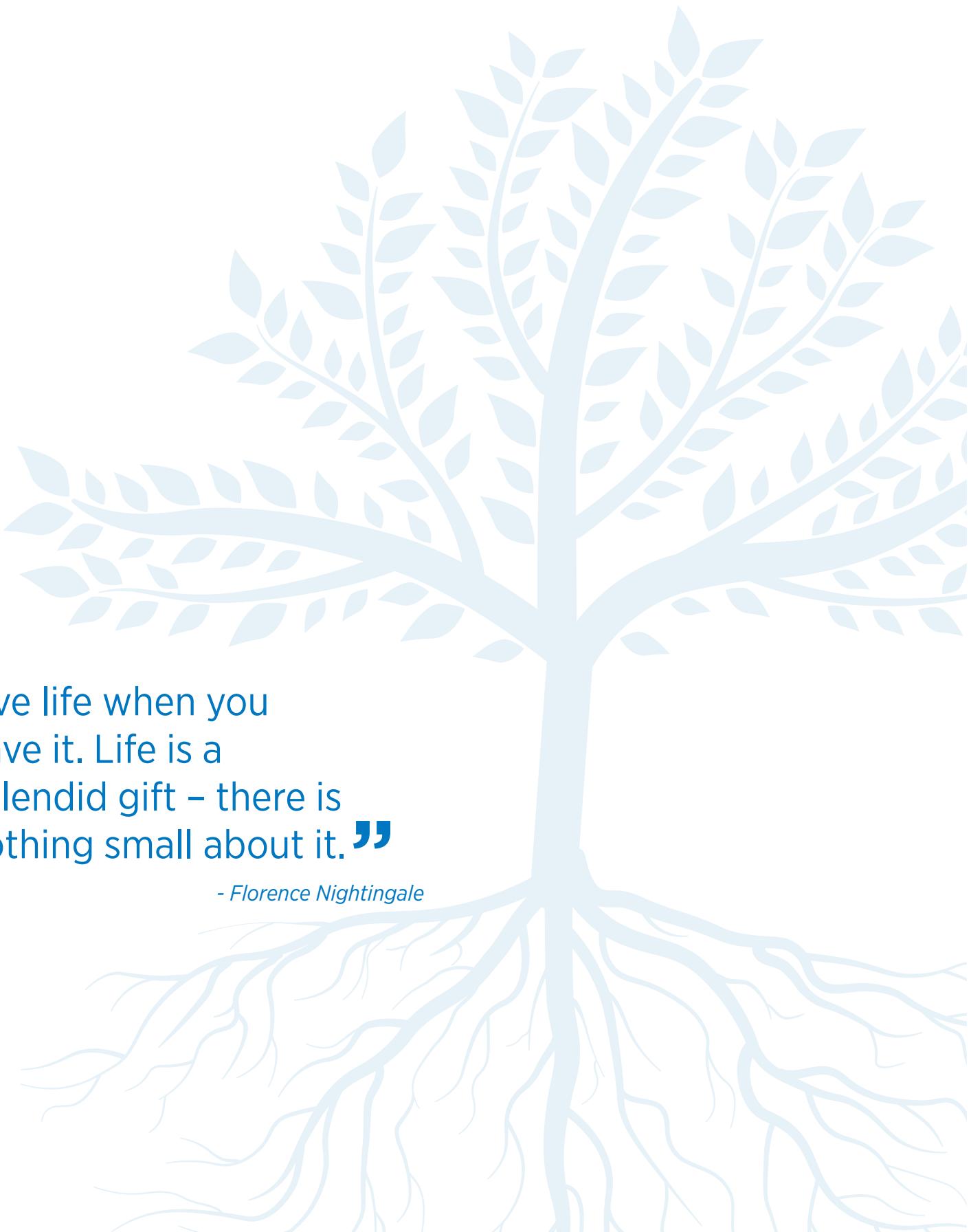


2020



THE YEAR OF THE NURSE



“Live life when you have it. Life is a splendid gift – there is nothing small about it.”

- Florence Nightingale



A MESSAGE FROM THE SYSTEM CHIEF NURSING OFFICER BAPTIST HEALTH CARE

What unprecedented times we find ourselves in. As I consider 2020, I cannot help but be astounded by the circumstances in which we have been thrust—the likes of which we never could have envisioned—a worldwide pandemic.

During these extraordinary times, the eyes of our nation have been resolutely fixed on health care and the heroes who selflessly devote their lives to help others. This is such a fitting backdrop for reflecting on the significance and contributions of the esteemed profession of nursing. The breathtaking events of this year certainly underscore the impressive accomplishments of the Baptist Health Care Nursing Community of Practice.

I am profoundly moved by the talented, driven professionals we are blessed to have practicing across Baptist Health Care. This annual report provides a meaningful illustration of their dedication to clinical excellence and person-centered care. We are privileged to share the great accomplishments of not only the nursing team, but also the talented colleagues with whom we collaborate in our continual quest for excellence for those we serve. In this Year of the Nurse, the professionals at Baptist faced this pandemic just like Florence Nightingale would have—with a no-nonsense approach, tirelessly and fiercely determined to alleviate suffering and ensure safe, compassionate care for those in need.

To the nurses who have chosen Baptist Health Care for your practice, throughout the COVID-19 crisis, I have observed the indescribable heart and fervor of this noble profession. Your commitment to your practice, your calling, and to the souls you serve is deeply evident in the strength and resolve with which you care for others during these times of uncertainty and national crisis. I am extremely honored to serve and practice alongside you. You are simply the best!

*Cynde Gamache, DBA, M.A., R.N., NE-BC
Chief Nursing Officer
Baptist Health Care*

TABLE OF CONTENTS

Nursing Mission, Vision and Values	2
Transformational Leadership	16
Structural Empowerment	20
Exemplary Professional Practice	22
Empirical Outcomes	31
Reward and Recognition	34

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 (BHC) values of integrity, compassion, excellence and service, our professional endeavors as nurses will be guided especially by our commitment to ownership. This encompasses:

Professional Development

Baptist Health Care nurses are self-motivated individuals who understand the importance of continually advancing their knowledge and skills of evidence-based practice and are actively engaged in educational opportunities. Emphasizing continual development of the professional nurse, BHC provides support through internal and external opportunities for advancement to increase the level of best practices throughout the organization.

Nurturing and Mentoring

Baptist Health Care nurses demonstrate willingness to share information and expertise with others. As a preceptor, each BHC nurse leader develops nurses from novice to expert, recognizing different learning styles and adapting teaching styles and techniques to meet the needs of the learner. Serving as a role model, advisor, coach, counselor, guide, teacher and supporter, each nurse has a willingness to provide and receive constructive feedback in a respectful manner. BHC nurses support the professional development of others and provide an observable image that others aspire to emulate.

Gracious Demeanor

Baptist Health Care nurses have a 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

Baptist Health Care nurses passionately act as the voice for the vulnerable, 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.

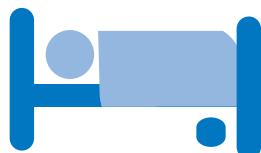
Deference to expertise – We will humbly recognize the value and diversity of all and encourage and respect their contribution.

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



The Northwest Florida Chapter of the Emergency Nurses Association hosted a breakfast and critical incident debriefing for members of the Emergency Trauma Team after a community disaster. In December 2019, the team at Baptist Hospital's Emergency Trauma Center cared for multiple trauma victims from an active shooter incident at Naval Air Station Pensacola. The team rallied together to provide exemplary trauma care and compassion to patients and families. Team members put their advanced preparation and training into action as they answered the call and served the needs of their patients and community in delivery of expert disaster response efforts.

BAPTIST HEALTH CARE 2020 YEAR IN REVIEW



LICENSED
BEDS

492 BAPTIST
HOSPITAL
77 GULF
BREEZE
HOSPITAL
49 JAY
HOSPITAL



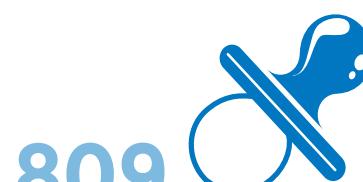
AVERAGE
DAILY CENSUS*

214 BAPTIST
HOSPITAL **31** GULF BREEZE
HOSPITAL **6** JAY
HOSPITAL

1315 NURSES
MALE 15% 85% FEMALE



1201 REGISTERED
NURSES
67 ADVANCE PRACTICE
REGISTERED NURSES
47 LICENSED
PRACTICAL
NURSES

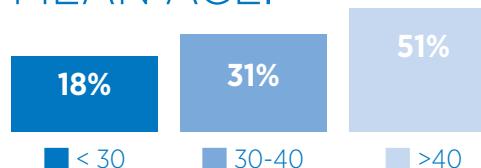


809 BABIES BORN
IN 2020*

DIVERSITY MEASURES:

American Indian/Alaska Native	0.23%
Asian-not Hispanic or Latino	2.89%
Black or African-American	5.93%
Hispanic or Latino	2.74%
Native Hawaiian / Pacific Island	0.99%
Two or More Races	2.66%
White – not Hispanic or Latino	84.56%

MEAN AGE:



