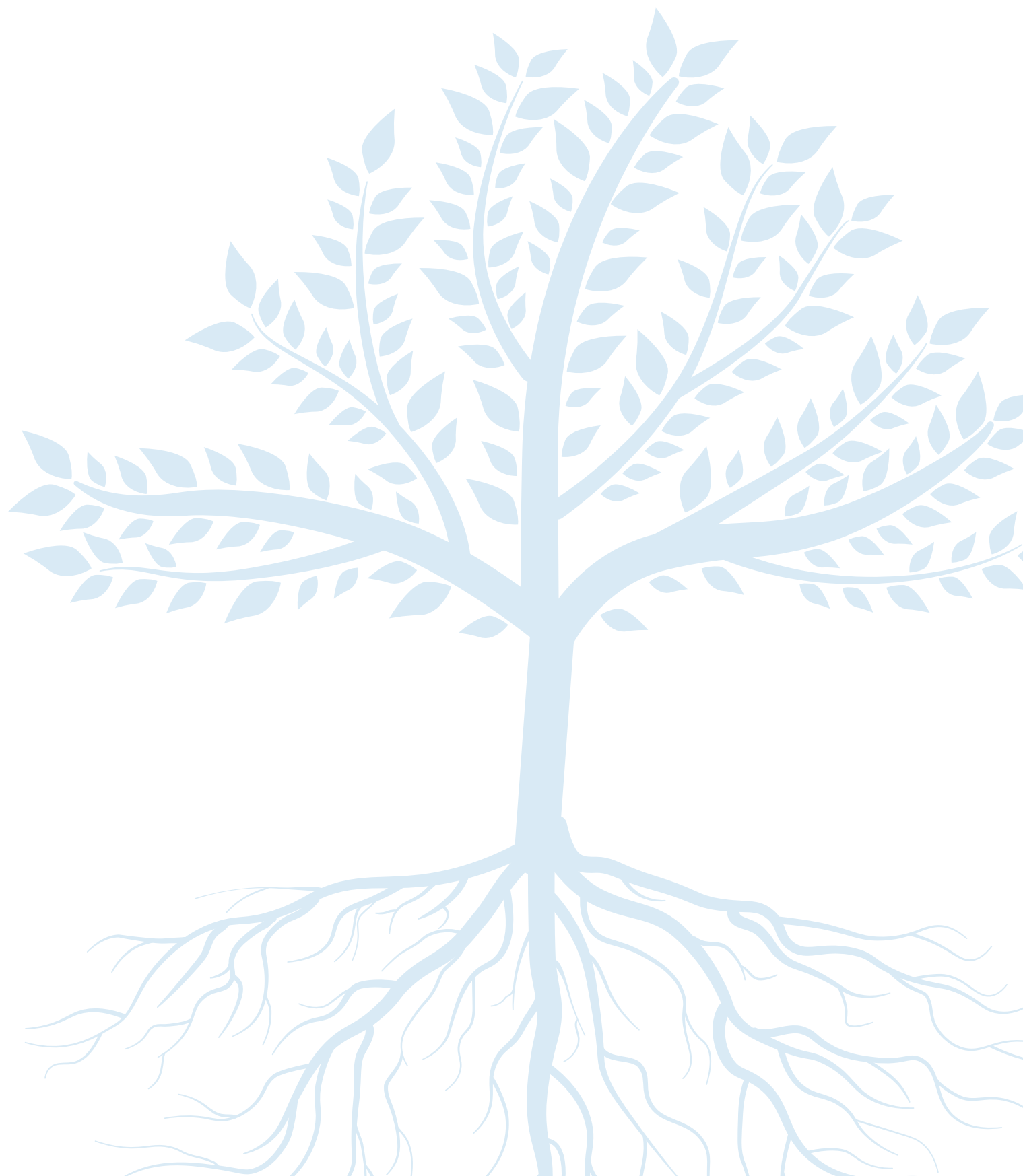




# REDEFINING NURSING EXCELLENCE

2018 Annual Nursing Report



## A MESSAGE FROM THE SYSTEM CHIEF NURSING OFFICER BAPTIST HEALTH CARE, INC.



As I contemplate the significant achievements of this past year, I am humbled and deeply appreciative of the extraordinary nursing professionals throughout Baptist Health Care. Their dedication to our Mission of helping people throughout life's journey continuously manifests through their nursing practice expertise. In addition, our nurses' tender acts of human compassion may be unseen but they forever mark the soul and breathe life into the art and the science of caring.

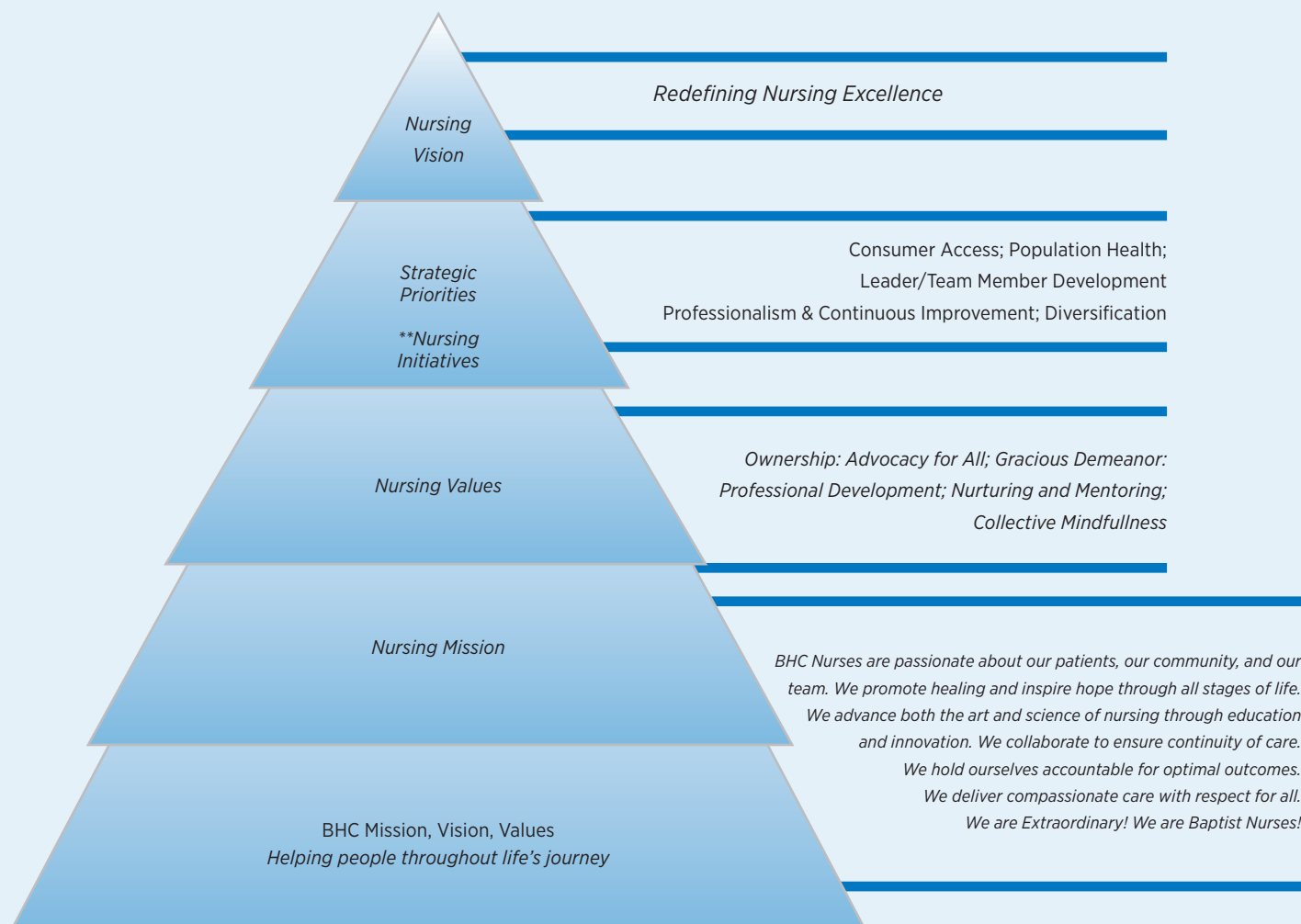
These remarkable contributions and accomplishments to the profession of nursing, clinical practice, and patient-centered excellence do not go unnoticed, and they will be abundantly evident throughout this report. We are honored to share the great achievements of the nursing team and our talented colleagues that partner with us in our continual quest for excellence for those we serve.

