2018 Nursing Annual Report

We're in this together.
Letter from Chief of Hospital Operations – Tina Jury

It is with great pride that I share with you the 2018 AnMed Health Nursing Annual Report. This report highlights our accomplishments as directed by our nursing strategic plan, the organization’s strategic plan and alignment with the components of our professional practice model for nursing. These documents provide us with the focus to improve the lives of the people and communities we serve.

Over the past year, your drive to practice excellence has been an inspiration to watch. I’m extremely proud to be working with such an excellent and committed team of nurses. You stand for the mission and vision of AnMed Health, and your service to our community is amazing!

Our nursing committees, along with other organizational colleagues, have accomplished much on many different fronts this year. For example, the work of the nursing recruitment and retention committee has helped us improve our RN turnover percentage to 13.3 percent. This is a great improvement over the last several years and shows that by working together we can accomplish more.

Every day, patients look to us to help them navigate some of the most stressful times in their lives. Sometimes, in the very busy and complex health care world, it is easy to forget the impact we have on the people we serve. Please take a few minutes to read the stories contained in this report. They are just a few of the thousands of meaningful moments you have created for the people in our community and you will continue to create for years to come.

Finally, I wanted to mention the recent change in the chief nursing officer role. After serving as Chief Nursing Officer for the last 12 years, I have moved into the chief of hospital operations role.

Shaunda Trotter, RN MSN, began serving as AnMed Health’s CNO in July of 2018. Shaunda is a great leader and will do many things to continue growing our nursing program as we move toward the future. I am very proud of her and look forward to continuing to work with her while in my new role as Chief of Operations. You are in good hands!

I am proud to work with all the dedicated and professional nurses within the AnMed Health system. Thank you for all you do for AnMed Health and the people we serve.

Sincerely,

Tina Jury, RN, MSN, NEA-BC
Chief of Operations
I am very excited and proud to share highlights from our nursing program for the past year. This report illuminates a year characterized by progress, growth and innovation.

As many of you know, the 2010 Institute of Medicine report on the future of nursing recommended that the percentage of nurses with baccalaureate degrees be increased to 80 percent by 2020 because evidence points to a positive relationship between higher levels of nursing education and better patient outcomes.

Thus, to assist AnMed Health employees with earning a BSN, we established the AnMed Health scholar program. This program supports the education of our staff while decreasing its financial burdens. In 2018, we increased the percentage of AnMed Health nurses who hold a baccalaureate degree from 61.47 to 63.68 percent. In addition, we increased the percentage of AnMed Health nurses who are certified to 28.04 percent. We plan to continue to explore additional options to support the development of AnMed Health employees in terms of both education and certification.

It’s also exciting to report that the 2018 National Database of Nursing Quality Indicators (NDNQI) nursing sensitive quality measures identified noteworthy results for three of our nursing units including:

- 3 East, which experienced no falls for the year.
- 6 North, which went all year without a central line-associated bloodstream infection (CLABSI).
- 4 Center, which went all year without a hospital-acquired pressure injury (HAPI).

These units contributed to our success in meeting or exceeding organizational quality goals. Many thanks to the quality council for all their hard work and assistance with our quality goals. In the realm of research, the 7 North turn team study was an innovative project to prevent HAPI.

We’ve also worked to provide a positive experience for our patients and families. We increased our overall patient experience composite score to 74.1 percent for the year. AnMed Health year-end nurse communication and responsiveness scores were also targeted. There was significant progress on bedside shift reporting, hourly rounding and leader rounding.

Last, but not least, this report features our nurses who have performed great work and received local, state and national recognition. For example, AnMed Health’s ICU became the only South Carolina hospital to earn a gold-level Beacon Award for Excellence from the American Association of Critical-Care Nurses (AACN). The many accomplishments of the ICU team include implementation of best practices for early mobility, delirium assessment and nutrition protocols; the creation of multi-disciplinary rounds and a significant reduction of CLABSI and c. diff occurrences.

I am extremely proud of our AnMed Health nursing staff and feel blessed to have the privilege of serving you as the Chief Nursing Officer. Our nurses have played a significant role in meeting the needs of the patients, families and community we serve.

These are times of great change in health care and nursing is an integral part of these changes. Many thanks to all for the tireless work and care you provide every day to ensure our patients and families receive high-quality, patient-centered care.

Sincerely,

Shaunda Trotter, RN, MSN
Chief Nursing Officer
Transformational Leadership
Raising the level of motivation and performance
Hendrix Chosen as STAR of the Year

**Russell Hendrix**, a charge nurse in the ICU, was named 2017 STAR of the Year at the annual luncheon to honor monthly STARs last week.

