Nursing excellence through Magnet recognition

Outstanding nursing care has long been the hallmark of Akron General and was validated when the American Nurses Credentialing Center (ANCC) bestowed Magnet status on Akron General and the more than 1,000 nurses who work at Akron General Medical Center, Edwin Shaw Rehabilitation Institute and the Health System’s three Health & Wellness Centers on March 19, 2013.

ANCC, a subsidiary of the American Nurses Association, grants Magnet status when a healthcare organization reflects nursing professionalism, teamwork and superiority in patient care. Fewer than 400 of the country’s 6,000+ hospitals (eight percent of U.S. hospitals) have earned this prestigious honor during ANCC’s 23 years of awarding Magnet designation. Thanks to the dedication and teamwork of the entire organization, Akron General is now the 24th hospital in Ohio to receive this significant designation!

Magnet recognition has become the gold standard for nursing excellence and is taken into consideration when the public judges healthcare organizations. ANCC’s Magnet Recognition Program® is the most prestigious distinction a healthcare organization can receive for nursing excellence and quality patient outcomes.

Magnet designation is a credential that is earned by demonstrating evidence of superior nursing processes, structures and outcomes. The recognition is a credential that reaffirms the hard work and dedication of the entire nursing staff and reinforces the core values that guide our daily actions. To achieve Magnet recognition, Akron General had to pass a rigorous and lengthy process that demanded widespread participation from leadership and staff and, ultimately, proved that the organization met national benchmarks for several criteria, including patient outcomes and satisfaction, nursing practice, education and involvement in decision-making.

“The Magnet designation is a true testament to the hard work and dedication of all our nurses,” says Beverly Bokovitz, MSN, RN, NEA-BC, Akron General’s senior vice president and chief nursing officer. “Our patients are always placed at the center of all we do and the Magnet honor certainly verifies that commitment.”
transformational leadership

FROM THE CHIEF NURSING OFFICER

Dear colleagues:

Wow!! That one word sums up the amazing experience that we have shared these past few years culminating in attainment of Magnet recognition! From implementation of Relationship-Based Care in 2009 to the exciting phone call from the ANCC notifying us of our designation, it has been a powerful and successful journey to recognizing the professional nurses of Akron General.

Your commitment, dedication and hard work have paid off and we are now one of an elite group of worldwide hospitals who have achieved this extraordinary honor. I am so proud to be part of this team and to help lead us into the future of nursing.

I want to thank all of my colleagues, from Shelly Huff, Magnet Program director, to the nursing leadership team to all the staff nurses – you are each amazing and I know how hard you worked to make this honor possible. Thank you.

As we look toward the future, we have many goals yet to accomplish. Our Magnet recognition is in effect until 2017, at which time we must continue to show exceptional outcomes and support a culture of nursing excellence. From quality outcomes to patient satisfaction, we must continue every day to provide our patients with the very best in patient care. We can do that by continuing to strengthen the nursing department (improve our certification rates) and by keeping our eye on our quality scorecard.

Please know that your efforts are what counts. Every day, each of you comes to work with a smile on your face, a willingness to collaborate, and a desire to go above and beyond for each and every patient. And, it shows! Our patient satisfaction has never been higher nor have many of our outcomes ever been so remarkable. In this era of constant change, it can become distracting to focus on our core business – which is caring. Caring is what makes Akron General nurses different and we will continue to show our pride in what we do. Congratulations again on a wonderful achievement and thank you for placing the patient at the center of everything that we do.

With gratitude,

Bev Bokovitz, MSN, RN, NEA-BC
Senior Vice President
Chief Nursing Officer

Thank you to the Magnet Council!

Shelly Huff, MBA, BSN, RN, NE-BC, Magnet program director, recognizes and gives special recognition to the many staff that made our Magnet journey possible.

Our Nursing Leadership Team: Bev Bokovitz, Cherie Guster and Judy Labarba

Shelly’s work team: Jennifer Smyth, Magnet coordinator, and Rosanne Lore, Staff Development & Nursing Research secretary

Directors: Anita Sanford, CDU; Kimberly Kerr, Staff Development & Nursing Research; Kristen Speros, Budgeting and Staffing; Lee Sahadi, Recruitment and Employee Services; and Ted McAllen, Nursing Informatics

The document team: Jen Smyth, Dave Hayslip, Jessica Ridenbaugh, Jeff Ridenbaugh, Amy Kilgore, Anita Sanford, Kristen Speros, Brigit McVicker, Tina McNatt, Kevin Primer and Teresa Westerheide-Haller