*Cynde Gamache, DBA, MA, RN, NE-BC  
Chief Nursing Officer  
Baptist Health Care, Inc*

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## NURSING STRATEGIC ALIGNMENT





# NURSING MISSION, VISION AND VALUES

## MISSION STATEMENT

**Baptist Health Care Nurses are passionate about OUR patients, OUR community, and OUR team.**

- We promote healing and inspire hope through all stages of life.
- We advance both the art and science of nursing through education and innovation.
- We collaborate to ensure continuity of care.
- We hold ourselves accountable for optimal outcomes.
- We deliver compassionate care with respect for all.

**WE ARE EXTRAORDINARY! WE ARE BAPTIST NURSES!**

## VISION

Redefining Nursing Excellence



## VALUES

In addition to the guiding principles identified through the Baptist Health Care Values, our professional endeavors will be guided by our commitment to: *Ownership*.

### Professional Development

The Baptist Health Care Nurse is a self-motivated individual who understands the importance of continually advancing their knowledge and skills of Evidence Based Practice and is actively engaged in educational opportunities. Baptist Health Care understands the importance of the continual development of the professional nurse and provides support through internal and external opportunities for advancement to increase the level of Best Practice of the organization.



### Nurturing and Mentoring

Demonstrates willingness to share information and expertise with others. As a preceptor we develop our OWN nurses from Novice to Expert. Recognize different learning styles and adapt teaching styles/techniques to meet the needs of the learner. Serves as the “Role Model”, advisor, coach, counselor, guide, teacher, supporter. Willingness to provide and receive constructive feedback in a respectful manner. Supports the Professional Development of others. Provides an observable image that others inspire to emulate.

## Gracious Demeanor

Compassionate heart with the strong desire to relieve suffering of all through: the gift of time and active listening, empathy and expressions of kindness, and respect for individual differences.

## Advocacy for All

We passionately act as the voice for the vulnerable and are committed to preserving human dignity, rights and safety for all.

## Collective Mindfulness

Preoccupation with failure – We maintain a focused attention to detail and anticipate risk.

Reluctance to Simplify – We don't assume. We thoroughly assess, investigate, and validate.

Sensitivity to Operations – We are intentionally aware that our actions impact the systems and processes of the organization.

Deference to Expertise – We will humbly recognize the value and diversity of all and encourage and respect their contribution.

Resilience – Together we will grow through our failures with a culture of transparency and grace.



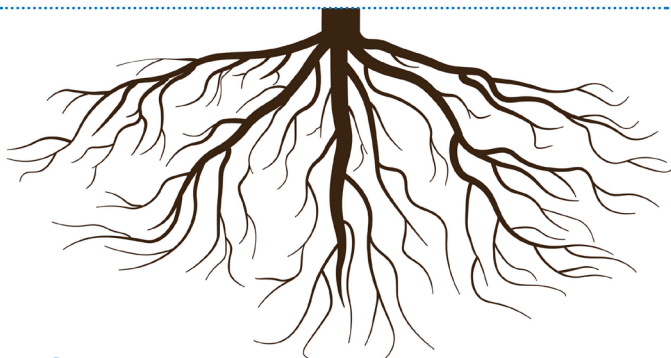
# THE PROFESSIONAL PRACTICE MODEL FOR BAPTIST HEALTH CARE

## Synergy Model

Road map for excellence  
in care delivery

Depicting how nursing professionals  
Practice,  
Collaborate,  
Communicate, and  
Develop professionally...  
to provide the highest quality of care

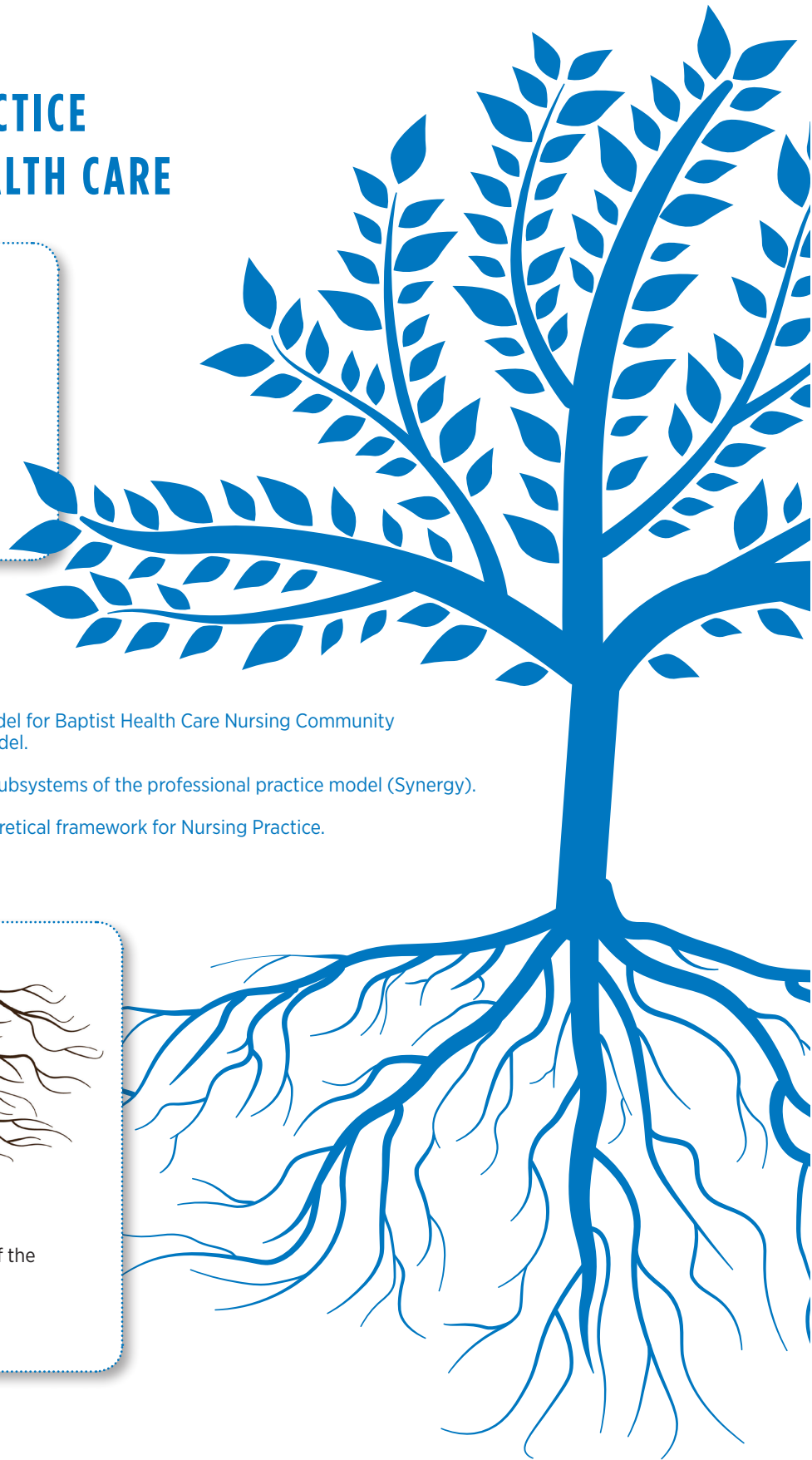
- The Professional Practice Model for Baptist Health Care Nursing Community of Practice is the Synergy Model.
- The tree represents the five subsystems of the professional practice model (Synergy).
- This is the Conceptual / Theoretical framework for Nursing Practice.



## Values

**Represented by roots** is one of the five subsystems of the Professional Practice Model

Serves to ground/support solid, fixed attributes





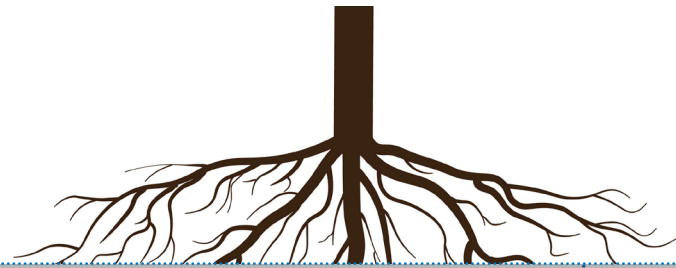
**The canopy of leaves** represents the nursing practice areas all across the health care system.

