

Structural Empowerment Source of Evidence - SE11

Nurses participate in the assessment and prioritization of the healthcare needs of the community.

SE11a: Provide one example, with supporting evidence, of recognition of a clinical nurse for his or her contribution(s) in addressing the strategic priorities of the organization.

AND

SE11b: Provide one example, with supporting evidence, of recognition of a group of nurses for their contribution(s) in addressing the strategic priorities of the organization.

CH's mission, vision, and value statements inform and guide the organization's strategic direction. The key drivers of CH's strategic goals include patient safety and quality indicators, employee satisfaction, regulatory and professional standards, and market and environmental trends. Organizational priorities are reflected in CH's current strategic goals, which are:

1. Quality and service excellence
2. Efficiency/clinical variation
3. Population Health
4. Partnerships/new business development
5. Stakeholder development

One of the major initiatives, through which Capital Health promotes stakeholder development, focuses on employee reward and recognition. Capital Health conducts an annual Excellence in Nursing Practice award program held as a part of their Nurses' Week celebrations ([Attachment 1](#)). In 2015, candidates were chosen based on their embodiment of the strategic priorities as well as CH's core values of integrity, excellence, compassion, and teamwork ([Attachment 2](#)).

Each nurse from every department is encouraged to nominate a nurse or a group of nurses from their unit who have made a difference in the care of their patients and/or their families ([Attachment 3](#)). Nurses from the Nurse Excellence Council review the nominations and select the candidates ([Attachment 4](#)). The award program includes providing the selected nurses with a plaque and recognition during the Nurses Day celebrations.

Example a: Clinical Nurse Recognition

Strategic Priority Population Health:

Nancy Metzger, BSN, RN, PM-H works on the Inpatient Mental Health Unit at Capital Health Regional Medical Center. She personifies CH's strategic priority of population health, which supports effective chronic disease management and a reduction in the same cause 30-day readmission rate. Behavioral health readmissions are important with substance-abuse ranking among the top five reasons for 30-day readmission (AHRQ, 2010). Ms. Metzger awareness that increased medication adherence and patient engagement are key interventions promotes these successfully in the Mental Health Unit.

Ms. Metzger exhibits sympathy, understanding, and empathy when caring for the patients on this unit. Ms. Metzger is devoted to caring for this unique and complex group of patients. She is able to readily identify the needs of her patients and provides the necessary support. Communication is extremely important on the psychiatric unit and Ms. Metzger has very effective communication skills. She is a strong advocate for all her patients, educating patients about their diagnoses, emphasizing the importance of treatment adherence, and post discharge care.

Tajudeen Fadairo, Nurse Manager of the unit, relates an incident about a patient that Ms. Metzger recently cared for. This patient was in a serious depressive state and would not communicate with anyone, eat, or take her medication. Ms. Metzger continued to talk to the patient, engaging her attention in small ways, and gradually gained the patient's trust. She attended to the patient's physical needs, bringing her favorite juice during their talks every



evening. The patient finally did open up to Ms. Metzger about severe abuse which had occurred in her past. She cried during this conversation and that evening began taking her medication. Mr. Fadairo adds, *"Nancy is a dedicated mental health nurse. She applies critical thinking in her decision-making process. She superbly responds to the frequent changes of the needs of our patients. She applies her practical knowledge, experience, and intuition in taking care of our patients, ensuring improved patient outcomes"*.

Example b: Recognition of a Group of Clinical Nurses

Strategic Priority Quality and Service Excellence:

The nursing staff of the Capital Health Hopewell Medical Center Intensive Care Unit exemplifies the organization's strategic priority of quality and service excellence. They do so by maintaining patient safety, providing education to patients and families, and demonstrating excellence in patient care based on best practice.

They have addressed the clinical/quality issues on their unit with diligence and dedication. This team of nurses has successfully reduced the rate of hospital acquired infections in the ICU. Their collaborative efforts reduced the incidence of CAUTI by more than 80% in 2015 compared to occurrences in 2014. CLABSI incidences were totally eliminated in 2014 and 2015. The team routinely screens for sepsis each shift and promptly intervenes when necessary.

Nurse Manager, Alexandra McConville, is proud of the nurses on her unit. She raves *“the care that our nurses provide to their patients is extraordinary. They display critical thinking skills, empathy and dedication”*. She adds *“they are committed to personal growth and professional development, participating in numerous educational activities and obtaining advanced degrees and specialty certifications”*.

Much of the ICU nursing staff’s success with quality and clinical issues hinges on their incredible teamwork and camaraderie. They have a peer voted Employee of the Month to celebrate each other which recognizes contributions made by members of the team. They have also developed a Sunshine Committee that helps boost morale on the unit.