12,777 SURGICAL CASES IN 2020*
Baptist, Gulf Breeze and Jay Hospitals



ED ADMISSIONS IN 2020*

Baptist Hospital **10,064**
Gulf Breeze Hospital **2,558**

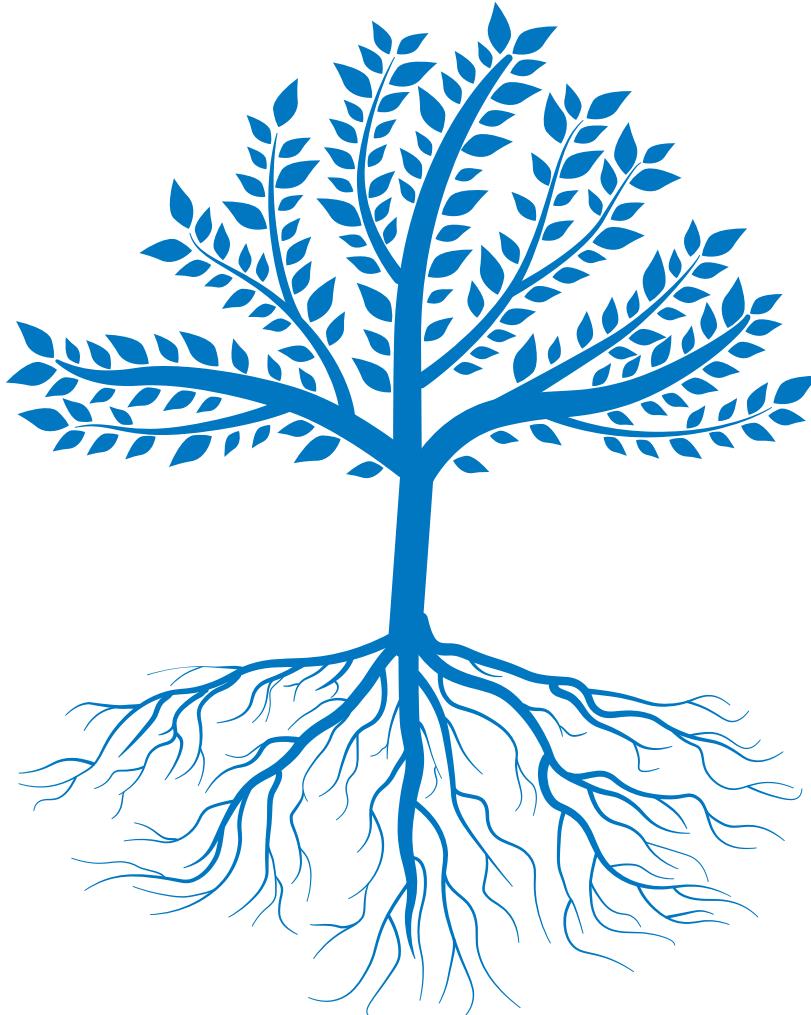


EMERGENCY DEPARTMENT (ED) VISITS IN 2020*

Baptist, Gulf Breeze
and Jay Hospitals **83,147**

PROFESSIONAL PRACTICE MODEL

Baptist Health Care defines its professional nursing practice model according to the Synergy Model for Patient Care, a framework that aligns patient characteristics with nurse competencies to achieve optimal outcomes. As the model for excellence in professional care delivery, this may be visualized as a tree. The roots of the tree depict the Baptist Health Care Nursing values, which provide a foundation for nursing practice. The branches represent interprofessional relationships, professional recognition and professional governance. The leaves represent the many practice settings for nurses across Baptist Health Care, and the trunk of the tree is the supporting structure holding it all together in support of the Baptist Health Care Nursing mission.



Lori Wichman, DNP, R.N., NPD-BC, CMSRN, manager of clinical education, noted the preceptor evaluation process is based on the Synergy Model for Patient Care: "Nurse residents perform an evaluation of their preceptor based on clinical judgment, caring practices, clinical inquiry and facilitation of learning." Wichman also shared the enthusiasm of nurse educators in the awareness of the professional practice model among inpatient medical-surgical units.

According to Jerri Mobley, MSN, RN-BC, CPAN, surgical educator and co-chair of the Professional Development Council, application of the Synergy Model for Patient Care is evident in the Professional Recognition Program. "Patient characteristics and nurse competencies are highlighted in many of the portfolio submissions with examples of synergy in daily nursing practice," she said. Members of the Professional Development Council provide peer mentorship to nurses for successfully integrating the Synergy Model in their work and completing their professional portfolios for the Professional Recognition Program.

NURSING EMPOWERMENT

BAPTIST HEALTH CARE

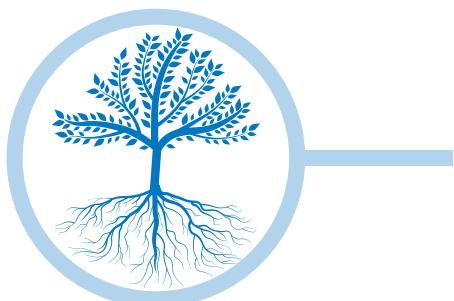
**NURSING
COMMUNITY
OF PRACTICE**

Professional Governance



"2020 has been a challenging year for everyone in the health care industry," said Joyce Nichols, APRN, FNP-BC, CWOCN, assistant chief nursing officer, clinical practice division. "Even in the midst of these unprecedented times, Professional Governance Councils accomplished amazing things. Each member can be proud of being part of a process grounded in practicing nurse accountability and shared decision-making. Their commitment to upholding professional standards is foundational to our mission."

"To each council member," she continued, "thank you for elevating your profession and for your commitment to helping people throughout life's journey."



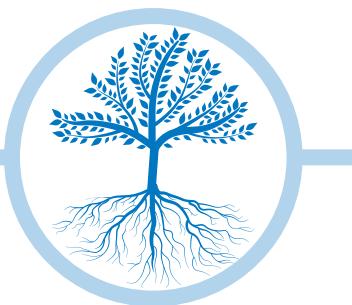


“ So never lose an opportunity of urging a practical beginning, however small, for it is wonderful how often in such matters the mustard seed germinates and roots itself. **”**

- Florence Nightingale



Professional Development Council





▲ Nursing Peer Review Board

PROFESSIONAL GOVERNANCE COUNCIL HIGHLIGHTS 2020

Professional Development Council	<ul style="list-style-type: none"> Nursing Comprehensive Resource Library Professionals in Progress monthly spotlight Professional Recognition Program (PRP) oversight Mentorship program for PRP participants
Health and Wellness Council	<ul style="list-style-type: none"> Second-annual Pet Therapy Dog Show Second-annual Team Member Health Fair Nurses Week Nursing Honor Guard Healthy Nurse, Healthy Nation™ communication
Quality Council	<ul style="list-style-type: none"> Medication safety posters Critical drip titration rates added in Allscripts Pilot of standardized patient hand-off tool between Baptist Hospital 4 West, cardiology unit and the emergency department Tier I Huddle – contributed to the quality portion and standardization of the tool used during safety huddles. IV pump configuration for Vancomycin DAISY Award program oversight
Clinical Informatics and Technology Council	<ul style="list-style-type: none"> Expedited EHR changes related to COVID-19. Improving patient tracking location in ambulatory setting Alert tool for high-risk patient – ingestion of foreign objects Mean Arterial Pressure (MAP) calculation issue corrected in Allscripts. Vital sign information now populates from the physiologic monitor versus an auto-calculation, resulting in a more accurate MAP. Developed electronic Code Blue document for testing.
Nursing Research Council	<ul style="list-style-type: none"> Virtual reality research study – Sigma Theta Tau presenter International Academic Exchange qualitative study on family involvement in care (stroke and bariatric patients) Reviewed 11 Nurse Residency Program evidence-based practice projects.
Nursing Peer Review Board	<ul style="list-style-type: none"> Extravasation protocol revisions and education Heparin education Sotalol/Tikosyn – Security updates for medication ordering; system-wide education Continuous Renal Replacement Therapies (CRRT) education, standard of care with temperature monitoring – Sigma Theta Tau presenter ST-Elevation Myocardial Infarction (STEMI) badge buddy and education Trauma flow sheet updates to include neuro/mobility assessments Critical drip order – clarification within the order as displayed in Allscripts
Behavioral Health Nursing Board	<ul style="list-style-type: none"> Implemented Code Fall and Assertive Community Treatment (ACT) team procedures for quicker, more appropriate response to urgent situations at Baptist Behavioral Medicine Center. Revised visitation hours for Baptist Behavioral Medicine Center to ensure a more therapeutic environment for patients. Completed order sets for patients in the Behavioral Medicine Unit to have PRN medications available while awaiting transport to the Acute Stabilization Unit or Behavioral Medicine Center. Added reference cards to vital sign machines for technicians. Key contributors in the Allscripts Carousel project for development of electronic documentation for psychiatric care and nursing flow sheets Evidence-based practice project: conducted a literature search and deployed the Brøset Violence Checklist.

Baptist Hospital Night Shift Council	<ul style="list-style-type: none"> Give Information for Transformation (GIFT) submission on changing total parenteral nutrition (TPN) start time from 8 p.m. to 9 p.m. to allow night shift assessments and lab/order verifications Provided computers for night shift team members to complete required education modules. Collaborated with education department for mock Code Blue drills on night shift.
Gulf Breeze Hospital Night Shift Council	<ul style="list-style-type: none"> Advocated for increase in Omnicell stock supply of antibiotic for night shift admissions. Addressed family-centered visitation for ICU to allow for patient rest time. Collaborated with central supply on periodic automatic replenishment (PAR) and linen issues. Collected items for patients who are in need or homeless.
Perioperative Board	<ul style="list-style-type: none"> Angiotensin-converting enzyme (ACE)/Angiotensin-receptor blockers (ARB) medication education Improved the inpatient anesthesia protocol. Published the annual Cornerstone module surgery safety information to aid patient preparation for inpatient surgery. Patient Hand-off Tracking: Outpatients Patient Hand-off Tracking: Inpatients Presented at the White Sands Chapter of the American Society of PeriAnesthesia Nurses (ASPAN).
Professional Practice Council	<ul style="list-style-type: none"> Surveyed over 900 nurses and changed the scheduled times for routine medication administration. Adjusted TPN start time. Evidence-based practice review and re-education of insertion of indwelling catheters on male patients Evidence-based practice review of peripheral insertion sites and recommendations for best practice on emergency department patients

Unit-Based Council Accomplishments

- 3 East** – Improved safe care of COVID-19 patients with a process for pre-op testing.
- Inpatient Acute Care** – Developed models for hospital acquired pressure injury (HAPI) prevention.
- Inpatient Acute Care** – Improved the process of battery changes in telemetry units to decrease failures related to dead batteries.
- Cardiovascular ICU** – Assembled Comfort Care bags for families and revised competencies for registered nurses assigned to Open Heart.
- Critical Care Division** – Participated in American Association of Critical-Care Nurses Healthy Work Environment Survey.
- Gulf Breeze Hospital** – Introduced wound care supply carts.
- Emergency Department and Cardiology Unit** – Improved patient hand-off to reduce emergency dept. length of stay.



"It has been an honor and privilege to work with the dedicated, interdisciplinary team members on the Night Shift Councils at Baptist Hospital and Gulf Breeze Hospital," said Shirley Swindle, BSN, R.N., Team Member Health charge nurse. "They are passionate about owning their processes and practices and voicing their concerns for improvements."

ANNUAL NURSING CONGRESS & INTERNATIONAL ACADEMIC EXCHANGE

Baptist Health Care and Hunan Provincial People's Hospital in Changsha, Hunan, China, are engaged in an International Academic Exchange (IAE) for the purpose of collaboration and sharing of clinical knowledge, patient care practices, clinical leadership practices and education processes. The program has allowed nurses to benchmark best practices in improving patient care.

Nursing colleagues from China joined Baptist Health Care nurses for annual Nursing Congress sessions, where Professional Governance Council co-chairs were recognized for their leadership contributions, and education was provided to new council members.