The canopy is the Patient Care Delivery Model that is a subsystem of the Professional Practice Model.



### Professional Practice Model (Synergy)

**Represented by the trunk** is what ties everything together.  
Supports structures and processes of care delivery

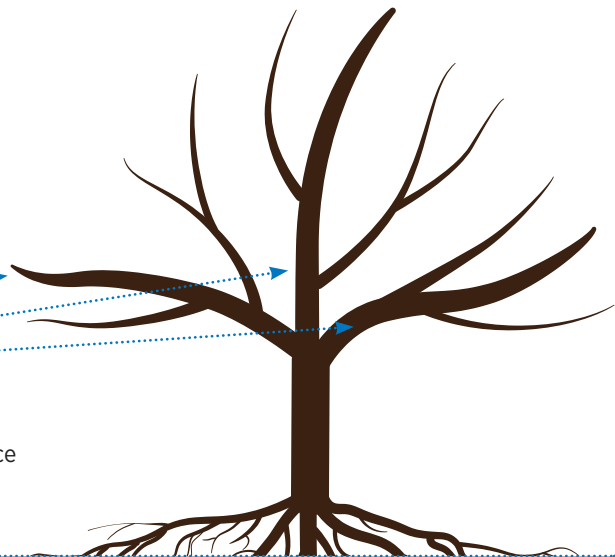


### Synergy Model

The other subsystems of the Professional Practice Model are **represented by the branches** in the tree.

Interprofessional Relationships  
Professional Recognition Program  
Professional Governance

Constitute structures & processes to enhance care delivery / nursing practice

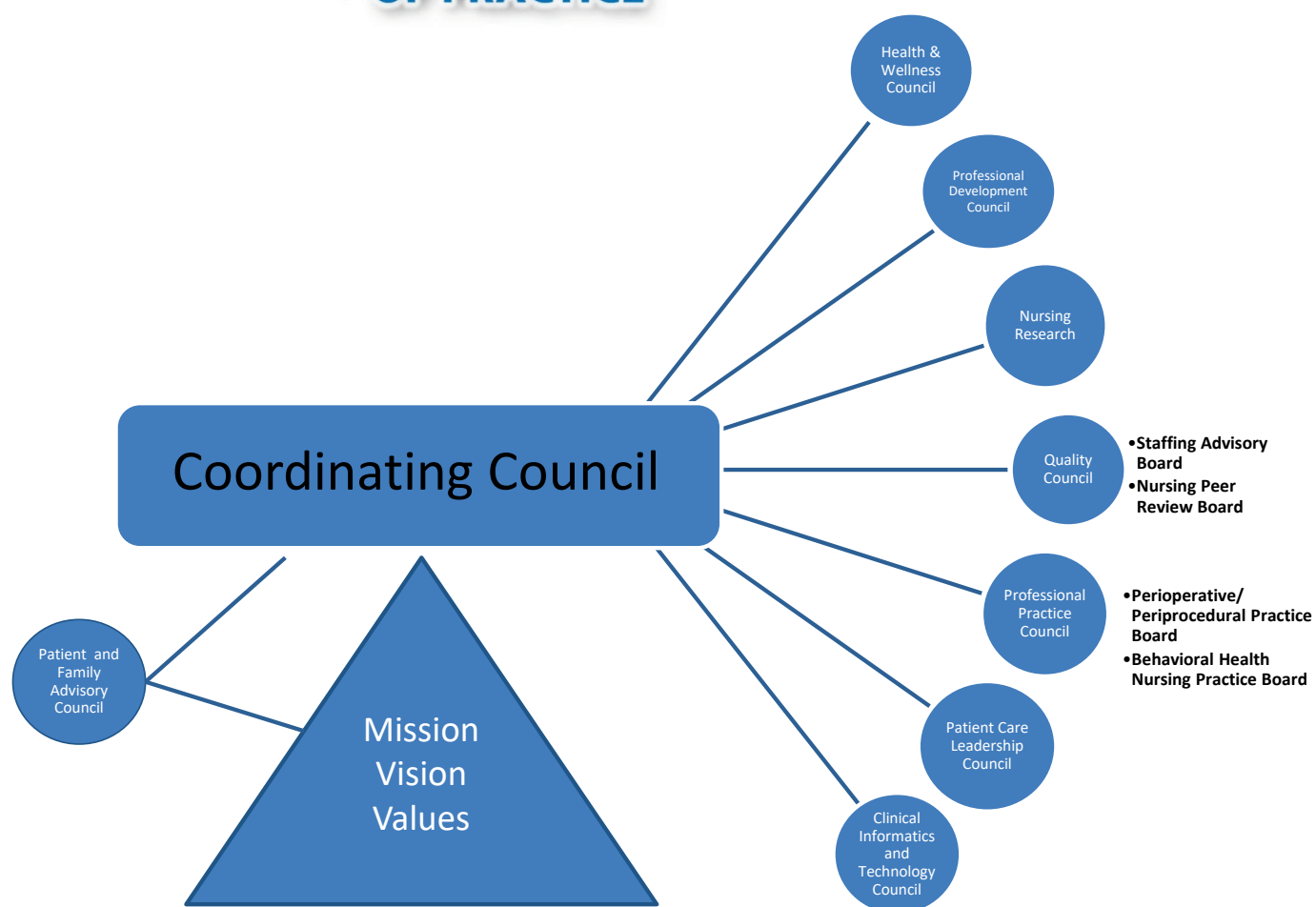




## NURSING EMPOWERMENT

BAPTIST HEALTH CARE | **NURSING  
COMMUNITY  
OF PRACTICE**

### *Professional Governance*



## PROFESSIONAL GOVERNANCE

### Baptist Health Care's Nursing Community of Practice

Professional Governance model serves as a formal structure for the voice of nursing. The Professional Governance model provides an accountability-based structure for nursing practice and clinical outcomes. Team member participation and interdisciplinary collaboration are essential aspects of this model. The professional governance councilor structure is intended to support clinical practice activities in an effort to enhance: the achievement of the patient safety, advancements relative to high reliability, patient care excellence and healthy work environments for caregivers.

There are currently eight councils in the professional governance structure:

1. Health and Wellness
2. Professional Development
3. Nursing Research
4. Quality
5. Professional Practice
6. Patient Care Leadership
7. Clinical Informatics and Technology
8. The Coordinating Council

In addition to the councils there are two boards: the Perioperative/Peri-procedural board and the Behavioral Health nursing board. A third board is in development and will be a Nursing Peer Review board.

“I want to acknowledge and express gratitude to the remarkable nursing team at Baptist Health Care for their contributions to the profession of nursing, clinical practice and patient centered excellence,” said Cynde Gamache, DBA, R.N., NE-BC, chief nursing officer. “We are privileged to partner with a multidisciplinary team of skilled health care colleagues who share our commitment to Excellence for our community and dedication to the Baptist Mission of helping people throughout life’s journey. Without their contributions, these efforts would not be successful.”



## Coordinating Council

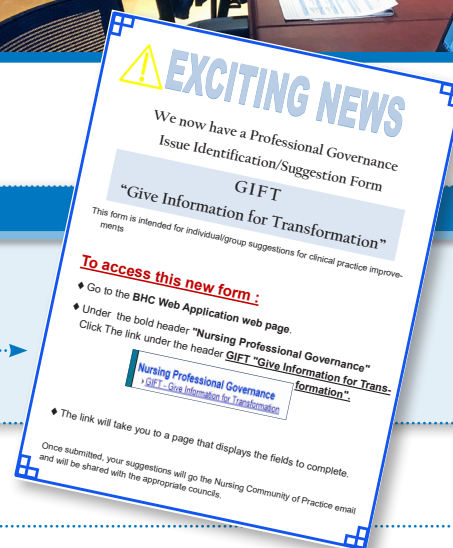
To provide an effective structure and process for professional governance in order to elevate professional nursing practice throughout BHC and support the successful achievement of organizational outcomes.

- The GIFT (Give Information For Transformation) program started with a suggestion from a Professional Governance Council member. A web page was designed to allow for submission of issues and suggestions. The intent of this program is to provide a forum for individuals or groups to provide suggestions for clinical practice improvement. Once the GIFT is submitted it is forwarded to a Professional Governance Council for discussion and action. Throughout this Annual Report you will see examples of GIFTS that have been shared with the Professional Governance councils.