The Magnet Council: Kathy Frymier-Lazar, chair; Donna Hoover, co-chair; Magnet Council Staff Nurse Members: Stephanie Arbogast, ED; Kim Braman, 2400/3100; Bruce Breedlove, 4100; Beth Burk, SICU/MICU; Amy Cockerham, Neuro Interventional Lab; Natalie Crawford, 2100 CDU; Elaine Eastbourn, ED-HWN; Lea Einsporn, 6400; Rebecca Fallis, CVICU; Annie Gazdecki, Wound Center; Sharon Gillig, 4200; Melissa Hawk, ED-HWN; Erika Hayslip, NICU; Jean Kaminski, PACU; Angela Karakis, ED; Megan Leadbetter, 9100; Kelly Lee, NSICU; Kaleigh Lovell, 9100; Patrese McConnell, 5100; Tammy Menke, PACU; Kimberly-Onyen, IPC; Monica O’Sullivan, SICU/MICU; Linda Riazi-Kermani, ED; Heather Richards, L&D; Cindie Russell, L&D; Cindy Shelly, 6100; Alisha Sloan, 52B; Terra Urbancic, 8100; Carol Van Dress, PSU; and Jennifer Villard-Stutler, ESR.
The Magnet Survey

The Magnet application is a rigorous process that involves submitting documentation and participating in a site visit that validates the presence of key, evidence-based standards of performance. The credential is awarded at the completion of the peer-review process. The Magnet journey at Akron General included poster fairs, carnivals and even a “Magnet Monkey” who traveled the halls of our facilities leaving a memorable impression on staff.

During the survey, some key shining moments were staff presentations regarding our relationship-based care model in specific departments and evidence-based performance improvement: “Relationship-Based Care – 7100” by Sarah Misanko, BSN, RN, and Danielle Spencer, BSN, RN; “The RBC Way – 3200 Nursing Units” by Emily Poulson, BSN, RN; “Our journey toward excellence (NSICU)” by Jennifer Kraus, BSN, RN, Renee Johnson, BSN, RN, and Kelly Lee, BSN, RN; “4100 Cardiac Telemetry/Peritoneal Dialysis” by Lindsey Colangelo, BSN, RN, Kelsie Phillips, BSN, RN-BC, and Kristin Trill, BSN, RN-BC; and “2400/3100” by Kimberly Braman, MSN, RN-C, MNN, CLC.

Evidence-Based Practice presentations from the Skin Champion Program included: “A Nurse-Initiated, Evidence-Supported Program to Reduce Hospital-Acquired Pressure Ulcers” by Donna Starc, BSN, RN, Jessica Atkinson, BSN, RN, and Carrie Wrobel, BSN, RN; “8100 Hospital-Acquired C-diff Initiative” by Mary Jo Stopar, BSN, RN, and Linzi Jones, ADN, RN; “Improving Care for Patients with Chemotherapy-Induced Febrile Neutropenia” by Julie Imani, MSN, RN, CNS, CHPN, OCN, and Diane Moriconi, MSN, RN, OCN; “Nursing Dysphagia Screens” by Kaleigh Lovell, BSN, RN, and Megan Leadbetter, BSN, RN; “The Engagement Approach” by Cindy Shelly, BSN, RN-BC, and Lea Einsporn, MsEd, BSN, RN; and “Central Line-Associated Bloodstream Infections: An Evidence-Based Project to Promote Quality Care” by Linda Riazi-Kermani, BSN, RN, CEN. Special thanks to all of the presenters.

As part of the survey process, we had three noted exemplars in meeting the standards: (1) Transformational Leadership standard 2: Describe how nurses at every level from CNO to direct care nurse advocate for resources; (2) Structural Empowerment standard 3: Describe and demonstrate how the organization sets expectations and supports nurses who seek additional formal nursing education; and (3) Structural Empowerment standard 14: Describe and demonstrate the structures and processes that the organization uses to recognize and make visible the contribution of nurses.

The key to the success of the organization receiving Magnet designation was summarized by several of the surveyors who said that staff engagement was next to none. They commented that nurses and support staff alike consistently shared one voice that places the patient at the center of all decisions and reinforces our Relationship-Based Care model of practice.

As our organization prepares for its 100th anniversary, we couldn’t be more proud of this team of top nurse performers we have in place carrying out our mission and caring for the patients and communities we serve.
Special Leaders

American Nurses Credentialing Center’s Magnet™ designation and re-designation process requires the demonstration of transformational leadership as one of the core components of excellence of the Magnet Model®. What is transformational leadership? You know it when you see it, but it is difficult to describe. The history of nursing practice is replete with such leaders. Nurses know the role that leaders from Florence Nightingale to their own personal mentors play in responding to changing technological, educational and social forces.

Akron General has nurses in formal leadership positions and nurses who assume clinical leadership responsibilities, whether as a charge nurse, preceptor or primary nurse who practices transformational leadership, and this year three of our own formal leaders mark milestones in their tenure at Akron General. They serve as examples of transformational leadership, demonstrating a culture of ownership and leading deliberately and with compassion. One mark of transformation leadership is being very attentive to the needs and concerns of staff and improving staff satisfaction.

This year Joyce Moore marked 40 years with Akron General. Her staff rated their personal satisfaction the highest in our 2013 NDNQI results. Joyce is approachable and visible.