Clinical Nurse Kate Sullivan BSN, RN states: *“I love working with this team, they are dedicated professionals who put patients first and support each other.”*

Clinical Nurse Julie Henshaw, BSN, RN who is currently part of the ICU team agrees, saying: *“I truly enjoy coming to work. Because although working in an ICU can be very stressful, we help each other and work with each other through our stresses. It is a joy to work with people that you can trust and confide in”*.

Reference

Agency for Healthcare Research and Quality. (2010). Health Care Utilization Project Statistical Brief #89. Retrieved from <http://www.hcup-us.ahrq.gov/reports/statbriefs/sb89.jsp>

Structural Empowerment

Exhibits for SOE - SE11



Celebrating Magnet Nurses at Capital Health

NURSES' DAY Wednesday, May 6, 2015

16th Annual Nurses' Day Ceremony

Capital Health Medical Center – Hopewell 9 to 11 AM NJ PURE Conference Center

Capital Health Regional Medical Center 1:30 to 4 PM 3 Front North Conference Room

HOPEWELL CAMPUS

Krista Baradziej, BSN RNC-OBOB
Healthstart Clinic

Cindy Borgstrom, RN
Preoperative Nursing

Gloria Callahan MSN, APN
Interventional Radiology

Jill Mahony, MSN, APN, C, RNC-OB
Advanced Practice

Helen McCaughey, RNC-OB
Maternal/Child Nursing

Jack Pritchard, RN, CEN, CCRN
Emergency Department

Trish Tatrai, BSN
Infusion Room/Navigator

Kim Wells, LPN
Operating Room

The Staff of ICU/CCU
Unit Award

RMC CAMPUS

Susan Bell, MSN, CWOCN
Clinical Educator

Karen Buchko, BSN
Patient Safety Coordinator

Renee Croat, BSN, RNC
Medical/ Surgical Nursing

Kasia Kania, RN
Surgical and Trauma Nursing

Lise Kutstrup-Martin, RN, BC-MS
Crisis Nursing

Nancy Metzger, BSN, PM-H
Mental Health Nursing

Laura Zienowicz, RN
Trauma Medical ICU Nursing

The Staff of Surgical and Trauma
Unit Award

Partners in Practice
Linda Baxavaneos

ACTIVITIES

TUESDAY, MAY 5

Nurses' Day Cupcakes
— Patient Care Areas/Hopewell

WEDNESDAY, MAY 6

Nurses' Day Ceremony
— Award Presentations
— Guest Speakers
— Refreshments

THURSDAY, MAY 7

Nurses' Day Cupcakes
— Patient Care Areas/RMC

THROUGHOUT THE WEEK AND MONTH

— Various Schools of Nursing in Cafeterias
— Certification banner celebrating our certified nurses
— APN Poster
— DAISY award information

[CLICK HERE TO RETURN TO NARRATIVE](#)



2015 EXCELLENCE IN NURSING PRACTICE AWARDS

Nomination Form

Please print/or type all information clearly. Nomination forms must be returned to your nurse manger, by Wednesday April 22nd, @ 12 noon to be considered.

Name of Nominee:

Title:

Unit/Dept.:

Provide a written description that includes all of the following qualities of the nominee's Excellence in Nursing Practice. You can use the reverse of this form for additional written description of the nominee:

Integrity:

Excellence:

Compassion:

Teamwork:

Nurse Manager support statement after reviewing nomination:

Nominated by:	Unit/Dept:	Tel/Ext:
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Approved by Nurse Manager: Signature	Date:
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Celebrating Nurse's Day



Wednesday, May 6th, 2015

Nominate a nurse who has made a difference in the care of our patients and their families.

This year the nomination form includes the qualities of *integrity, excellence, compassion and team work.*

Nominations are not limited to designated departments. Every department that works with a nurse is encouraged to participate.

Winners are chosen by the Nursing Excellence Committee.

Please post this flyer and the attached nomination guidelines and nomination form with your staff. Nominations are accepted April 8th through April 22nd.

Return completed nomination forms to your manager or supervisor.

Show your support for your peers. Nominate a nurse who has made a difference.

Gratitude can transform common days into thanksgivings, turn routine jobs into joy, and change ordinary opportunities into blessings.” – William Arthur Ward



2015 EXCELLENCE IN NURSING PRACTICE AWARDS GUIDELINES

1. All nominations must be approved by the direct Nurse Manager or Department Head of the nominee
2. Nominees may not have any disciplinary action against them within the last 12 months
3. RN staff should be encouraged to nominate RN staff from other areas/departments
4. Nominee should not have been awarded the excellence in nursing practice award in the last 3 years
5. Nominations are accepted from April 8th to April 22nd. No nominations will be accepted after April 24th

Questions or concerns: Please email your Nurse Manager or Department Head OR:
Heather Keller at hkeller@capitalhealth.org or Deb Lenart at dlenart@capitalhealth.org