**GIFT: Give Information for Transformation**

### Announcement for GIFT Program



## Nurses Week

In May of every year, across the country, National Nurses Week is celebrated. This is an opportunity to recognize the dedication and professionalism of the Registered Nurse. During this week, Baptist nurses wanted to give back to our community with a Nurse Service Day. This year's theme was "Nurses Inspire, Innovate and Influence." Several nurses volunteered throughout the community and enjoyed the teamwork and comradery.

In 2017, nurses were again recognized as the most trusted profession according to the annual Gallup poll on honesty and ethical standards. Nurses have topped this list of 22 professions for the past 16 years. This year we celebrated our nurses with a gift chosen by the Health and Wellness Council to promote a healthy lifestyle.





## Health & Wellness Council

To promote caregiver balance across all aspects of well-being (physical, emotional, spiritual) in order for the care provider to be able to bring his/her best self to clinical practice/patient care and their team.

- Develop approaches for the support of physical, spiritual, and emotional health.
- Promote caregiver support after serious work or life events.
- Develop programs to assist with work-life balance, such as mindfulness, stress reduction, resiliency, and compassion fatigue.
- Provide listing of resources available to caregiver team.
- Support targeted community events and nursing recognition activities.

## ACHIEVEMENTS

The Health & Wellness Council achieved the following in 2018:

- Baptist Health Care joined the Healthy Nurse, Healthy Nation organization.
- Compassion fatigue continuing education event provided by Katie Langer, MSW from Lakeview Center / FamiliesFirst Network.
- In April the council created a flyer on ways to be active at Baptist Health Care listing the available team member gyms, activity center and upcoming local running events that team members could join.
- Baptist Health Care farmer's market day at Baptist Hospital, Gulf Breeze Hospital and Lakeview Center on May 23 and 24, promoted by healthy choices.
- Water hydration challenge.
- A Conflict Resolution seminar was conducted.
- Acts of Kindness challenge.
- An indoor/outdoor one-mile walking map to help promote walking and fitness.
- A self-care seminar for nurses and caregivers was provided to help in dealing with post traumatic events and critical response.



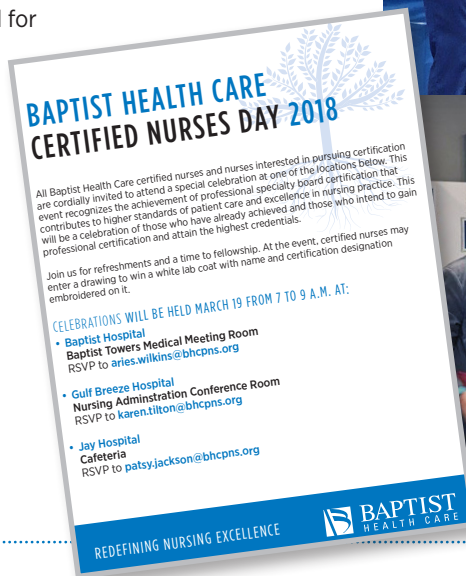
**BAPTIST**  
HEALTH CARE



## Certified Nurses Day Celebration March 2018

2nd annual celebration across the three hospitals

Registered nurse licensure permits the practice of nursing in a state while professional nursing certification affirms advanced knowledge and expertise within a specialty practice setting. Annually on March 19, nurses across the world are recognized and acknowledged for earning and maintaining the highest credentials in their specialty, national board certification. Certified Nurses Day activities serve to honor nurses who contribute to higher standards of patient care and nursing excellence through national board certification in their specialty.



## Honor Guard

Baptist Health Care Honor Guard recognizes men and women who have dedicated their professional lives to others through the practice of nursing. At the request of the family the Honor Guard will pay tribute to and provide a final farewell to a fallen nurse.



## National Nursing Assistant Week

This year we celebrated National Nursing Assistant Week June 11-17. With gifts and recognition for all of the many significant duties these individuals perform for our patients. Nursing assistants are known by many different names throughout our organization. Just a few of these are patient care techs, ED techs, psych techs and unit clerks. These dedicated professionals help patients with their basic needs but also offer comfort and support each day.



**GIFT:** Give Information for Transformation

### Health and Wellness Council

"As an organization we should recognize techs and unit clerks and celebrate them like we do nurses during Nurses' Week."

“I have to say I love being a part of something bigger than myself that benefits the nurses within the organization. Change is always hard but when you know it is for the betterment of patient care and the professional taking care of them it is so worth the effort.”

- Jeanne Harris, MSN, RN Co-Chair of Health & Wellness Council

## Nursing Research Council

To advance the art and the science of nursing through education and innovation.

- Define, implement and maintain standards for nursing research and promote an evidence based practice approach.
- Communicate and collaborate with other councils/research groups related to research activities/evidence based practice.
- Encourage nurses' participation with the development of nursing practice.
- Review nursing proposals and interface with the Baptist IRB for nursing research efforts.
- Evaluate nursing research proposals for scientific merit and feasibility based on resource availability.
- Monitoring the implementation/tracking of nursing research activities.
- Develop strategies to promote nursing research.

### ACHIEVEMENTS

The Nursing Research Council hosted an evidence-based practice educational event in conjunction with the University of West Florida. The session encouraged inquiry and highlighted opportunities to incorporate evidence-based practice in all aspects of care. As we continue our journey to be a high reliability organization, Baptist Health Care is dedicated challenging convention in our nursing practice and “the way things have always been done” in order to provide the best evidence for care.



## Sigma Theta Tau

The Sigma Theta Tau International Honor Society of Nursing, today known as Sigma, was founded in 1922. Sigma's mission is advancing world health and celebrating nursing excellence in scholarship, leadership and service. Sigma has more than 135,000 active members residing in over 90 countries.

On March 8, 2018 Baptist was honored to host the scholarly event "Creating a Spirit of Inquiry" at the 10th anniversary celebration of the Sigma Upsilon Kappa Chapter. More than 140 nurses from Baptist and other organizations throughout the community attended. Sigma aims to advance world health and celebrate nursing excellence in scholarship, leadership and service. In addition, the event included a scholarly program where Baptist nurses and nursing students presented poster presentations showcasing the evidence-based practice work of our Northwest Florida region.



“As a co-chair, I have had the pleasure of watching progress and success happen at a rate that could never otherwise be achieved without the collective intelligence and passion shared by all members of the council. Professional Governance (PG) is a continually evolving structure that becomes more powerful as nursing empowerment and enthusiasm increase. The top-down nature of mandated change once seen in health care's past is no longer the norm. PG allows for deference to expertise and true high reliability, with change decisions made by the professionals closest to the patient. It gives nurses their sense of worth, and it allows them to have a voice. Our council also instills passion and a need to improve the environment where nurses work, not only for themselves, but also for their patients.”

- Courtney Dreadin, MSN, NPD/RN-BC, Nurse Residency Coordinator/Clinical Education, Nursing Professional Development Specialist and Co-Chair of Nursing Research Council



“ I am so proud to work for an organization that encourages growth. Our nurses want what is best for our patients and are willing to research best practices to find optimal solutions. I am excited about the future of our organization and nursing practice based on the engagement and tangible improvements that have already come from the councils! ”

- Lisa Lavoie, MPH, RN, CIC, Co-Chair Nursing Research Council

#### **GIFT: Give Information for Transformation**

##### **Nursing Research Council**

New information is coming out on studies of the positive effects of giving IV Vitamin C to help in the healing process of sepsis. Per recent studies, giving Vitamin C in adjunct with IV steroids and thiamine, the amount of patients who develop organ failure has decreased, and there has been a decrease in the overall mortality of patients who are admitted due to sepsis. This could help increase the patient success rate of recovering from sepsis while in the hospital. This may be a medication that Baptist could possibly start utilizing in the ER if developing studies prove this to be an effective medication for treatment.





## Professional Practice Council

To implement and advance professional nursing practice that is safe, evidence-based, and supports patient centered excellence

- Review and revise pertinent policies, procedures, and nursing standards of care.
- Incorporate evidence based findings into clinical practice
- Participate in the adoption of new clinical equipment, supplies, and technology.
- Provide input into nursing documentation standards.
- Support standardization of nursing practice, wherever possible, to reduce variation and strive for high reliability in performance.

