

# 2020

## Nursing Annual Report

# Monmouth Medical Center

RWJ Barnabas HEALTH

## FROM OUR LEADERSHIP

### A message from MMC's Chief Nursing Officer

The World Health Assembly designated 2020 the International Year of the Nurse and Midwife in honor of the 200th anniversary of Florence Nightingale's birth and to advance nurses' vital role in transforming healthcare around the world.

For all hospitals and frontline healthcare workers worldwide, 2020 will stand in history as the year that COVID-19 would change our lives forever. For nurses in particular, 2020 will forever be the Year of the Nurse, as we reflect on how the pandemic impacted our nursing staff, who along with our hospital's other frontline healthcare heroes, endured and persevered through so much.

Throughout the pandemic, our nurses found themselves in situations never seen before, working exceedingly long hours with ever-changing guidelines on how to care for COVID-19 patients. And they did this with the added emotional toll of caring for COVID-19 patients isolated and without access to visitors, having to provide emotional support to patients and their families, with sometimes having the incredibly difficult task of helping families say goodbye to their loved ones remotely.

In my 13 years at Monmouth Medical Center, I have been exceedingly proud of our incredibly engaged and empowered nursing workforce that consistently ranks in the highest percentile in New Jersey and nationally – but, I have never been prouder of our Nurse Heroes than I was in 2020. And while 2020 will forever be associated with the COVID-19 pandemic, for MMC, it will also always be remembered and celebrated as the year of our Magnet® designation.

In January of 2020, the American Nurses Credentialing Center conferred Magnet recognition for the hospital as a reflection of its nursing professionalism, teamwork, and superiority in patient care. With this credential, MMC joined the global community of organizations honored by the Magnet Recognition Program®. Currently, just 509 U.S. healthcare organizations out of more than 6,300 U.S. hospitals have achieved Magnet recognition.

Magnet is the gold standard and is a true validation of the highest standard of care.

During the 2019 site visit, Magnet appraisers told us we had a lot to be proud of and that our staff engagement far exceeds that of

other Magnet organizations. In fact, we learned we had received seven exemplars for exemplary professional practice – truly across the board recognition of the outstanding work done by our nurses, who work with the entire hospital team to ensure that the best care possible is delivered to every patient, every day, and around the clock.

This impressive achievement on our Magnet journey was a testament to the crucial leadership role of nurses at the bedside. Our nurses provide exceptionally compassionate care to our patients and families while constantly challenging themselves to expand their expertise through education and research. Nurses advocate for our patients in every situation, on every level and treat every patient and family member as if they were caring for their own. This was never more apparent than during the unprecedented healthcare crisis of 2020.

Sincerely,



**Diann Johnston, MSN, RN, NEA-BC**  
Chief Nursing Officer, Monmouth Medical Center  
and Regional Chief Nursing Officer,  
Southern Region



## A message from MMC's Chief Executive Officer

As we look back on a very difficult year with the many challenges presented by COVID-19 and reflect on those lost, we also celebrate the tremendous successes we have had in fighting this pandemic.

As winter turned to spring in 2020, the healthcare community was struggling with so many unknowns. We feared for the safety of our patients, ourselves, and our families. As true heroes, our nurses turned initial fears and challenges into knowledge, experience, and confidence. Each nurse worked to ensure that everyone in the organization was treated with humanity, kindness, and compassion.

Uncertainty gave way to both grief and resolve as the pandemic wore on. Our celebrations of discharges and our progress in fighting the virus; the strength and resilience of our Healthcare Heroes; and the incredible, enduring commitment and dedication demonstrated by everyone at our hospital was and is awe-inspiring.

Throughout all the challenges of this pandemic, our Nurse Heroes made 2020 a year that we can take tremendous pride in, as we continued our core mission of providing the highest quality and safest care to our patients. Whatever the test, our amazing nursing staff persevered with compassion, professionalism, dedication, and teamwork.

In fact, despite the challenges of 2020, Monmouth Medical Center was the only hospital in Monmouth and Ocean counties to be named a 2020 Guardian of Excellence Award® winner by Press Ganey Associates LLC. The Award recognized us for being at or above the 95th percentile for four consecutive reporting periods for the indicator "Staff Work Together to Care for You," and is truly a reflection of the amazing work of our caregivers. This recognition came on the heels of a host of other national recognitions of the quality of our care, including most significantly Magnet® designation reflecting our nursing professionalism, teamwork, and superiority in patient care.

On social media, one of our patients shared, through a series of posts, these reflections on the care he received on one of our COVID-19 nursing units, providing a perfect testament to the miraculous work of our frontline heroes:

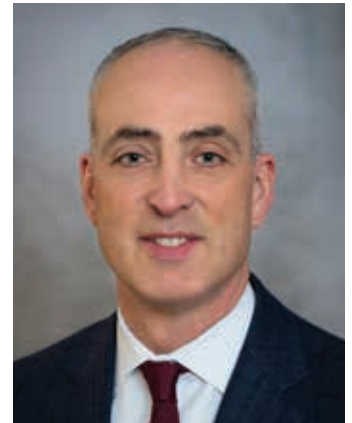
*Getting amazing care, over-the-top treatment by the Monmouth Medical staff. Excellent and detailed care continues, and I feel good about being here. Extremely caring staff; every one of whom seems to have their own personal COVID stories. I continue to be amazed, humbled, and fortunate to be in their presence and under their watch. I learned so much in here. I learned there are no guarantees. I learned a little about what makes people fearlessly walk into highly dangerous situations to do everything they can to save their brothers and sisters. I am always inspired by the mettle and courage of the care worker. Thanks again to this incredible group of very special people.*

At Monmouth Medical Center, our nurses work with the entire interdisciplinary team to ensure that the best care possible is delivered to every patient, every day, around the clock. Our COVID-19 journey is a testament to the talent and dedication that our caregivers bring to their roles each and every day.

Sincerely,



**Eric Carney**  
Chief Executive Officer  
Monmouth Medical Center



# CONTENTS

- 3 Year of the Nurse
- 4 Magnet Designation
- 6 Patient Care Services Leadership
- 7 TRANSFORMATIONAL LEADERSHIP**
- 8 Recognizing nurses & Guardian of Excellence Award
- 9 COVID-19 remembrance
- 10 STRUCTURAL EMPOWERMENT**
- 10 Information dissemination & HRO Safety Together
- 11 Professional nursing certifications
- 12 New nursing degrees
- 13 RN Residency Program
- 14 Professional Development Advancement Program (PDAP)
- 18 Community healthcare outreach
- 19 Nurses participating in humanitarian projects abroad
- 20 Magnet celebration
- 21 Awards & recognition
- 24 EXEMPLARY, PROFESSIONAL PRACTICE**
- 25 Shared governance
- 27 NEW KNOWLEDGE, INNOVATIONS, & IMPROVEMENTS**
- 28 MMC nurse awarded international top prize for invention
- 29 Innovation & initiatives
- 32 Poster presentations & publications
- 33 IRB-approved studies
- 34 Podium presentations
- 35 EMPIRICAL OUTCOMES**
- 35 Patient satisfaction
- 36 BSN & certification rates
- 38 RN satisfaction
- 39 Nurse-sensitive indicators
- 41 Professional Practice Model

*Thank you to Diann Johnston, MSN, RN, NEA-BC, and nursing leadership for their continued support of the Nursing Annual Report.*

*- The Annual Report Committee: Lauren Fleming, MA, BSN, RN-BC & Julie Villa, MSN, RN, CCRN-K*



**Marietta Datar, BSN, RN**  
Director of Patient Care  
Cardio-Pulmonary Rehab

## 2020 A REQUIEM TO A CELEBRATION: INTERNATIONAL YEAR OF THE NURSE AND MIDWIFE

The World Health Organization (WHO) launched 2020 as the International Year of the Nurse and Midwife to recognize the vital role of the nurses and midwives on the global healthcare delivery. With the WHO's aim to promote universal health to all by the year 2030, the organization has predicted that a nursing shortage of about six to nine million is inevitable. The pronouncement by the WHO inspired international nursing organizations to seize the moment. Planning of a celebratory 2020 was focused on the nurse's story, journey, and legacy to educate the world that ours is a profession that is not only essential but also vital to the existence of humanity. This was the plan.

Our 2020 story, far from the planned jubilation, opened with a dirge—an elegy brought by an unknown coronavirus. Ironically, it brought us nurses to the forefront and in the limelight across the world. Celebration? No, as if in a dream, we were transported to a zone of nursing of long ago back in the time of Florence Nightingale. Back in the time when nurses were the only hope for the wounded. Back in a time when a squabble to find the best practice for survival was a confusion of ideas and power. Just as today, nurses are the only hands that the sick can hold for comfort. Today, struggling to isolate the virus and find a cure, the whole world is just as chaotic and power is nothing but an added contortion. Our story for the international year of the nurse is a story of the past intertwined into our present. Our story continues to earn for us the respect, the admiration, and the attention of the world. The price that we have to pay... that is our story.

Our journey for 2020 did not end as planned by the WHO. Rather, it opened the road to a much brighter future for nursing. Our journey is paved by the many stories of our lives as nurses. Of sadness but also of joy. Of loss but also of triumph. Of trials but also of redemption. Of neglect but also of affirmation. Our journey has led us to the crossroad of the past and the

present unified by the paralytic effect of a health crisis, which rekindled the light to our purpose, and ennobled our identity as nurses. Our journey has reshaped our profession, renewed our energy, and revitalized our spirits. Our journey has finally led nursing to a future that will elevate its stature into its true and honorable worth. The center and the heart of the health workforce in the overall survival of humanity...that is our journey.

Our legacy? The year 2020, aimed at opening the eyes of the world towards nursing, laid the foundation for a legacy of a novel nursing practice. Investing and exploring new practices and models of care based on its merits and value, nursing will finally find its rightful place in the hierarchy within the healthcare workforce. Let us be empowered and dictate our own destiny now. Advocacy, higher education, participation in venues that will raise awareness of our role in your facility, in your community, and globally if you must. Let your voice be heard; your presence matters. Now is the time to create our legacy for the future of our nurses and nursing...our voices are our legacy.

In retrospect, the year 2020 did highlight our dedication and sacrifices. As clear as the painter's work, 2020 was indeed a beautiful picture. Of nurses' grief and smiles behind a mask, nurses' gloved hands holding an outstretched arm both isolated in a cluttered ICU room. Of nurses' tears and joy behind goggled eyes. Heroes without capes, front liners without shields.

Perhaps it is fate. Perhaps Florence Nightingale envisioned that nursing in its daily course is no different from nursing in a pandemic. The pandemic was the right setting for our story. The pandemic was the appropriate vehicle for our journey. The pandemic was an honest witness to our legacy.

A celebration. A requiem. The year 2020. International Year of the Nurse and the Midwife.



## MONMOUTH MEDICAL CENTER ACHIEVES MAGNET DESIGNATION IN 2020

On January 15th in a crowded Borden Auditorium, MMC nurses, administrators, and staff celebrated as the ANCC Magnet Recognition Program® Office announced MMC accomplished Magnet Designation with 7 exemplars:



- **EP18EOa**—Unit-level “patient falls with injury” data outperformed the vendor’s national mean and comparison for the majority of the 8 consecutive quarters presented
- **EP18EOb**—Unit-level data for “hospital-acquired pressure injury (HAPI) stage 2+” outperformed the vendor’s national mean and comparison for the majority of the 8 consecutive quarters presented
- **EP18EOc**—Unit-level data for “catheter-associated urinary tract infection (CAUTI)” outperformed the vendor’s national mean and comparison for the majority of the 8 consecutive quarters presented
- **EP18EOd**—Unit-level data for “central line-associated bloodstream infection (CLABSI)” data outperformed the vendor’s national mean and comparison for the majority of the 8 consecutive quarters presented
- **EP19EOa**—Ambulatory unit-level data for “patient falls with injury” outperformed the vendor’s national mean and comparison for all 8 consecutive quarters presented
- **EP19EOb**—Ambulatory unit-level data for “Left Without Being Seen (LWOBS)” outperformed the vendor’s national mean and comparison for all 8 consecutive quarters presented
- **EP6EO**—The work of the primarily nurse-led Perinatal Mood & Anxiety Disorder Program (PMAD) accomplished over the years to benefit a specific patient population



**A very special “thank you” to our Magnet Writers for their work on the 2019 document submission**

- Julie Villa, MSN, RN, CCRN-K
- Bonny Adler, MSN, RNC-NIC, CBC
- Angela Brathovde, DNP, RN, BC, HNB-BC
- Lauren Fleming, MA, BSN, RN-BC
- Mary Beth Gartland, MSN, RN, CCRN, CBC
- Gina Gillet, BSN, RN, CNOR
- Darla Harmer, MSN, RN
- Danielle Hilliard, MSN, RN, APN, CPNP, CCRN-K
- Pat Marcelle, MSN, RN, CCRN-K
- Pat McNamee, MS, RN
- Debra Petersen, MS, RN, APN, NEA-BC
- Rose Polasky, MS, MA, RN, CCRN, NE-BC
- Wendy Reich, MSN-Ed, RNC-OB, C-EFM
- Lauren Russo, MSN, RN
- Stefonia Thompson, BSN, RN-BC
- Janet Urbanowicz, PH.D., RN, CPHQ, NEA-BC



**A very special “thank you” to MMC’s Magnet Ambassadors**

## PATIENT CARE SERVICES LEADERSHIP



**Jenna DiBartolo**  
MSN, RN, CNOR  
*Assistant Vice President*  
*Perioperative Services*



**Darla Harmer, MSN, RN**  
*Assistant Vice President*  
*Nursing*



**Lydia Lefchuck,**  
DNP, RNC-OB, CNM  
*Assistant Vice President*  
*Women's & Children's Services*



**Kirsten Windos,**  
MSN, RN, CPPS  
*Assistant Vice President*  
*Performance Excellence*



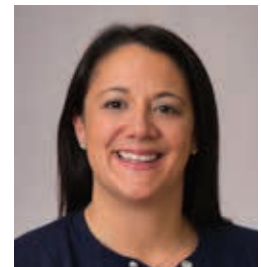
**Maureen Bowe, MSN, RN**  
*Administrative Director*  
*Critical Care, Renal Services,*  
*Nursing Resources, Respiratory*  
*Care, & Cardiology Services*



**Stanley Evanowski,**  
MSW, LCSW, LCADC  
*Administrative Director*  
*Behavioral Health*



**Lauren Fleming,**  
MA, BSN, RN-BC  
*Director*  
*Magnet Program*



**Danielle Hilliard, MSN,**  
APN, CPNP, CCRN-K  
*Administrative Director*  
*CPDIR*



**Rose Polasky, MS, RN,**  
CCRN, NE-BC  
*Administrative Director*  
*Perioperative Services*



**Deanna Tiggs, MS, APN,**  
AOCNS  
*Regional Director of Operations*  
*Cancer Services*



**Kathleen Windram,**  
MSN, RN, CBC  
*Administrative Director*  
*Pediatric Services*



## TRANSFORMATIONAL LEADERSHIP

Transformational leadership, the preferred style of leaders in Magnet organizations, is based on the recognition that nurse leaders must be able to uphold an organization's mission, vision, values, and philosophy while simultaneously working to improve behaviors and empower nurses and each other through autonomy. Transformational leaders motivate others to achieve extraordinary results.