Another characteristic of transformational leadership is influence. Networking and influencing is just expected of Cherie Guster. Spending 30 years advocating for the nurses at Akron General shows the pride and commitment of the memorable leader.

Transformational leaders demonstrate dignity and servanthood. Judy Labarba has quietly influenced those she has touched in her 25 years at Akron General with a passion for relationship-based care.

Doctor of Nursing Practice Program

The development of our nurse directors is critical both to our ongoing success and our sustainability as an organization. Nurse leaders are expected to possess five essential competencies as outlined in the AONE Nurse Executive Competencies: communication and relationship management, professionalism, leadership skills, business skills and management, and knowledge of the healthcare environment. Nurses prepared at the practice doctoral level with a blend of clinical, organizational, economic and leadership skills are able to significantly impact healthcare outcomes.

Pictured are Akron General leaders engaged in attaining the Doctor of Nursing Practice at Waynesburg University. They have class one weekend every other month in the semester, with learning activities and assignments completed between seminars.

Pictured (left to right): Claire Wilson, MSN, RN, director, 4100 & 5400; Ted McAllen, MBA, BSN, RN, director, Nursing Informatics; Beverly Bokovitz, MSN, RN, CNO and senior VP; Ann Francis, MSN, RN, director, 7100; Susan Spencer, MSN, RN, chief experience officer; Anita Sanford, MSN, RN, director, 2100; Shelly Huff, MBA, BSN, RN, executive director, ED; Christy Rohm, MBA, BSN, RN, director, 9100; and Cindy Christian, MBA, BSN, RN, executive director, Neuroscience Institute.
Shared Governance Changes

“Shared Governance is not unique to Akron General,” explains Kimberly Kerr, MSN, RN-C, director, Nursing Professional Practice, Development and Nursing Research, who has been responsible for leading the changes to our Shared Governance structure. “But we make a commitment to Shared Governance that really stands out, even among our Relationship-Based Care and Magnet peers.”

Councils have been organized in a carefully worked out and applied process which uses a decision-making framework fit to the Relationship-Based Care culture and advances shared vision, unity of purpose and desired outcomes. There is now synergy between the shared governance council structure and the Relationship-Based Care conceptual framework. The structure of the council has been patterned to focus on arrangements which influence patient/family relationships, collegial relationships or relationships with self. The work of councils is now consistent with the foci; resources with appropriate expertise are arranged; and coordination of activities is now supported by putting people in charge of core processes to control and ensure results.

While the structural changes are too new for their long-term effect to be clear, “there’s been an energizing and purposeful effect and it’s an exciting time to be part of Shared Governance,” says Linda Riazi, co-chair of the Coordinating Council. Kelly Lee Chair of the council adds, “This structure is who we are; this is what we are all about - caring and healing relationships.”

Akron General has eight Shared Governance Councils, which serve as the formal infrastructure to promote the professional practice environment. Each has an identified scope, focus, council charge, membership and identified realm of authority. Each council partners with the other councils to contribute to the whole, utilizing evidence-based practice as the foundation for practice decisions.

**NURSING COORDINATING COUNCIL**
Directs and coordinates nursing shared governance and ensures the coordination and integration of the councils’ activities that determine the practice of professional nursing and constancy of focus within Akron General Health System.

**EVIDENCE-BASED PRACTICE & RESEARCH COUNCIL**
Advances a spirit of creative, innovative thinking, and clinical inquiry which leads to evidence-based practice and nursing research projects that result in positive caring and healing relationship outcomes. Meets the third Thursday of the month, 7:30-11:30 a.m.

**PATIENT/COMMUNITY EDUCATION & SERVICE COUNCIL**
Directs and facilitates the identification and/or development of patient education materials, media, and programs to promote the teaching role of nurses and effective health teaching received by patients. Meets the third Wednesday of the month, 11:30 a.m.-2:30 p.m.

**PATIENT SAFETY & PERFORMANCE IMPROVEMENT COUNCIL**
Coordinates performance initiatives by identifying performance measures, making performance improvement recommendations and preparing for regulatory surveys. Meets the first Thursday of the month, 11:30 a.m.-2:30 p.m.

**PROFESSIONAL PRACTICE & SERVICE EXCELLENCE COUNCIL**
Directs and facilitates excellence in clinical practice using tactics and techniques to maintain and enhance the relationship-based care delivery model, service excellence and best practices. Meets the second Wednesday of the month, 11:30 a.m.-2:30 p.m.

**NURSING INFORMATICS COUNCIL**
Facilitates the design of information structures, processes and technology that are integrated, individualized and incorporate standards, regulations, and legal requirements. Meets the fourth Tuesday of the month, 11:30 a.m.-2:30 p.m.

**PROFESSIONAL DEVELOPMENT & RECOGNITION COUNCIL**
Inspires professional excellence by advocating for nursing professional development through communication, recognition and appreciation of nurses accomplishments in order to promote a culture of satisfaction and engagement. Meets the first Wednesday of the month, 11:30 a.m.-2:30 p.m.