In August, on his way home after working a 12-hour shift, Hendrix, who is also a volunteer fireman, got a call to assist EMS with a patient at her home in Iva. When he arrived, Hendrix noted the patient was conscious but very short of breath, and her condition was deteriorating quickly. Suspecting she may have a pulmonary embolism, he helped the EMTs get the patient into the ambulance and then climbed aboard himself to help them care for her en route to the emergency room. Shortly after they got on the road, the patient went limp and no longer had a pulse.

Hendrix immediately put his critical care expertise into action, beginning chest compressions and giving instructions to the others which ultimately saved the patient’s life. The patient was admitted to the ICU the next day, where Hendrix was able to check on her during his shift.

ICU Nurse Manager Aimee Sharp, who nominated Hendrix, highlighted his sense of service and compassion. “Russell could have easily gone home after working 12 hours and let someone else take the call, but he went to help someone in our community in need. I am so proud of my ICU staff on a daily basis, but instances like this truly demonstrate that I am surrounded by heroes.”

Russell Hendrix (center) was named 2017 STAR of the Year at the annual luncheon. Pictured with Hendrix are (left to right) Tina Jury, Aimee Sharp, Shaunda Trotter and Jay Wright.
Peggy Gardner Deane Scholarship Recipients

Tracy Lowie • RN to BSN
Hired in June 2003
Charge RN ICU

Long Term Goals: To become a better leader at AnMed Health. I also would like to study the education side and maybe become an instructor at some point.

Why should you receive this scholarship: I've been here for 15 years. I'm in school for myself and this organization.

Tracy is on several committees and serves as Charge Nurse in ICU. She is committed to her patients, this hospital and the community. Tracy loves being a bedside nurse and it shows with her excellent care for her patients and their families. Tracy went back to school to continue her growth and develop while caring for her family, which includes four boys in grades ranging from 2nd to 8th grade.

Veronica “Ronnie” Thrasher
BSN to MSN/FNP
Hired in July 2013
Research RN

Long Term Goals: To become an experienced NP and obtain my DNP in five years.

Why should you receive this scholarship: I want to use this scholarship to help me with the cost of school and books.

Ronnie has a strong commitment to her patients, the department and AnMed Health. She makes her patients feel very special…almost like they are the only patients in the hospital. Ronnie has a very strong work ethic. Ronnie graduates in February. She has attended school while caring for her family and two young girls.

Andrea Franks
MS/RN to PhD/DNP
Hired in May 2007
Nurse Manager of Clinical and Nursing Research

Long Term Goals: To utilize my degree in Healthcare Systems Leadership. So much of what we do as leaders should have its roots and foundation firmly planted in quality research. I want to inspire others to grow, lead and ask questions, hoping one day to teach in an academic setting.

Why should you receive this scholarship: As a wife, mom and now doctoral student, having the extra funds for books and supplies will be such a blessing if I were able to receive the PGD scholarship. I am committed, not only to my studies, but to AnMed Health. I promise to be a good steward of these funds and continue to pour myself back into AnMed Health.
Gold Star Employee

Angela Massey is a home health nurse, who showed compassionate care to a patient and his family. The family had limited financial assistance and needed food and diapers. Massey took care of those needs by buying the food and diapers. She also was able to donate a car to them because they had no transportation.

In addition to her meeting those needs, Massey overheard their grandchildren saying how they would like to go to church. She offered to take them with her to her church. Massey fed and clothed the children and took them to her Wednesday church night service. Her positive influence and encouragement truly made a difference for this family. The kids continue to go to church with Massey and the patient stated when his wound healed, he wanted to attend church as well.

Young PROs

The AnMed Health Young Professionals employee resource group hosted a June 8 leadership breakfast featuring speaker Rick Grooms, vice president of human resources. Grooms noted nearly 40 percent of the AnMed Health workforce is under 40 years of age and spoke on the significance of retention for those employees. The breakfast had more than 50 attendees.

Gold Standard Nursing Award

AnMed Health created the Gold Standard for Nursing Award to recognize outstanding registered nurses who demonstrate a commitment to AnMed Health’s mission and vision. Nurses are nominated by their peers, and the winner is selected through a blind scoring process. Nominees for the 2018 award were Cheryl Quartararo, RN, intensive care; Elisa Dean, RN, CICU; Michelle Owens, RN, 5 Center; Beth Sexton, RN, charge nurse, 5 Center; and Marilyn Ashley, RN, 5 Center. Quartararo won the Gold Standard Nursing Award. Nominees for the 2018 Gold Standard Leadership Award were Beth Hunt, 6 South nurse manager and Jay Wright, director of critical care and telemetry. Hunt won the award.
Gold Star Winners

Gold stars have been handed out and the winners are, Ashley Rutledge, a registered nurse in the intensive care unit (ICU), and Clorissa Smith, a patient experience advocate. They assisted a patient in getting a small pillow to aid with his deep breathing exercises and potential coughing.