MMC's clinical excellence is directly related to our nurses' professional development and the mission, vision, values, and philosophy that drive best practice.

**Mission:** To engage all team members through empowerment, education, and collaboration to create a culture of high-quality, evidence-based, cost-effective care for our community.

**Vision:** To develop a healthcare team that will take responsibility for achieving and sustaining excellent patient care outcomes and that will hold each other accountable for delivering care that will exceed the expectations of the community we serve.

**Value Statement:** "Passionate about quality, compassionate about people"

**Nursing Philosophy:** As MMC nurses evolve and adapt into the 21st century, we continue to strive for nursing excellence while valuing our historic traditions. Nurses serve as leaders, aspiring for the highest level of judgment, ethics, and standards. Leadership is recognized through accountability and accepting the responsibilities, privileges, and rights within our professional practice. We believe:

- The essence of nursing is the privilege to care for others.
- Nursing is an art and a science, combining knowledge, caring ethics, and compassion to provide holistic patient care that meets the needs of body, soul, and spirit.
- As nurses, we have a commitment to competence and skill in the practice of our profession.
- Diversity adds to our strength.
- Collaboration enhances our practice.
- Based upon sound judgment, competence, research, and ethics, adaptation is key in our ever-changing health care environment.
- Methods of quality improvement, research, and innovation refine our practice.
- Nurses serve as leaders, aspiring for the highest level of judgement, ethics, and standards. Leadership is recognized through accountability and accepting the responsibilities, privileges, and rights within our professional practice.



## Preparing the next generation of nurse leaders at MMC

The Business Resource Group, led by Sylvia Jacobs, Director of Diversity and Inclusion, celebrated nurse leaders through Upward Bound in December, 2020.

## The 2020 Guardian of Excellence Award

MMC has been named a 2020 Guardian of Excellence Award® winner. The Guardian of Excellence Award recognizes top-performing healthcare organizations that have achieved the 95th percentile or above for performance in Patient Experience. MMC is the only hospital in Monmouth and Ocean counties and joins sister RWJBarnabas Health hospital Clara Maass Medical Center in being recognized by Press Ganey Associates LLC, the healthcare company that develops, distributes, and tracks patient satisfaction surveys, for being at or above the 95th percentile for four consecutive reporting periods for the indicator “Staff Work Together to Care for You.”

It takes all leadership and frontline staff throughout the organization to accomplish such a feat. This award is a testament to MMC’s teamwork and building each other up to achieve greatness.



# *“This is my fight song....”*

MMC remembers those who fought on the frontline through COVID-19. To our patients, our fellow team members, our families - we will never forget.



# STRUCTURAL EMPOWERMENT

Structural empowerment refers to the structures, programs, and policies in place to assist nurses to be able to work to the top of their license (ANA, 2014). Structured pathways foster an environment where nurses can achieve professional growth and participate in decision-making interprofessional groups.

## Nursing grand rounds & patient care services town hall meeting

Although COVID-19 prohibited in-person events, once the first wave of the pandemic subsided, MMC settled into the “new normal” of a virtual world.

### Grand rounds – February 13, 2020

Thinking Outside the Box: A Case Study Presentation – AP2 Unit-Based Professional Practice Council

*“At the conclusion of this activity, the learner will demonstrate knowledge of the differences between ethical dilemmas, emotional vs. moral distress, and moral competence in decision-making, related to patient care situations that are outside of ordinary care situations.”*

### Patient care services town hall meeting – November 12, 2020

Presented by  
**Diann Johnston,**  
MSN, RN, NEA-BC

Guest speakers:  
**Carolyn Korotky,**  
BA, BSN, RN-BC, CIC  
Infection Control presentation

**Lauren Fleming,**  
MA, BSN, RN-BC  
Magnet updates



## HRO Safety Together

In 2020, the COVID-19 pandemic put our high reliability principles to the test. Organizationally, safety huddles increased to twice daily, ensuring timely resolution of issues. SBARs and written briefings accurately communicated crucial information to nurses and staff. Ancillary departments supported Nursing based on the behavior You and Me Together. Individually, nurses used our Safety Together tools to keep themselves, and their patients, safe. Safety Coaches, many of whom are nurses, reinforced the use of tools such as Stop the Line, STAR, and cross-check and coach with their teams at crucial times. They also led initiatives to implement best practices in patient care and inform staff of policy and procedure changes. Additionally, MMC piloted the Specially Trained Connector program, a program of mostly nurses, trained to help their peers find resources to deal with stress, grief, and emotional hardships encountered while at work. Our HRO training and Safety Together culture made the successes MMC experienced during the pandemic more achievable!



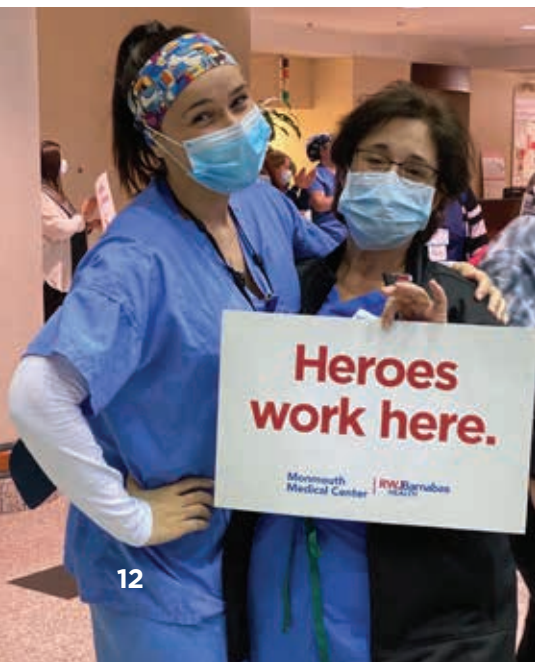
## New professional nursing certification

By December 2020, the nursing workforce at MMC had achieved a professional nursing certification rate of **69%**. Professional nursing certification demonstrates nurses' knowledge, skill, and expertise related to their specialty and is required to provide exceptional patient care outcomes. With a commitment to life-long learning and maintaining high-quality patient care, we honor all nurses who achieve and maintain their professional nursing certification.



## The table below recognizes the nurses who achieved a new certification in 2020:

Nurse	Unit	Certification
Marissa Piliari, BSN, RN-BC	Betty Block Roberts 2	Medical-Surgical Registered Nurse
Kathryn Cosentino, BSN, RN-BC	Community 2	Medical-Surgical Registered Nurse
Susan Morris, RN-BC	Community 2	Medical-Surgical Registered Nurse
Jessica Preston, BSN, RN-BC	Community 2	Medical-Surgical Registered Nurse
Fiorella La Hara, BSN, RN, CEN	Emergency Department	Certified Emergency Nurse
Lisa Turner, BSN, RN, CEN	Emergency Department	Certified Emergency Nurse
Yve Massre, RN-BC	Greenwall 5	Medical-Surgical Registered Nurse
Kayla Petrozzo, RN-BC	Greenwall 5	Medical-Surgical Registered Nurse
Emily Recchia, BSN, RN-BC	Greenwall 5	Medical-Surgical Registered Nurse
Jessamma Ruby, BSN, RN-BC	Greenwall 5	Medical-Surgical Registered Nurse
Dana Hubeny, RN-BC	Greenwall 6	Medical-Surgical Registered Nurse
Tara Yetman, RN-BC	Greenwall 6	Medical-Surgical Registered Nurse
Iris Cruz, BSN, RN-BC	Intensive Care Unit	Medical-Surgical Registered Nurse
Nicole Altenau, MSN, RNC-OB, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Jennifer Angersbach, BSN, RNC-OB, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Rachel Biase, BSN, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Erica Billig, BSN, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Julianna Brodhecker, BSN, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Marissa Caltablotta, BSN, RNC-OB, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Stephanie Carrera, BSN, RN, C-EFM	Labor & Delivery	Electronic Fetal Monitoring
Ashley Cucuzzella, BSN, RN, E-EFM	Labor & Delivery	Electronic Fetal Monitoring
Heather Deus, RN, C-EFM	Labor & Delivery	Electronic Fetal Monitoring
Kiera Farley, BSN, RN, C-EFM	Labor & Delivery	Electronic Fetal Monitoring
Ashley Fava, BSN, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Melissa Guarnieri, BSN, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Danielle LaBella, BSN, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Victoria Laporta, BSN, RNC-OB, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Geri Lowney, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Brianna Meyer, BSN, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Molly Morrow, BSN, RNC-OB, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Caryn Moyer, BSN, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Kaitlin Muller, BSN, RNC-OB, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Dana Pepino, BSN, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Laura Quackenbush, RN, C-EFM	Labor & Delivery	Electronic Fetal Monitoring
Jennifer Quirk, BSN, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Kimberly Rudinski, BSN, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Shirah Suero, BSN, RNC-OB, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Autumn Vanleaf, BSN, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
AnnMarie Vuono, MSN, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Hannah Whitman, BSN, RN, C-EFM, CBC	Labor & Delivery	Electronic Fetal Monitoring
Laura Meyer, MSN, RNC-NIC, CBC	Regional Newborn Center	Neonatal Intensive Care Nursing
Rachel Sorensen, BSN, RNC-NIC	Regional Newborn Center	Neonatal Intensive Care Nursing
Gabrielle Ambrozia, BSN, RN, CBC	Todd 5 Mother-Baby	Certified Breastfeeding Counselor
Jaclyn Donohue, BSN, RN, CBC	Todd 5 Mother-Baby	Certified Breastfeeding Counselor
Carly Gillespie, BSN, RN, CBC	Todd 5 Mother-Baby	Certified Breastfeeding Counselor
Victoria Kotch, RN, IBCLC	Todd 6 West Mother-Baby	International Board Certified Lactation Consultant



## New nursing degrees

MMC is proud of the nurses who continue their professional development through advanced degrees and academic achievements, which ultimately benefit our patients in the quality of nursing care they deliver.

While providing quality care to patients from the community, the nurses of MMC are aided in a variety of ways to gain their accomplishments:

- Scholarships and awards
- Academic affiliations with schools of nursing
- Flexibility in scheduling and tuition reimbursement

### The following nurses achieved a new degree in 2020:

Nurse	Unit	School
Susan Flynn, BSN, RN	Alexander Pavilion 2	Thomas Edison State University
Joanna Fabiano, BSN, RN	Betty Block Roberts 2	Chamberlain University
Taquana Holley, DNP, RN	CPDIR	Chamberlain University
Christina Nilio, MSN, RN-BC	Emergency Department	Wilmington University
Lauren Pericone, MSN, RN, CBC	Float Maternal Child	Walden University
Megan Demarco, BSN, RN	Greenwall 5	Chamberlain University
Sarah Ligouri, BSN, RN	Greenwall 5	Georgian Court University
Liliana Revelo, RN	Greenwall 5	Brookdale Community College
Skyelar McCarthy, RN	Greenwall 6	Brookdale Community College
Nicole Lanza, BSN, RN	Intensive Care Unit	Ashford University
Stephanie Faccas, RN	Labor & Delivery	Brookdale Community College
Danielle Yoos, RN	Operating Room	Ocean County College
Danielle McNally, MSN, RN, CCE, CBC	Todd 5 Mother-Baby	Chamberlain University
Emily Portman, BSN, RN	Todd 5 Mother-Baby	New Jersey City University
Amanda VanLoenen, MSN, RN, CBC	Todd 5 Mother-Baby	Wilmington University



## RN Residency Program

MMC is dedicated to the successful transition into practice of all new graduate registered nurses. The general orientation program that the new graduate receives is a highly structured curriculum that allows for a general overview of the organization as well as the necessary requirements of a strong nursing foundation. In addition to the general nursing orientation program offered to all nurses, the Center for Professional Development, Innovation, and Research works to implement new graduate residency programs in several practice settings that include additional didactic, simulation, and role development specific to the nurse's practice setting.