**EDUCATION COUNCIL**
Actuates evidence-based education, in collaboration with professional development specialists, which supports on-going competence, advancement in critical thinking and professional development. Meets the fourth Thursday of the month, 7:30-11:30 a.m.
Nurses Week Events 2013

This year’s Nurses Week celebration kicked off on Monday, May 6, with the ever-popular coffee bar. Many employees and visitors alike enjoyed a cup on nursing to start their week. Free popcorn and a movie were also on the agenda for Monday. A documentary movie with interesting vignettes exploring what Florence Nightingale would say in today’s healthcare environment was available for viewing from early afternoon through late afternoon.

Tuesday, May 7, featured an appreciation luncheon for all those who helped make our road to Magnet a success. Magnet pins were presented to Akron General nurses by their directors/managers.

A full day was devoted on Wednesday, May 8, for a Magnet Recognition Celebration. There was food and fun made available from 7 a.m.-11 p.m. to ensure all staff had an opportunity to attend. The raffle baskets were moved to the Conference Center Auditorium and remained set-up until the conclusion of the day’s activities.

On Thursday, May 9, a waffle bar was hosted for night shift. The weeklong festivities closed on Friday with the Nurses Week Basket Raffle drawing. There was an overwhelming amount of support given this year, not only by the nursing units, but also by several areas outside of the direct patient care arena that rallied and donated baskets to support our “Giving Back to the Community” efforts.

Annual Basket Raffle

National Nurses Week is a time to thank nurses for all they do, but our nurses say giving back is what they do. Each year during Nurses Week, an extraordinary effort takes place with the Nurses Week Basket Raffle drawing. This basket raffle exists to address the healthcare needs of our community. In 2013, an overwhelming amount of support was shown, not only by the nursing departments, but also by several areas outside of the direct patient care arena that rallied and donated baskets.

The basket raffle generated $21,083.10. The CVICU/ICC basket “Summer Fun” was selected by popular vote as the most creative basket submitted. They received a pizza party for their efforts! The top-selling baskets were: “A Night Out and a Night In” submitted by Surgical Services, selling 5,114 tickets and raising $4,621, with $10,541.50 presented to Open M; “Summer Fun” submitted by CVICU/ICC, selling 2,412 tickets and raising $2,010, with $5,270.75 presented to the American heart Association; and “It’s Grilling Time” submitted by NICU/IPC, selling 1,874 tickets and raising $1,561 with $5,270.75 presented to the Alzheimer’s Association.

This event really highlights the creativity and collegial spirit of our staff and truly exemplifies relationship-based care with a major focus on the needs of care recipients, support of colleagues and some fun for the caregivers, who often miss that care-of-self component.
Nurse caring awards

Twenty-nine Caring Nurses Making a Difference awards were presented to staff throughout Nurses week. This award recognizes outstanding nurses who exemplify caring in nursing practice and the value and customer service standards of: Patients First, Leadership, Quality, Fiscal Responsibility, Integrity and Caring.

The following staff were recognized: Regina Saus (CTC), Marcia Weigel (Radiology), Pam Beard (PACU), Antoinette Starkey (PACU), Christina Vujanov (5100), Bruce Bredlove (4100), Karen Conrad (2400), Rhonda Spada (L&D), Jorena Dimare (2400), Valarie Shiderly (ICU), Bruce Russell (ICU), Paul Moore (52B), Caroline Wrobcl (ED), Robin Valatka (ED), Andrew Black (52A), Lela Ruffner (52A), Melissa Rowland (52B), Kim Ferrari (5400), Kirsten Kinsey (8100), Emily Kozy (8100), Anne Wiater (7100), Huisuk Swartz (CVICU), Jana Durkin (CVICU), Suzi Barkley (CVICU), Jen Dobscha (L&D), Barb Greve (L&D), Stephanie Orms (8100) and Jody Shoupe (42B).

Shared Governance Fair

A Shared Governance Fair was held on August 13 & 15 from 11 a.m.-3 p.m. and 7-11 p.m. to highlight the current work of our Shared Governance Councils. The events were attended by approximately 250 nurses. In addition to sharing the work of the councils, the event focused on recruitment of members. If you did not have an opportunity to attend and have an interest in one of the council's described on page 5 of this publication, please contact Kim Kerr at kimberly.kerr@akrongeneral.org or 330-344-5988.

Marcia Weigel & Monica Nelson, Professional Development Council Chairperson & Co-Chairperson

Mallory Neal, Chairperson of Education Council

Kelly Lee, Coordinating Council Chairperson

Cindie Russell & Jean Kaminski (Co-chairperson), Research Council
Nurses in the spotlight: Education

Structural empowerment is a framework to create an environment that promotes life-long learning and career advancement. Using the councilor structures and processes, staff nurses and formal leaders have created an innovative environment in which strong, professional practice flourishes.

