a fetus with a life-altering or life-limiting diagnosis, newborns in the

Maternal Child Health Multidisciplinary Supportive & Palliative Care Program

cont'd

Neonatal Intensive Care Unit (NICU), and pediatric patients who present both in the emergency department or as inpatients on the Pediatric Unit. Consultations for pediatric patients are performed by the core Palliative and Supportive Care Team in conjunction with the Pediatric Care Team. During and following consultation with one or more of the team members, details of the discussion(s), education provided, current plan of care based on the parents' preferences, and resources for ongoing and follow-care are documented in the medical record. Communication with other team members regarding the parents' wishes for pregnancy is accomplished at the biweekly Maternal Fetal Medicine Case Conference and MCH Multidisciplinary Team meetings, as well as at the monthly core Palliative and Supportive Care Team meetings. Data on the performance improvement measures is collected and reviewed by MCH team members on an ongoing basis and is reported quarterly.

Neonatal Intensive Care Unit Infant-Driven Feeding (IDF) Program



Nurses working in the Neonatal Intensive Care Unit (NICU) provide care to premature infants during critical periods of brain development, which has lasting effects. Pathways need to be reinforced to lead to functional, adaptive behavior for a lifetime. Traditionally, infants born prior to 33 weeks gestation do not have the developmental ability to feed orally. They lack the ability to coordinate a suck, swallow and breathe pattern. They need to be feed through an oral gastric or nasal gastric tube. Once they start to show signs of feeding interest cues, they begin to transition to oral feedings. A neurodevelopmental approach for transitioning to oral feeding should be a safe, pleasurable, and nurturing experience for each infant and family. The Multidisciplinary NICU Developmental Care Committee adopted the Infant-Driven Feeding (IDF) protocol. IDF is a model of care that relies on astute observational skills, intentional caregiving, and parental coaching. The program uses tools to assess and document infant feeding readiness, the quality of the feeding, and caregiver techniques. Nursing staff received education and coaching on the program; families are educated and encouraged to participate in feedings. They learn about infant feeding cues, stress cues, and techniques to assist the developing infant. The NICU Nursing Flow sheet was revised to include the feeding tools and documentation form. Feeding is discussed during daily multidisciplinary rounds when decisions are made



Neonatal Intensive Care Unit Infant-Driven Feeding (IDF) Program *cont'd*

based on the infants' progress. The new definition of feeding success considers the volume & quality of the feeding, not volume alone.

Mednax Perinatal Simulations

In October 2018, the Maternal Child Health Department had the privilege of working with the Mednax Simulation Team. Mednax is the company that employs the Neonatologists and Obstetrics Hospitalist Program at Capital Health. Staff worked closely with the Mednax team to run four involved maternal, neonatal simulations in which a mother went into labor, developed complications, and was rushed into the C/B OR, where she had an emergency C/S delivery. She further progressed to have a postpartum hemorrhage. The newborn experienced a pneumothorax and required needle aspirations. A large multidisciplinary group was involved in the simulations, including OB nurses, NICU nurses, Newborn Nursery nurses, neonatologists, obstetricians/midwives, anesthesiologist, respiratory therapist, and OR scrub techs. There was a pre-brief with role delineations, simulation, and debrief. Prior to the simulations, the Mednax Team met with the MCH Mock Code/Simulations teams to education them on key concepts for running successful simulations.



Nitrous Oxide as a Labor Analgesic

Capital Health began the journey toward implementation of nitrous oxide (NO) for labor pain in December 2016, on the recommendation of Julie Blumenfeld, CNM, MSN, a certified nurse midwife from Capital Women's Group. NO has been used effectively for at least two decades on the West Coast and for approximately seven decades in Europe. Judith Bishop, CNM, a midwife from California, presented an Obstetric Grand Rounds regarding the history, logistics, risks and benefits of NO use. Nurses and providers from Obstetrics, Neonatology, and Anesthesia attended the presentation. At the conclusion of the Grand Rounds, the participants agreed that Capital Health would pursue NO utilization in Labor & Delivery.