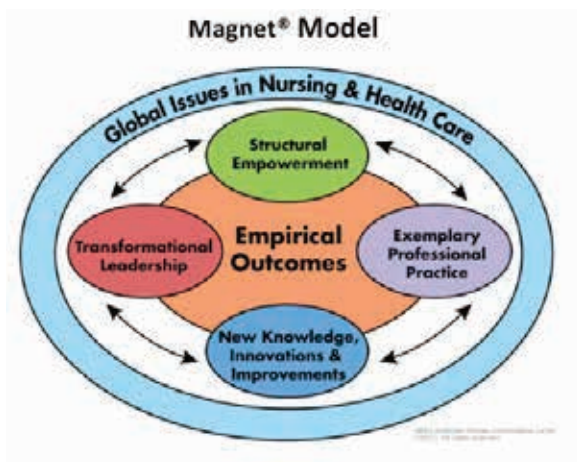


On February 24, 2020, the American Nurses Credentialing Center's (ANCC) Commission on Accreditation in Practice Transition Programs awarded MMC's New Graduate Residency Program "Accreditation with Distinction," the highest recognition awarded by the ANCC's Accreditation Program.

## MMC celebrates the 2020 RN residents

Nurse	Unit
Danica Almendares, BSN, RN	Alexander Pavilion 1
Sarah Merkle, BSN, RN	Alexander Pavilion 1
Michelle Lomangino, BSN, RN	Alexander Pavilion 3
Gregory Appleman, BSN, RN	Betty Block Roberts 2
Miranda Blasco, BSN, RN	Betty Block Roberts 2
Stephen Boyce, BSN, RN	Betty Block Roberts 2
Nicole Cebulko, BSN, RN	Betty Block Roberts 2
Stuti Desai, BSN, RN	Borden 5
Samantha Halvorsen, BSN, RN	Borden 5
Brittany Matteo, BSN, RN	Borden 5
Nicole Fiore, BSN, RN	Community 2
Allison Rayburn, BSN, RN	Community 2
Zahia Abuzahrieh, BSN, RN	Emergency Department
Fiorella La Hara, BSN, RN, CEN	Emergency Department
Christina Politis, BSN, RN	Emergency Department
Sharon Arking, BSN, RN	Greenwall 5
Margaret Moran, BSN, RN	Greenwall 5
Philip Swaney, BSN, RN	Greenwall 5
Kristen Malloy, BSN, RN	Greenwall 6

Nurse	Unit
Nicole Nadler, BSN, RN	Greenwall 6
Bailey Stark, BSN, RN	Intensive Care Unit
Carly Cosentino, BSN, RN	Labor & Delivery
Juliana D'Agostino, BSN, RN	Labor & Delivery
Julie Gillet, BSN, RN	Labor & Delivery
Brianna Mahoney, BSN, RN	Labor & Delivery
Nathalie Rencher, RN	Labor & Delivery
Toni Roma, BSN, RN	Labor & Delivery
Caylee Bruff, BSN, RN	Todd 5 Mother-Baby
Brittany Cancassi, RN	Todd 5 Mother-Baby
Cassandra Cocchiara, BSN, RN	Todd 5 Mother-Baby
Rielly Golomb, BSN, RN	Todd 5 Mother-Baby
Shannon Johnson, BSN, RN	Todd 5 Mother-Baby
Claire Stenson, BSN, RN	Todd 5 Mother-Baby
Rachel Ward, BSN, RN	Todd 5 Mother-Baby
Jonathan Ortiz, BSN, RN	Todd 6 East
Anjani Patel, BSN, RN	Todd 6 East
Julia Cleary, BSN, RN	Todd 6 West Mother-Baby



**Transformational Leadership:** Visionary leadership that transforms the organization to meet changing needs

**Structural Empowerment:** Engaged staff with influential leadership that is prepared to meet current and future challenges of healthcare delivery

**Exemplary Professional Practice:** Competent, dedicated nurses who apply their knowledge to achieve their professional best

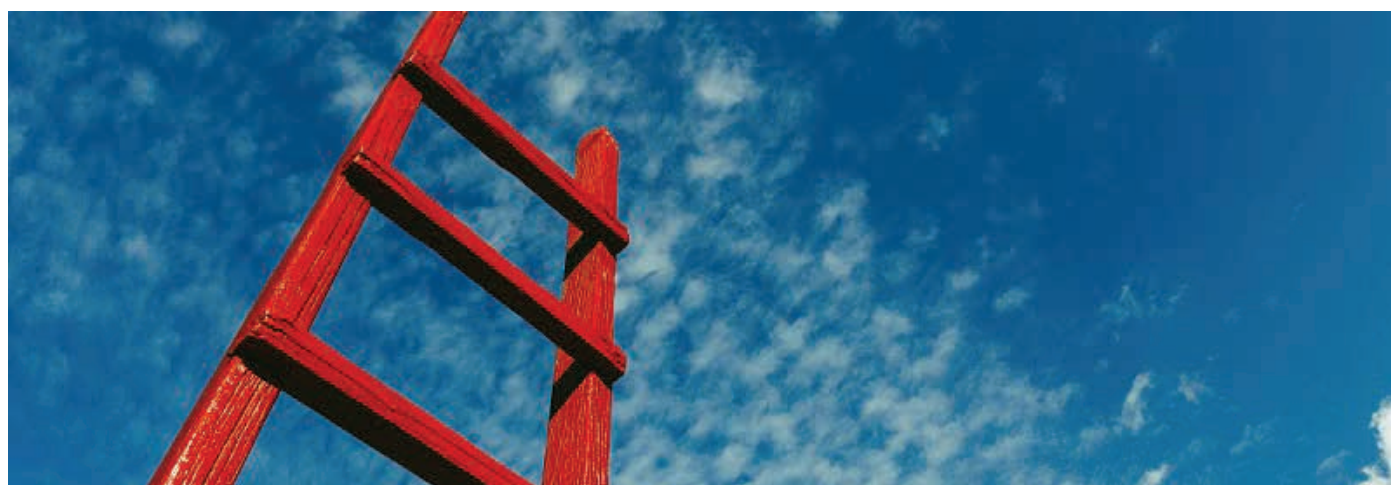
**New Knowledge, Innovations, and Improvements:** Continued innovation that improves staff knowledge, clinical practice, and systemic excellence

**Empirical Outcomes:** System-wide measurement of quality outcomes related to nursing leadership and clinical practice that demonstrates continuous improvement

## Professional Development Advancement Program

The Professional Development Advancement Program (PDAP) was redesigned to encourage clinical nurses to take advantage of opportunities to advance their clinical practice at MMC. The PDAP outlines the experience, critical thinking skills, education, and professional activities nurses need to grow in their role. PDAP affords nurses the consistent framework to grow as a leader. This program provides the infrastructure for managers to offer those nurses interested in expanding their clinical practice as they navigate from novice to expert. It also serves as a mechanism for recruitment and retention of talent and incorporates the MMC Professional Practice Model into daily practice.

To successfully navigate the PDAP application, the applicant is required to attest to the activities they are involved in or have already completed. These activities pertain to the ANCC Magnet® Model components that support Empirical Outcomes:



### Level 4

Nurse	Unit
Laura Bourque, BSN, RN-BC	Alexander Pavillion 3
Joelle Kelly, BSN, RN-BC	Alexander Pavillion 3
Mary Danish, RN, CEN, OCN	Cancer Services
Christine Picarello, BSN, RNC-NIC, CBC	Regional Newborn Center
Tara Ryan, MSN, RN, CBC	Regional Newborn Center
Alexandra Vandesype, MSN, RN, CBC	Regional Newborn Center



## Level 3

Nurse	Unit
Caroll DeRocco, RN, OCN	Betty Block Roberts 2
Kerry Mallon, RN, OCN	Betty Block Roberts 4
Elina Zeigerman, BSN, RN	Betty Block Roberts 4
Bomina Lim, BSN, RN-BC	Community 2
Jessica Preston, BSN, RN-BC	Community 2
Christie Butler, BSN, RN, PCCN	Emergency Department
Lisa Turner, BSN, RN, CEN	Emergency Department
Sandra DeNoville, BSN, RN, CGRN	Endoscopy
Donna Jeffreys, BSN, RN, CGRN	Endoscopy
Georgette King, BSN, RN, CGRN	Endoscopy
Aileen Antonio, BSN, RN, CPN, CBC	Float Maternal Child
Laura Brooks, BSN, RN, CPN, CBC	Float Maternal Child
Erica Brown, BSN, RN, CBC	Float Maternal Child
Amanda Thostesen, BSN, RN, CCE, CBC	Float Maternal Child
Alyssa Wallschleger, BSN, RN, CPN	Float Maternal Child
Raluca Girdea, BSN, RN-BC	Greenwall 5
Sheeba Suresh, BSN, RN-BC	Greenwall 5
Nicole Lamoureux, BSN, RNC-OB, C-EFM	Labor & Delivery
Victoria Laporta, BSN, RNC-OB, C-EFM, CBC	Labor & Delivery
Jennifer Quirk, BSN, RN, C-EFM, CBC	Labor & Delivery
Linda DeRosa, BSN, RN, CNOR	Operating Room
Melissa Gentile, BSN, RN, CNOR	Operating Room
Karlie Korz, BSN, RN, CPN	Pediatric Intensive Care Unit
Ambily Nair, BSN, RN, CPN	Pediatric Intensive Care Unit
Kathleen Malouf, BS, BSN, RN-BC, CSRN, CBC	Pediatric Medical Day Stay

Nurse	Unit
Eda Chung, BSN, RN, CPN	Pediatrics
Christina Daniel, BSN, RN, CPN, CBC	Pediatrics
Bianca Gallipani, MSN, RN, CPN, CBC	Pediatrics
Jasmine Paragas, BSN, RN, CPN	Pediatrics
Joyce Bodine, BSN, RN, CPAN	Post-Anesthesia Care Unit
Emmanuella Phanor, BSN, RN, CAPA	Post-Anesthesia Care Unit
Kelly Williams, BSN, RN	Radiation Oncology
Jancy Mathew Abraham, BSN, RNC-NIC, CBC	Regional Newborn Center
Sheeba Antony, BSN, RNC-NIC	Regional Newborn Center
Jennifer Cavanaugh, BSN, RN, CBC	Regional Newborn Center
Kristin Chapparo, BSN, RN	Regional Newborn Center
Ane Malone, BSN, RN, CBC	Regional Newborn Center
Laura Meyer, MSN, RN, CBC	Regional Newborn Center
Cristina Van Note, RNC-NIC	Regional Newborn Center
Kaila Wiarda, BSN, RNC-NIC, CBC	Regional Newborn Center
Cynthia Arandela-Bundac, BSN, RN-BC	Same Day Surgery
Nellie Padre, BSN, RN, CCRN	Same Day Surgery
Veronica Romeo, BSN, RN, CBC	Todd 5 Mother-Baby
Jamie Rowe, BSN, RN, CBC	Todd 5 Mother-Baby
Barbara Sunnerville, BSN, RN, CBC	Todd 5 Mother-Baby
Susan Joan Beaver, RN, OCN	Vantage Point
Susan DaSilva, RN	Vantage Point
Jessica Montague, BSN, RN, OCN	Vantage Point
Elizabeth O'Donnell, MA, RN, OCN	Vantage Point
Alisa Vandembrouck, RN	Vantage Point



## Level 2

Nurse	Unit
Emma D'Ambrosia, BSN, RN	Betty Block Roberts 2
Marissa Pileri, BSN, RN-BC	Betty Block Roberts 2
Eileen McGarry, RN, OCN, CBCN	Betty Block Roberts 4
Kaitlyn Zilly, BSN, RN	Borden 5
Linda Olshan, RNC-NIC, CBC	Breast Center
Alexandra Adimando, BSN, RN	Emergency Department
Jeannie Avon, BSN, RN	Emergency Department
Karley Kaplan, BSN, RN	Emergency Department
Loukia Lopresti, BA, RN	Emergency Department
Nicole Vogel, BSN, RN	Emergency Department
Christopher Werner, BSN, RN	Emergency Department
Alexis Winters, BSN, RN	Emergency Department
Pellegrina Rego, RN, CGRN	Endoscopy
Samantha Tramontano, BSN, RN, CBC	Float Maternal Child
Jacob Moise, BSN, RN	Greenwall 5
Katarzyna Reitmeyer, BSN, RN	Greenwall 5
Melissa Covello, BSN, RN-BC	Greenwall 6
Dana Hubeny, RN-BC	Greenwall 6
Tara Yetman, RN-BC	Greenwall 6
Diana Borja, BSN, RN	Intensive Care Unit
Eileen Clapp, BSN, RN	Intensive Care Unit
Lauren DelleDonne, BSN, RN-BC	Intensive Care Unit
Lisa Fabrizio, BSN, RN	Intensive Care Unit
Nicole Lanza, BSN, RN	Intensive Care Unit
Lisa Lemanski, BSN, RN, CCRN	Intensive Care Unit
Mary Angeline Mendoza, BSN, RN	Intensive Care Unit
Patricia Ostrander-Coffey, RN, CCRN	Intensive Care Unit
Michelle Prusko, RN, CCRN	Intensive Care Unit
Helena Semira, BSN, RN, CCRN	Intensive Care Unit
Gabrielle Tiziani, BSN, RN, CCRN	Intensive Care Unit
Janet Tomassetti, BSN, RN	Intensive Care Unit
Lauren Barnshaw, BSN, RNC-OB, C-EFM, CBC	Labor & Delivery
Rachael Biase, BSN, RN, C-EFM, CBC	Labor & Delivery
Julianna Brodhecker, BSN, RN, C-EFM, CBC	Labor & Delivery
Stephanie Carrera, BSN, RN, C-EFM	Labor & Delivery
Ashley Cucuzzella, BSN, RN, C-EFM	Labor & Delivery
Cynthia Famularo, RNC-OB	Labor & Delivery
Ashley Fava, BSN, RN, C-EFM, CBC	Labor & Delivery
Lisa Fischer, BSN, RN	Labor & Delivery
Melissa Guarnieri, BSN, RN, C-EFM, CBC	Labor & Delivery
Danielle LaBella, BSN, RN, C-EFM, CBC	Labor & Delivery
Brianna Meyer, BSN, RN, C-EFM, CBC	Labor & Delivery
Caryn Moyer, BSN, RN, C-EFM, CBC	Labor & Delivery
Kaitlin Muller, BSN, RNC-OB, C-EFM, CBC	Labor & Delivery
Melissa Naranjo, BSN, RN, CBC	Labor & Delivery