Akron General nurses receive support for career development and are empowered to use their expertise to strengthen the nursing profession, contribute to the strength of our organization and demonstrate exemplary professional practice. One example of how nurses are flourishing at Akron General is the opportunity nurses have taken advantage of to continue advancing their education.

Research indicates that increased BSN rates and graduate degrees among nurses are associated with improved clinical outcomes. Akron General exceeded the Institute of Medicine’s call for 80 percent BSN-prepared nurses by 2020. Developing and supporting highly educated nurses is an ongoing goal of Akron General’s Nursing Department, and will allow us to meet the demands of an evolving healthcare system and patient population.

Clinical Ladder

Showcasing the things nurses do above and beyond the call of duty is the heart and soul of the Clinical Ladder Program. Clinicians utilize relationship-based care consistently in their practice and exhibit professional behavior, demonstrate flexibility and engage clinical scholarship by participating in QI initiatives and incorporating evidence-based changes into his/her practice. The level of commitment is demonstrated in the portfolio submissions each year. This June there were a total of 55 portfolios submitted, an increase from 34 in June 2012!

New Clinicians

Level 1: Amanda Pollok, ED; Amanda Reghetti, CVICU; Carrie Wrobel, ED; Charles Whyde, ED; Crystal Cunningham, ED; Crystel Smith, ED; Danielle Troutman, L&D; Deandra Mayes, 5100; Heather Keiser, L&D; Irene Ryder, 2100; Janet Shelton, PACU; Jenna Everett, 5100; Jennifer Diaz, ED; Jessica D. Davis, Green ED; Jessica Lee, Cath Lab; Kristen Trill, 4100; Lisa Abraham, L&D; Lisa Costianes, 7100; Mary Jo Storan, 8100; Melanie Kauffman, 2100; Rebecca Hudy, L&D; Ruth Marchok, CVICU; and Tammy Menke, PACU.

Level 2: Dianna Street, ED; Heather Richards, L&D; Jennifer Luli, 2100; and Monica Nelson, ED.

Continuing Clinicians

Level 1: Allison Brown, 5100; Angie Karakis, ED; Angie Schreffler, 2400/3100; Beth Burk, MICU/SICU; Cathy Conant, OR; Colleen Riley, 2400/3100; Erika Hayslip, NICU; Geneie Chafe, PACU; Grace Hodges, 2400/3100; Jacqueline Bennett, CVICU; Jean Kaminski, PACU; Julie Spellman, 2100; June Adams, OR; Laurie Robinson, L&D; Patricia Rucker, L&D; Rhonda Spada, OB Float; Theresa Leibold, 2400/3100; Theresa Martin, 7100; and Trisha Gosselin, 2400/3100.

Level 2: Brandy Beresh, ICC; Cara Meckler, NSICU; Heather Smith-Steinmetz, L&D; Jennifer Kraus, NSICU; Kathy Frymier-Lazar, CVICU; Kelly Lee, NSICU; LeeAria Kamp, 7100; and Marcia Weigel, IR.

Level 3: Linda Riazi-Kermani, ED

PERCENTAGE RN HIGHEST NURSING EDUCATION

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<tr>
<th>Type</th>
<th>Percentage</th>
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<tr>
<td>Unit RNs: ADN</td>
<td>8.59</td>
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<tr>
<td>Unit RNs: Diploma</td>
<td>31.89</td>
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<tr>
<td>Unit RNs: BS</td>
<td>11.32</td>
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<tr>
<td>Unit RNs: MS/PhD/DNP</td>
<td>7.13</td>
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AGHS: Akron General Hospital System
ALL: All units