The patient was recovering from lung surgery and mentioned to Rutledge how a pillow after heart surgery had been a tremendous help. Smith found the perfect size pillow and the patient was grateful and proud. Rutledge is now looking into getting “lung pillows” for all patients with a similar need.

Janet McCurry is a registered nurse and the gynecology oncology navigator with AnMed Health Oncology & Hematology Specialists. She provides compassion and excellent care to every patient. She creates a personal connection with each of her patients and knows how to help them feel at ease.

Her manager said she goes above and beyond for her patients, co-workers and everyone she meets, and always encourages those around her.

Nurse manager of the Vascular Access Team and Resource Team, Megan Garner, and Patient Experience Supervisor, Lisa Kopera, went the extra mile to help a patient whose belongings were misplaced during a transfer from a Myrtle Beach hospital to AnMed Health because of Hurricane Florence.

Oncology Infusion Nurse Manager Receives Award

Shannon Clayton, oncology infusion nurse manager, has received the Atrium Health Key Engagement Award Program (KEAP) Award. Clayton was nominated for this award due to her outstanding performance in teammate engagement and performance excellence. Clayton’s encouragement, passion, positive attitude and engagement with the team has led to 87.5 percent certification of oncology nurses working in our Oncology Infusion Center.

Clayton continues to be extremely instrumental in the growth and success of the medical oncology practice and Oncology Infusion Center. She has motivated the nursing staff in the practice and Oncology Infusion Center to join nursing related committees. Now, 100 percent of the nursing staff are members of LCI and/or AnMed Health nursing process improvement committees.

Earlier this year, Clayton completed her Bachelor of Science degree in nursing. She has been accepted into the Master of Science in nursing leadership and management program that begins spring 2019.
Nurse Receives Palmetto Gold Award

The South Carolina Nurses Foundation recently recognized an AnMed Health nurse among the state’s best. Shaunda Trotter, assistant vice president for nursing, is among the recipients of the 2018 Palmetto Gold Award.

Palmetto Gold Awards are given to 100 nurses each year who are selected from a nomination process that includes nurses from across the state and a variety of practice settings. According to the South Carolina Nurses Foundation, these nurses exemplify excellence in nursing practice and have a proven commitment to their profession.

“Shaunda demonstrates a deep commitment to our patients and to her colleagues,” said Tina Jury, AnMed Health’s hospital operations and chief nursing officer. “She is a shining example of a caring professional who has dedicated her life to this purposeful profession. We are very proud of her.”

The Palmetto Gold Program, which began in 2001, is a statewide nursing recognition program that showcases nurses’ contributions to patient care and raises scholarship funds for students pursuing an RN.

“She is a shining example of a caring professional who has dedicated her life to this purposeful profession. We are very proud of her.”
Structural Empowerment

Empowering nurses to accomplish goals
AnMed Health percent all RNs BSN or Greater

The Institute of Medicine (IOM) set a goal for 80 percent of all RNs to obtain a BSN by 2020. AnMed Health has a policy to hire nurses with a BSN or higher or hire ADNs who agree to obtain their BSN within four years. AnMed Health exceeded their 2018 goal of 62.57 percent for all RNs having a BSN by achieving 63.68 percent rate. AnMed Health will not meet the IOM goal by 2020, but we are ahead of the South Carolina goal of at least 50 percent of all RNs having achieved a BSN.

AnMed Health Registered Nurse Certification

AnMed Health nurses surpassed its goal of having 27.99 percent certified registered nurses. In 2018 28.04 percent were certified. Certification demonstrates a commitment to the nursing profession and to lifelong learning; provides a sense of pride and accomplishment, demonstrates that nurses have met a standard of practice, and improves patient safety.
'Tis the season for pain-free food

From Halloween to Christmas, an abundance of chocolate is all around. In holidays past, Greg Hill had to pass on all of it. He suffered from severe, chronic acid reflux. For millions of people like him, acid reflux was more than a temporary annoyance.

“Chocolates were just out,” he said. “There was no way I could eat that stuff. It would have put me in the hospital.”

Although he avoided chocolate, he had to eat, and there’s a lot to choose from during the holidays. “Typically, if I wanted it, I would eat it, but the holidays were really like every other day of the year,” he said. “I would just suffer and deal with it, but I would still stay away from chocolate.”
Hill, an active 47-year-old, first remembers dealing with acid reflux as a teenager. Over the years, it got worse and worse. By adulthood, he was taking two prescription drugs in addition to over-the-counter heartburn medications. On particularly bad days, he would swallow baking soda to relieve the pain.