Nurse	Unit
Meredith Picurro, BSN, RNC-OB, CBC	Labor & Delivery
Shirah Suero, BSN, RNC-OB, C-EFM, CBC	Labor & Delivery
Terry Tompkins, RNC-OB	Labor & Delivery
Laura Tufts, RN	Labor & Delivery
Christy Tulino, BSN, RN, IBCLC	Labor & Delivery
Hannah Whitman, BSN, RN, C-EFM, CBC	Labor & Delivery
Jacqueline Palmieri, RN-BC	Non-Invasive Cardiac Lab
Bethany Glandt, BSN, RN-BC	Nursing Float Pool
Courtney Catania, BSN, RN, CNOR	Operating Room
Caroline Moran, BSN, RN, CPN	Pediatrics
Marie Brackett, RN-BC	PESS
Meagan Daygoo, BSN, RN	PESS
Rita Curran, MA, BSN, RN, CPAN	Post-Anesthesia Care Unit
Melissa Dimsuyu, BSN, RN	Post-Anesthesia Care Unit
Katharyn DiBernardo, RNC-NIC	Regional Newborn Center
Barbara Ehrhardt, RN, CBC	Regional Newborn Center
Jessica Kuch, BSN, RNC-NIC	Regional Newborn Center
Anna Lyons, BSN, RN, CBC	Regional Newborn Center
Rachel Sorensen, BSN, RNC-NIC	Regional Newborn Center
Heike Tinnirello, RN, CBC	Regional Newborn Center
Salo Zachariah, BSN, RNC-NIC, CBC	Regional Newborn Center
Cheryl Casanova, BSN, RN	Same Day Surgery
Rosemarie Darby, BSN, RN	Same Day Surgery
Mary Tufano, RN-BC	Same Day Surgery
Gabrielle Ambrozia, BSN, RN, CBC	Todd 5 Mother-Baby
Michelle Archer, RN, CBC	Todd 5 Mother-Baby
Jordan Colonna-Fahey, BSN, RN, CBC	Todd 5 Mother-Baby
Jaclyn Donohue, BSN, RN, CBC	Todd 5 Mother-Baby
Laura Ennis, BSN, RN, CBC	Todd 5 Mother-Baby
Nicole Foltz, BSN, RN, CBC	Todd 5 Mother-Baby
Cristen Glende, RNC-NIC	Todd 5 Mother-Baby
Kimberly Granada, RN, CBC	Todd 5 Mother-Baby
Gail Loeser, BSN, RNC-OB	Todd 5 Mother-Baby
Gabrielle Nelsen, BSN, RN, CBC	Todd 5 Mother-Baby
Kate O'Brien, BSN, RN, CBC	Todd 5 Mother-Baby
Dana Primiano, RNC-MNN, CBC	Todd 5 Mother-Baby
Lauren Tramontano, BSN, RN, CBC	Todd 5 Mother-Baby
Amanda VanLoenen, MSN, RN, CBC	Todd 5 Mother-Baby
Gina Weisneck, RN, CBC	Todd 5 Mother-Baby
Karissa Broschart, BSN, RN, CBC	Todd 6 West Mother-Baby
Jane MacMahon, BSN, RN, CBC	Todd 6 West Mother-Baby
Susan MacMahon, BSN, RN, CBC	Todd 6 West Mother-Baby
Danielle Neary, BSN, RN, CBC	Todd 6 West Mother-Baby
Jillian Smith, BSN, RN, CBC	Todd 6 West Mother-Baby

## Level 1

Nurse	Unit
Lorena Pessoa, BSN, RN	Borden 5
Gino Angelo Cortes, BSN, RN	Community 2
Janna Bogan, BSN, RN	Emergency Department
Dennis Reynolds, BSN, RN	Emergency Department
Rachellanne Galang, BSN, RN	Float Maternal Child
Lindsey Best, BSN, RN-BC	Labor & Delivery
Courtney Billig, BSN, RN	Labor & Delivery
Hannah Cahill, BSN, RN	Labor & Delivery
Michele Eisenhauer, RN, CBC	Labor & Delivery
Kiera Farley, BSN, RN, C-EFM	Labor & Delivery
Alyssa Rose Ozinga-Larson, BSN, RN	Labor & Delivery
Jessica Lorenzo, BSN, RN	Labor & Delivery

Nurse	Unit
Courtney Mahoney, BSN, RN	Labor & Delivery
Brianna Mahoney, BSN, RN	Labor & Delivery
Brianna Napoli, BSN, RN	Labor & Delivery
Amanda Patrick, RN	Labor & Delivery
Toni Roma, BSN, RN	Labor & Delivery
Kathleen Rubick, MSN, RNC-OB	Labor & Delivery
Deana Spensieri-Rice, BSN, RN	Labor & Delivery
Rinskie Nelson, BSN, RN, CBC	Todd 5 Mother-Baby
Tanya Pereira, BSN, RN, CBC	Todd 5 Mother-Baby
Maria Steinmetz, RNC-MNN, CBC	Todd 5 Mother-Baby
Stacie Chan, BSN, RN	Todd 6 West Mother-Baby
Sydney Virtue, BSN, RN	Todd 6 West Mother-Baby



## COMMUNITY HEALTHCARE OUTREACH

MMC nurses have traditionally volunteered their time at every opportunity to assist the community in which they proudly serve. Especially in 2020, a year so difficult for so many, nurses rose to the challenge amidst their own struggles. The following is a listing of some additional ways MMC nurses give back to the community:



Healthy Lives and Noninvasive Cardiac Lab donated to Bradley Beach Food Pantry.



Cardiac Services in conjunction with Holmdel Half Century Club assisted with Care Packages for US Troops with Holmdel Half Century Club. They also made welfare calls to members of a seniors group, participated in Crochet Along for a Cause - and made 26 hats to St. Vincent DePaul Society where they were distributed with Christmas gifts and food baskets. Ear savers were also created for MMC staff.



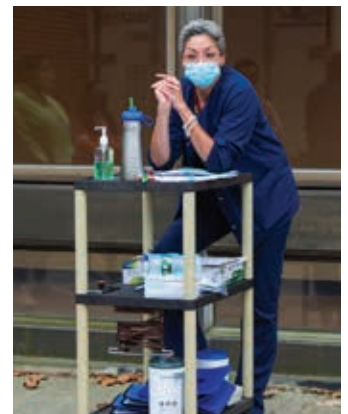
The Nursing BRG, in collaboration with Trinity AME Church and Ezekiel's Wheels, led a food drive that serviced 55 Long Branch families.



The Nursing BRG in collaboration with Community Health and Social Impact led an annual Back to School drive. They collected over 125 backpacks, school supplies, school uniforms, hand sanitizer, and thermometers for distribution.



Health Care Explorer Post #175 is sponsored by MMC as part of Monmouth Council Boy Scouts. In 2020, they received the Spurgeon Award in recognition of top-notch programming for the students. This is due in no small part to unit nurses and clinical educators who help plan and present our programming. During a trauma assessment in October, 2020 the Explorers learned about the oxygen system used in the ICU for the patients as well as a ventilator and its purpose.



## NURSES PARTICIPATING IN HUMANITARIAN PROJECTS ABROAD



**PACU Nurse, Emma Phanor, BSN, RN, CAPA, travels to Uganda, Africa in March 2020**

**PACU Nurse, Emmanuella “Emma” Phanor, BSN, RN, CAPA**, has worked at MMC for 25 years. In 2020, she traveled with a group from Triumphant Life Church to Uganda from March 9th to March 16th. She taught orphaned children of Daystar Peace Centre Mbarara Samaritan Care about various topics, such as dental hygiene. She brought and distributed toothpaste and toothbrushes to each child as well as provided the children with a specially prepared meal. She also performed blood pressure assessments to the adults who were present at the orphanage and educated those whose readings were abnormal to follow up at the local clinic. At the end of this mission, she was presented with a banner of appreciation by the people of Uganda. Emma’s return flight was the last flight to enter the United States from Africa as a response to air traffic shutdown due to COVID-19.

In an interview, Emma stated, “I am appreciative to Triumphant Life Church for organizing this trip to Uganda. I would like to thank all who supported me financially to make this experience successful, especially: Dr. Judy Johnson; Jorelle Napoleon, RN; Rita Petillo, RN; Dr. Faduba; Dr. Mariama Hubbard; Donovan SdS; and Moguet Destouches for helping my dream to come true and serve on this mission. Also, a special thank you to Dr. Jocelyn Bruno, DDS, M-OCDS, who provided me with the dental information I had available to share at the orphanage. I’m glad I was able to participate in this humanitarian project!”



# MAGNET CELEBRATION

On Monday, February 3rd from 6:00pm to 9:00pm at The Asbury, MMC and The Foundation held a Congratulatory Event for Magnet Designation!

As a special thank you, Diann Johnston, MSN, RN, NEA-BC and the Nursing Management Team also hosted a celebratory meal for the frontline staff on February 3rd and February 4th.

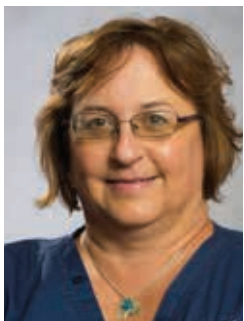


## AWARDS & RECOGNITION

### Employee of the Month



**February:** When undergoing care in the Healthy Lives Program for multiple chronic conditions that lead to frequent readmissions such as heart failure, COPD, pneumonia, and MI, high-risk patients benefit from registered nurse **Dianna Marron's** holistic approach of the mind, body, and spirit. This methodology assures each patient's comfort and confidence are of utmost importance. Dianna embraces these patients throughout the entire process, including interviewing and educating them via telephone prior to their visit and providing a calming atmosphere to ensure their comfort. She develops caring and supportive relationships with patients and their loved ones by championing individualized care, education, and treatment to meet their needs. Dianna works in close collaboration with the medical director, nurse practitioners, and adjunct personnel such as respiratory therapists, dietitians, and pharmacists.



**September:** During the first wave of COVID-19, **Kathleen "Kathy" Pavia, RN**, was one of the first nurse tent screeners. She also helped expedite telehealth medicine during COVID-19 by reaching out to both physicians and patients to confirm that patients would have an adequate medication supply and would be comfortable while not being physically present at outpatient services. Kathy works daily with the under-insured and uninsured clients of ten specialty clinic services. Kathy is the ultimate advocate for each of her patients and goes above and beyond to ensure they understand the entire plan of care including surgery information, medications, appointments, and ancillary testing.



**November: Annie Nudas, BSN, RN, CPN**, is a very experienced, conscientious, and compassionate nurse. Whether she is working on the PICU with an extremely ill patient or on the Pediatric Unit with multiple patients and varying diagnoses, Annie gives her complete attention and energy to each and every patient and their loved ones. During the peak of the pandemic, the Pediatric Unit was closed in order to open up as an adult COVID-19 ICU, and the pediatric nurses were utilized as ICU "RN extenders". Annie showed great compassion and always gave meticulous care to each and every patient she touched. She advocated for all of the patients in her team's assignment to ensure that they were always comfortable, clean, and safe.



**December: Elesia Grant, RN**, is a natural leader and takes on initiatives with full commitment. She is the chairperson of the Medical-Surgical Divisional Council for shared governance, a Magnet ambassador, and the B5 UBC chairperson. As chairperson of the B5 UBC, she observed low attendance rates and worked with the team to initiate an electronic meeting format via Whatsapp that resulted in a huge growth in attendance and participation. Her idea was so innovative that it even sparked interest when the Magnet appraisers toured the unit. Additionally, Elesia serves as both a preceptor and charge nurse. She consistently goes out of her way to ensure that both her patients and teammates are well supported, offering assistance whenever needed. Elesia is currently pursuing her BSN as she continues to grow as a nurse leader.



## The DAISY Award for Extraordinary Nurses

In 1999, Bonnie and Mark Barnes envisioned a way to honor their son Patrick's death at the age of 33 due to complications of ITP (Idiopathic Thrombocytopenia Purpura). As the Barnes family discussed what to do in their son's memory, they knew that first and foremost, they needed to show appreciation for the gifts nurses give their patients and families every day, just as they had experienced. The goal is to ensure that nurses know how deserving they are of society's profound respect for the education, training, brainpower, and skill they put into their work, and especially for the compassion with which they deliver their care. The DAISY Award is an international award, which recognizes extraordinary clinical nurses who care for patients by providing exceptional care every day. MMC proudly recognizes the nurses who have demonstrated outstanding care through recognition of this award.