“ Professional Governance allows participation, perspective and ownership in the practice of nursing. I am so appreciative of the opportunity to be a part of my council and work with leaders of many specialties that have different specialties of health care, hospital administration and bedside nursing. ”

- Elizabeth Beaty, BSN, RN,  
Co-Chair Professional Practice Council

## ACHIEVEMENTS

### Nurse Bedside Shift Report

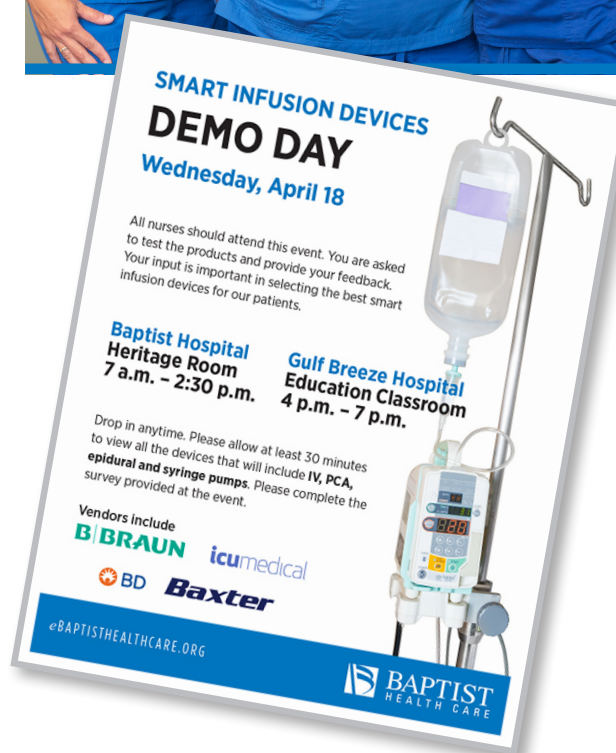
Bedside shift reports are an opportunity to reduce errors and improve communication between nurses. Having the patient involved in their care has been shown to increase patient engagement and improve education. This year, Baptist Hospital through the direction of the Professional Practice Council, developed a standardized process for bedside hand offs. This patient centered care process allows for interaction with the patient and family and results in goal setting and education with patients' input. Bedside shift reports increase our patient safety and decrease potential medical errors. The council developed a standardized hand off tool and implemented it using the IPASS template. IPASS is a verbal handoff tool that stands for I: illness P: patient summary A: action list, S: situation awareness and contingency planning S: synthesis by receiver.

### PeriOperative/PeriProcedural and Behavioral Health Nursing Boards

These boards were designed to advance the practice of nursing throughout Baptist Health Care. These specialized areas of nursing come together to discuss nursing practice and how to incorporate evidence-based practices. These two boards will report initiatives directly to the Professional Practice Council for system wide implementation if necessary.

### Smart Infusion Device

The Professional Practice Council was instrumental in choosing a new IV smart infusion device for Baptist Health Care. This council participated as part of the steering committee, choosing between four vendors for the replacement of our current fleet of IV pumps. Their bedside experience and hands on expertise provided information that otherwise may not have been considered in the purchase of this important technology that will help our patients.



## GIFT: Give Information for Transformation

### Professional Practice Council

The "Walk in My Shoes" program is a great idea for senior leadership to understand the struggles and triumphs that happen around the facility. But, if we had the team members from various nursing departments "Walk in My Shoes" of their other nursing teams, this may help nurses and caregivers understand the different struggles within the units, help create changes and help break down barriers between them. Relationship building is essential in nursing practice and will ultimately lead to better patient care.



## Professional Development Council

To empower nurses and advance professional development through education and innovation.

- Define current/future education needs.
- Review outcomes related to clinical educational initiatives/offerings.
- Review Professional Recognition Program.
- Establish reward/recognition for professional development.

### ACHIEVEMENTS

#### Professional Recognition Program Development

The Professional Recognition Program is intended to advance the Baptist Health Care Nursing Community of Practice Vision of Redefining Nursing Excellence. The Professional Recognition Program is a structure for the recognition of the professional career development of nurses who are involved directly in the provision of patient care. Using the framework of the American Association of Critical Care Nurses (AACN) Synergy Model for Patient Care, the Professional Recognition Program delineates the process for advancement of clinically-focused nurses through three levels of expertise across eight essential competencies: clinical judgment, advocacy and moral agency, caring practices, collaboration, systems thinking, response to diversity, facilitation of learning, and clinical inquiry (innovator/evaluator).



The purpose of the Professional Recognition Program is to provide an equitable and systematic framework for the recognition of the commitment of the registered nurse to exemplary professional practice as evidenced by professionalism and excellence in clinical nursing practice

#### Life Long Learning

At Baptist Health Care, the Life Long Learning (LLL) program promotes and encourages the pursuit of higher education. The LLL program is designed to support team members seeking relevant degrees through tuition assistance.

### BE YOUR OWN HERO

#### Rachel's Story

**Rachel Strasburg**

Rachel is a phlebectomy technician who began her career at Baptist three years ago. Rachel is from Mobile, Alabama, where she was in the Alabama National Guard for five years.

Although Rachel loves working in the lab, she is interested in nursing. That's why she is a pre-nursing student who is participating in Baptist's Life Long Learning program.

Baptist Health Care's Life Long Learning program promotes and encourages the pursuit of higher education.

Rachel is excited about her future in nursing and offers this advice to others who are pursuing their dreams: Work hard and study hard!

**What's your story?**  
If you have furthered your education to achieve a goal, your journey may inspire someone else! Email the details of your professional path to [bcnpp@bhcnps.org](mailto:bcnpp@bhcnps.org). New hero stories will be featured each month.

**Interested in Life Long Learning?**  
For questions or an application, please contact Organizational Development at 850.434.4657 or [lifelonglearning@bhcnps.org](mailto:lifelonglearning@bhcnps.org).

**PROFESSIONAL DEVELOPMENT**  
REDEFINING NURSING EXCELLENCE

**BAPTIST HEALTH CARE**

### BE YOUR OWN HERO

#### Elizabeth's Story

**Elizabeth Beaty**

Contributions to Elizabeth Beaty who graduated from the University of West Florida in May 2018 with her Bachelor of Science in nursing. She was able to use the team member benefits of the Life Long Learning program this year.

Elizabeth is originally from New York. She moved to Pensacola in 2009 and earned her Associate of Science in nursing in 2012.

Elizabeth practices nursing in the cardiac unit at Baptist Hospital. Her goals are to become a flight nurse and a nurse practitioner. She was inspired by her unit to continue a career in nursing.

Elizabeth is a co-chair for the Professional Practice Council. This council works to improve patient care through evidence-based nursing practice. Through collaboration with her peers, the Professional Practice Council recently introduced bedside handoff using e-PASS (Illness severity, patient summary, action list, situation awareness and contingency planning, and notes by receiver).

**What's your story?**  
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**PROFESSIONAL DEVELOPMENT**  
REDEFINING NURSING EXCELLENCE

**BAPTIST HEALTH CARE**

### BE YOUR OWN HERO

#### Dawn's Story

**Dawn Harris Bybee**

Dawn earned a Licensed Practical Nursing (LPN) degree at age 20 in May 1990. Following that achievement, she continuously worked to grow in the knowledge and skills that define an accomplished nursing career. She returned to school in 2001, earning her Associate of Science in nursing. In May 2017 at the age of 47, she completed her Bachelor of Science in nursing. It is 27 years to the date after she earned her LPN.

It is never too late to return to school. Dawn's best advice about returning to school is, "you must be marketable and invest in yourself to be so. Knowledge is power."

Dawn has been with Baptist ten years this summer and works at Gulf Breeze Hospital emergency department.

**What's your story?**  
If you have furthered your education to achieve a goal, your journey may inspire someone else! Email the details of your professional path to [dawnbybee@bhcnps.org](mailto:dawnbybee@bhcnps.org). New hero stories will be featured each month.