"The International Academic Exchange provided many opportunities for us to learn and share strategies for providing clinical and supportive care to those that we serve," said Patsy Myers, MSN, R.N., vice president, clinical education services.

"Our guests were eager to learn about our professional governance program, the DAISY Award, simulation labs, Nurse Residency Program, and how our trauma team executes seamlessly to care for trauma patients entering our hospital," Myers added. "While our countries' cultures and health systems differ, the commitment to provide high quality, compassionate nursing care was evident among Hunan Provincial People's Hospital's eight intelligent, gracious nurses who spent a week with us."



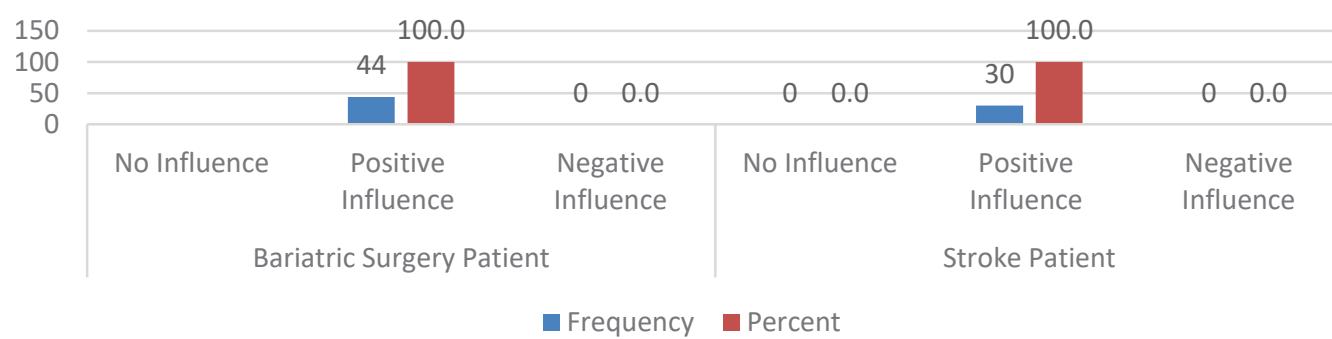
IAE RESEARCH STUDY

When Baptist Health Care nurses visited Hunan Provincial People's Hospital the previous year, they observed family members of patients actively participating in direct patient care activities. This is not the practice in the Pensacola, Florida, area. In fact, most health systems in the United States discourage family members' active involvement in care activities. In China, the family is responsible for bathing, feeding and assisting with toileting.

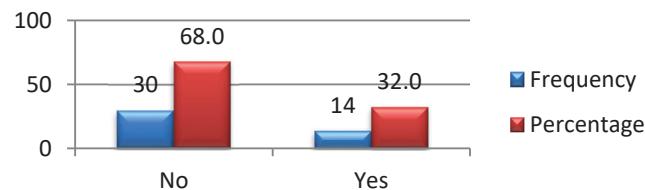


This variance led to the development of a research study titled, "A Qualitative Study of the Influence of Active Family Involvement in Care Activities on the Inpatient's Perception of the Overall Care Experience." It was noted, among the bariatric surgery and stroke patient population, patients prefer family involvement in care activities, yet patients reported low percentage of assistance in care activities such as bathing.

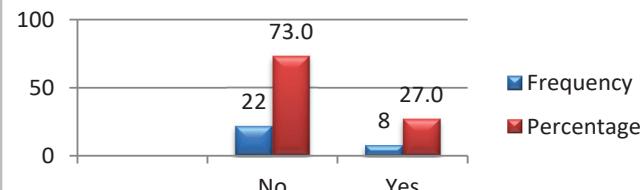
Patient perception of family or support person helping with care



Bariatric Pt Bathing Assistance



Stroke Pt Bathing Assistance



2020: THE YEAR OF THE NURSE



The American Nurses Association and the World Health Organization declared 2020 the International Year of the Nurse and Midwife in honor of the 200th anniversary of the birth of Florence Nightingale. Organizers planned Nurses Week activities, but at that time little was known about the impact a global pandemic would have.

The COVID-19 pandemic posed health risks to the Northwest Florida community, and – in traditional fashion – Baptist Health Care nurses rose to the challenge and demonstrated adaptability, clinical expertise, advocacy and compassion. Nurses across the health system collaborated with the interdisciplinary team to assure safe practices for team members and patients. While Gallup has recognized nursing as the most trusted profession in the United States for the 18th year in a row, the pandemic has led to an even greater awareness of the significant contributions of nurses.

Debra Jenkins, MSN, R.N., CEN, assistant chief nursing officer, professional resources, said, “I’m humbled by the clinical expertise of nurses on the front lines and take note of their unwavering advocacy for patients and support of one another.”

Nurses play a vital role in health care, contributing to clinical excellence and improving patient outcomes. In addition, they provide compassionate care and support to patients who may be experiencing feelings of loneliness during these unusual times. While prioritizing issues related to COVID-19, Baptist Health Care nursing councils continued their important work and moved improvements across the finish line. “It has been a year of reflection and counting my blessings,” said Jenkins. “I’m honored to be part of the Nursing Community of Practice at Baptist Health Care.”





“ For the sick it is important to have the best. **”**

- Florence Nightingale



▲ Nurses educated colleagues about COVID-19.

▲ PPE Council: Registered nurses rallied to define practices and processes for team member safety during the COVID-19 pandemic. Pictured left to right: Jason Chancey, Cindy Almand, Christie Jandora, Tara Joslyn, Kim Stanley and Julie Grant

TRANSFORMATIONAL LEADERSHIP

Professional governance provides a platform for Baptist Health Care nurses to influence change in nursing practice. Nurses are engaged in councils and share the vision of redefining nursing excellence. Leaders and clinical nurses form partnerships, and – through accountability, collaboration and professional behaviors – a transformational culture is created.

Thank you to the following nurses for their leadership in 2020:

Behavioral Health Nursing Practice Board

Bryan Parker
Andrew Barrett

Clinical Informatics and Technology

Pam Greene

Health and Wellness

Cecilia Folzman
Molly Hanchuruck

Night Shift

Shirley Swindle
Tony McCorvey (BH)
Stephanie Lewis (BH)
Lindsey Isla (GBH)

Nursing Peer Review Board

Tara Joslyn
Pam Weidert

Nursing Research

Lori Wichman

Patient Care Leadership Council

Kindle Page
David Newton

Peri-Operative/ Peri-Procedural Board

Mandy Reaves-Megginson
Peter Bennett

Professional Development

Jerri Mobley
Roman Altieri
Fairen Womble

Professional Practice

Amie Pace
Jena Schutz

Quality Council

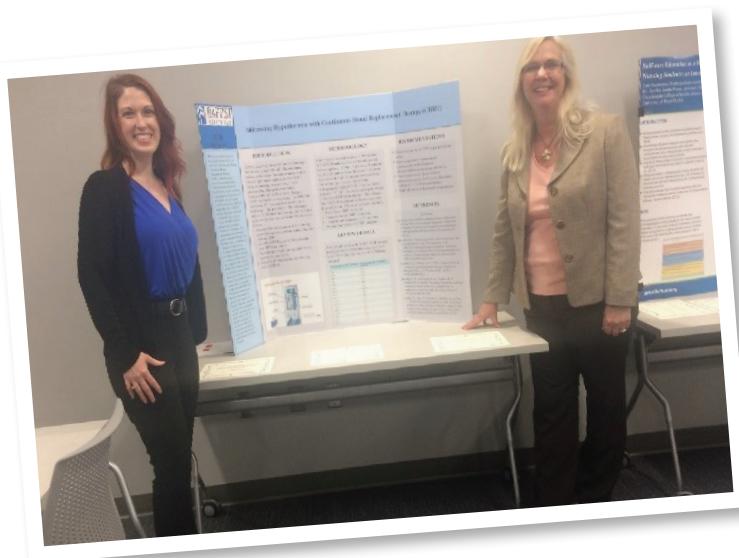
Rachel Hannawalt
Kelsey Humphrey



Nursing Peer Review Board

The Nursing Peer Review Board (NPRB) is comprised of 30 registered nurses who reviewed 28 cases in 2020. Professional feedback was provided through peer-to-peer communication. Feedback was practice-based, non-punitive and focused on professional growth and development of the individual nurse.

One case review focused on hypothermia in patients receiving continuous renal replacement therapy (CRRT). The NPRB evaluated 19 patients receiving CRRT over a three-month period. As a result of their investigative findings, the NPRB made evidence-based practice recommendations and successfully introduced a nursing practice change. Partnering with medical staff and dialysis experts, the NRPB improved order sets for CRRT and provided education for critical care nurses.



◀ Christina Roberts, BSN, R.N., CCRN
Pamela Weidert, MSN, R.N., CMSRN, CCRN

"The Nursing Peer Review Board is important to me because we are able to provide solutions and gain insight from events using problem-solving skills from gathered information. This enables us as professional nurses to improve within our practice by receiving and providing non-punitive feedback to one another."

Alaina Wright, MSN, R.N., APRN
Clinical Manager Medical Respiratory Unit

“ How very little can be done under the spirit of fear. ”

- *Florence Nightingale*

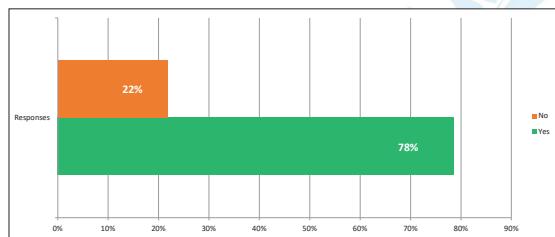
Q1. It has been proposed to adjust our medication pass times from 1000/2200 to 0900/2100 for our BID medications. The 1 hour before and 1 hour after, as applicable, would still be standard practice.



PROFESSIONAL GOVERNANCE



Q2. Would you support changing TPN times to the new adjusted times?



PROFESSIONAL GOVERNANCE



Medication Practices

The Professional Practice Council conducted a survey regarding standard medication times and received 906 responses supporting a need for a policy change. Working with the Pharmacy & Therapeutics Committee, policy support and informatics, the council presented the policy and proposed order changes to the chief nursing officer and chief medical officer for endorsement, and the changes were put into place. The Night Shift Council and Quality Councils also received information regarding total parenteral nutrition (TPN) administration time. The survey indicated 78% of nurses supported a time change.

"It was impressive to see nursing and other clinicians collaborating through our professional governance structure and the different committees to make a positive change," said Paul Glisson, D.O., MBA, FACEP, vice president and chief medical officer. "This ownership and teamwork is what we strive to see throughout the organization in every area. Nurses have a strong voice, and the professional governance empowers them to make a big impact while remaining aligned through the different councils. Fostering this type of environment is what is required as we aim to be a highly reliable organization."