“It was unbearable. It really truly was,” Hill said. “Even with the medicine.”

Experiencing occasional heartburn is normal, but men and women who experience heartburn more than twice a week may have gastroesophageal reflux disease (GERD). Mild sufferers experience heartburn and reflux on occasion, usually after a heavy meal or when eating greasy, acidic food.

Patients with severe GERD, like Hill, experience symptoms several times a week or even daily. Reflux made him not want to eat. It also made him nauseated, which made it even harder to eat.

“It was all the time a constant burning and pain, like with tomato-based stuff – a taco or spaghetti – but chocolate was the big thing,” he said. “In the end, it didn’t matter what I ate.”

Concerned for his health, Hill started researching options online. That’s when he learned about the transoral incisionless fundoplication (TIF) procedure for GERD. Dr. Paul Frassinelli offers it at AnMed Health Piedmont Surgical Associates.

GERD is a chronic condition where the gastroesophageal valve allows stomach acid to wash back (or reflux) into the esophagus. The acid irritates the esophagus causing heartburn and damaging the esophagus over time. While heartburn medicine relieves the burning, it can’t stop reflux from occurring.

TIF is an outpatient procedure that repairs the valve that causes reflux. TIF is a minimally invasive procedure that needs no incisions, so it leaves no scars. It has a faster recovery time and fewer complications than conventional reflux surgery.

Dr. Frassinelli has followed the progress of reflux surgeries over the course of his 20-year career. Of all the developments he’s seen, he believes TIF is the most promising.

“A lot of patients who would have undergone traditional surgery would be good candidates for this less invasive procedure,” Dr. Frassinelli said.

The best candidates for TIF are healthy adults like Hill who battle chronic, uncontrolled reflux. For those patients, TIF relieves the pain of acid reflux without exposing them to the risks that come with the long-term use of proton pump inhibitors. These drugs, also called PPIs, are the most common medicines to treat acid reflux and are now being linked to serious health problems later in life.

Studies have linked the long-term use of PPIs to osteoporosis, increased risk of dementia and kidney disease, Dr. Frassinelli said. PPIs also interfere with patients’ ability to take some heart medicines. Studies also show that the TIF procedure can reduce patients’ dependency on medication.

Seventy-five percent of patients are completely off daily medicine after three years. With TIF, patients are often in and out of the hospital the same day and can go back to regular activity within a week. For patients like Hill, TIF is changing the quality of everyday life.

In addition to eating, former GERD sufferers can enjoy a restful night’s sleep.

“I would have to sit up in a reclined position to sleep because of the burning and stuff coming up into my throat” he said. “I can actually lay down now.”

Just a few weeks out from surgery, he was eating normally and rediscovering what it’s like to eat chocolate, pain-free.

“If I want a candy bar or a piece of cake, I’ll eat it,” Hill said. “There’s no fear anymore. It was always in the back of my head. Now that I have relief, I’ll eat all that stuff.”
Dysart and Garner share safe patient handling win at national meeting

In February, Safety Operations Manager Marlee Dysart and Vascular Access Team and Resource Team Nurse Manager Megan Garner shared successes of AnMed Health’s safe patient handling program at ArjoHuntleigh’s 2018 North American Sales & Service Meeting in Orlando, Florida. AnMed Health partnered with Arjo’s Diligent consultancy in 2011 to address an increase in staff injuries related to moving patients. Thanks to the new equipment and training implemented through that partnership, AnMed Health dramatically reduced injuries and reduced risk for staff.

Transfer center comes in-house

When Hurricane Florence set its sight on the Myrtle Beach area, Grand Strand Medical Center evacuated nine patients to AnMed Health. The new AnMed Health MD Connect and patient placement department played an integral part in organizing the transfers as well as connecting physicians for hand-off reporting.

As of Sept. 1, the AnMed Health Transfer Center went under the management of the Patient Placement Department with a new name, AnMed Health MD Connect and Patient Placement. Until then, an out of state organization handled transfers to AnMed Health. AnMed Health MD Connect and Patient Placement will serve as the central point of entry for inpatient admissions and transfers into the AnMed Health System.

“With just one phone call, our team of registered nurses will give immediate access to our specialty physicians and internal hospitalists,” said Kristina Dyar, RN, patient placement coordinator. “The internal transfer center will streamline the transfer process and allow for greater efficiency in patient care while increasing patient and physician satisfaction,” Dyar said. According to Dyar, physicians welcome the change as they are now speaking with local licensed personnel who have more than 120 years of combined medical experience and who are also knowledgeable of the geographical area.
A Story of Hope

Team members at the AnMed Health Medical Infusion Center have given hope to an elderly woman suffering from Amyotrophic Lateral Sclerosis (ALS). The woman’s husband and neurologist tried for more than three months to find an infusion center willing to provide Radicava R, a new drug approved by the FDA in May of 2017. Radicava R is the first FDA-approved drug for ALS in more than 30 years.