The fifteen-month-long approval and implementation processes, led by nurses, consisted of an extensive review of the literature, a Failure Mode Effect Analysis (FMEA), development of a policy, a presentation to Capital Health's Joint Commission Resources (JCR) consultant and other stakeholders, purchase of two nitrous oxide/oxygen blenders, creation of specialized consent and patient education documents, approval of the program by multiple Capital Health committees, and lastly, mandatory nurse and provider education. With much excitement, we began to offer NO as a labor analgesic on April 2, 2018 to carefully screened women. Capital Health is the third birthing hospital in New Jersey to implement NO in Labor & Delivery and the only hospital in the central and southern regions of the state.

Nitrous Oxide as a Labor Analgesic *cont'd*

NO is not for everyone. Some have unrealistic expectations related to past experiences with higher concentrations of NO while having dental work. It affects the experience of labor pain differently than parenteral and epidural analgesics and does not completely alleviate pain. In order to reap the full benefits, patience is required while learning how to time the self-administration of NO with contractions. Women describe the feeling as “euphoric” and “I know I’m having a contraction, but I don’t care.” There are no documented risks to the fetus.

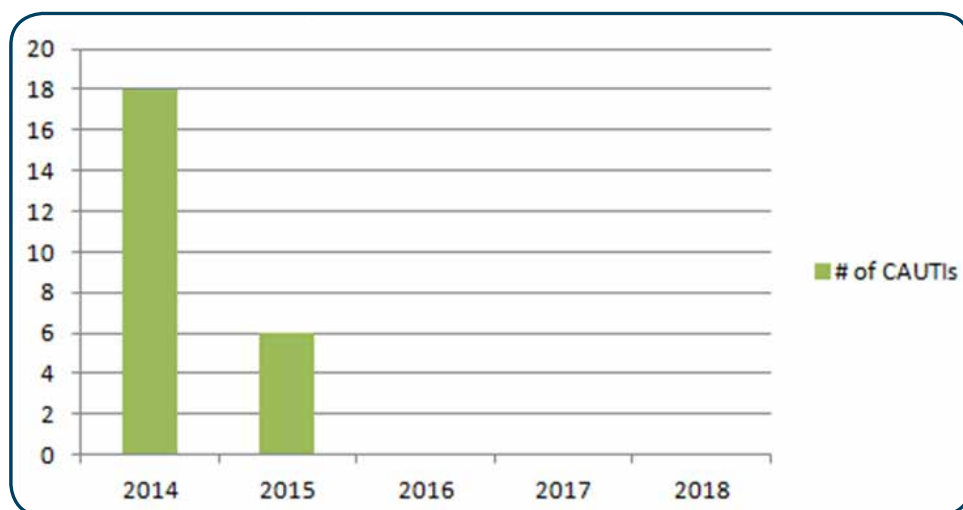
Approximately 5 percent of laboring women use NO at Capital Health. The use of parenteral and epidural analgesics has not changed since the implementation of NO. Obstetric nurses and providers view NO as another pharmacologic tool in the toolbox to help women cope with contraction pain.

CAUTIs-ICU/CCU

Capital Health’s journey to reduce Catheter Associated Urinary Tract Infections (CAUTI) began in 2014, with dramatic improvements noted system wide. Our CAUTI teams, in conjunction with the house-wide Nursing Practice Council, implemented several strategies and conducted related training to reduce CAUTIs. These strategies and education included a two-person insertion practice, intensive monitoring of the number of urinary catheters, especially those that had been in place greater than 48 hours, and education focused on insertion and CAUTI prevention.