STRUCTURAL EMPOWERMENT

Baptist Health Care nurses recognize the importance of professional certification. Obtaining national board certification affirms registered nurses have advanced knowledge, skills and competence in their area of specialty nursing. This year, professional nurses across the organization and specifically in the critical care division collaborated and, through a collegial spirit, challenged one another to obtain certification. With input from nurses and the financial support of a mini-grant from the Baptist Health Care Foundation, the critical care leadership team hosted a critical care registered nurse (CCRN) examination review course free of charge in order to motivate nurses to sit for the certification exam.



▲ Critical Care Registered Nurses Embrace the Nursing Certification Program

After the critical care division hosted the CCRN professional certification review course, which was made possible through a mini-grant from the BHC Foundation, 29 registered nurses were sponsored through the Success Pays program and successfully earned professional certification, bringing the total number of CCRNs to 37 for Baptist and Gulf Breeze hospitals.

Forty-three registered nurses earned national certification in 2020.

Shakirah Askew, MSN, RN-BC Baptist Hospital Application Support, Nursing Informaticist	Michelle Covell, BSN, R.N., CCRN Gulf Breeze Hospital ICU	Mitchell Griffith, BSN, R.N., CCRN-K Baptist Hospital Critical Care Services, Manager	Bradley Mitchell, R.N., CCRN Baptist Hospital SINU	Christina Roberts, R.N., CCRN Baptist Hospital SINU	Jen Ulaszek, BSN, R.N., CCRN Baptist Hospital SINU
Stacey Berens, BSN, R.N., CPAN Gulf Breeze Hospital PACU	Kathryn Cowan, BSN, R.N., CCRN Baptist Hospital MICU	Dena Iles, BSN, R.N., CCRN Baptist Hospital Clinical Education	Cathy Moore, MSN, R.N., CCRN Baptist Hospital CVICU	Terrie Schöffner, R.N., CCRN Baptist Hospital MICU	Rob Uniacke, BSN, RN-BC Baptist Hospital Surgical Unit, Manager
Colleen Carver, BSN, R.N., CWON Baptist Hospital Director of Professional Resources	Nick Cowan, BSN, R.N., CCRN Baptist Hospital SINU	Rob Jackson, R.N., CCRN Baptist Hospital SINU	Kristen Morgan, R.N., CCRN Baptist Hospital SINU	Mutia Scull, R.N., CCRN Baptist Hospital CVICU	Magan Villarreal, R.N., CCRN Baptist Hospital Critical Care Services
Zach Cates, R.N., CCRN Baptist Hospital CVICU	Terry Dazet, R.N., CCRN Baptist Hospital SINU	Christoff Jansen, R.N., CCRN Baptist Hospital CVICU	Tawanna Mosley, BSN, RN-BC Baptist Hospital Clinical Education	Ruth See, MSN, R.N., CVRN-BC Baptist Hospital CVICU	Pam Weidert, MSN, R.N., CCRN, CMSRN Baptist Hospital Acute Care Inpatient Services
Sandra Chaot, R.N., CCRN Baptist Hospital CVICU	Heather English, R.N., CEN Gulf Breeze Hospital Emergency Department	Sheircreasir Jensen, M.A., RN-BC Baptist Hospital Behavioral Medicine	McKenzie Pearson, R.N., CCRN Baptist Hospital SINU	Vikki Smolik, BSN, R.N., CCRN Baptist Hospital Critical Care Services, Manager	Susan Wiggs Hodge, R.N., CCRN Baptist Hospital SINU
Carla Chromik, R.N., CCRN Baptist Hospital MICU	Raelyn T. Gomonit, BSN, R.N., CEN Gulf Breeze Hospital Emergency Department	Eli Jones, BSN, RN-BC Baptist Hospital Behavioral Medicine	Danielle Pfitzner, BSN, R.N., CCRN Baptist Hospital SINU	Justin Sperlbaum, BSN, R.N., CCRN Gulf Breeze Hospital ICU	
Raven Cooper, R.N., CCRN Baptist Hospital SINU	Jeanne LeGrand, BSN, R.N., CCRN Baptist Hospital CVICU	Jason Presley, R.N., CCRN Baptist Hospital CVICU	Brie Ragas, R.N., CCRN Baptist Hospital CVICU	Elizabeth Tee, BSN, R.N., CNRN Baptist Hospital Neuro Sciences	
	Rene Lino, R.N., CCRN Baptist Hospital CVICU			Aaron Thompson, R.N., CCRN Baptist Hospital SINU	

**“I attribute my success to this:
I never gave or took an excuse.”**

- Florence Nightingale

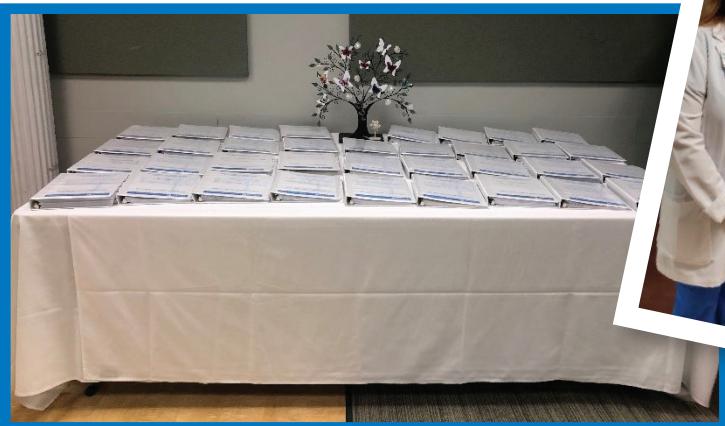
EXEMPLARY PROFESSIONAL PRACTICE

Professional Recognition Program

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. According to the Synergy Model for Patient Care, nursing care reflects an integration of knowledge, skills, experience and attitudes needed to meet the needs of patients and families. The eight essential nursing competencies are necessary for contemporary professional practice, but each competency assumes more or less importance depending on a patient's individual characteristics. Synergy results when the needs and characteristics of a patient, clinical unit or system are matched with a nurse's competencies.

In 2020, 40 registered nurses submitted professional portfolios and successfully completed the PRP program. The Professional Development Council continues to oversee the PRP program and provides mentors for first-time participants.





Professionals in Progress

The Professional Development Council sponsors Professionals in Progress, a recognition program for professionals who have achieved success by advancing their education. Each month, a Professionals in Progress publication highlights the hard work and dedication of team members who recently obtained a professional certification or degree in their area of specialty.

"These individuals are prime examples of the Baptist Health Care core values of ownership and excellence," said Fairen Womble, BSN, R.N., co-chair, Professional Practice Council. "By sharing team members' professional success stories, our goal is to inspire other team members to seek out, participate in, and utilize the abundant professional development opportunities and resources at Baptist Health Care in an effort to ensure we are providing world-class, evidence-based care to our patients."

Resources and opportunities available to nursing team members include a certification assistance program, Nursing Comprehensive Resource Library, and the Life Long Learning program, which provides tuition assistance to team members seeking higher education.



Kevin Broxson, R.N., BSN



Stephanie Rivera, BSN, RN-BC



Vikki Smolik, BSN, R.N., CCRN



James Nutt, R.N., CNOR



Dena Isles, BSN, R.N., CCRN



Tawanna Dyer, BSN, RN-BC



Alaina Wright, MSN, R.N., APRN



Holly Willis, BA, BSN, R.N.



Anthony Jackson, MSN, R.N., APRN, FNP-C



Heather English, BSN, R.N., CEN

“ Were there none who were discontented with what they have, the world would never reach anything better. ”

- Florence Nightingale



EXEMPLARY PROFESSIONAL PRACTICE

Baptist Health Care nurses demonstrated leadership and expertise among colleagues in the broader nursing community this year, sharing knowledge through various publications and professional forums.

Sigma Theta Tau International, Sigma Upsilon Kappa Chapter Scholarly Program: Creating a Spirit of Inquiry Poster Presentations

Perception of Virtual Reality for Simulation Scenario Based Clinical Education Amongst Health Care Professionals

Lori Wichman, DNP, RN-BC, CMSRN, Jason Chancey, MSN, RN, EMT-P, CEN, CFRN, and Steven Krawitz, BSN, RN, CHSOS
Baptist Health Care

INTRODUCTION

Identifying opportunities to improve patient safety through education that engages the learner is increasingly challenging. Opportunities for pre-licensure nursing programs as well as new nurses to obtain skills are limited (Hayden, Smiley, Alexander, Kardong-Edgren, & Jeffries, 2014). No more than are the days when a nursing student has the opportunity to start numerous IVs, insert Foley catheters, or place nasogastric tubes. Educators are searching for ways to ensure the nurse obtains nursing skills and experience to improve patient safety.

High-fidelity simulation is costly and is limited to the lab setting (Kaber, et al., 2014). Virtual reality (VR) is web-based and cost-effective. This technology allows learners to use the VR on their mobile device or VR all-in-one gaming headset, while interacting with the learner in the simulated environment. The immersion in the VR environment may induce a visceral response, which helps to increase retention of nursing skills (Kaber, et al., 2014; Verkuy & Hughes, 2019).

FRAMEWORK/ METHODS

The Kolby Theory of Experiential Learning was applied in this study (Kolb, 1984).

The VR scenario was developed by Labs in collaboration with site investigators using the Oculus Go Standalone Virtual Reality Headset. Development of the scenario, Oculus Go headsets were provided at the purpose of the study.

The VR Scenario simulated a sepsis both in training and competency mode was conducted during multiple days during a variety of events.

SurveyMonkey® was used to collect data from the study using a "Yes" or "No" questions either using a "Yes" or "No" scale. A 5-point Likert scale. The scale defined Strongly disagree, disagree, neither agree nor disagree, agree, and strongly agree. Anonymous were completed on a mobile devices prior to the VR session immediately after completion of the VR session.

PURPOSE

The purpose of the study was to explore health care provider (HCP) perceptions of using VR for education in the healthcare setting by taking a pre-education and post-survey using SurveyMonkey®, and participating in a VR scenario. The study aimed to identify if there was a correlation between a moderate baseline VR understanding prior to participating in the scenario and how that effects perception in the pre and post surveys.

RESULTS

The study had 100 participants.