Until the woman’s husband walked through the doors of AnMed Health, all their requests for the new IV therapy had been turned down. That changed the day he spoke with Mary Beth Hillhouse, PharmD at AnMed Health. She reassured him that AnMed Health would investigate and do everything possible to try to help his wife.

Hillhouse and Lynn McDuffie, PharmD, worked with the patient’s primary care physician, Dr. Rick Keizer; and Dr. C. Wilson Sofley, medical director for the Medical Infusion Center, to launch the steps necessary to obtain and provide the medication for the patient. There were many channels through which the team navigated to obtain the medication, including a unique ordering system.

It took several weeks to complete each step required to order, dispense and safely administer the medication. This was a team effort from the initial communications with physicians, to ordering, to building EPIC therapy plans, to dispensing and finally the administration of the drug.

It was a special day when Emily Trotter, RN charge nurse, and Lisa Mattison, RN, assisted Bob Holcombe, RN, when he placed a PICC line for the patient’s first dose and infusions. While literature states that Radicava R is not a cure for ALS, studies have shown a slowing of the disease’s progression. ALS is commonly known as Lou Gehrig’s disease. It is a progressive neurological disease that destroys nerve cells and causes disability.

“The staff made a difference in both the patient and her husband’s life. It is experiences like this that make what we do so meaningful and groundbreaking,” said Dr. Sofley. “We pull together as a team to do whatever it takes to provide the best possible care for our patients.”

The husband of the patient expressed that they could not ask for better care. He said that everyone treated them with so much love, concern and professionalism. They enjoy coming to the Medical Infusion Center despite the hardship of travel. He said, “The benefit of coming in far exceeds the difficulty of getting here.”

The AnMed Health Medical Infusion Center opened in August 2017 on the first floor of the AnMed Health Cancer Center. It provides more convenient and comprehensive patient care. This new space offers on site lab testing, on site pre-certs, on site certified nurses for PICC line placement, flexible scheduling and same-day treatments with physician order and a comfortable environment with views of a tranquil garden and water feature, reclining chairs and a television. It specializes in blood transfusions and infusions for patients with immune disorders such as rheumatoid arthritis, lupus, multiple sclerosis and inflammatory bowel disease and other conditions such as osteoporosis, infectious diseases, anemia and dehydration.
Exemplary Practice
Commitment to the highest standards
AnMed Health wins award for reducing patient falls

Data shows that somewhere between 700,000 and 1,000,000 people in the U.S. fall in the hospital. A fall may result in fractures, lacerations or internal bleeding.

Research also shows that some falls can be prevented and at AnMed Health efforts are ongoing to curb the number of patient falls.

Those efforts are producing results. AnMed Health’s 5 Center unit has been awarded the Atrium Health Silver Touchstone award for a reduction in patient falls.

5 Center is a 30-bed cardiac telemetry unit that provides care for step-down intensive care patients, individuals on cardiac drips, post-cardiac procedure patients like watchman devices, caths with interventions, ablations, cardio versions and post-cardiac surgery patients, patients with congestive heart failure and patients with Afib. The busy unit experiences the highest volume and turnover of patients in the hospital. Suzanna Grant, MBA, MHA, BSN, RN, CCRN, NEA-BC, is the nurse manager for 5 Center. She came on board 2 1/2 years ago. She has been a leader in reducing patient falls and improving the quality and safety of the patients.

In 2015, 5 Center led the hospital with 40 falls and 15 of those resulted in injury. In 2016, the unit experienced 35 falls with nine injuries. Three of the injuries were serious. The number of falls has been dropping and so far this year there have been six falls with no injuries.

Grant and her staff realized that most falls occurred as a result of patients trying to get to and from the bathroom. With that knowledge, the staff made the changes to improve the safety, quality and outcomes for cardiac patients. “I’m excited to see my staff be recognized for the excellent work they do every day. They continue to make the environment safer for patients. It’s a wonderful accomplishment to receive a touchstone award and it speaks to their efforts and the dedication they place on quality patient care,” said Grant.

Grant and her staff implemented best practices that resulted in the reduction in falls. Some of the best practices included chair alarms in every room, patient falls agreement, following the falls bundle – falls sign in room, slip resistant socks, falls bracelet, falls door magnets, performing hourly rounding and consistently using bed alarms on high falls risk patients.