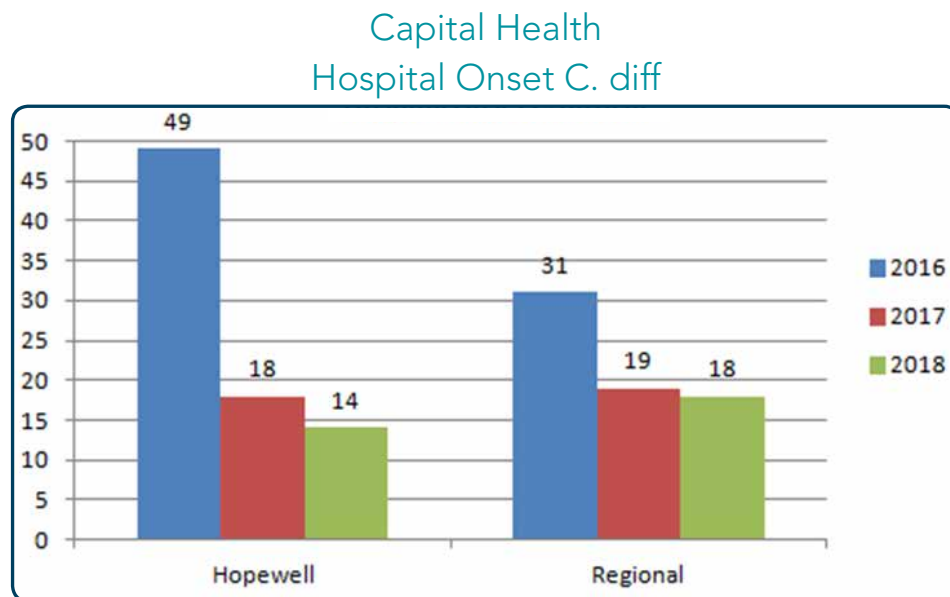
As a result of the ongoing focus of the CAUTI team, Capital Health has celebrated tremendous success. Of note is the hard work, dedication and sustainability of the Hopewell ICU staff, who have been able to accomplish three years CAUTI free in the most critically ill patient population. Their diligence and consistency in implementing CAUTI prevention strategies have provided the highest quality of care. The Hopewell ICU team has been recognized by the Patient Safety Committee for providing excellent care to the patients we serve.

Hopewell ICU CAUTI Rate



C. diff

The journey at Capital Health to reduce hospital onset *Clostridium difficile* (C. diff) cases began in 2016, and in 2017 Capital Health partnered with an Antimicrobial Stewardship Program, a multi-organizational partnership spearheaded by the New Jersey Hospital Association (NJHA) to develop a plan that would eliminate hospital onset cases. A large focus was placed on hand hygiene and its impact on our infection rates. Hospital tracers and unit PI was compiled and education was distributed throughout the hospital. The Infection Prevention Committee developed an algorithm to assist the care team in appropriately identifying possible C. diff cases and determine the most appropriate method of treatment. The algorithm empowered the nurses to send off specimens with a prescriber order within the first three days, eliminating the opportunity for the hospital to be penalized for an infection the patient had from the community. Nursing collaborated with Infection Prevention and the lab to ensure any specimens processed after day 3 met the criteria. Capital Health continues to celebrate tremendous success and continues with a downward trend in reducing C. diff cases. Capital Health continues to work toward the ultimate goal of “0” hospital onset C. diff cases with a special thanks to Simone Brisson, Maureen Adams, Nancy Szilagyi, Kathleen Stapleton and all the inpatient hospital units for their hard work on decreasing hospital onset C. diff cases.



Patient Education Days

The Patient and Family Education Committee held its second annual Patient Education Day at Capital Health Medical Center – Hopewell and its first annual Patient Education Day at Capital Health Regional Medical Center. The free events serve as an outreach to the Capital Health community and employees with the goal of highlighting all of the services, departments, and assistance that Capital Health offers. Departments that participated in the events included Capital Institute for Neurosciences, the Bristol-Myers Squibb Trauma Center at Capital Health Regional Medical Center, the Cancer Center, the Sleep Center, Diabetes Education, Sepsis Education, Heart and Vascular Institute, the Center for Pastoral Care, Community Education, Respiratory Care, Audiology, Oasis Salon and Wellness Spa, EMS Education, Crisis and Mental Health, the Marjorie G. Ernest Joint Replacement Center, Volunteer Services, Rehabilitation Services, and Patient Experience. The

Patient Education Days *cont'd*

Capital Health Mobile Stroke Unit was on hand for tours and information. Altogether more than 700 people attended this year and the events were successful for all involved.