### The 2020 DAISY Award winners:

**Claire Doran, BSN, RNC-MNN, CBC**

Todd 5 Mother-Baby  
March 2020

**Lori Frederick, RN, CCRN**

Intensive Care Unit  
June 2020

**Alyssa Wallschleger, BSN, RN, CPN**

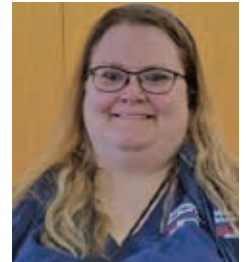
Valerie Center  
September 2020

**Linda Olshan, RNC-NIC, CBC**

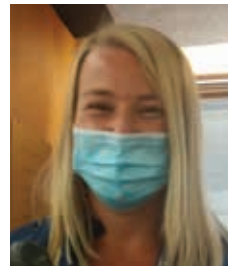
Breast Center  
December 2020



**Claire Doran,  
BSN, RNC-MNN,  
CBC**



**Lori Frederick,  
RN, CCRN**



**Alyssa Wallschleger,  
BSN, RN, CPN**



**Linda Olshan,  
RNC-NIC, CBC**



## New for 2020, MMC recognizes Carolyn Korotky, BA, BSN, RN-BC, CIC, Director of Infection Control for her steadfast role during COVID-19

Carolyn has the ability to keep everyone "in the loop", which is huge when dealing with a pandemic. By removing the middle-man, Carolyn ensures staff has a solid understanding of infection control concepts. A leader is someone who does more than just lead. A leader is driven by the right motivation and desire to carve out positivity and make an impact. A leader has a vision for the betterment of her fellow staff and community at large and rallies those around her toward that vision. Carolyn's motto always is: "I just want to keep everyone safe." Her dedication, vision, and collaboration truly embodies the HRO journey. During this pandemic, where there was so much uncertainty and fear – fear from the patients, the staff, and their own loved ones at home – Carolyn was a beacon amidst the stormy shores. MMC is so blessed to have her light the way.



## AWARDS & RECOGNITION

### Nicole Keegan, DNP, APN-C presented the ONL NJ's 2020 Excellence in Advanced Practice Nursing Leadership Award

On December 4, 2020, the ONL NJ Awards Selection Committee awarded **Nicole Keegan, DNP, APN-C, Director of Pain Management Services at MMC** the Excellence in Advanced Practice Nursing Leadership Award in recognition of the role that she played in keeping critically ill patients connected to family during the COVID-19 pandemic. During this trying time, Nicole conceptualized and operationalized a palliative care liaison program in the ICU to provide dignity and honor to struggling patients. Through the program, Dr. Keegan led a multidisciplinary team that worked on the frontline alongside the ICU nurses to facilitate an emotional bond between loved ones and the patients at the end of their lives.



**Nicole Keegan, DNP, APN-C, Director of Pain Management Services**



### Service Recognition



**Congratulations to Case Manager Carole Ball, BSN, RN on 45 years of service to MMC.**

## EXEMPLARY PROFESSIONAL PRACTICE



Exemplary professional practice focuses on excellence, collaboration, quality, safety, and best practice to bolster extraordinary results. At MMC, nurses work together with the members of the community, their fellow staff, patients and their family members, and the interprofessional team to ensure stellar nursing outcomes that hold MMC as a leader in RWJBarnabas Health and throughout all of New Jersey. This topic is also all about the potential of what nursing can achieve together; it is the true essence of a Magnet organization.

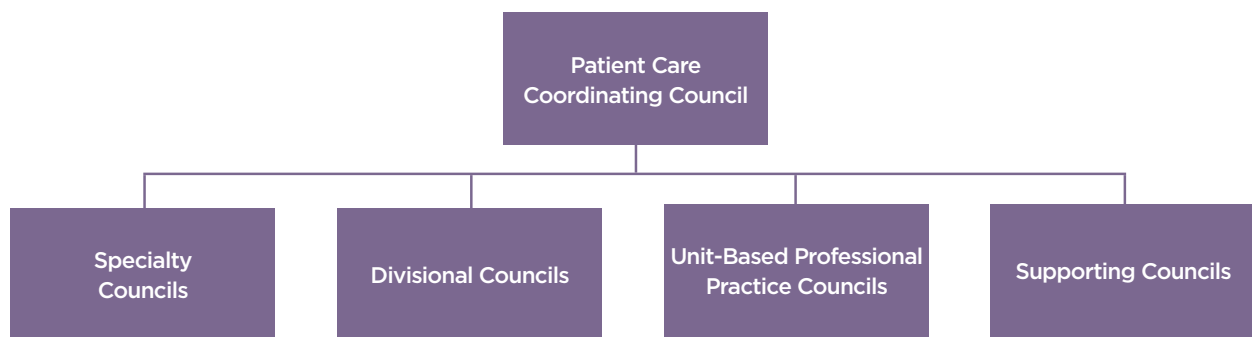


# SHARED GOVERNANCE

Shared Governance is a model of planning and decision-making based on the principles of partnership, equity, accountability, and ownership. This framework provides the basis for a collaborative decision-making process whereby interdisciplinary councils can communicate and work as teams toward the collective goals of the organization. In Patient Care Services, this model provides the framework for a decentralized reporting structure, which allows nurses of all levels to make decisions and promotes autonomy. Shared governance champions creating and facilitating an environment that maximizes ownership and accountability.



At MMC, the shared governance councilor structure is entirely nurse-driven. The Patient Care Coordinating Council, comprised of the CNO and all councilor chairpersons, co-chairpersons, and facilitators, is the overseeing body.



## **Ambulatory Council: – New in 2020!**

**Facilitator: Debra Stellavato, BSN, RN**

**Members:**

- Susan Beaver, RN, OCN
- Ronnie Cahill, BSN, RN
- Amber Cutone, MSN, RN-BC, CBN
- Marietta Datar, BSN, RN
- Leslie DeSimone, BSN, RN, OCN
- Erin Dooley, PhD, MSN, RN, CBEC, CNBC
- Kayla Frederick, BSN, RN-BC
- Helene Henkel, RN, CCM
- Normajean Lapsley, BSN, RN
- Kathleen Malouf, BS, BSN, RN-BC, CSRN, CBC
- Kimberly Novo, BSN, RN, OCN
- Linda Olshan, RN, RNC, BCC
- Kathleen Pavia, BSN, RN
- Jessica Rosar, BSN, RN, OCN
- Mallory Signoriello, BSN, RN-BC
- Kelly Williams, BSN, RN

**2020 Accomplishments:**

- Formed the first shared governance council for ambulatory services in MMC history
- Currently working on the streamlining and standardization of paper charting across the division

## **Behavioral Health Council:**

**Facilitator: Nahomie Marcenat, BSN, RN**

**Co-Chairperson: Laura Bourque, BSN, RN-BC**

**Co-Chairperson: Vera D’Silva, BSN, RN-BC**

**Members:**

- Brittany Beveridge, LSW
- Marie Brackett, RN-BC
- Ray Carbone, RN
- Amy Cullen, BSN, RN-BC
- Meagan Daygoo, BSN, RN
- Christina Dellasala, RN

**2020 Accomplishments:**

- February 2020 Grand Rounds: Thinking Outside the Box
- Introduction of the Journal Club
- Restraint Checklist to monitor and assess protocols
- Restraint documentation presentation with NetLearning education for all staff
- Performance improvement project focused on shift report/SBAR
- Social Work Orientation Checklist to utilize for new hires
- Behavioral Health Shared Governance Coat Drive
- September, 2020 – Virtual National Alliance on Mental Health (NAMI) Walk 2020 Fundraiser
- November, 2020 – Virtual American Foundation for Suicide Prevention - Out of the Darkness Walk Fundraiser

## Critical Care Council:

**Facilitator:** Maureen Bowe, MSN, RN

**Chairperson:** Nicole Vogel, BSN, RN

**Members:**

Sharmine Brassington, MSN, RN  
Christie Bulter, BSN, RN, PCCN  
Patricia Marcelle, MSN, RN-CCRN  
Jaqueline Palmeri, RN  
Michelle Prusko, RN, CCRN  
Kiera Reilly, BSN, RN-BC  
Mallory Sheehan, BSN, RN-BC

**2020 Accomplishments:**

- Adopt a family for the holidays- Salvation Army
- Thanksgiving food drive
- TEE's in ICU quick reference guide
- Cath Lab quick reference guide
- Code Stemi check list changes

## Maternal Child Health Council:

**Facilitator:** Kathleen Windram, MSN, RN, CBC

**Chairperson:** Gabrielle Crine, BSN, RN, CBC

**Members:**

Carly Gillespie, BSN, RN, CBC  
Kathleen Malouf, BS, BSN, RN-BC, CSCRN, CBC  
Tanya Pereira, BSN, RN, CBC  
Christine Picarello, BSN, RNC-NIC, CBC  
Ashlee Poskonka, BSN, RN  
Jennifer Quirk, BSN, RN, CBC  
Jeannette Reilly, BS, RN, CPN  
Carolyn Stack, BSN, RN-BC  
Amanda Thostesen, BSN, RN, CCE, CBC  
Samantha Tramontano, BSN, RN, CBC  
Cristina Van Note, RN, RNC-NIC, CBC

**2020 Accomplishments:**

- Members of H.O.P.E.: Participated in community outreach, organized literacy program, school supply drive, coat drive, flu shots, St. James Pantry Thanksgiving Dinner/ Christmas Celebration/Coat and Glove
- Fundraised: \$145 for several families in need, 30 School Back Packs filled with school supplies, provided diapers and wipes to Jersey Dream Center
- Participation Nursery Committee: Provided input for new glucose new gel protocol, collaboration with PMAD Program
- Developing: Education flyer for staff education, input for the new outpatient Monmouth Mall Center, staff education regarding referral process/Edinburgh etc., ongoing development and education of GAD7 Anxiety screening tool

## Medical-Surgical Council:

**Facilitator:** Leslie Shephard, MSN, RN, OCN

**Chairperson:** Emma D'Ambrosa, BSN, RN

**Co-Chairperson:** Bethany Glandt, BSN, RN-BC

**Co-Chairperson:** Elesia Grant, RN

**Members:**

Kylie Allmers, BSN, RN  
Krystal Blakenbaker, MSN, RN (Educator)  
Amanda Boutros, BSN, RN  
Maggie Burke, BSN, RN  
Victoria Chmielowicz, BSN, RN  
Caroll DeRocco, BSN, RN, OCN  
Kristen DeSimone, BSN, RN  
Stacey Faria, BSN, RN  
Kaitlyn Goodlow, BSN, RN  
Bomina Lim, BSN, RN-BC  
Angie Mendoza, BSN, RN  
Lorena Pessoa, BSN, RN  
Lauren Petach, BSN, RN-BC  
Jessica Preston, BSN, RN  
Kat Reitmeyer, BSN, RN  
Mallory Signoriello, BSN, RN-BC

**2020 Accomplishments**

- Distributed a monthly medical-surgical newsletter
- Active participation in Falls Committee
- Developed and distributed a Medical-Surgical Float Reference Guide
- Developed a standardized language line sign

**Additional shared governance Divisional Councils:**

Perioperative Council

**Additional shared governance Specialty Councils:**

Advanced Practice Nurse Council  
Nursing Informatics Council  
Nursing Research / EBP Council  
NWESC  
Patient Care Management Council  
RWJBH System-Wide Councils

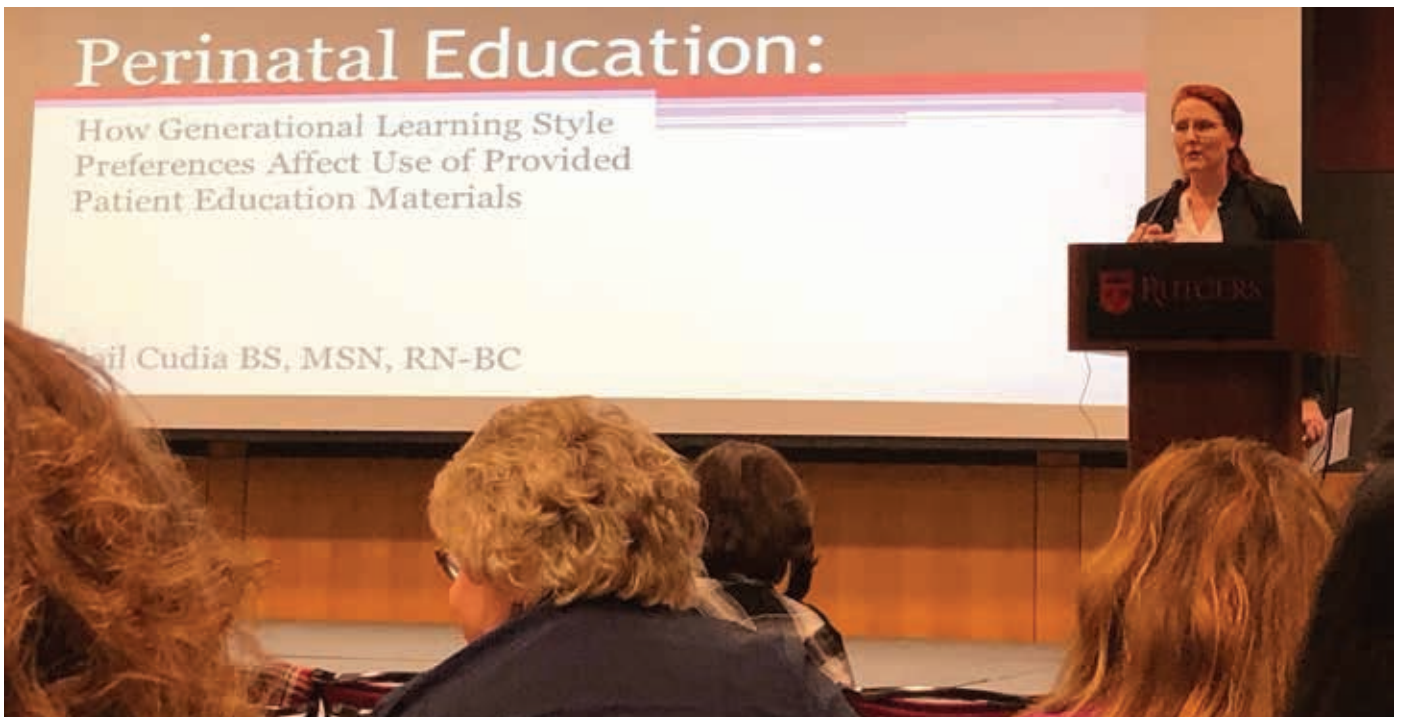
**Additional shared governance Supporting Councils:**

Falls Committee  
HAI Committee  
Magnet Ambassador Committee  
Magnet Steering Committee  
Response of Hospital Staff Domain Council

## NEW KNOWLEDGE, INNOVATIONS, & IMPROVEMENTS



MMC nurses involved in research, evidence-based practice, innovation, and performance improvement projects exercise the ability to change policies, patient care, and outcomes for the greater good. Nurses integrate these actions into their clinical and daily processes to implement the safest and best practices for their colleagues, patients, and practice environment. Developing evidence-based care models lead them in making changes that result in improved outcomes for patients, their families, and the community at large. MMC nurses are encouraged to pursue and conscientiously integrate new knowledge, innovations, and improvements into their clinical and operational processes.