5 Center also implemented a falls prevention volunteer pilot project. Volunteers perform daily audits of the high fall risk patients to determine if fall prevention measures are in place. They alert the charge nurse if a safety precaution is missing so it can be corrected immediately.

Regular audits for safety compliance along with evaluation of the environment reduces patient falls. The volunteers work with the staff to provide patients with consistent education on the measures in place to keep them safe while they are receiving care. Grant said, “We will continue to monitor and build upon our falls reduction program.

A reduction in patient falls leads to cost savings for AnMed Health and an improvement of the patient experience. On July 25, Grant travelled to Charlotte, NC to pick up the Silver Touchstone Award for reducing patient falls. She also presented a poster outlining the plan, process and best practices.
Whether we are young or old, we all want some fun in our lives. That fun may include enjoying the outdoors in the summer or exercising or camping. The outdoors or summer camp can be scary for many children who suffer with asthma.

For the 19th year, AnMed Health held Camp Asthmania to give children with asthma the chance to experience summer camp in a safe environment. Donations made to the AnMed Health Foundation’s employee giving campaign help make the camp a reality. The camp this year was held July 10-13 at North Pointe Elementary School in Anderson, S.C. for 50 children ages 5 to 12.

Respiratory therapists, nurses, physicians, former campers, respiratory students from Greenville Tech and nursing students from Anderson University made up the team of camp volunteers. During Camp Asthmania, the kids participated in fun educational games where they learned how to keep their asthma under control. Campers also experienced day trips for activities such as swimming and the zoo.

Campers enjoy a variety activities including touring inside of an ambulance.

**Camp Asthmania**

Camper Lorenzo Hernandes was interviewed by WYFF’s news crew on the first day of Camp Asthmania.
“We also want children with asthma to understand they should never have limitations in life,” said Christie Heaton, MBA, AnMed Health Camp Asthma-nia coordinator. While Camp Asthmania provides a fun time for the children during the summer, Asthmania Academy is held on Tuesday and Thursday in the Respiratory Care Services department at the AnMed Health North Campus.

Currently, the only patients seen are pediatric patients, but the program is expanding to include adult patients.

AnMed Health’s program is the only nationally accredited program in the country. It’s referred to as the Asthma Self Management Education Program or ASME accreditation. A team of certified asthma educators along with pediatric hospitalists provide services including lung testing and asthma education.

Asthmania Academy also helps to identify children who may want to attend Camp Asthmania. The medical team takes care beyond the academy walls. It works with school nurses to help identify poorly controlled asthmatic patients. Asthma education is provided on site at the school to the students. The medical personnel also provide education about asthma to parents, nurses and teachers at the school.

Campers enjoy a variety activities.
AnMed Health’s ICU recently became the only South Carolina hospital to earn a gold-level Beacon Award for Excellence from the American Association of Critical Care Nurses (AACN). The award recognizes unit caregivers who successfully improve patient outcomes and align practices with AACN’s Healthy Work Environment Standards: leadership structures and systems; appropriate staffing and staff engagement; effective communications, knowledge management, and learning and development; evidence-based practice and processes; and outcome measurement. Units that achieve this three-year, three-level award (gold, silver and bronze designations) meet national criteria consistent with Magnet Recognition, the Malcolm Baldrige National Quality Award and the National Quality Healthcare Award.

“The ICU has worked hard to facilitate change that improves patient outcomes by collaborating with others throughout the organization,” said Trotter. “I couldn’t be more proud of the work they’ve done and their commitment to the lives of our patients.”

In May, the AACN honored AnMed Health with an announcement of its gold-level designation at the National Teaching Institute & Critical Care Exposition, the world’s largest educational conference and trade show for nurses who care for acutely and critically ill patients.

Chief Nursing Officer Shaunda Trotter credits the staff for their many clinical accomplishments — which include the implementation of evidence-based practices for early mobility, delirium assessment, and nutrition protocols; the creation of a multi-disciplinary rounding team that serves as a model for others within the system; and the significant reduction of CLABSI and c.diff occurrences over the last two years.

Staff from the ICU celebrated the announcement of their gold-level Beacon Award from the AACN.
Transformational Hero

Melissa Croft was presented with a transformation heroes award July 13 and given a $25 gift card. Croft is an RN for women’s and children’s surgery. She suggested replacing current disposable scrub jackets. Croft proposed eliminating the additional purchase of the current blue disposable jackets because most people already wear a jacket in the operating room either for the Association of Perioperative Registered Nurses guidelines or for warmth.