Just Culture

In 2018, Capital Health made huge strides as it continued on its Just Culture journey. In early 2018, certification of Just Culture leaders by program partner Outcome Ingenuity was completed as well as adoption of the Employee Accountability Policy and the Just Culture Behavioral Algorithm. Manager and supervisor training on the Just Culture algorithm and priority practice began and continued throughout 2018. From 2016-2018, an increase in Verge reporting by 50 percent aligns with our goal of providing a safe environment for patients and staff that encourages the reporting of errors, near misses, and hazardous conditions so we can coordinate our efforts in providing better and safer care. In our move to become a high reliability organization, the Just Culture journey continues into 2019 with plans to continue employee education, introduce employee listening campaigns designed to identify and close any gaps in Just Culture, and address employee questions.

Medical Interpreter Program

Always striving to improve patient care and experience, a Medical Interpreter Program was designed by Elizabeth Escalante. The program qualifies medical interpreters at Capital Health to better address the needs of our patient population and break down the communication barriers that may interfere with patient care and outcomes. This eight-hour course included a review of the Code of Ethics and the National Standards of Practice for Interpreters in Health Care, an explanation of the interpreter's role in health care, and a discussion of how medical interpretation supports overall outcomes and a positive patient experiences.

Cancer Center

- Hired a medical director to oversee all aspects of cancer care at Capital Health.
- Installed new Cancer Center signs throughout the Hopewell campus to improve patient access.
- Produced a Cancer Center newsletter to inform patients about our services and programs.
- Collaborated with the Capital Health Transport Center to improve the oncology patient transportation experience.
- Continued to improve the patient parking experience at the Cancer Center.
- Performed quarterly updates to the video monitor in the Radiation Oncology Department to improve patient education on upcoming activities, screening information, and latest information on staff members.
- Increased access of scheduling of imaging, diagnostics and procedures, as Capital Health Central Scheduling is now located in the Cancer Center.

Neuro Oncology

- Developed Neuro Oncology Brain Tumor Passport
- Adding medical oncology from MBHO to neuro oncology multidisciplinary clinic.
- Planning for Neuro Oncology nurse navigator and brain tumor support group.

Psychosocial

- Implemented the Daisy Makeover Program for cancer patients with the Oasis Spa and Wellness Center. This program increases self-esteem and self-image by providing makeup, fashion, and relaxation tips.
- Expanded the Harpist Program by adding additional hours.
- Collaborated with “Unite for Her” as the first hospital in New Jersey to offer this wellness program to breast cancer patients.
- Started a metastatic breast support group.
- Started a “Robes to Wellness” support group for breast cancer survivors.
- Established a process to refer underinsured and uninsured patients for psychosocial counseling.

Radiology

- Purchased and implemented a 3-D mammography system at the Capital Health – Hamilton Outpatient Center.
- Purchased the contour enhancement feature for the mammography machines at Capital Health Medical Center – Hopewell and Capital Health – Hamilton.
- Hired a breast imaging navigator to assist patients undergoing breast biopsies. (need based on 2017 breast biopsy turnaround time quality study).

GI Program

- Initiated the Colonoscopy Rapid Access Program. Informed the public of this program at community events and through community postcard mailings.
- Began offering advanced hepato-pancreatic-biliary (HPB) surgery, which includes more minimally invasive procedures such as the da Vinci® robot system. In addition, preparing to offer ex-vivo liver resection with liver auto-transplant. This is all a result of hiring an HPB surgeon.
- Hired a cancer center nurse practitioner for the Capital Health Surgical Group.
- Started a Liver Program (based on the 2018 ACS press release on the rise of liver cancer in US). A hepatologist is on site at Capital Health several times a month through the Einstein Transplant program.
- Enhanced GI Case Conference by presenting cases more prospectively and at times of care transition.