## MMC NURSE AWARDED INTERNATIONAL TOP PRIZE FOR INVENTION



*"I am very proud to be recognized as a nurse innovator. Nurses are not conditioned to be thought of as innovators, but nurses are in the trenches of healthcare every day, so our insights are vital in innovation. We are constantly adapting, growing, changing, learning, and overcoming obstacles. I would encourage nurses with great ideas to take a leap of faith. Come forward with your ideas and products, because just by believing in yourself, you can change healthcare. It's within your power."*

**Kathleen Malouf, BS, BSN, RN-BC, CBC, CSRN**, who works in Pediatric Medical Day Stay for MMC's Unterberg Children's Hospital, is the inventor of the IsoPouch, a simple, disposable, transparent pouch that adheres to an isolation gown. The pouch can help health workers quickly and easily gather supplies and preserve personal protective equipment (PPE). She has been named an awardee of the Johnson & Johnson Nurses Innovate QuickFire Challenge in COVID-19 Patient Care.

Kathleen notes that the idea for her invention came from a desire to support delivery of more efficient and safe patient care – a need that she said escalated significantly while caring for COVID-19 patients.

"Back in April, I was redeployed from my job in Pediatric Medical Day Stay to be a nurse extender in our new COVID-19 intensive care unit," she said. "I was accustomed to using my scrub pockets to hold everything I would need when caring for my pediatric patients, but when I shifted to caring for COVID-19 patients and wearing layers of PPE, my pockets became inaccessible and I found myself unable to hold all of the supplies I needed when visiting a patient's

room. Because of this, there would be forgotten supplies or supplies that either a team member or I would drop on the floor and therefore waste—and sometimes we had to open doors to shout for assistance with a forgotten item."

Noting that this was not an ideal situation when she and her colleagues needed to minimize moving in and out of patient care rooms and preserve PPE, she realized they needed a simple, efficient, safe way to access medical supplies needed for patient care when they could no longer rely on safely accessing their pockets.

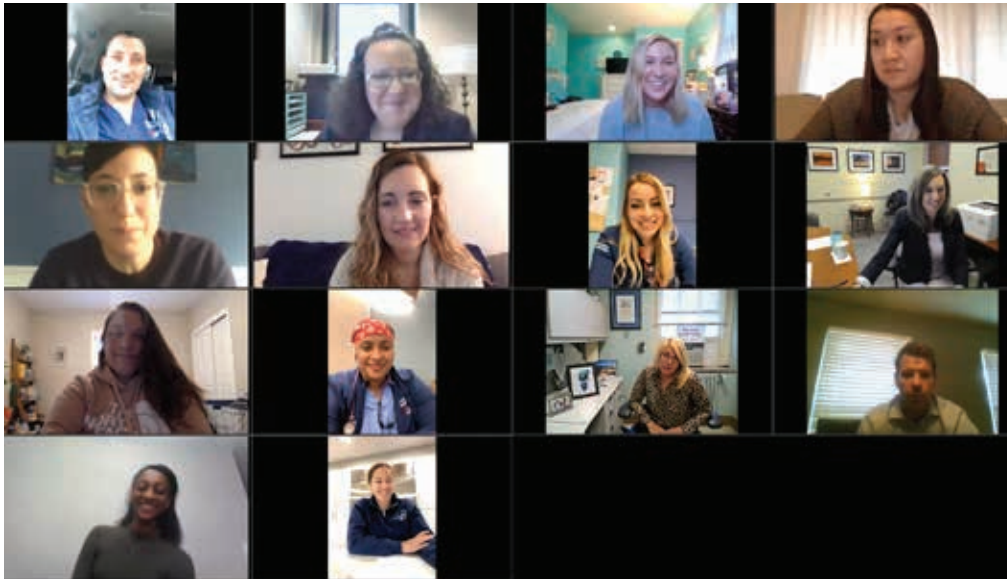
The IsoPouch fits into and supports a nurses' natural workflow in caring for COVID-19 patients, enabling nurses to use the pouch to gather the supplies they will need before entering a patient care room. It allows them to don their PPE, and stick the pouch to the gown, and when finished, just doff the pouch with the gown.

"It's a simple solution, but it has the potential to help nurses and other frontline health workers provide more sanitary and efficient care, especially in high-stress environments like ICUs," she adds.



## INNOVATION & INITIATIVES

COVID-19 brought many challenges – but that did not stop MMC nurses from accomplishing incredible resourcefulness!

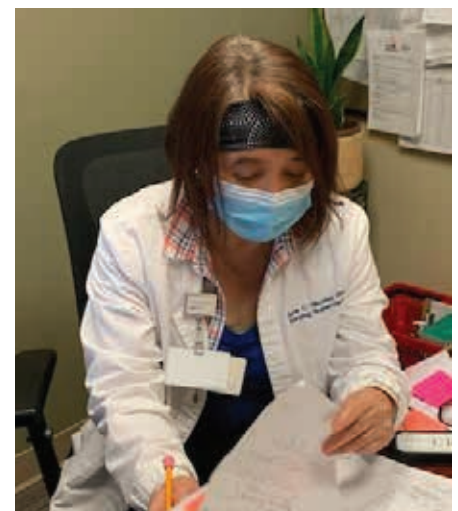


In light of COVID-19, the very popular initiative “Breakfast with Diann” was transformed into a virtual “Coffee Chat with the CNO”. In this forum, frontline staff were randomly chosen to participate in a roundtable with Diann Johnston, MSN, RN, NEA-BC. She engaged in an open discussion with nurses across multiple divisions, resulting in positive effects on clinical practice.

Nurses and PCAs on COVID-19 units decorated room windows with cheerful, colorful paintings. This brought a great deal of happiness to the staff and patients!



Nurses picked up on trends set forth by community donations and began to create their own headbands as “ear savers”!



## INNOVATION & INITIATIVES

### The COVID-19 Nurse Liaison Task Force implementation

The shared governance model warrants that clinical leaders on the frontline make empowered, team-oriented decisions at the point of care for the betterment of the organization. At MMC, a needs assessment revealed an obligation to restructure the organization's flow of communication during recent events in our nation's history.



In light of the COVID-19 pandemic, the visitation policy was amended indefinitely, while continuing to protect its staff, patients, and the community at large. This proved challenging to the patients and their loved ones, who had been prohibited from visiting at that time. While patients were encouraged to utilize the telephone and video capabilities of available smart devices to communicate with their friends and family, part of the patient population remained at a disadvantage. Those with disabilities, sensory deficits, cognitive deficits, or language barriers did not benefit from such technology. To remedy this, Lauren Fleming, MA, BSN, RN-BC and frontline nurses launched the COVID-19 Nurse Liaison Task Force to bridge communication between the healthcare team, the patients, and their loved ones with a new role and structure. A very special "thank you" to our liaisons:

Devan D'Aloia, RN

Deborah Dooley, BSN, RN-BC

Kristen Gebel, BSN, RN-BC

Ashley Grimm, RN-BC

Agnes Kelso, BSN, RN-BC

Lisa Anne Kube, BSN, RN

Mary Nasta, MSN, RN-BC, OCN

Alexa Rota, BSN, RN-BC

Jessica Schweizer, BSN, RN

Felicia Scotto Di Frega, BSN, RN-BC

Lisa Marie Smith, RN

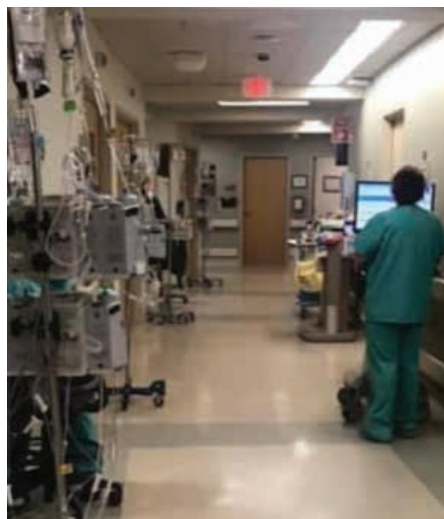
Christina Stonaker, BSN, RN, PCCN

From an ICU Clinical Director



JoAnn Wolfson, center, with Monmouth Medical Center ICU staff

As an ICU Clinical Director at Monmouth Medical Center during the pandemic the priority for **JoAnn Wolfson, DNP, RN, CCRN, NJSNA Region 4** member, was to keep the ICU staff safe by ensuring a safe ICU environment and providing moral support. To minimize exposure JoAnn worked with the facilities department to put additional electrical outlets outside each ICU room and portals in the wall so that the IV pumps and ventilators could be managed outside the room. JoAnn explained, "In some of our rooms we could even do CVVH [hemodialysis] through the portal if there was enough distance." When the first COVID-19 patient arrived, JoAnn worked with the ICU staff in setting up the room with the equipment outside. "When the night staff came in and saw the transformation, one of the nurses just started to cry because she was so happy they could get this done in a few days to minimize their exposure," stated JoAnn. To help care for the onslaught of COVID-19 patients, the ICU staff were supported with PACU, OR and SDS nurses. OR techs and social workers were also employed as spotters to ensure nurses and physicians were donning and doffing properly to help maintain their safety and minimize exposure. In order to provide moral support for the ICU staff, Zoom virtual seminars were held with a therapist to allow the staff an opportunity to talk. To inspire the staff and keep morale up every time a patient is discharged a snippet of the "Fight Song" by Rachel Platten was played throughout the hospital with an announcement that this song is dedicated to a patient, that was COVID-19 positive, who is going home! Additionally one night starting at 6:45 PM, during the peak of the pandemic, all hospital leaders lined up in the main lobby to cheer and clap for the staff while the "Fight Song" was played. JoAnn stated, "It was a great moment, some staff cried which made us cry, and the staff felt it was so nice to see the CEO and CNO cheering for them." The staff also were given lawn signs which stated, "A hero lives here" to put on their lawns to let their community know about their work. The COVID-19 pandemic was truly a challenging and rewarding time.





## Outpatient Services & their major contributions in a virtual landscape



Assessing the need to reach expectant parents during the pandemic, **Ana Pinto, MSN, RN, CBC** a Professional Coordinator in the OB Support Center, created a virtual program that included childbirth courses, breastfeeding courses, and basic baby care courses. Beginning in June 2020, expectant families who registered for the courses would receive educational materials in the mail, along with instructions on how to download the program and videos. Ana also conducted the courses via ZOOM in real time, fostering a highly interactive environment. “The intention was for first-time parents to have something to relate to, so they would know what to expect. Despite the pandemic, they needed to have the opportunity to make informed decisions,” Ana said. In addition to these courses and educational materials, Ana worked with the MMC Marketing Department to launch a virtual tour of Women’s Services prior to a new family’s admission for birth. The program has been so successful, that Ana continues it in the present day.



Epic is RWJBarnabas Health’s largest initiative to create a single electronic healthcare record (EHR) in our system’s history, allowing us to join U.S. News and World Report’s top-ranked hospitals and medical schools who also use Epic. As the leading academic health system in New Jersey, RWJBarnabas Health will leverage Epic to further advance

innovative strategies in high quality patient care, education, and research to address both the clinical and social determinants of health. In January 2020, Information Technology and Services hosted an information session with MMC Administration for nurses, offering a forum for feedback and the opportunity to be super users in their areas during the rollout, which is anticipated for the third quarter of 2022.



### Telehealth at MMC

*“By instating Telehealth Services, we were able to provide essential information and care in outpatient clinics. While not having in-person visits, patients still benefited by having direct access to myself and the physicians that they otherwise would not have gotten. Telehealth provided reassurances and a continuum of care.”*

**- Kathleen Pavia, BSN, RN**



## INTERNAL & EXTERNAL DISSEMINATION

Dissemination of nursing knowledge is essential for the advancement of best practice. The ability to contribute, efficiently utilize, and communicate knowledge to nurses, the interdisciplinary team, and the community through poster presentations, publications, IRB studies, and podium presentations is vital. Through research and evidence-based practice, the nurses at MMC improve outcomes and the quality of patient care.