Pre-Survey	Percent
Yes	87.5
No	12.5
Missing	1.0
Total	100.0

I enjoy simulated learning experiences

Response	Percent
Strongly disagree	0.5
Disagree	4.5
Neither agree nor disagree	20.0
Agree	45.5
Strongly agree	30.0
Total	100.0

Post-Survey

Response	Percent
Strongly disagree	2.0
Disagree	2.0
Neither agree nor disagree	6.0
Agree	43.5
Strongly agree	30.0
Total	100.0

I would like to use VR again and would recommend this to others as an educational/training tool

Response	Percent
Yes	88.0
No	12.0
Total	100.0

From the data it can be concluded that the participants enjoyed the VR simulated environment and wanted more VR learning experiences with a statistically significant result of $p < .05$.

CONCLUSION

The results of our study identified that the participants enjoyed the virtual learning environment. Learning through the use of VR helps healthcare professionals focus on patient-centered care without the distractions from the external environment. The VR scenario ensured that the learners utilized resources, which included aspects of teamwork and collaboration, and identify any barriers to communication. VR education allows for the learner to provide for evidence-based based care through the scenario. The environment is a safe non-threatening, which allows the learner to make mistakes without harm to an actual patient.

REFERENCES

Ackley, M. J. & Lockette, A. J. (2001). Innovative Teaching Strategies in Nursing and Healthcare Professions (3rd ed.). Sudbury, Massachusetts: Jones and Bartlett Publishers.

Perception of Virtual Reality for Simulation Scenario-Based Clinical Education Amongst Health Care Professionals

Presenters: Lori Wichman, DNP, R.N., NDP-BC, CMSRN, Jason Chancey, MSN, R.N., EMT-P, CEN, CFRN, and Steven Krawitz, BSN, R.N., CHSOS

Addressing Hypothermia with Continuous Renal Replacement Therapy (CRRT)

INTRODUCTION

In 2019, a case was presented to the Nursing Peer Review Board related to hypothermia and concern for vascular compromise, status post total right knee replacement with fall. During the nursing peer review, it was determined that this patient required Continuous Renal Replacement Therapy (CRRT) secondary to requiring five different intravenous (IV) vasoressors resulting in renal failure. The presence of hypothermia while on CRRT prompted several inquiries by the nursing peer review team related to the following:

1. Standard of nursing care and the nursing practice to keep the patient normo-thermic while on CRRT.
2. Use of the CRRT activated heater with every CRRT initiation.
3. Physician approved nursing order with a temperature parameter.
4. Frequency of temperature monitoring while on CRRT.

METHODOLOGY

A retrospective chart review of 19 patients with CRRT ordered over a 3 month period was completed. Of the 19 patients, 3 patients had CRRT orders placed however treatment was never started - 2 patients were excluded due to having invasive temperature management during CRRT. 1 patient had 2 courses of CRRT treatment and 1 patient had 3 courses of CRRT treatment and 1 patient had 17 CRRT treatments. This allowed for 17 CRRT treatments to be reviewed for data collection. Elements reviewed include:

- Date/Time CRRT initiated
- Temperature at CRRT initiation
- Temperature decrease by 2° or more within four hours of CRRT initiation

RECOMMENDATIONS

- Blood warmer on at 37°C or per physician order.
- Core temperature measurement continuously with electronic documentation at minimum of hourly.
- Documentation of blood warmer temperature under the Dialysis flowsheet with hourly CRRT measurements.
- Staff Education with annual competencies

REFERENCES

American Nurse. (2014). Continuous renal replacement therapy: Dialysis for critically ill patients. Retrieved from <https://www.nursingcenter.com/continuous-replacement-therapy-dialysis-for-critically-ill-patients/>

Baxter. (2018). Baxter receives CE mark for plasma, the next-generation system for continuous renal replacement and organ support therapies. Retrieved from <http://www.baxter.com/baxter-news-room/baxter-receives-ce-mark-plasma-the-next-generation-system-continuous-renal-replacement/>

Finkel, K. W., & Podolt, A. S. (2009). Complications of continuous renal replacement therapy. *Seminars in Dialysis*, 22(2), 155-159. doi: 10.1111/j.1525-139X.2008.00550.x

Richard, C. M., Couchman, B. A., Hughes, M., & McGrail, M. R. (2004). Preventing hypothermia during continuous veno-venous hemodialfiltration: A randomized controlled trial. *Journal of Advanced Nursing*, 47(4), 400-406.

Waybill, K., Qiao, X., Tamm, R., Jernigan, A., & Iden, T. (2019). Developing hypothermia after initiation of continuous renal replacement therapy in patients with sepsis: A poor prognostic sign. *Chest*, 156(4), A945. doi: <https://doi.org/10.1016/j.chest.2019.08.875>

Components of CRRT

Addressing Hypothermia with Continuous Renal Replacement Therapy (CRRT)

Christina Roberts, R.N. and Pam Weidert, MSN, R.N., CMSRN, CCRN

The purpose of this project is to increase the awareness to the risk of hypothermia during Continuous Renal Replacement Therapy (CRRT). A nursing review was recommended with physician concern of hypothermia, which prompted a retrospective chart review of all patients over a 3-month period who received CRRT at Baptist Hospital in the ICU setting. The charts reviewed included those who received orders for CRRT with 16 patients having active orders who received the treatment. The temperatures were reviewed prior to initiation and up to the first four hours of treatment to determine if there was a decrease in the temperature, and what measures were used to maintain normothermia. Of the 16 patients who received CRRT, 12 treatments resulted in a decrease in temperature. The results of our review show that hypothermia was present and is an ongoing complication of CRRT with 71% having a decrease in baseline temperature by greater than or equal to 2 degree Fahrenheit. New orders set to be initiated to include consistent use of the blood warmer with RN education ongoing for consistent temperature measurement and early physician notification of potential risk to decrease mortality.



◀ **American College of Healthcare Executives, North Florida Chapter Meeting Building an Ethical Culture**

Darcy Hicks, BSN, R.N., RN-BC, Director of Operations, Behavioral Medicine Center

Panelist: Presentation on Effectively Managing Behavioral Health / Psychiatric Patients Throughput in the Emergency Department

Debra Jenkins, MSN, R.N., CEN, Assistant Chief Nursing Officer of Professional Resources

Panelist: Medical Staff Relations

5th Annual Cardiovascular Symposium

Cynde Gamache, DBA, R.N., NEA-BC
System Chief Nursing Officer, Vice President – Ancillary & Patient Care Services
Podium Presentation: Cross the Rubicon

Florida Society of Perianesthesia Nursing, White Sands Chapter Conference

Mandy Reaves-Megginson, MSN, R.N.
Presenter: Surgery Do's and Don'ts
Jerri Mobley, MSN, RN-BC, CPAN
Presenter: Safety in the Perianesthesia Setting
Katlyn Bashford, R.N., BSN
Presenter: Medical Marijuana: The Risk, Benefit and Side Effects

Florida Society of Perianesthesia Nurses White Sands Chapter Leaders

Jerri Mobley, MSN, R.N., CPAN,
President and District Representative
Theresa Lee, BSN, R.N., CNOR CAPA, Treasurer
Mandy Reaves-Megginson, MSN, R.N., District Representative

Florida Nurses Association Virtual Meeting

Clinical Things in COVID-19

Christine Jandora, BSN, R.N.
Panelist, Florida ENA Press Secretary and Secretary for the Northwest Florida Chapter

Emergency Nurses Association General

Assembly Delegates for Florida

Priscilla Bode, MSN, R.N., CEN, TCRN
Christie Jandora, BSN, R.N.
Tara Joslyn, BSN, R.N., CEN
Michael Rushing, BSN, R.N., NRP, CEN, CPEN, CFRN, CRN, CCRN-CMC



▲ **Baptist Cardiology Consultants Heart Failure Clinic**

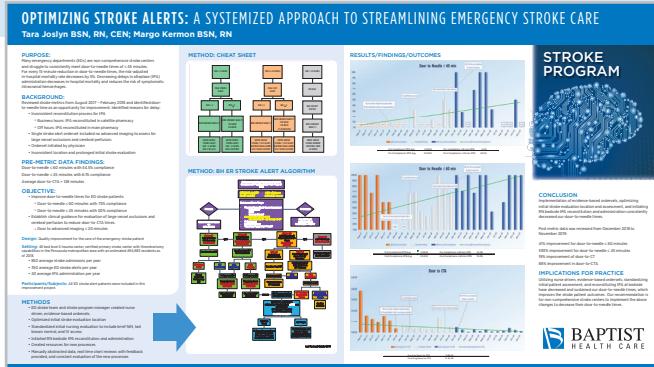
Presenter: Toinetta T. Coolie, MSN, FNP-BC

2020 YEAR OF THE NURSE

United Ostomy Associations of America

Joyce Nichols,
APRN, FNP-BC, CWOCN

Joyce Nichols, APRN, FNP-BC, CWOCN, attended the United Ostomy Associations of America (UOAA) annual conference in Philadelphia, where she volunteered with other certified wound, ostomy and continence nurses in UOAA's free Ostomy Clinic. UOAA supports this week-long, free clinic hosted annually. Ostomates from all over the United States come for advice and ostomy care provided by nurses with this specialized skill set.



The BHC Nursing Honor Guard was awarded the 2019 Liberty Bell Award by the Pensacola chapter of Freedoms Foundation at its 36th annual awards banquet in February 2020. The award was presented to the Nursing Honor Guard for volunteerism in the community to recognize nurses who have passed and for contributions to the nursing profession.

◀ Emergency Nurses Association National Assembly Poster Presentation

Tara Joslyn, BSN, R.N., CEN
Margo Kermon, BSN, R.N.
Optimizing Stoke Alerts: A Systemized Approach to Streamlining Emergency Stroke Care

◀ Nova Francis delivered the commencement speech for the University of West Florida Graduate School's fall graduation ceremony, just before earning her hood as a new advanced practice nurse. She was among the first cohort of family nurse practitioners to graduate from UWF in December 2019.

Nursing Honor Guard

Baptist Health Care's Nursing Honor Guard recognizes nurses who dedicated their professional lives to serving others. At the request of the family, the Nursing Honor Guard will stand by or present at the services of a fallen nurse.

◀ Nova Francis, MSN, APRN, FNP-C, CEN
Pam Weidert, MSN, R.N., CMSRN, CCRN
Jeanne Harris, MSN, APRN, FNP-C



Voice of Nursing Breakfast Sessions

During the 90-day orientation review, all nurses meet with the chief nursing officer and assistant chief nursing officers for a breakfast session to provide feedback on their experiences. Nurses' suggestions may be used to improve the onboarding and orientation processes. Breakfast sessions are also held throughout the year with tenured nurses, who have an opportunity to share their perspective and input regarding nursing practice.