Exemplary Practice

You could be the next winner if you have a suggestion to reduce costs or increase revenue, visit the Employee Portal or pick up a submission form in either the Reflections or Camellia cafes.
New Knowledge
Finding new and better ways to care
AnMed Health receives Resuscitation Recognition

Two years ago, AnMed Health became the first hospital in South Carolina to implement the Resuscitation Quality Improvement (RQI) program. For its commitment to the program, AnMed Health received an award from the company September 20, 2018. RQI is an American Heart Association (AHA) program, considered to be the gold standard for cardiopulmonary resuscitation (CPR) training.

There was a concern that the alive-at-discharge after a post-cardiopulmonary arrest was lower than the national average. The Joint Commission recognizes that poor CPR is the primary component influencing survival from cardiac arrest and should be considered a preventable harm for inpatients. AnMed Health was using the traditional CPR training, with staff attending a three-hour class once every two years, which didn’t allow them to retain the skills needed to perform high-quality CPR in actual resuscitation events.

“The AHA’s RQI program offered a way to provide staff with low-dose, high-frequency CPR training, which helped them retain their knowledge and skills better and ultimately proved to positively influence patient survival outcomes,” said Nandel Smith, RN, nurse manager, nursing staff development and wound care services.

The staff now goes to a manikin station once every quarter and practices hands-on CPR skills with real-time feedback.

“When we started using RQI in August of 2016, our alive-at-discharge rate was nine percent. By the end of the first year of using RQI, our rate increased to 25 percent. We also saved about $114,000 in training costs in the first year,” Smith said.
Current List of Nursing Research Studies

In 2018 the Research and Evidenced Based Practice Council provided a hospital wide showcase of recent nursing research and evidence-based practice performed by AnMed Health nurses. A total of 10 studies were showcased for all employees to view. Some of the current studies include:


- Newborn Health Outcomes and Perceptions of Prenatal Care Among Low Income Women. Co-Investigated by Anna Harper.

- A Pilot Study of the Feasibility of Adapting CDC Surgical Site Infections and Multidrug Resistant Organism Incidence Measures to the National Database of Nursing Quality Indicators (NDNQI). Investigated by Lisa Leary.

- Nurse Readiness for Shared Governance. Investigated by Darlene Amendolair.

- Institution of an Evidence-Based Atrial Fibrillation Treatment Protocol in a Rural Emergency Department. Investigated by Mary Alice Lollis.

- Impact of Unit Specific Instructional Video on Post Inpatient Patient Experience. Investigated by Hilary Altman.
Neuroscience ICU and 7 North

Neuro-Telemetry Unit performed a retrospective chart analysis regarding the documentation of turning patients every two hours to prevent pain and hospital acquired pressure injuries. The documentation demonstrated if the turning was being performed, it wasn't being documented in the patient’s chart.

This issue was brought to the nursing unit council to develop a plan to improve both turning of patients every two hours and charting of this activity. Several ideas were discussed and ultimately it was decided to have a turn team leader. A study was created to analyze outcomes that evaluated a unique turn team modality and documentation after implementation of this change project.

At the beginning of each shift, a turn team leader was selected and every two hours the team leader donned a bright orange vest with turn team leader written across the chest. The turn team leader patrolled the unit reminding each nurse when it was time to turn patients and document this activity.

Prior to implementation of the turn team leader, the chart reviews demonstrated approximately 50 percent documented compliance. Since the implementation, education and enculturation of turning patients and chart documentation a 100 percent compliance has been demonstrated.
Empirical Outcomes
Measuring results to know what works
Addressing Hospital Falls

An estimated 700,000–1,000,000 people fall in hospitals each year and of those 30–35 percent sustain an injury from a fall according to the Joint Commission Center for Transforming Healthcare Project. While the causes for patient falls are varied and complex, evidence shows specific patient care can reduce the risk of patient falls with injury. These include:

- assessing the patient risk for falls which is based upon age, sex, previous falls, medications that are taken, along with other factors
- educating the patient and patient’s family about fall risk while hospitalized
- purposefully rounding hourly on patients to ensure they don’t need to go to the bathroom, be repositioned, require medication for pain management, or need personal items within reach—including the nurse call light
- educating the patient on medication side effects and increased risk for falls.

The Women’s and Children’s Hospital 3 East Surgical Unit encompasses all of these to help prevent patient falls. In the past two years, this nursing unit has not had a single fall with injury.
Preventing Pressure Injury Incidents

According to Health Research and Educational Trust in 2017 pressure injury incidence rates range from 0.4 to 38 percent in the acute care setting. Risks for developing pressure injuries include advanced age, immobility, incontinence, inadequate nutrition/hydration, device related skin pressure, multiple comorbidities and circulatory abnormalities. It is estimated each year hospital-acquired pressure injuries (HAPI) will result in significant patient harm in more than 2.5 million patients in the US.