8.59% of RNs have ADN, 31.89% have Diploma, 11.32% have BS, and 7.13% have MS/PhD/DNP education.
The Professional Development & Recognition Council is actively pursuing opportunities to promote professional certification for our nurses and has issued a challenge to each nurse to make a commitment to their profession and to become nationally certified. Nurses are encouraged to take advantage of the Certification Bonus like these outstanding staff nurses who have already done so: June Adams, CNOR; Val Albanese, VA-BC; Diana Allaman, CNOR; Laura Anese, RN-BC; Susan Babik, CNOR; Kelly Bahr, RN-BC; Lynda Baker, CRRN; Antoinette Barna, OCN; Georgeann Benedict, OCN; Sandra Bennett, C-EMF; Nicki Blasiolle, CWOCON; Kim Braman, RNC-MNN, CLC; Souad Britton, CCRN; Sharon Brodie, CRRN; Allison Brown, RN-BC; Cheryl Buchanan, CRRN; Susan Buchanan, IBCLC; Betty Budyka, CDE; Sherri Bulina, CRRN; Pamela Burns, RNC-LRN; Mary Burton, IBCLC; Rose Calvo, OCN; Kim Cameron, OCN; Sarah Carper, CRRN; Barb Carter, OCN; Diane Christensen, CCRN; Renee Clapper, CLC; Karen Conrad, RNC-MNN; Mary Ellen Dages, CDE; Catherine Daniell, CNOR; Christine Dean, OCN; Susan Difeo, CLC; Ruth Drouhard, RNC-HRN, LRN; Kelsie Drouhard, RN-BC; Maria Dudley, CNPT; Patricia Dye, CLC; Barbara Enos, RNC-LRN; Victoria Erdman, CCRN; Jane Falck, CRRN; Cathy Farmer, OCN; Debra Fay, RN-BC; Sharon Fenwick, RNC-OB; Victoria Freas, IBCLC; Andrea Gazdecki, CWON; Amy Gerber, OCN; Sarah Gomez, CCRN; Barbara Greve, OCN; Todd Hamon, OCN; Sara Hawk, CCRN; Mary Ann Hayden, VA-BC; Erika Hayslip, CLC; Tanisha Hill, VA-BC; Grace Hodges, RNC-MNN; Teresa Hodkgiss, CHFN; Trudy Houk, CNOR; Martin Hoyt, CNOR; Craig Hritz, CCRN; Linda Johns, CNOR; Gorjana Jovanovic, RN-BC; Pamela Joy, ONC; Ann Kaser, ONC; Margaret Kines, OCN; Lea Kinsey, CRRN; Lisa Kleintop, RN-BC; Kathleen Kolton, CNOR; Bryan Krieger, CCRN; Shirley Kurz, CRRN; Michele Kwiatkowski, CCRN; Betty Kyle, CBIS; Linda Latham, RNC-MNN, OB; Nicole Lehrer, RNC-LRN, LCCE; Theresa Leibold, IBCLC; Geraldine Lewis, CCRN; Stacey Lucas, OCN; Kathryn Lukity, CBCN; Amy Macak, CCRN; Cynthia McWhorter, CWON; Cara Meckler, CCRN; Beverly Miller, OCN; Andrea Miller, VA-BC; Christina Muller, CCRN; Amy Myers, CEN; Kimberly Oney, CCRN; Kathy Palowitch, CEN; Susan Pardee, CPAN; Coletta Pilato, CNOR; Tammy Pinchot, RNC-MNN, CLC; Nicole Poja, CCRN; Kevin Primmer, CCRN; Renee Prince, CCRN; Linda Riazi-Kermani, CEN; Colleen Riley, RNC-MNN, CLC; Denise Robinson, RNC-OB; Kimberly Rossell, CNOR; Cindie Russell, CLC; Tina Sanor, CCRN; Regina Saus, OCN; Joseph Scaglione, CNOR, OCN, AN; Angelyn Schreffer, RNC-MNN, CLC; Amber Seibert, OCN; Sue Sexton, CNOR; Diana Shaffer, CEN; Cynthia Shelly, RN-BC; Ashley Sheppard, OCN; Michelle Shimek, CCRN, CEN, CNOR; Heather Sladky, VA-BC; Heather Smith-Steinmetz, RNC-OB, C-EMF; David Sonnenlitter, CEN; Teresa Stafford, CCRN; Athena Stamoules, OCN; Mary Storey, RNC-HRN; Judith Tettelbach, CCRN; Catharine Tournoux, CNOR; Kristin Trill, RN-BC; Gina Trunko, CNOR; Lisa Turner, CRRN; Jennifer Villard-Stutzer, CRRN; Karen Wiland, RN-BC; Michelle Wilhelm Gasser, CCRN; Kimberly Williams, CCRN; Deborah Woide, RNC-MNN, RN-BC; Beth Wonder, CRRN; Debra Yesovich, CMSRN, CRNI; Dorinda Young, RNC-NIC, IBCLC; and Georgene Zwisler, RNC-MNN.

Nurses in the spotlight: Certification

Professional certification is granted by specialty nursing organizations to nurses who demonstrate excellence in a clinical or professional area of practice. Certification benefits both the patient and the professional nurse by influencing the delivery of optimal patient care. Certified nurses distinguish themselves through a commitment to lifelong learning and career advancement, and are motivated by intrinsic and extrinsic factors.

INTRINSIC FACTORS
• Validates specialized knowledge
• Indicates attainment of a practice standard
• Enhances personal confidence in clinical abilities
• Provides evidence of accountability
• Indicates level of clinical competence
• Enhances professional autonomy
• Enhances feeling of personal accomplishment
• Provides personal satisfaction
• Provides professional challenge
• Enhances professional credibility
• Provides evidence of professional commitment
• Indicates professional growth

EXTRINSIC FACTORS
• Promotes recognition from peers
• Promotes recognition from other health professionals
• Promotes recognition from employers
• Increases consumer confidence
• Increases marketability