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**PROFESSIONAL DEVELOPMENT**  
REDEFINING NURSING EXCELLENCE

**BAPTIST HEALTH CARE**

### BE YOUR OWN HERO

#### Tracy's Story

**Tracy Brown**

Tracy Brown, a Pensacola native, graduated from Pensacola Junior College in 2001 with an associate degree in registered nursing. She started working at Baptist Hospitals in 2001. The same year, Tracy began her nursing career on the post-surgical floor, then moved to the medical-surgical floor, or returned to the post-surgical floor as the charge nurse. Next, Tracy accepted a position in the ICU and eventually became an assistant manager. After much deliberation, Tracy accepted a position in the Surgical Intensive Care Unit. She recently completed her degree in nursing at the University of South Alabama to earn a master's degree. Tracy has worked for Baptist Health for 17 years.

Tracy received a Helping Hands Scholarship from the Baptist Health Care Foundation. This help allowed her to move from one student to a full-time student, which in turn, assisted in the completion of her master's degree. The Life Long Learning program also assisted Tracy for one year's degree in nursing at the University of South Alabama. She has now applied to go back to school to earn a doctorate degree in 17 years.

**What's your story?**  
If you have furthered your education to achieve a goal, your journey may inspire someone else! Email the details of your professional path to [tracybrown@bhcnps.org](mailto:tracybrown@bhcnps.org). New hero stories will be featured each month.

**Interested in Life Long Learning?**  
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**PROFESSIONAL DEVELOPMENT**  
REDEFINING NURSING EXCELLENCE

**BAPTIST HEALTH CARE**

### Be Your Own Hero Stories

In an effort to encourage nurses to pursue higher education and national certification the Professional Development council has developed a Be You Own Hero program. Council members interview team members and recognize their achievement or desire for further education. Highlighting team members and the Life Long Learning and certification programs help to let others know that it is possible to continue your professional growth at Baptist Health Care.

## National Certification Program

National certification in a nursing specialty demonstrates to the patient and public that a nurse's knowledge, skill and abilities meet rigorous national standards. Certification in a nursing specialty also demonstrates a commitment to advancing knowledge and skillset. At Baptist Health Care we make it easy to obtain your certification. Through our program, certification fees are funded by the organization. This year we had many team members successfully achieve their certification and listed them below. We congratulate all of the certified nurses throughout the organization and thank them for their commitment to excellence.

Pauline Stewart	CCRN
Erlinda Garcia	CPAN (Certification of Perianesthesia Nursing)
Emily Allen	CEN
Karen Robinson	CCRN-K
Samuel Sylvains	CCRN
Theresa Lee	CNOR
Sibyl Page	CCRN
Heather Schultz	Medical Surgical Nursing
Kathleen Underwood	Medical Surgical Nursing
Nicole Muhammad	Cardiac/Vascular Nursing
Hannah Stevenson	Medical Surgical Nursing
Amanda Formby	Medical Surgical Nursing
Laura Bell	Medical Surgical Nursing
Pam Weidert	CCRN
Liz Liggett	Psychiatric MH Nursing
James Nutt	CNOR
Jerri Mobley	CPAN
Tara Joslyn	CEN
Lisa Lavoie	Patient Safety
Ruth See	Cardiac/Vascular Nursing
Michael Rauch	Nurse Executive
Courtney Dreadin	Nursing Professional Development
Stephanie Rivera	Ambulatory Care Nursing
Kerriyan Harper	Medical Surgical Nurse

“Being a co-chair of the Nursing Professional Development Council provides an opportunity to work with my peers in multiple disciplines to create a professional recognition program that supports and highlights nursing achievements as well as setting the foundation for promotion of lifelong learning. I enjoy supporting others in achieving their goals as well as always continuing my nursing education. This opportunity to lead by example and demonstrate a change in practice feeds my soul and aligns with my personal mission statement “To make a difference every day.” I am thankful for the opportunity to be a part of Baptist Health Care Nursing. ”

- Jerri Mobley, MSN, RN-BC, CPAN,  
Co-Chair Professional  
Development Council

### GIFT: Give Information for Transformation

#### Professional Development Council

Institute a nursing journal club that will promote the involvement of bedside nurses in the discussion of day-to-day evidence-based practice, research of latest journal articles, and the evaluation of best practice



## Quality Council

To support and maintain nursing accountability for optimal outcomes and processes of care.

- Define/maintain standards for nursing quality. Promote an evidence based practice approach to patient care.
- Communicate/collaborate with councils and quality groups related to quality initiatives.
- Develop nurse driven goals and strategies to promote optimal patient outcomes.
- Encourage nurses' contribution to and participation in the development of the practice of Nursing.
- Promote standardization/continuity of care.

## ACHIEVEMENTS

### Medication Subcommittee

The Quality Council is dedicated to influencing the quality of care provided to our patients. This council conducted a random survey of 168 nurses within the organization to determine what quality issues should be prioritized. The survey results sparked a medication subcommittee dedicated to researching and redesigning systems that will favorably affect patient care.

Using the Daily Management Board to improve access to supplies while working with direct caregivers, nurses identified an opportunity to improve efficiency. This opportunity was related to the supplies needed on individual floors, both the ease of access and availability of nursing supplies. Working together as a multidisciplinary team, the Quality Council was able to change and reorganize units to better meet the needs of the patient caregivers.



## GIFT: Give Information for Transformation

### Quality Council

Evidence-based nursing practice/care delivery should initiate with an assessment and understanding of patient acuity/complexity and patient characteristics. Consider a tool to capture patient acuity.



## Patient Care Leadership Council

To provide an interdisciplinary forum for collaboration, communication and discussion related to patient care activities.

- Engage the multidisciplinary team in identifying, prioritizing, and implementing initiatives to favorably influence outcomes
- Provide a setting for communication of clinical organizational initiatives
- Discuss enhancing patient safety and fostering high reliability performance

## ACHIEVEMENTS

This interdisciplinary team of leaders is responsible for helping cascade information from the councils throughout our organization. The achievements from each council are shared with this team in order to obtain feedback and operational guidance.



## EXEMPLARY PROFESSIONAL PRACTICE

### Medical-Surgical Nursing Course

Facilitated by Clinical Education Services Department, a course targeting medical-surgical nursing practice was provided for nurses with 1-3 years of experience. The class occurred once a week for five weeks and included presentations from physicians and subject matter experts, along with hands-on experiences in the simulation lab.

Class content included communication, infection prevention, cardiopulmonary assessment, head-to-toe assessment and renal failure.

Thank you to all who presented including our physician partners, James Lonquist, M.D., Jaïrd Puente, M.D. and Kenna Risola, D.O.

### Voice of Nursing Breakfast and Luncheons

All nurses at their 90 day anniversary meet with the Chief Nursing Officer (CNO) and Assistant Chief Nursing Officers (ACNOs) over breakfast to discuss their experience in the first 90 days. These events created an atmosphere where new nurses feel free to provide honest feedback. Through this forum, discussion helped pave the way for changes in the nurses' work environment and patient care. In addition to the new nurse breakfasts, luncheons were held monthly for tenured nurses to provide a relaxed atmosphere of comradery in which ongoing feedback is sought regarding nursing practice at Baptist. **Your opinion counts!**

### Partnership in Hand Hygiene

Organizational Transformation and Clinical Education partnered with Pensacola State College to teach the Baptist Health Care Training Within Industry Hand Hygiene method to new caregivers in the community.





## Certified Emergency Nurse Review Course

A Certified Emergency Nurse (CEN) review class provided education and encouragement to our emergency room (ER) nurses as they pursue national certification. The class was well attended and included several individuals from our Northwest Florida region. This class was presented and developed by our clinical education team, emergency department leadership and the local Emergency Nurses Association. As a result of this course several of our emergency room nurses are scheduled to take the CEN exam.

### Publication

Mike Rushing, American Heart Association Coordinator, co-authored a two-part series on Pediatric Airway in the “EMS World” publication. The title of the article is Pediatric Alternative Airways: A Picture is Worth 1,000 Words. The article details recommendations and evidence-based practice.

### Vascular Access

Congratulations to the Vascular Access Team! Every nurse on the team has achieved their National Certification in Vascular Access!





## NEW KNOWLEDGE, INNOVATIONS AND IMPROVEMENT



### Nurse Residency Program

The Nurse Residency Program (NRP) at Baptist Health Care is an excellent opportunity for nurses with less than one year of practice to gain the experience and understanding it takes to become a confident, professional nurse at the bedside. The NRP's evidenced-based curriculum delivers on three key areas: leadership, patient safety outcomes and professional development through monthly classroom seminars that allow new nurses to network, learn and assimilate into professional practice.