Nurse Residency Program

The Baptist Health Care Nurse Residency Program (NRP) is a Practice Transition Accreditation Program accredited by the American Nurses Credentialing Center. Focused on new graduate nurses entering clinical practice, the NRP is designed to help with the transition from academia to practice by focusing on four key areas: leadership, patient safety outcomes, professional development and evidence-based practice.

"We are so proud of our nurse residents and the contributions they provide to make Baptist Health Care a wonderful place to work," said Lori Wichman, DNP, R.N., NPD-BC, CMSRN, manager, clinical education.

Nurse residents complete an evidence-based practice project and present findings to professional nurse colleagues and leaders during a graduation ceremony. The 2020 evidence-based practice projects include:

- Best Practices for the Evaluation and Treatment of the Agitated Pediatric Patient in the Emergency Department
- Implementation of Proactive Rounding by Rapid Response Teams
- Save T.I.M.E. Save S.K.I.N.
- Antibiotic Infusion: Are we Underdosing our Patients?
- NPO status Prior to Surgery
- Reduction of Readmissions through Patient-Specific Education
- Enhanced Recovery of Post-Operative Patients due to the use of IV Administration of Ofirmev
- Methods for Reducing Bed Alarm Fatigue
- Non-Opioid Options for Post-Operative Pain Management
- Making Nutrition Matter for Better Healing and Patient Outcomes
- Code Sepsis: Empowering the Bedside Nurse
- Patient Perceptions of Advance Directives: Empowering Patients and Families

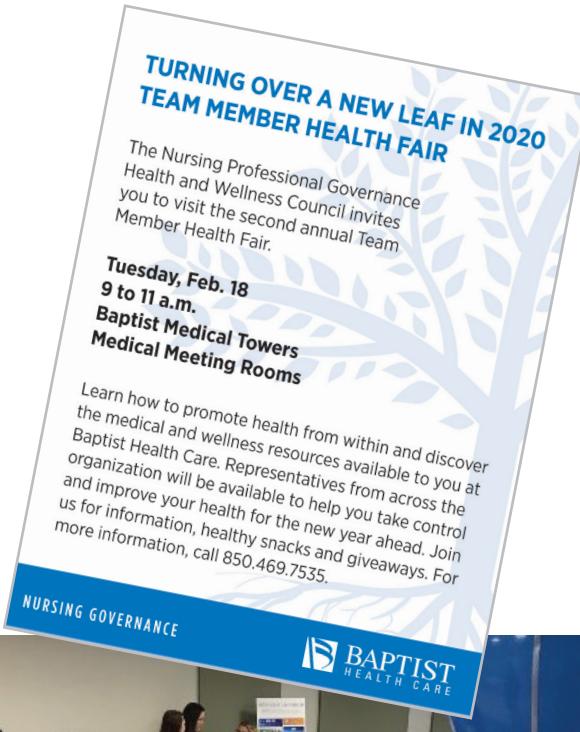
▲ Nurse residents presenting evidence-based practice projects

Team Member Health Fair

The Health and Wellness Council sponsored the second annual Team Member Health Fair. The event focused on turning over a new leaf in 2020, learning how to promote health from within and discovering the medical and wellness resources available at Baptist Health Care. Twenty-two representatives from across the organization, including two physicians, an advanced practice registered nurse and physician assistant, hosted booths at the health fair. More than 120 team members attended the event.

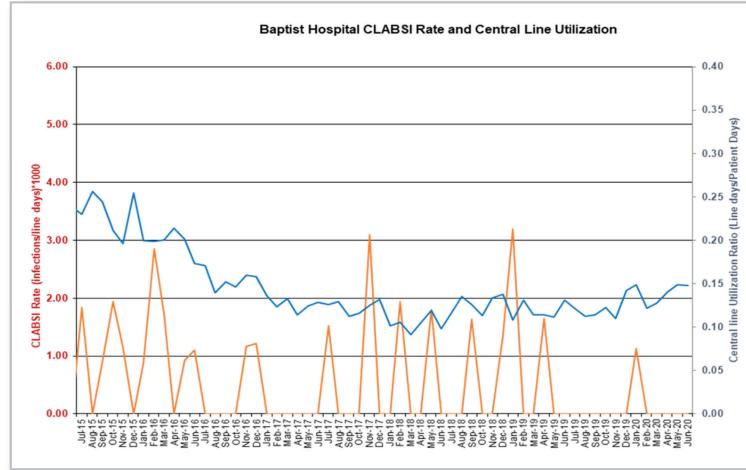
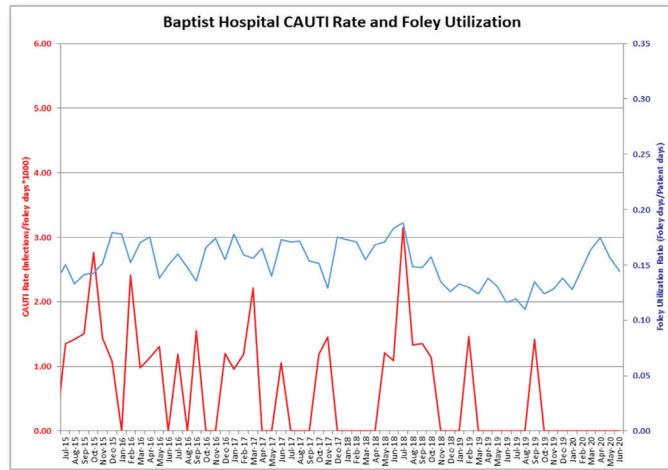
Departments represented included:

- Infection Prevention
- Team Member Health
- BHC Foundation – Helping Hands
- Spiritual Care/Pastoral Services
- Oncology Service Line – Lung Cancer Screening
- Mammography – Breast Health
- Gastroenterology – Colon Cancer Screening
- Weight-Loss Center
- Surgical Services to Support Health
- My Healthy Blueprint
- Smoking Cessation
- Occupational Health – Baptist Medical Group
- Urgent Care – Baptist Medical Group
- Healthy Snack Station by Sodexo
- Baptist Medical Group Primary Care – Annual Screenings



EMPIRICAL OUTCOMES

Nurses continue to focus on zero harm with nurse-driven protocols and focused care efforts to prevent catheter-associated urinary tract infection (CAUTI) and central line-associated bloodstream infection (CLABSI).



“ The most important practical lesson that can be given to nurses is to teach them what to observe - how to observe - what symptoms indicate improvement - what the reverse - which are of importance... **”**

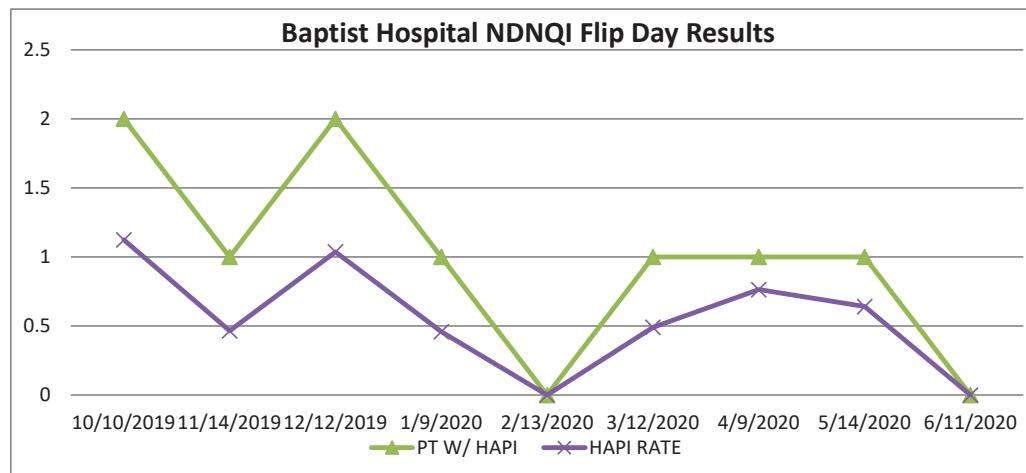
- Florence Nightingale



► The cardiology unit celebrates one year CAUTI-free. All inpatient acute care units across Baptist Hospital, Gulf Breeze Hospital and Jay Hospital have been without a catheter-associated urinary tract infection for over a year.

Turn, Turn, Turn

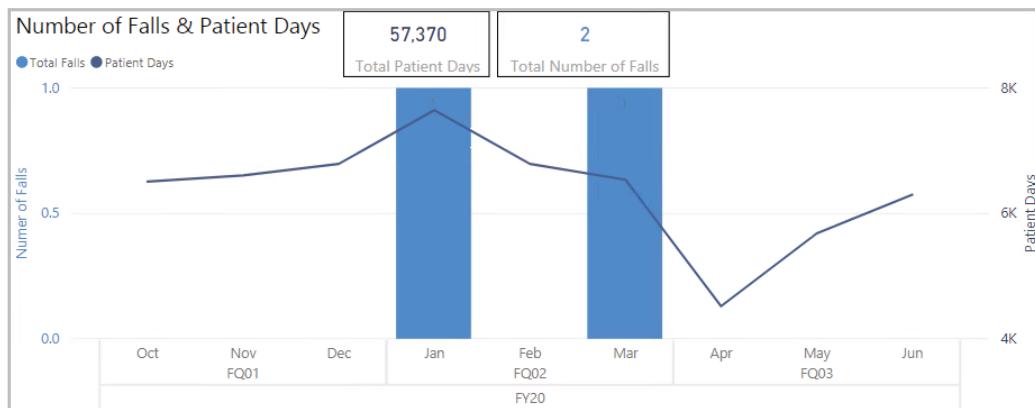
Turn teams have been implemented across nursing units to ensure patients are repositioned every two hours and a skin inspection is performed. Standardization of evidence-based nursing practice has contributed to a reduction of hospital acquired pressure injuries.



Nurses are engaged with their turn teams, whose members proudly wear turn vests with expressions of “Let’s get turnt” and “Turn down for what!”

Fall Prevention

By following best practices to identify patients at risk for falls and an established program to include focused rounding, nurses have helped to improve fall prevention. Patient harm from falls has decreased this fiscal year from the prior year.