Pathology

- Planned for a tissue repository in the Pathology Department at Capital Health Medical Center – Hopewell.
- Continue to standardize tumor marker testing per tumor site.

Community Education

- Provided more educational events to the city of Trenton.
- Enhanced community education events in Bucks County.
- Collaborated with the Trenton Health Team on the NJCEED grant to offer cancer screenings for breast, colon, prostate and cervical cancers to the uninsured population of Trenton.

RN Open House

In an effort to improve staffing and strengthen the Capital Health nursing workforce, the Human Resources and Nursing Departments collaborated to hold an RN Open House on the evening of June 13, 2018. Recruiters, nurse managers, and staff nurses participated in the event, presenting information about Capital Health, answering questions, and interviewing applicants. The event was a huge success with more than 55 attendees enjoying dinner, door prizes, and interacting with Capital Health nurses. Units and departments from throughout the organization were represented. Fourteen applicants from the event were hired.



Chest Pain Center Door-to-Balloon Times

In 2018, the Capital Health Chest Pain Center made improvements to clinical processes and systems of care. Capital Health remains committed to providing cardiac patients the most up-to-date and innovative treatment options based on best practices and improving patient outcomes. The Chest Pain Center Steering Committee continues to work together to discuss and implement any changes that need to be made to further improve patient outcomes and meet American College of Cardiology (ACC) requirements. Although the ACC measure is a door-to-balloon (D2B) time of equal or less than 90 minutes, Capital Health set its own goal of equal or less than 85 minutes. Of the 51 PCI cases for 2018, 49 made it D2B in less than 90 minutes, 96 percent to goal. Capital Health will begin the process of reaccreditation with the American College of Cardiology in early 2019. Requirements include early heart attack care, process improvement, emergency assessment of patients with symptoms of ACS (including timely diagnosis and treatment), personnel competencies and training, and organizational structure and commitment. This year-long process will prepare the Chest Pain Center for the on-site visit in May of 2020. This is the third accreditation cycle for Capital Health.

DNV-GL Accreditation: A New Journey to Quality



In 2018, Capital Health embarked on a new journey, seeking accreditation from DNV-GL, a regulatory agency committed to safety, quality, and integrity. Through safeguarding CMS standards, DNV-GL challenges organizations to continually strive to exceed quality benchmarks. Nurses have a huge impact on maintaining quality and safe practices and are integral in the DNV-GL process. Site visits occurred at Hopewell in November and at RMC in December. Thank you to our nurses and all other hospital personnel for a successful initial survey and for your continued commitment to excellence as we journey towards ISO 9001 certification and becoming a high reliability organization.

Research Projects

Incivility, Bullying, and Perinatal Nurses

Two pilot studies involving perinatal registered nurses at Hopewell (e.g. Labor & Delivery, Antepartum, Mother-Baby, and Newborn Nursery) were conducted by Katharine Donaldson, MSN, APN, C, WHNP-BC, RNC-OB, CPLC, C-EFM in late 2017 and 2018. Following an extensive review of the literature, an online survey was developed with guidance from Ann Curley, PhD, RN to assess perinatal nurses' perceptions and experiences of incivility and bullying (henceforth referred to as bullying) in their clinical areas. Enrollment in the studies and survey completion were voluntary and the anonymity of the respondents was ensured through the use of a third-party survey vendor.

The initial survey inquired as to whether nurses had either witnessed or experienced certain behaviors while at work such as eye rolling, eyebrow raising, gossiping, harsh criticism by someone who had not heard both sides of an issue, or belittling or making hurtful comments about a peer. In addition, fears of retaliation and ridicule, feelings of poor self-esteem, and physical symptoms related to interactions with coworkers such as headache, gastrointestinal disturbances, and abdominal pain were noted as being present or absent by the respondents. The response rate to this survey was approximately 50 percent. Less experienced nurses reported feeling more negative personal effects of bullying compared to more seasoned nurses who observed or experienced bullying behaviors more often.