By the end of this 13-month program, nurses will have effective decision-making skills related to clinical judgment and performance, confident clinical leadership at the point of patient care, an understanding of research-based evidence and into their practices and have formulated an individual career development plan with targeted steps to facilitate ongoing professional development.

By the end of 2018, almost 200 new nurses have been a part of this yearlong program. The retention rate for nurses in their first year at BHC is 95 percent, this exceeds the national average by 25 percent. Additionally the retention rate for nurses with one to two years experience has increased from 63 percent to 91 percent. In 2018, the residents completed over 50 EBP projects, many of these projects were implemented or inspired evidence based change that contributed directly back to patient care and nursing practice.

**The Baptist Hospital Nurse Residency Program is accredited as a Practice Transition Program by the American Nurses Credentialing Centers Commission on Accreditation.**

**With the receipt of this prestigious designation in August 2018, BHC has joined the ranks of only 45 other hospitals across the nation that have successfully achieved this distinguished badge of honor.**



## Contributors to the Nurse Residency Program Education include:

Dr. Cynde Gamache, DBA,  
RN, NE-BC

Jennifer Hart, MSW, LCSW

Shelby Gaudet, PharmD., BCPS

Michelle Brooks, BSN, RN

Erica Jenkins, MS

Ming Zhang, M.D.

Chris Aldridge, FNP, ENP, CCRN

Mike Rushing, BSN, RN, CEN,  
CFRN, CPEN, TCRN, CCRN-CMC

Robert Lambrisky, BSN, RN

Kristina Martin, MSME

Lisa Lavoie, MPH, RN, CIC

Taylor Lewis, MSN, RN

Jeremy Snider, RN, VA-BC

Joyce Nichols, ARNP, FNP-BC,  
CWOCN

Gretchen Irwin, RT (R) (M) (MR)

Roman Altieri, RN

Michael Simpson, M.D.

Jason Chancey, BSN, RN,  
EMT-P, CEN, CFRN

Kelly Markham, LCSW, ACHP-SW

Maureen Langston, RN, CHPN

John Sullivan, M.D.

Courtney Dreadin, MSN, RN,  
NPD/RNBC

Brad Dennis

Debra Jenkins, MSN, RN, CEN

Kaitrin Aldridge, BSN, RN, CHPN

## Nurse Residency Graduation

### Baptist Health Care's first Nurse Residency graduating class.

Baptist celebrated seven nurses on December 19, 2017. The graduates were CaShandra Hall, Christine Van Leeuwin, Elizabeth Boerner, Jessica Place, Delia Watson, Luis Magana and Amanda Vann.



NRP Graduation December 2017



NRP Graduation March 2018



NRP Graduation June 2017





## International Academic Exchange

Baptist hosted 10 nursing colleagues from the Hunan Provincial People's Hospital, in Changsha, China who joined Baptist nursing professionals to exchange knowledge related to clinical and leadership education. Through discussions of best practices, both teams gained valuable information for advancing quality patient care. Hunan Provincial People's Hospital in turn hosted a cohort of four nurses from Baptist Health Care during the summer of 2018.



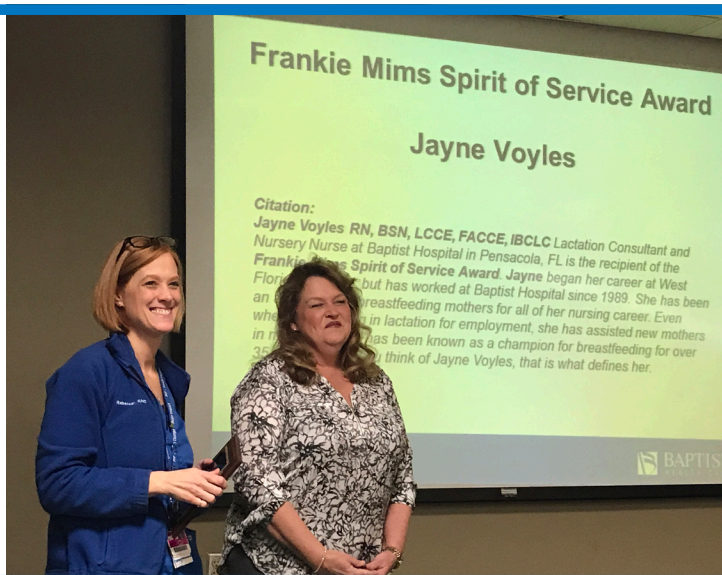
## Central Monitoring Improvement

Central Monitoring Services (CMS) at Baptist Hospital initiated a project to determine the frequency with which patient room changes were occurring that were not accompanied by immediate notification of the changes to CMS. The CMS team quickly recognized the benefits of standardization and worked with a multidisciplinary team to develop a process and provide education to caregivers. Gabriela Silva submitted a summary of this work completed by the CMS team in an abstract entitled "Alarm Safety Management in Cardiac Monitoring." Gabriela's abstract was chosen out of more than 4,000 applicants to be presented at the 2018 National Conference on Undergraduate Research at the University of Central Oklahoma.

## TRANSFORMATIONAL LEADERSHIP

### Spirit of Service Award

Jayne Voyles received the 2017 Frankie Mims Spirit of Service Award. This award recognizes and honors individuals whose dedication, volunteerism, commitment and leadership significantly contribute to promoting and supporting breastfeeding as a vital part of the health and development of children and families. For 35 years, Jayne has been an advocate for breastfeeding moms. She began the "The Mother's Place," an inpatient and outpatient lactation management program. She now works in the OB department as a full-time lactation consultant and teaches weekly childbirth and breastfeeding classes.



**Florida Hospital Association  
Baptist Health Care team**  
— at Tallahassee Florida State Capitol  
building

### Beth Rogers Nursing Award

Mike Rushing NRP, BSN, RN, CEN, CFRN, CPEN, TCRN, CCRN-CMC received the Beth Rogers Nursing Award in Orlando, Florida. This award recognizes the dedication and achievements of Florida air and ground transport nurses who have demonstrated enhancement of their profession through skill, participation and support of excellence in patient care.

### Caregivers at the Capitol Florida Hospital Association Event

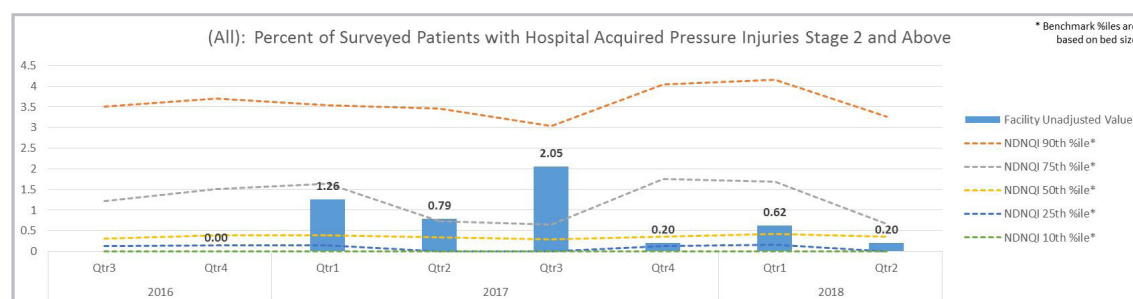
Baptist Health Care team members, Paul Glisson, D.O., Christie Jandora, RN, Jessica Gillis, Pam Weidert, RN and Alicia Skolrood, participated in the Florida Hospital Association's (FHA) Caregivers at the Capitol event in early 2018 provided an opportunity for caregivers to advocate for patients by sharing knowledge and experiences with policy makers. This two-day event included in-person meetings with FHA advocates from around the state to share impactful stories from caregivers experiences.



## OUTCOMES

### National Database of Nursing Quality Indicators

In 2018, the three Baptist Health Care hospitals participated in a national nursing database — the National Database of Nursing Quality Indicators (NDNQI). More than 2,000 hospitals across the nation participate in this quality database that provides the ability to examine the relationships between nursing care and patient outcomes. The database provides department level data related to a number of nursing sensitive structure, process and outcome measures and monitoring relationships between quality indicators and outcomes.