### POSTER PRESENTATIONS

Presenters	Title of Poster	Presentation Venue & Date
Amber Cutone, MSN, RN-BC, CBN Nicole McMullen, RD Samar Habiby, RD	Standardizing Nutrition for the Post-Operative Bariatric Diet Across Campuses	Quarterly MBSAQIP, October 2020

### PUBLICATIONS

Authors	Title of Work	Publication
Nicole Altenau, MSN, RNC-OB, C-EFM, CBC	Paternal Postpartum Depression: Prevention & Screen for Depression in New Fathers	American Nurse Journal; 15(2): pp. 2-5.
Maureen Bowe, MSN, RN	What It Was Like	What it was like. In L. Ash (Ed.). (2020), Corona city: Voices from an epicenter.(pp. 45-47). Magic Dog Press, LLC. ISBN 978-1-7357245-0-8
Angela Brathovde, DNP, RN,BC, HNB-BC	Improving the Standard of Care in the Management of Agitation in the Acute Psychiatric Setting	Journal of the American Psychiatric Nurses Association; doi: 10.1177/1078390320915988.
Mary Danish, RN, OCN, MICP Sindhura Inkollu, MD Shira Goldberg, MD Amulya Prakash, MD Muhammad Sardar, MD Nasreen Shaikh, MD David J. Sharon, MD	The Perspective of a Breast Cancer Patient: A Survey Study Assessing Needs & Expectations	Cureus; 12(7): e9171. DOI 10.7759/cureus.9171
Susan Dulczak, MSN, APN, PNP-BC, CPON Alyssa Wallschleger, BSN, RN, CPN	Diversity & Inclusion	APHON COUNTS, 34 (3). Fall, 2020.
Lauren Fleming, MA, BSN, RN-BC	Best Practice: COVID-19 Nurse Liaison Task Force	Forum for Shared Governance. <a href="https://sharedgovernance.org/">https://sharedgovernance.org/</a>
MaryBeth Gartland, MSN, RN, CCRN-K Danielle Hilliard, MSN, APN, RN, CPNP, CCRN-K Wendy Reich, MSN-Ed, RNC-OB, C-EFM, CBC	Revising a Clinical Ladder Program to Increase Nurse Participation	American Nurse Journal. Volume 15(5): pp. 52-55.
Janet Urbanowicz, PhD, RN, CPHQ, NEA-BC	APRN transition to practice: Program Development Tips	The Nurse Practitioner. 44(12):50-55. doi: 10.1097/01.NPR.0000605520.88939.d1.
Kaitlyn Zilly, BSN, RN	Proud to be a Nurse	Healthy Together; June 2020

## IRB-APPROVED STUDIES

Nurses	Title of Study	Status
Gail Cudia, BS, MSN, RN-BC Lynne Clemons, MSN, RN Danielle Hillard, MSN, APN, RN, CPNP, CCRN-K Taquana Holley, DNP, RN	Cross-Training for the Curve: Hospital Staff Education in Preparation for COVID 19	(IRB Registration # 00003104) IRB# 20-029 / Exempt
Gail Cudia, BS, MSN, RN-BC Caroll DeRocco, RN, OCN Raluca Girdea, BSN, RN-BC Mary Angeline Mendoza, BSN, RN Lynne Clemons, MSN, RN Taquana Holley, DNP, RN	One Less Stick: Blood Draw Practice Change Impact on RRT Usage and Patient Satisfaction	(IRB Registration #00003104) IRB# 20-011 / Exempt
Erin Winkels, BSN, RN	The Impact of A Surgical Risk Calculator To Prevent Postoperative Complications.	(IRB Registration #00003104) IRB# 20-038 / Exempt
JoAnn Wolfson, DNP, RN, CCRN Lauren DelleDonne, BSN, RN-BC Gretchen Nicolosi, BSN, RN	Implementing a Tiered Staffing Model to Combat a Pandemic	(IRB Registration # 00003104) IRB# 20-032 / Exempt



## PODIUM PRESENTATIONS

Presenters	Title of Presentation	Venue Presented
Victor Almeida, DO Deborah Cioffi, MSA, MSN, RN Jenna DiBartolo, MSN, RN, CNOR Ray Duarte Thomas Heleotis, MD Imran Khan, MD Carolyn Korotky, BA, BSN, RN-BC, CIC Nagy Mikhail, MD Jason Montero Michael Perdoni Judy Polgardy Christopher Ramirez, MHA, MLS (ASCP) Barbara Richardson	The Use of a COVID-19 Ordering Guideline in Conjunction with a “Drive-Thru” Testing Station to Maximize the Availability of an “In-house” COVID-19 Test for Admitted Patients Originating from the Emergency Department	November 2020, Quality Forum
Brian Baker Tim Bunkley, BS, RN, MLS Victoria Johnson, RN Carolyn Korotky, BA, BSN, RN-BC, CIC Shweta Mehra, MSN, APN, RN-BC	MMC: Safety as Guiding Principle to Protect HCWs	November 2020, Quality Forum *WINNER: 2020 RWJBarnabas Health Virtual Quality Forum
Lynn Clemons, MSN, RN Alma Tanchanco, BSN, RN	Clinical Nurses: Codes/RRT Bi-Annual Indicator Report	October 2020, Performance Improvement Council & Patient Safety Meeting
Gail Cudia, BS, MSN, RN-BC	Cross Training for the Curve: Hospital Staff Education in Preparation for COVID-19	November 2020, Quality Forum
Rebecca Dominguez, BSN, RN	Thinking Outside the Box	February 2020, Nursing Grand Rounds, Borden Auditorium
Doantrang Du, MD Lisa Koval, RN Bridget Marra, RN Eduardo U. Sembrano, Jr., MD Kathleen Stansfield, BSRD Robert Zanni, MD	The Utilization of Quality Improvement Methods in the Rapid Deployment of Telehealth in a Cystic Fibrosis Center during the COVID-19 Pandemic	November 2020, Quality Forum
Susan Dulczak, MSN, APN, PNP-BC, CPON	Primary Pediatric Palliative Care, Cohort 1	RWJBH System Children’s Hospitals
Jacqueline Palmieri, RN-BC	Coronary Computed Tomography Angiography (CCTA) Presentation	March 2020, Non-Invasive Cardiac Lab Unit
Denise Yaman, DNP, APN, CHFNP	Healthy Lives Program	February 2020, Better Health Program MMCS



# EMPIRICAL OUTCOMES

To demonstrate how MMC continually provides excellent, quality patient care with the best results, the organization is required to measure and track outcomes related to best practice. “Empirical” refers to a result or outcome that has been validated by data to show that real change has occurred because of a particular action or process change. Magnet designation requires continual improvement, and Magnet organizations are expected to outperform non-Magnet organizations as well as outperforming national benchmarks on nurse-sensitive indicators such as fall rates, pressure injuries, CAUTIs, CLABSIs, pediatric IV infiltrations, etc. Fostering a high reliability organization requires special attention to improved outcomes at both the unit and organizational level.



## Patient satisfaction

MMC utilizes the services of Press Ganey Associates LLC to survey our inpatient and ambulatory patient populations. Each year, corporate sets goals for all RWJBarnabas Health organizations to achieve. The following graphs demonstrate MMC’s year-end 2020 Patient Satisfaction scores compared the to the established goal.



**PRESS GANEY CAHPS** **Inpatient**  
Monmouth Medical Center

CAHPS	2018	2019	2020	2020 % Rank	2020 Goal
	Top Box	Top Box	Top Box		
Rate hospital 0-10	75.4	77.4	72.8	55 <sup>th</sup> %	78.1/75%*
Recommend the hospital	79.8	81.4	79.0	76 <sup>th</sup> %	80.0/77%
Cleanliness of hospital environment	77.8	77.4	76.2	71 <sup>st</sup> %	78.1/68%
Quietness of hospital environment	64.0	64.5	64.4	64 <sup>th</sup> %	64.8/69%
Comm w/ Nurses	83.7	84.8	81.7	65 <sup>th</sup> %	84.0/80%
Response of Hosp Staff	71.5	73.7	71.1	79 <sup>th</sup> %	71.0 /68%
Comm w/ Doctors	84.1	85.9	82.6	66 <sup>th</sup> %	85.0/79%*
Hospital Environment	70.9	71.0	70.3	70 <sup>th</sup> %	71.0/70%
Communication About Pain	66.1	67.0	-		
Comm About Medicines	72.4	72.9	69.6	89 <sup>th</sup> %	75.3/95%*
Discharge Information	90.5	90.1	88.6	64 <sup>th</sup> %	90.0/75%
Care Transitions	58.9	60.9	58.7	81 <sup>st</sup> %	60.0/80%

*Displayed by Discharge Date*

**PRESS GANEY** **Press Ganey Update**

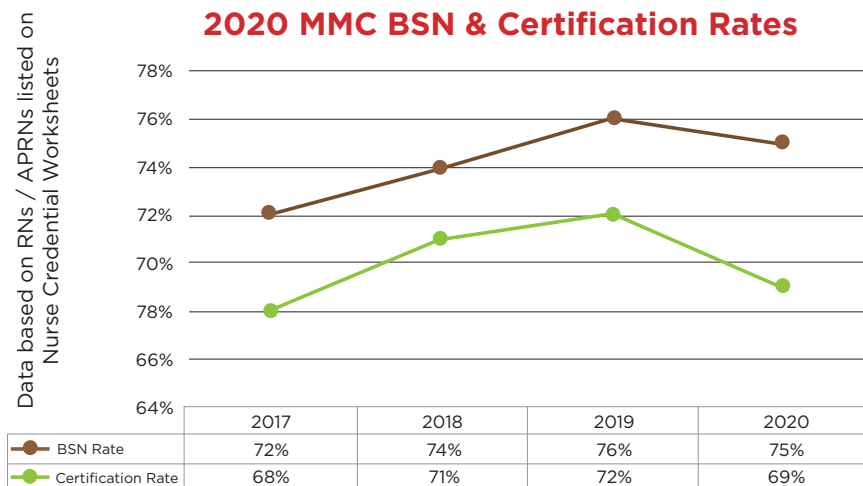
Services	2020	
	Score / Rank	#Returns
<b>Ambulatory Surgery</b>		
Monmouth Medical Center	94.6 / 21 <sup>st</sup> %	727
<b>Emergency Department</b>		
Monmouth Medical Center	90.0 / 83 <sup>rd</sup> %	810
<b>Inpatient Behavioral Health</b>		
Monmouth Medical Center	86.8 / 55 <sup>th</sup> %	636
<b>Inpatient Pediatric</b>		
Monmouth Medical Center	89.3 / N/A	71
<b>Outpatient Services</b>		
Monmouth Medical Center	94.6 / 66 <sup>th</sup> %	4170



## BSN & certification rates

MMC supports all nurses on their pursuit for continuing education and professional development. In alignment with the Institute of Medicine's overall BSN goal of 80% by 2020 (IOM, 2010), MMC encourages all non-BSN nurses to enroll in a degree program. All new hires into the organization without a BSN commit to a contract with the Human Resources Department that they are enrolled in a program and will obtain their degree within five years of hire. At year-end 2020, the overall BSN rate was 75%.

In a Magnet organization, there is the expectation that all nurses will seek core specialty certification once eligible. Most professional organizations require nurses to meet a specified eligibility criteria prior to sitting for the exam. MMC offers review courses to assist in the preparation of these exams. To calculate each unit's certification rate, MMC only considers all nurses who have worked in their specialty area for at least two years. At year-end 2020, the overall certification rate was 69%.