Approximately five months following the initial survey, six focus groups were facilitated by a non-obstetric advanced practice nurse on a variety of days and times over the course of a few weeks. The focus groups were considered to be the study intervention and aimed to educate participants about bullying and incivility. After confirming the confidential nature of the sessions, open discussions provided additional information on the lived experience of the perinatal nurses who participated. Unfortunately, only about 10 percent of the eligible nurses participated, which limited the information that was collected.

Two months following the intervention, the nurses were again surveyed using questions similar to those used in the initial survey, but this time, their experiences were framed as having occurred since the date of the last intervention session; 25 percent of eligible nurses participated. There was little difference in the results, except that higher rates of bullying were reported overall. This finding may be related to the education that was provided and sharing that education with peers. Having more knowledge about behaviors associated with bullying may have caused higher rates of reporting.



Wound Care

Capital Health nurses from Medical/Surgical and Critical Care presented the poster “Time to Turn: Collaboration Between Nursing and Rehabilitation to Implement a New Safe Patient Turning Tool” during the Annual NJ Pressure Injury Conference on November 14, 2018. These nurses united with staff from the rehabilitation unit to showcase the efforts taken by teams to decrease health care-acquired pressure injuries and repositioning staff injuries.



Publications

Kathleen Bornhoeft (2018) Perceptions, Attitudes, and Behaviors of Primary Care Providers Toward Obesity Management: A Qualitative Study. *Journal of Community Health Nursing*, 35:3, 85-101, DOI: 10.1080/07370016.2018.1475792

Procaccini, D., Curley, A. C., & Goldman, M. (2018). Baby-Friendly Practices Minimize Newborn Infants Weight Loss. *Breastfeeding Medicine: The Official Journal of The Academy Of Breastfeeding Medicine*, 13(3), 189-194. doi:10.1089/bfm.2017.0182

Jones, M. F., Halley-Boyce, H. (2018). Litigious Events Involving Case Managers-Legal Concerns in Case Management. *Journal of Managed Care Forum*, 5(4), 4-8

Excellence in Nursing Practice Award Recipients

In May 2018 the Excellence in Nursing Practice and Partners in Excellence award winners were honored in a ceremony at each campus. Capital Health is proud to honor the exceptional nurses that have earned this award:

CAPITAL HEALTH MEDICAL CENTER – HOPEWELL



Cecelia Martin, RN-4M
Surgical Care Unit

Kim Coleman, MSN, RN, APN,
C-Clinical Education

Marion Boakye-Asante, RN-5M
Medical Care Unit

Kylie De Shazo, RN-6M
Cardiology Inpatient

Fred Storer, BSN, RN
Pediatric Emergency Department

Mary Kate Stawicki,
Float Pool

Laura Soloman, BSN, RN
Ambulatory Care

Medical Specialty Clinics

Lindsey Bain, RNC
Labor & Delivery

Elizabeth Lombardi, RNC
Labor & Delivery

Patricia Michael, MSN, RN
Divisional Director, Patient Services

CAPITAL HEALTH REGIONAL MEDICAL CENTER



Patricia Stahl, RN
Pre Admission Testing

Tara Krakowski, RN
Surgical Trauma Unit

Cynthia Villafuerte, BSN, RN, CCRN
Trauma Medical ICU

Shokria Monawer, RN-2
Front Cardiology Inpatient

Kristina Pejic, RN
Neuro ICU

Stephen Kopanyi, RN
Mental Health Unit

Andrea Cobo, RN
Emergency Department

Ruthann Tobolski, MA, BSN, RN,
NEA-BC
Divisional Director, Patient Services

3 Front South
Screening Center
Nursing Informatics