The Professional Development & Recognition Council is actively pursuing opportunities to promote professional certification for our nurses and has issued a challenge to each nurse to make a commitment to their profession and to become nationally certified. Nurses are encouraged to take advantage of the Certification Bonus like these outstanding staff nurses who have already done so: June Adams, CNOR; Val Albanese, VA-BC; Diana Allaman, CNOR; Laura Anese, RN-BC; Susan Babik, CNOR; Kelly Bahr, RN-BC; Lynda Baker, CRRN; Antoinette Barna, OCN; Georgeann Benedict, OCN; Sandra Bennett, C-EMF; Nicki Blasiolle, CWOCON; Kim Braman, RNC-MNN, CLC; Souad Britton, CCRN; Sharon Brodie, CRRN; Allison Brown, RN-BC; Cheryl Buchanan, CRRN; Susan Buchanan, IBCLC; Betty Budyka, CDE; Sherri Bulina, CRRN; Pamela Burns, RNC-LRN; Mary Burton, IBCLC; Rose Calvo, OCN; Kim Cameron, OCN; Sarah Carper, CRRN; Barb Carter, OCN; Diane Christensen, CCRN; Renee Clapper, CLC; Karen Conrad, RNC-MNN; Mary Ellen Dages, CDE; Catherine Daniell, CNOR; Christine Dean, OCN; Susan Difeo, CLC; Ruth Drouhard, RNC-HRN, LRN; Kelsie Drouhard, RN-BC; Maria Dudley, CNPT; Patricia Dye, CLC; Barbara Enos, RNC-LRN; Victoria Erdman, CCRN; Jane Falck, CRRN; Cathy Farmer, OCN; Debra Fay, RN-BC; Sharon Fenwick, RNC-OB; Victoria Freas, IBCLC; Andrea Gazdecki, CWON; Amy Gerber, OCN; Sarah Gomez, CCRN; Barbara Greve, OCN; Todd Hamon, OCN; Sara Hawk, CCRN; Mary Ann Hayden, VA-BC; Erika Hayslip, CLC; Tanisha Hill, VA-BC; Grace Hodges, RNC-MNN; Teresa Hodkgiss, CHFN; Trudy Houk, CNOR; Martin Hoyt, CNOR; Craig Hritz, CCRN; Linda Johns, CNOR; Gorjana Jovanovic, RN-BC; Pamela Joy, ONC; Ann Kaser, ONC; Margaret Kines, OCN; Lea Kinsey, CRRN; Lisa Kleintop, RN-BC; Kathleen Kolton, CNOR; Bryan Krieger, CCRN; Shirley Kurz, CRRN; Michele Kwiatkowski, CCRN; Betty Kyle, CBIS; Linda Latham, RNC-MNN, OB; Nicole Lehrer, RNC-LRN, LCCE; Theresa Leibold, IBCLC; Geraldine Lewis, CCRN; Stacey Lucas, OCN; Kathryn Lukity, CBCN; Amy Macak, CCRN; Cynthia McWhorter, CWON; Cara Meckler, CCRN; Beverly Miller, OCN; Andrea Miller, VA-BC; Christina Muller, CCRN; Amy Myers, CEN; Kimberly Oney, CCRN; Kathy Palowitch, CEN; Susan Pardee, CPAN; Coletta Pilato, CNOR; Tammy Pinchot, RNC-MNN, CLC; Nicole Poja, CCRN; Kevin Primmer, CCRN; Renee Prince, CCRN; Linda Riazi-Kermani, CEN; Colleen Riley, RNC-MNN, CLC; Denise Robinson, RNC-OB; Kimberly Rossell, CNOR; Cindie Russell, CLC; Tina Sanor, CCRN; Regina Saus, OCN; Joseph Scaglione, CNOR, OCN, AN; Angelyn Schreffer, RNC-MNN, CLC; Amber Seibert, OCN; Sue Sexton, CNOR; Diana Shaffer, CEN; Cynthia Shelly, RN-BC; Ashley Sheppard, OCN; Michelle Shimek, CCRN, CEN, CNOR; Heather Sladky, VA-BC; Heather Smith-Steinmetz, RNC-OB, C-EMF; David Sonnenlitter, CEN; Teresa Stafford, CCRN; Athena Stamoules, OCN; Mary Storey, RNC-HRN; Judith Tettelbach, CCRN; Catharine Tournoux, CNOR; Kristin Trill, RN-BC; Gina Trunko, CNOR; Lisa Turner, CRRN; Jennifer Villard-Stutzer, CRRN; Karen Wiland, RN-BC; Michelle Wilhelm Gasser, CCRN; Kimberly Williams, CCRN; Deborah Woide, RNC-MNN, RN-BC; Beth Wonder, CRRN; Debra Yesovich, CMSRN, CRNI; Dorinda Young, RNC-NIC, IBCLC; and Georgene Zwisler, RNC-MNN.
new knowledge, innovation & improvement

Patient satisfaction

We continually assess patient satisfaction through internal surveys and through our participation in nationally administered government studies such as The Hospital Consumer Assessment of Healthcare Providers and Systems Survey (HCAHPS). HCAHPS is administered on behalf of The Center for Medicare and Medicaid Services (CMS) to gauge patient satisfaction with hospital services.