### Culture of Patient Safety

Outcomes and prevention of harm are both indicators of how safe our patients and clients are while receiving services at Baptist Health Care. Another indication is our own patient safety perception assessment of what we do well and what we find challenging. In order to assess our perceptions, we administered a survey known as a Culture of Patient Safety Survey. We used a standard survey written by the Agency for Healthcare Research and Quality (AHRQ) to assess our perceptions, strengths and opportunities related to patient safety. The questions in the survey were intended to be answered by people who directly deliver care to patients during the majority of their work days. By adhering to these questions, we can compare ourselves to similar units with similar health care settings. The participation in the survey indicated a high engagement level of our team members.

#### Culture of Patient Safety Survey Participation Rates

Row Labels	Response Rate
BH	78.68%
GBH	77.62%
JH	96.51%
<b>Grand Total</b>	<b>79.22%</b>
Row Labels	Response Rate
<b>BMG</b>	<b>82.79%</b>

### Team Member Feedback

#### Your voice matters at Baptist Health Care!

We encourage our team members to provide feedback in every aspect of their daily activities. This input is strongly valued. This year we participated in the Gallup Survey for Team Member Engagement and achieved 86 percent participation.

In addition to the Team Member Engagement Survey, team members have the opportunity to provide input in several different settings throughout the organization. Some of those settings include:

- Professional Governance Councils
- 90 day new team member orientation breakfast with CNO and ACNOs
- Monthly nursing luncheons with CNO and ACNOs
- GIFT (Give Information for Transformation) program
- Nursing town hall sessions
- Work in My Shoes program
- Learning needs assessment
- Friday CNO shadow rounds with team members

Improvements and changes have been implemented throughout our organization based on the feedback provided in these settings. We value our team members and appreciate hearing the “voice of nursing.” **Your opinion counts!!**

## EXTERNAL CONTRIBUTIONS FROM BAPTIST HEALTH CARE TEAM MEMBERS

**Cynde Gamache, DBA, R.N., NE-BC** spoke at the 2018 Annual Cardiovascular Symposium on the topic of unwavering advocacy. The focus this year was on improving care through education and innovation.

**Karen Robinson, BSN, R.N., CCRN** was a speaker at the 2018 TWI Summit North America in Atlanta, Georgia. Karen presented the impact of Training Within Industry (TWI) for Handwashing and the decrease in central line associated blood stream infections (CLABSI) and central line associated blood stream infections (CAUTIs) at Baptist Health Care as a result.

**Beth Sexton BEd, RN, CHPT, and Karriyan Harper MSN, CNL, RN-BC** provided education to nursing students at Pensacola State College community outreach program on the Training Within Industry for Hand Hygiene

**Lauren Sanguinetti, BSN, R.N., CEN** (Emergency Department Charge Nurse) was selected as the Northwest Florida Emergency Nurses Association's treasurer for 2018.

**Christie Jandora, BSN, R.N.,** was appointed as the Northwest Florida Emergency Nurses Association's (NWFL, ENA) secretary for 2018. NWFL ENA represents ED nurses for the panhandle of Florida and parts of Alabama. Both Lauren Sanguinetti and Christie Jandora also serve as State of Florida delegates at the national meeting

**Gabriela Silva** presented an abstract entitled "Alarm Safety Management in Cardiac Monitoring" at the 2018 National Conference on Undergraduate Research at the University of Central Oklahoma.

**Nick Lucas, R.N., Peggy Tomey, BSN, R.N., David Newton, R.N., Barry Gilmore, R.N., Michelle Davis, BSN, R.N., Racheal Sasser, RN, Michelle Brooks, BSN, R.N. and Sterling Rodriguez, R.N.,** conducted an injury prevention program to for the third grade students at NB Cook Elementary School. Over 100 students attended the presentation to learn about helmets and bicycle safety.

**Lisa Lyons, MSN, R.N., CNOR** presented a program on revolutionary medicine to the Northwest Florida Chapter of the Daughters of the American Revolution.

**Nicole Sellers, R.N., BSN, CWOCN** is certified in wound, ostomy and continence care. She specializes in pre-operative and post-operative care and education of patients with new ostomies. Nicole recently shared her experience and knowledge with Baptist Home Health Care team members. She presented on basic care as well as interventions for dealing with challenging ostomy problems.

**Jason Chancey, BSN, EMT-P, CEN, CFRN and Courtney Dreadin, MSN, NPD/RN-BC** presented at the Vizient Nurse Residency Conference in Savanna, Georgia.

**Cynde Gamache, DBA, R.N., NE-BC** presented a Professional Governance program to the Diplomacy Council. The Diplomacy Council is a delegation of women entrepreneurs from Russia with varied backgrounds and education.

**Jason Chancey, BSN, EMT-P, CEN, CFRN, Patsy Myers, MSN, RN Courtney Dreadin, MSN, NPD/RN-BC and Lisa Lyons, MSN, R.N., CNOR** presented as part of the International Academic Exchange with Hunan Provincial People's Hospital in Changsha, China. This presentation was part of the fourth Ziaoxiang Nursing Summit Conference.

**Cynde Gamache, DBA, RN, NE-BC** was the keynote speaker at the 10th anniversary celebration of Sigma Theta Tau International.

**Maureen Langston, R.N., CHPN** representing the Baptist Ethics Committee contributed to the Florida Bioethics Network State Conference in Miami, Florida.



## OUR LEGEND

### Arthur "Jim" Conway, R.N. Emergency Room, Baptist Hospital

Jim Conway responds to emergency situations even when he's not on duty as nurse in Baptist Hospital's ER. When leaving home one morning, Jim came upon a car accident. The driver had driven the car on the sidewalk, knocked down trees and slammed into a brick house. Jim's emergency response instincts kicked in and he assumed Ownership when approaching the scene. He found an unconscious driver and a passenger in need of assistance. A neighbor came by to help so Jim had her call 911 and knock on the door of the home that had been hit. The helpful neighbor returned saying she was concerned about a strange smell. Jim scanned the scene and noticed the vehicle had barely missed the power box and natural gas was escaping from a broken line. The driver woke and was in a combative state from a seizure. He began throwing punches at Jim, but Jim kept the driver and everyone else safe until emergency teams arrived to help. Jim's compassion in both cases proves he is a true servant to the community. He strives to do the right thing and that's why he is a Baptist Health Care Legend.



## PILLAR AWARD WINNER

### Karen Robinson, BSN, R.N., CCRN

Hand hygiene is imperative to the decrease in infections and Karen Robinson along with a team of others at Baptist Health Care made it a central focus through signage, scripting and standardization. Training Within Industry (TWI) is a Lean tool used to standardize hand hygiene methods across the system. Karen led the way to develop standardized work instruction for both hand hygiene and other infection prevention techniques. She was able to teach and monitor compliance among staff, thus drastically reducing central line infections. Because of her dedication and efforts, Karen received the Pillar award of Excellence in Quality.



## BAPTIST HEALTH CARE HOSPITALS BY THE NUMBERS

Nursing at Baptist	Number of Team Members
Advance Practice Registered Nurses	70
Registered Nurses	1,188
Licensed Practical Nurses	86
<b>Grand Total</b>	<b>1,344</b>

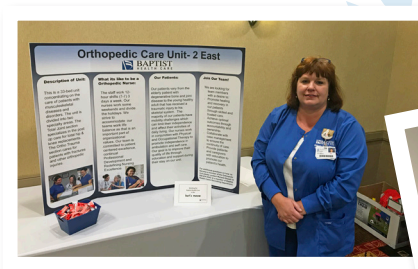
	Baptist	Gulf Breeze	Jay
<b>Staff</b>			
Total Employees	2,049	579	125
Patient Care Division	805	156	51
<b>Licensed Beds</b>	492	77	49
<b>Admissions</b>	17,392	3,721	578
<b>Patient Days</b>	85,163	13,555	2,771
<b>Total Outpatient Registrations</b>	338,172	139,452	20,570
<b>Emergency Visits</b>	60,607	30,540	8,209
<b>Surgeries (Total)</b>	8,810	3,751	61
Inpatient	3,964	1,164	
Outpatient	4,846	2,587	61
<b>Operating Rooms - Main</b>	12	6	1
<b>Operating Rooms - Surgicare</b>	5		
<b>Labor &amp; Delivery</b>			
Labor Rooms			
Triage	5		
Recovery	2		
OR's	2		
<b>Deliveries</b>	821		

NOTES:

**NOTES:**







**WE ARE EXTRAORDINARY!**



**WE ARE BAPTIST NURSES!**