AnMed Health implements a variety of tools to decrease the incidence of HAPI—these include:
- mattresses to decrease pressure
- nurses completing a risk assessment for HAPI
- monitoring patients’ food/fluid intake
- excellent skin care for incontinent patients
- moving devices to help move patients while minimizing friction to patient’s skin
- hourly rounding to include repositioning patients

AnMed Health Medical Center’s 4 Center-Oncology Nephrology Unit utilizes all of these tools to help prevent hospital acquired pressure injuries. In the past two years, this nursing unit has not had any stage 2 or higher HAPI.
Nurse Extern Program

The 2018 AnMed Health Nursing Extern Program had a total of 12 externs from four Upstate South Carolina Nursing Schools. Externs were placed on 4 Center - Oncology/Nephrology, 5 South- Pulmonary Intermediate Care Unit, 6 North- Adult Medical Unit, 8 south-Behavioral Health, Surgical Services, Emergency Room, Intensive Care Unit (ICU), Coronary Intensive Care Unit (CICU) and Maternity Services. Ten of the 12 Externs will continue employment at AnMed Health.
Gladys Grantland Extraordinary Woman in Clinical Excellence  
Aimee Sharp, MSN, RN, CCRN, NE-BC  
Nurse Manager, ICU

Ms. Aimee Sharp is currently working as a nurse manager in the Medical ICU at AnMed Health. She has been in this position for about 3 years. During this time she has helped transform the culture of patient care in the ICU. She played a key role in the development of Multi-disciplinary Rounds in ICU. This type of rounding involves a team based approach to patient care by bringing together all the people (including the nurse, ICU physician, respiratory therapist, discharge planner, dietician, clinical pharmacist, physical therapist, chaplain etc) involved in taking care of an ICU patient. The team rounds together every morning and visits every patient in their room with families present at the bedside. Patient and families are encouraged to participate and ask questions about their care plan. Ms. Sharp has consistently demonstrated great leadership in making this model successful. The patient and families are very appreciative of being provided real time information about their medical issues. Ms. Sharp has been instrumental in improving the length of stay for patients in ICU and projects relating to reducing the risk of infections in ICU. Because of her leadership we have successfully implemented new patient care protocols relating to sepsis, nutrition, mobility, sedation, delirium and pain control in the ICU. She has been a great role-model for ICU staff who are always encouraged to perform above and beyond their normal duties. Working in the ICU can be a very stressful experience because of the acuity of illness of patients but Ms. Sharp’s leadership has been a very positive influence on the staff. They are very motivated and engaged in patient care. I routinely hear accolades from the patients and families about the high quality of care they received during their ICU stay. We have achieved significant savings in the cost of care in the ICU.

2018 Extraordinary Woman in Healthcare:  
- 28 nominees  
- 15 RNs nominees  
- 2 RNs won this designation
RN Turnover, Vacancy Rates Improve in 2018

AnMed Health implemented several strategies to improve nurse recruitment and retention in 2018. In addition to aggressive recruitment efforts throughout the year, the health system introduced two workforce development initiatives in partnership with local colleges. The six-week, grant-funded Patient Care Technician (PCT) program offers nursing assistants an opportunity to expand their skills and earn state certification through collaboration with Tri-County Technical College. Certified PCTs are able to practice at their full scope of their practice, allowing RNs to focus on more critical patient needs. AnMed Health also announced a new scholarship program that provides funding for practicing nurses with an associate degree from Tri-County Tech who wish to earn a BSN from Anderson University.

Staff nurses were invited to participate in “stay interviews” during their annual evaluation period to provide feedback on job satisfaction. Insights from these interviews were used to make meaningful improvements for nurses in 2018, including market adjustments as well as a new PTO accrual policy.

To address the unique needs and preferences of the growing millennial workforce, AnMed Health established an employee resource group called Young PROs. The group, which is designed to engage young professionals through leadership development, community involvement and social networking, has steadily grown in both membership and activity level. Young PROS hosted a series of four “Pop-up Events” during early morning shift change specifically targeting young nurses.
Nursing Mission and Vision

Mission
Nursing Services at AnMed Health are committed to providing compassionate, competent, evidence based care while encouraging the community to become active in their healthcare care.

Vision
Our vision is to be recognized and celebrated within our community as the gold standard for nursing excellence.

AnMed Health remains one of only five hospitals in the state with Magnet® designation, demonstrating our commitment to excellent patient care.

The American Nurses Credentialing Center designated Magnet status for AnMed Health Medical Center, Women's and Children's Hospital, LifeChoice and AnMed Health Home Care.