Patients are asked to provide an overall rating of the hospital. The chart reflects the percent of patients who rated the hospital a “9” or “10.” Ratings are on a scale of 0 to 10, with “0” being the “worst hospital possible” and “10” the “best hospital possible.” Akron General has made steady progress in improving scores through the use of patient call backs and nurse leader rounding, as well as staff initiatives such as quiet at night, bedside hand-off and bedside report.

Our nurses demonstrate continued improvement in their relationships with patients, and families, and in the application of new knowledge and evidence utilizing relationship-based care.

Performance improvement

Akron General nurses look at current systems and processes for quality improvement opportunities, and continuously search for new knowledge and innovation. They are eager to make contributions to the science of nursing. This commitment to excellence helps us provide innovative and compassionate care. Ours is a culture that encourages all to strive for excellence and make sure that the right patient consistently receives the right evidence-based care.

Looking through the lens of the data helps us to understand where we are, determine if an improvement is needed or has been sustained, and guides decision making. Continuous assessments of nursing practice and procedures and monitoring of nursing-sensitive indicators are part of our safety culture. To that end, we have nurse-led initiatives, nurse champions, collaborative interdisciplinary teams, educational programs and shared governance councils using the DMAIC process (Define Opportunity, Measure Performance, Analyze Opportunity, Improve & Control Performance), working to improve indentified internal organizational processes and practices.

In addition to ongoing council and director projects, there are currently 12 nurses working on student yellow belt projects: Michael Teodosio, ED Clinical Manager (ED Radiology Turnaround Process); Wendy Swickard, Green ED Clinical Manager (Standardize and Centralize High-dollar, Infrequent-use Supplies); Bonnie Gardner, 5100 Director (Improve Pain Assessment Processes); Shelly Huff, ED/Throughput (Inpatient Throughput); Discharge Activities Team, and Kenzie Miller, 42A Clinical Manager (Improve IV Time Charting); Cyndie Lowry, Cath Lab Coordinator (Cath Lab Scheduling); Peggy Zanin, Patient Advocate (Streamline Patient Complaint Information Flow); Ted McAllen, director, and Carol Santschi, Nursing Informatics (Improve Pain Documentation Processes); and Jennifer Winning, QI (VTE Core Measures Compliance)
Akron General nurses who completed an annual nurse satisfaction survey sponsored by the National Database of Nursing Quality Indicators (NDNQI) reported improved satisfaction and job enjoyment in 2013. Satisfaction is measured using the Practice Environment Scale (PES) which includes subscale items that assess nurse perceptions about: a) participation in hospital affairs; b) foundations for quality of care; c) manager ability and leadership; d) staffing and resource adequacy; and e) collegial nurse-physician relations. The demographic information about our nurses as compared to the nation shows that we have a somewhat younger group of nurses than the reporting hospitals, as well as a greater percentage of male nurses.

Some vital areas in which our nurses indicated results better than the national mean included: quality of care to patients (high standards of nursing care are expected by the administration, a clear philosophy of nursing that pervades the patient care environment, nursing care is based on a nursing rather than a medical, model, patient care assignments that foster continuity of care, working with nurses who are clinically competent, and active staff development or continuing education programs for nurses); participation in hospital affairs (staff nurses are involved in shared governance, the chief nursing officer is highly visible and accessible to staff, administration listens and responds to employee concerns, and nursing administrators consult with staff on daily problems); and nurse-physician collegial relationships.

Our nurses also reported very little rotation of shifts which indicates healthier work schedules.

Our nurses also indicated that they would recommend working at Akron General at a rate above the mean, and indicated they were planning to remain working in their current unit.
SEVEN POSTER PRESENTATIONS WERE PRESENTED AT THE INTERNATIONAL RELATIONSHIP-BASED CARE SYMPOSIUM:

Shelly Huff and Bev Bokovitz, “A System-Wide Relationship-Based Care Implementation Strategy: Improving Outcomes and Achieving Magnet Recognition;”

Cherie Guster, Ann Francis and Danielle Spencer, “Engaging Colleagues to Improve Teamwork and Outcomes;”

Anita Sanford, “Utilizing a Blog;”

Jean Kaminski and Amy Macak, “Effect of Obstructive Sleep Apnea on Post Operative Patients Oxygen Saturations;”

Judy LaBarba, “Transformational Leadership, RBC and Ethical Dilemmas;”

Kimberly Braman, “Relationship-Based Care, SKIN in the New Life Center - Why It Matters;”

and

Kimberly Kerr, “Using the Caring & Healing Relationships to Design a Shared Governance Councilor Structure.”

Nurses represented Akron General at international and national conferences.

Through gracious support from the Women’s Board and nursing administration, clinical nurses intimately involved in helping us to attain Magnet Status were able to attend the 2013 ANCC National Magnet Conference:


Each is looking forward to putting what they learned to work for Akron General.