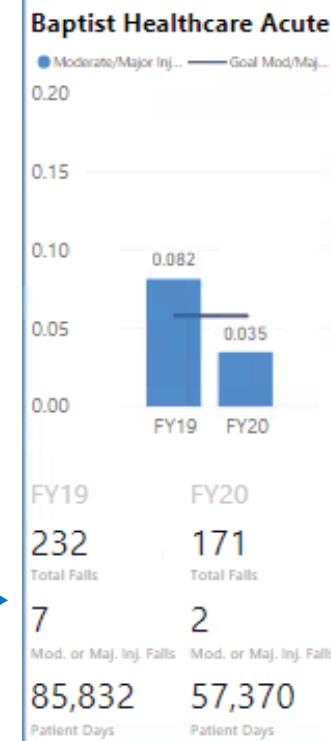


*Data source – Power BI Quality reports

**Falls with moderate
and major injury**
Baptist Hospital,
Gulf Breeze Hospital
and Jay Hospital

Goal: BHC System (Acute)

0.058



Honoring Safety Warriors

Gulf Breeze Hospital Medical-Surgical Nursing Units were recognized by Paul Glisson, D.O., MBA, FACEP, vice president and chief medical officer, and the Quality & Patient Safety Board for excellence in performing Tier I safety huddles. With a focus on safety, charge nurses lead the huddles daily at 7 a.m. on all nursing units.



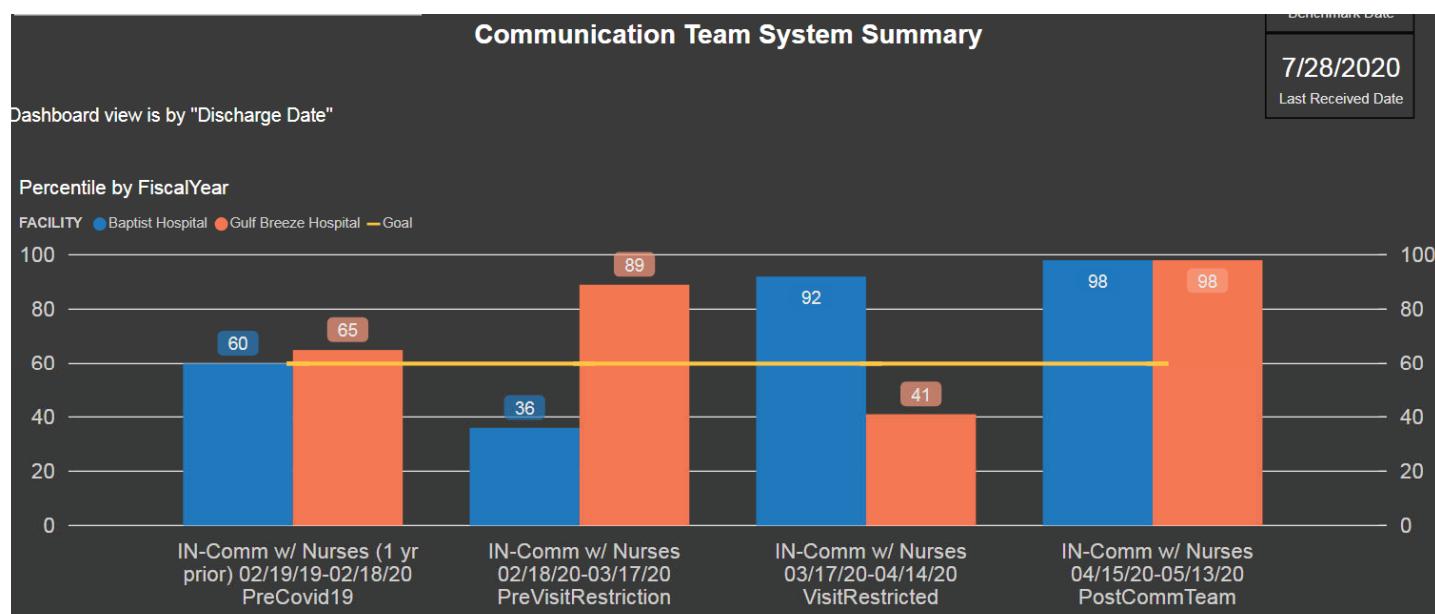
“ To be ‘in charge’ is certainly not only to carry out the proper measures yourself, but to see that everyone else does so, too. ”

- Florence Nightingale

Communication with Nurses

A communication team was formed this year, leading to an improvement in patient responses to Hospital Consumer Assessment of Health-care Providers and Systems (HCAHPS) survey questions related to communication with nurses.

With the COVID-19 pandemic, visitation policies at BHC hospitals were revised to limit potential virus exposure and promote patient, team member and community safety. Nurses demonstrating caring practices and sensitivity to needs put forth extra effort in communication with patients and families. A communication team led by Karen Robinson, BSN, R.N., CCRN, CPXP, director of patient engagement, established a process for virtual visits for family members and support persons. The communication team's virtual rounding facilitated a time for the nurse to hold a telephone or video meeting to update the patient and family on the plan of care.



REWARD AND RECOGNITION

Nurses Week 2020

The Health & Wellness Council plans Nurses Week activities every year between May 6–12 to recognize the dedication and professionalism of nurses. For 2020, the theme was the Year of the Nurse, commemorating the 200th anniversary of the birth of Florence Nightingale. A selfie photo station was arranged at several locations, enabling nurses to take a photo with a life-size model of Florence Nightingale. Leaders made rounds with a sweet treat cart and presented a special gift to all nurses.





2020 DAISY AWARD WINNERS

Baptist Health Care is a proud participant in the DAISY Foundation's presentation of the DAISY Award For Extraordinary Nurses. The DAISY Award is a way for patients, family members and clinicians to recognize the skillful and compassionate care nurses provide to patients and families each and every day. DAISY stands for Diseases Attacking the Immune System. The family of J. Patrick Barnes established the Foundation in his memory in 1999. Over 3,300 health care facilities internationally are committed to honoring their nurses with the DAISY Award.



October DAISY Award Winner

**Jennifer Hernandez,
BSN, R.N.**

Baptist Hospital,
Progressive Care Unit



November DAISY Award Winner

**Nicole Siebol, R.N.
& Mutia Scull, MSN, R.N.**

Baptist Hospital CVICU – DAISY



December DAISY Award Winner

**Elizabeth Kelly
Godwin, R.N.**

Lakeview MAT



January DAISY Award Winner

Daniel Hammer, R.N.

Gulf Breeze Hospital ICU





**February DAISY
Award Winner**
**Elena ‘Lainie’ Burton,
BSN, R.N., CEN**
Gulf Breeze Hospital,
Emergency Department



**March DAISY
Award Winner**
Emily Youngblood, R.N.
Gulf Breeze Hospital,
2 West, Medical-Surgical Unit



**May DAISY
Award Winner**
**Jayne Voyles,
BSN, R.N., IBCLC,
LCCE, FACCE,**
Baptist Hospital
Lactation Department



**June DAISY
Award Winner**
Sergio Torres, R.N.
Baptist Hospital CVICU



**July DAISY
Award Winner**
**Adrianno Oddo,
BSN, R.N.**
Baptist Hospital
Cardiology Unit

“ To be a fellow worker with God is the highest aspiration of which we can conceive man capable. ”

- Florence Nightingale

2020 DAISY NOMINEES

Mekenzi Burrows, R.N. – Baptist Hospital, Progressive Care Unit
Natasha Cruz, R.N. – Gulf Breeze Hospital, 2 East, Medical-Surgical Unit
David Williams, R.N. – Baptist Hospital, Progressive Care Unit
Scarlet Sanderson-Byers, R.N. – Baptist Hospital, Surgical Intensive Care Unit
Carissa Foote, R.N. – Baptist Hospital, Labor & Delivery
Angela Cragen, R.N. – Gulf Breeze Hospital, Medical-Surgical Unit
Annie Johnson, R.N. – The Meridian of Lakeview Center
Jennifer Ulaszek, R.N., BSN – Baptist Hospital, Surgical Intensive Care Unit
Nick Cowan, R.N., BSN – Baptist Hospital, Surgical Intensive Care Unit



Outstanding Leader ▶

Michael Rauch, MBA, R.N., NE-BC, corporate director of critical care services, received the Outstanding Leader Award at Baptist Health Care. Mike was nominated for demonstrating courage as he led his team through change management, and leadership competencies in team member development and operational excellence. He has been influential in increasing professional certification among critical care nurses, eliminating the use of contract labor across critical care services and managing expenses – all while adding additional critical care beds.



Nurses Give Back ▶

Critical care nursing teams participated in a friendly Nurses Giving Back – Change for Change competition to collect change and raise funds to support FamiliesFirst Network's adoption services. The progressive care unit/medical ICU team earned recognition for the best dressed donation station, and the surgical intensive nursing unit collected the most donations.



Critical care nurses pictured with K.C. Gartman, chief development officer



BAPTIST HEALTH CARE LEGENDS

Legends of Baptist Health Care are ordinary people whose extraordinary actions display the values of ownership, integrity, compassion, excellence and service. They are selected and honored annually by the senior leadership team of Baptist Health Care. Nurses Shelly Nutt, Jeanne LeGrand and Vikki Smolik were among the 2019 Legends, and these are their stories.

Shelly Nutt, R.N. Perioperative Unit Nurse, Baptist Hospital

A leisurely summer evening boat ride on Perdido Bay took a shocking detour for Shelly Nutt, a nurse in the perioperative unit at Baptist Hospital. As Shelly was heading back toward the boat ramp, she noticed what she thought was a crab trap marker or buoy in the water. As she edged closer, however, Shelly realized it was a woman.

Shelly's first reaction was to be suspicious and at the very least cautious. She was alone in the boat and didn't know if she was being targeted or tricked. Then she looked more closely at the woman who was barely able to keep her head above water. The woman did not have any clothes on and she seemed confused and impaired. Shelly's emergency instincts kicked in, and she leaned over to pull her into the boat.

Shelly used all her strength to hoist the woman from the water. She then gave her a towel and extra shirt she had on hand in the boat. A storm was beginning to roll in, so the boat ride back to the ramp was choppy and shaky. The woman found was physically, mentally and emotionally exhausted.

Shelly called 911 for emergency officials to meet her at the boat ramp. She also called her husband, James, to let him know what

was happening. At first the woman did not share much with Shelly except to say that she needed to get to her family, and she was tired and ready to end it all. Shelly stayed with her, talking and asking questions to learn more. Shelly mentioned local area resources and community programs that could help her.

Shelly does not know what happened to the lady after emergency officials arrived and took her away, but she affectionately refers to her as a "mermaid" in her life. She even sometimes wears a mermaid necklace in the woman's honor. Shelly does not consider what she did to be anything heroic or special, saying she was just in the right place at the right time and that all humans should help each other.

Although she may not consider herself a hero, Shelly definitely saved a life that day. Her selfless courage, compassion and service to help a stranger during a very dark part of her journey make Shelly a Baptist Health Care Legend.