	BSN Rate	Cert Rate
All Other RNs	33%	67%
Alexander Pavilion 1	61%	28%
Alexander Pavilion 2	80%	44%
Alexander Pavilion 3	67%	21%
APRNs (non-unit-based)	100%	100%
Borden 5	75%	58%
Betty Block Roberts 2	65%	44%
Betty Block Roberts 4	63%	71%
Breast Center	0%	100%
Community 2	75%	75%
Cancer Center	86%	100%
Cardiopulmonary Rehabilitation	100%	25%
Case Management	71%	64%
Cardiac Cath Lab	83%	100%
Clinics/Bariatrics/Wound Care	71%	33%
Community Health Education	50%	0%
CPDIR	100%	80%
Emergency Department	92%	37%
Endoscopy	83%	83%
Greenwall 5	76%	38%
Greenwall 6	73%	78%
Geriatrics/Center for Diabetes Ed.	0%	50%
Intensive Care Unit	78%	48%
Infection Control	60%	100%
Interventional Radiology	100%	75%

	BSN Rate	Cert Rate
Labor & Delivery	75%	90%
Nurse Supervisors/RRT	91%	55%
Nursing Float Pool	60%	71%
OB Support	77%	85%
Operating Room	85%	66%
Outpatient Psych	50%	50%
Post-Anesthesia Care Unit	67%	58%
Pediatrics	73%	73%
Performance Improvement	80%	60%
PESS	47%	41%
Pediatric Intensive Care Unit	67%	100%
Perinatal Mood & Anxiety Disorder	67%	100%
Pediatric Medical Day Stay	100%	50%
Pre-Admission Testing	78%	86%
Psych Administration	80%	60%
Radiation Oncology	67%	33%
Regional Newborn Center	76%	98%
Same Day Surgery	73%	48%
Stress-Echo-Healthy Lives	63%	73%
Todd 5 Mother-Baby	74%	95%
Todd 6 East	74%	56%
Todd 6 West Mother-Baby	87%	95%
Valerie Fund	100%	100%
Vantage Point	44%	63%
Float Maternal Child	83%	90%

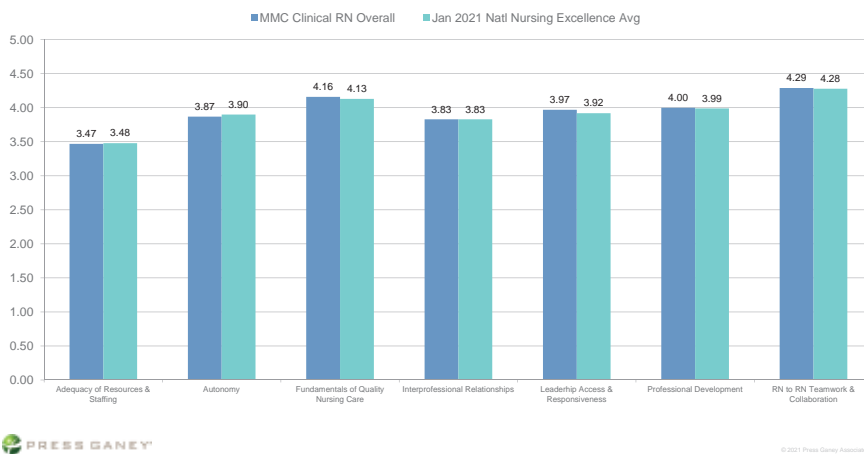


## RN SATISFACTION

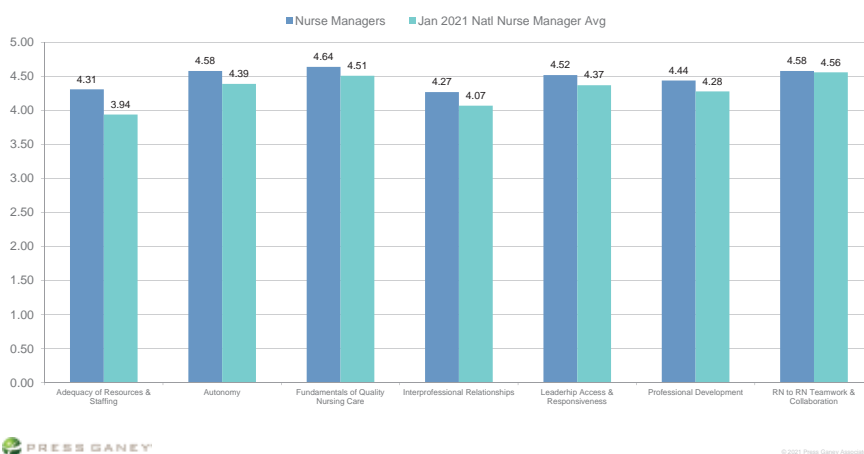
MMC's Senior Nursing Leadership Team truly strives for a positive work environment for all nurses. In order to thoroughly address the needs of the frontline, MMC employs a third party vendor to conduct an annual Employee Engagement Survey. In 2020, the RN Satisfaction questions were included in this survey administered by Press Ganey Associates LLC. All employed RNs, including APRNs and RNFAs, were highly encouraged to take the survey, as it is for their ultimate benefit. By isolating all RN results, nursing leadership may better address staff concerns and work together with the frontline nurses to foster empowerment. In a high reliability organization, leadership considers nursing engagement to be crucial for job satisfaction and quality patient care. As 2020 was especially challenging due to the many trials and tribulations of the pandemic, leaders are very focused on the results of the survey. Improvement plans were created for immediate implementation alongside frontlines nurses on the units and through shared governance. In 2020, MMC achieved a target 80% participation rate for the Employee Engagement Survey.

The seven ANCC categories that are tabulated for the RN Satisfaction scores include the following: Adequacy of Resources and Staffing, Autonomy, Fundamentals of Quality Nursing Care, Interprofessional Relationships, Leadership Access and Responsiveness, Professional Development, and RN to RN Teamwork and Collaboration.

### Clinical RNs: ANCC category performance scores



### Nurse manager: ANCC category performance scores

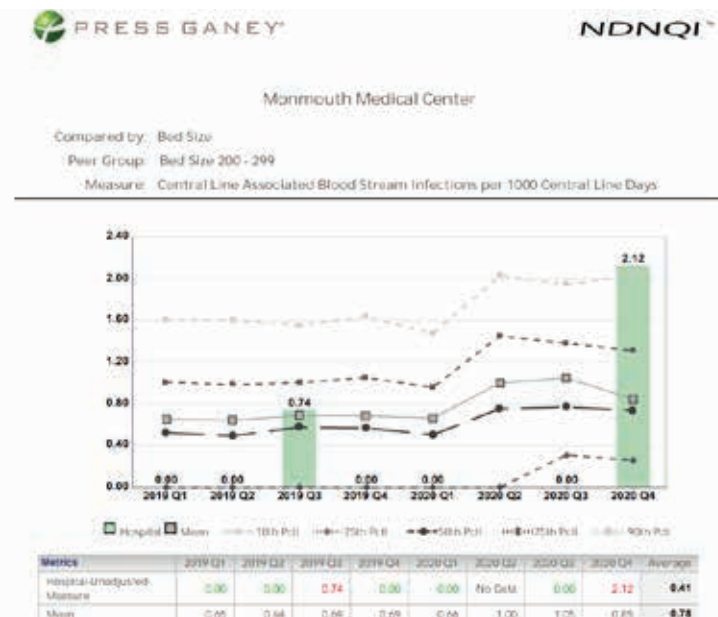
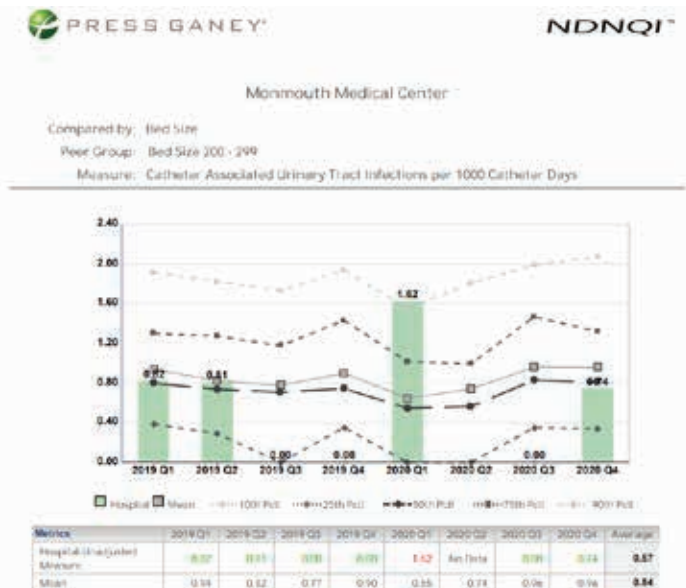


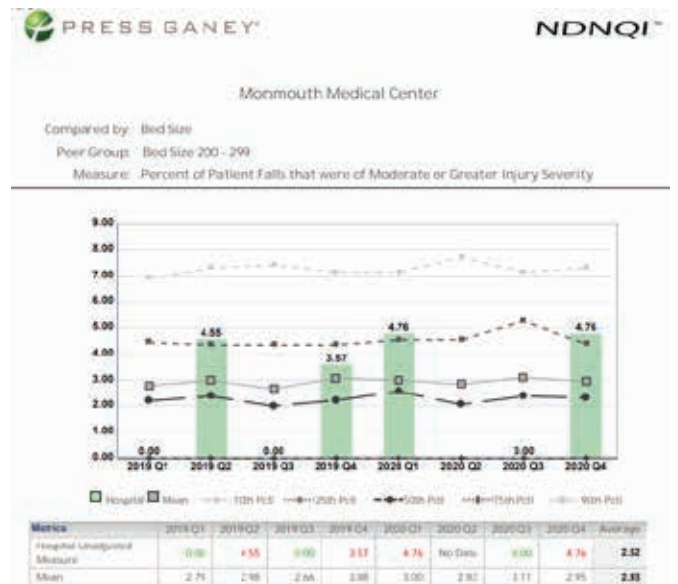


# NURSE-SENSITIVE INDICATORS

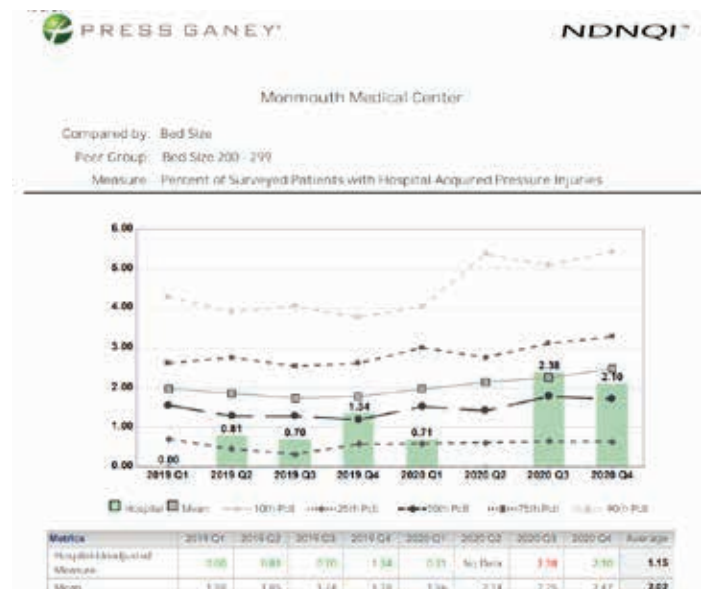
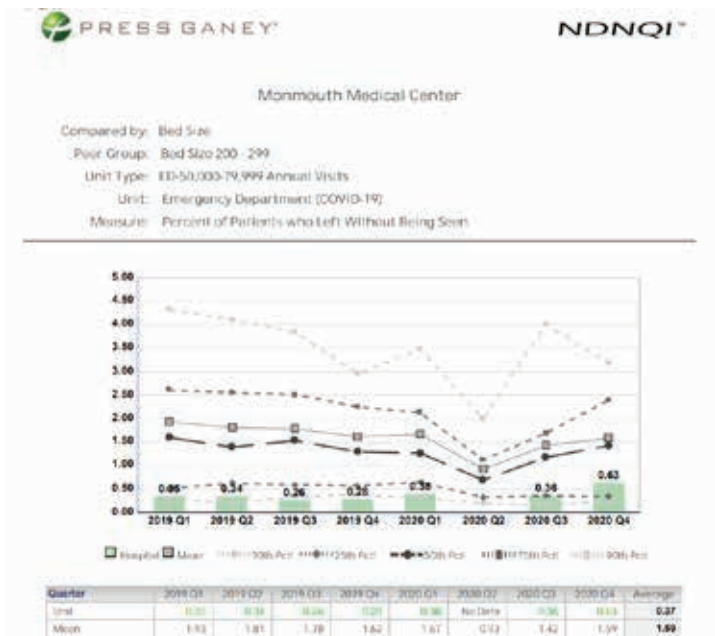
According to Press Ganey Associates LLC: “The National Database of Nursing Quality Indicators (NDNQI®) is recognized as the gold standard in collecting, analyzing, comparing, and reporting unit-based nursing sensitive quality indicators. With powerful unit-level data, NDNQI enables action-planning and intervention for specific units needing improvement. It features nursing-sensitive structure, process and outcomes measures to monitor relationships between quality indicators and outcomes, including 18 nursing-sensitive quality indicators.”

\*Note: The second quarter of 2020 was not reported due to COVID-19





Based on eligible indicators, MMC's NDNQI Site Coordinator reports the nurse-sensitive indicator data in order to determine each unit's quarterly performance. This performance is benchmarked nationally against other like-units in organizations with a similar bed size. Quarterly results are disseminated to nurses through CNO Patient Care Services Town Hall Meetings, Coffee Chat with the CNO, unit-based professional practice councils, shared governance involvement, staff meetings, unit Magnet Boards, and communication with manager and divisional leaders.



## Monmouth Medical Center's Professional Practice Model



Nursing practice is centered on self, the patient, family, and community by adhering to evidence-based practices that enhance the quality and safety of the care that is provided.

### **Safety & Quality**

We continuously monitor the effectiveness of our practice and outcomes, while implementing changes as needed to enhance and ensure patient care and safety.

### **Accountability**

We demonstrate accountability to our patients and profession by adhering to the standards of care and standards of professional practice.

### **Professional Development**

We demonstrate professional development and growth by supporting the advancement of formal education and professional certification as well as the mentoring of all levels of nursing professionals.

### **Service Excellence**

We strive to create an environment in which patients feel they are provided with excellent service and compassion, while obtaining high-quality care.

### **Caring & Compassion**

Holistic Approach: We provide care of the mind, body, and spirit through disease prevention, promotion of health, and wellness and healing.

### **Collaboration & Communication**

We collaborate and communicate with the patient, family, and multidisciplinary healthcare team to develop a plan of care that is individualized, measurable, and achievable.

### **Shared Governance**

We use a shared governance model within the organization in which clinical nurses and the nursing leadership team collaborate to identify the standards of care and nursing practice.

### **Evidence-Based Practice & Research**

We use evidence-based practice to integrate the best, current evidence into clinical practice to ensure that high-quality care is provided to our community.



**Monmouth  
Medical Center**

**RWJBarnabas  
HEALTH**

300 Second Avenue  
Long Branch, NJ 07740