Jeanne LeGrand, R.N.
Cardiovascular Intensive Care Unit Nurse, Baptist Hospital

Vikki Smolik, R.N.
Critical Care Manager, Baptist Hospital

Caring for a patient is the expectation in a hospital, but trying to rescue and rehome a patient's cat is not in the job description. The great cat caper began in January 2019 when an elderly couple, married for 57 years, arrived at Baptist Hospital. This quickly became quite the adventure for Jeanne LeGrand, Vikki Smolik and Dellanie Almond.

The wife came in with cardiac arrest and was admitted to the cardiovascular intensive care unit (CVICU). The husband also had renal insufficiency and dehydration, and he was admitted as well. Sadly, the wife was intubated and could not communicate. The couple had no children, and no health advocate could be identified. The husband had some memory issues and only shared that he and his wife lived alone with their cat, Callie.

After three days, he was taken to CVICU, and he was able to see his bride. It was then that he stated to Dellanie Almond, licensed clinical social worker in case management, that he needed someone to help Callie because his wife would be upset if something happened to the cat. Yet he admitted he didn't really care about the cat himself.

On the fourth day, Jeanne LeGrand, a nurse in CVICU, reached out to Vikki Smolik, nurse and critical care manager, to request assistance with getting into the home to rescue the cat. Jeanne was willing to drive to the couple's home, but she couldn't keep the cat herself. Vikki identified a retired nurse, Phoebe Ausborn, who agreed to temporarily

rehome the cat until the couple became well or another home could be identified. Meanwhile, it took days before they found the couple's keys to get inside the home. Dellanie Almond finally located them after turning over the man's shoes and finding them inside.

Rescuing the cat was actually much more difficult than the team realized. Vikki and Dellanie reached out to the police department once they learned that the couple had a security alarm that might be set off while trying to retrieve Callie. Jeanne was stressed about the possibility of the alarm going off and law enforcement officers arriving on the scene. Thankfully it had not been set, and Jeanne did enter safely with no alarm. Between Vikki, Jeanne and Dellanie coordinating with the police and the couple's helpful neighbor, Jeanne did enter the home on the fifth day.

Callie was hungry but seemed healthy, sitting in the patient's wheelchair waiting for someone to come home. When Jeanne approached Callie, she scurried off and hid herself behind a barricade of furniture where Jeanne could not reach her. The neighbor helped move things around so Jeanne could finally retrieve the cat safely and take her to Phoebe.

The next day, Jeanne showed a video of Callie to the patient, showing her owner that Callie was well cared for and healthy. The patient was still very weak and intubated, but her face lit up. Soon after, she began to show signs of improvement after very serious initial health concerns. The couple



LeGrand



Smolik

was discharged from the hospital, and the cat was reunited with them.

This story is a true testament of dedication and commitment to helping patients no matter what, even when two team members and the patient's husband were not particularly fond of cats. This team looked beyond their personal preferences and was willing to do whatever it took to put the patient first. These acts of ownership, compassion and service make Jeanne, Vikki and Dellanie each a Baptist Health Care Legend.

Jennifer Sarayba, R.N., LCSW, Social Worker Case Management, Baptist Hospital

In life we sometimes encounter devastating moments, and when those occur, we can only hope that someone will be by our side to support us and help us in our time. Jennifer Sarayba, R.N., case manager at Baptist Hospital, was that person for former Baptist team member Latascha Washington.

Latascha was almost 19 weeks pregnant when her cervix dilated. This resulted in Latascha having to deliver her daughter, Saniyah, who was stillborn. When Latascha arrived at a local hospital to receive treatment, she unfortunately was not met with much compassion or comfort. Instead Latascha said she felt like a number. She was told that her one-year-old son could not be in the room when she delivered, so her husband would have to wait outside with him unless someone could come to be with him. Latascha felt afraid and alone. She frantically began reaching out to her fellow Baptist team members and work family to see if they could come and be with him during this time, as Latascha's husband is an active duty service member in the Navy and they have no local family.

Jennifer was about to leave work, but immediately answered the call and arrived at the hospital to be with Latascha within 20 minutes. Jennifer served as Latascha's advocate, staying with her for almost six hours while she labored. As Latascha and her husband were both in shock and still trying to process everything happening, Jennifer supported them emotionally during every breakdown. When the hospital

nurse prompted Latascha about burial arrangements for her baby, Jennifer let the nurse know that Latascha was not ready to discuss that yet and would take things one step at a time. Jennifer asked questions to the care team and helped explain what Latascha would be facing throughout the experience.

In addition to Jennifer's heartfelt support, Latascha's Baptist family helped her get through the next several weeks by bringing her meals, cards, a basket full of goodies in addition to countless hugs, support and words of encouragement. Latascha felt so blessed and honored that so many people from her work family took time to be there for her at one of the lowest moments of her life, without having to ask.

Latascha wrote a letter to senior leaders at Baptist to express her sincere thanks to everyone who touched her heart and helped her through this difficult time. Latascha lets everyone know that Jennifer and others at Baptist truly live the mission of helping people throughout life's journey, not only within the walls of the work setting but in the community as well.

Latascha has since moved to Maryland, but she still stays in touch with Jennifer and her previous work family at Baptist. Jennifer was there on Latascha's darkest day, and she is here every day living the values of compassion, excellence and service, making Jennifer a Baptist Health Care Legend.





◀ Giving Hope Award

LifeNet Health, a partner for tissue donation, recently presented Baptist Health Care with an Excellence Award. Baptist Hospital, Gulf Breeze Hospital and Jay Hospital all improved compliance metrics for tissue donation. Debbie Charlton, BSN, R.N., director of the transfer center, accepted the Giving Hope Award for her leadership and improvements in the donation process.



◀ Donation Champion Certificate

Jeremy Lambert, R.N., house supervisor, received a Donation Champion certificate from LifeNet Health for helping to honor the donor's wish to give the gift of life.



◀ Fortis Certificate of Appreciation

Fortis School of Nursing presents Baptist Hospital emergency department with a certificate of appreciation as the hospital department most recognized for creating a learning and welcoming environment for student nurses.

2020 YEAR OF THE NURSE







THANK YOU, Baptist
Health Care nurses,
for your service and
professional contributions!







OUR MISSION

Helping people throughout life's journey.

OUR VISION

To be *the* trusted partner for improving the quality of life in the communities we serve.

OUR VALUES

Guided by Christian values, we commit to the following:

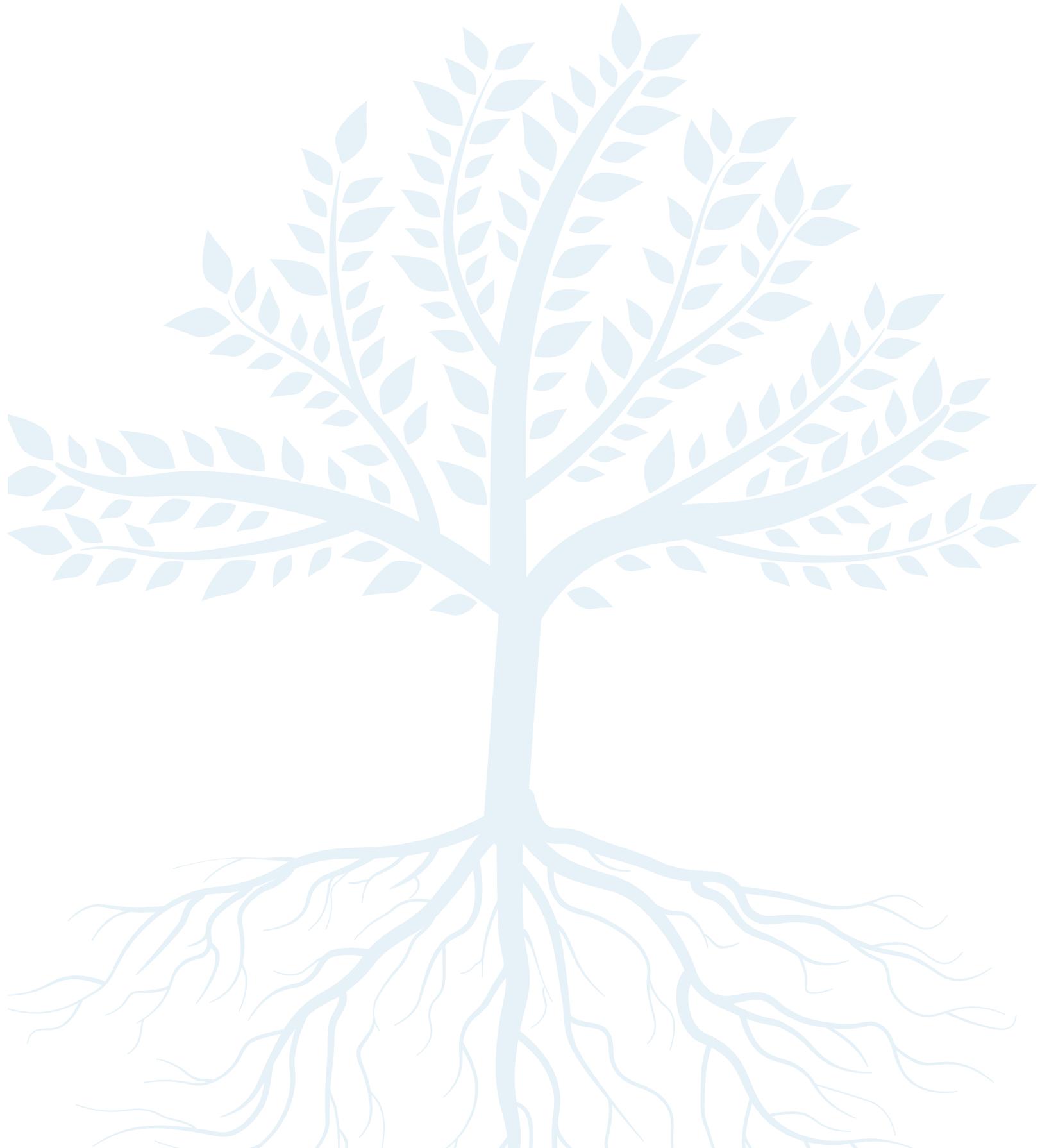
OWNERSHIP | accountable, engaged, stewardship,
responsive, committed

INTEGRITY | honest, principled, trustworthy,
transparent

COMPASSION | empathetic, merciful, sensitive,
kind, giving, forgiving, hopeful

EXCELLENCE | safety, quality, distinguished,
learning, improving

SERVICE | welcoming, attentive, humble,
respectful, exceeds expectations,
collaborative



WE ARE EXTRAORDINARY!



WE ARE BAPTIST NURSES!