



Woman's

2019 NURSING ANNUAL REPORT

Letter from the Chief Nursing Officer



Dear nurse colleagues:

I am proud to share the 2019 nursing annual report which highlights the accomplishments of Woman's exceptional nurses. Woman's nurses have always proven to be innovative and committed to the needs of patients and families, the community and each other. This year was no exception.

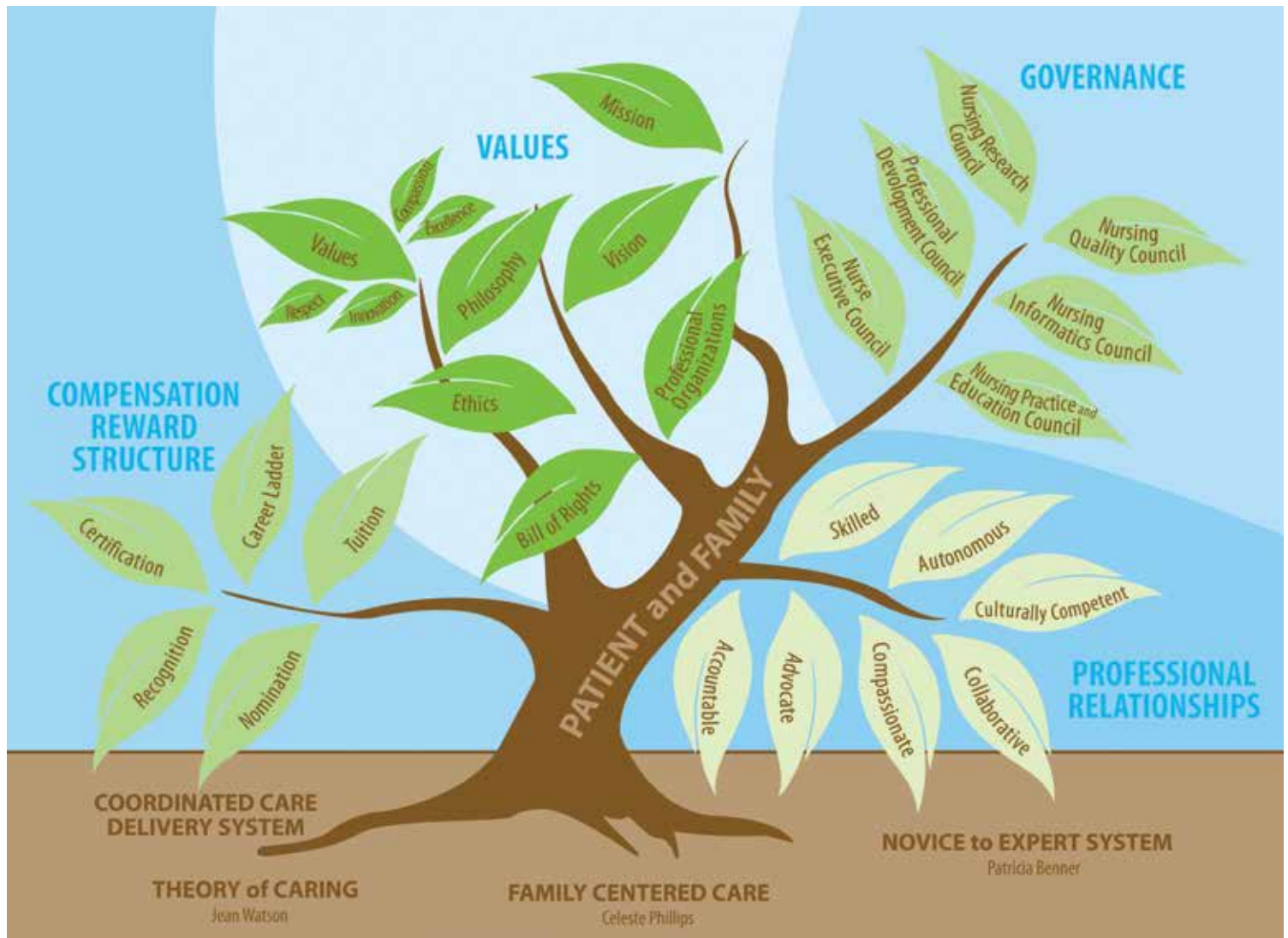
This was a year of transition for our organization, but the consistent excellence of our nurses never wavered. Our mission to improve the health of women and infants in our community is shared by every nurse. Our commitment to the core values of respect, compassion, innovation and excellence is lived out every day.

Our shared governance work has brought the voice of the clinical nurse to decision-making processes and quality improvement projects are being led by nurses at the unit and organizational level. Our patient satisfaction scores remain exceptional and our patients' experiences continue to be positively impacted by the compassionate care provided by Woman's nurses.

Lastly, I would like to express my sincere thanks to Woman's nurses and care team members. I am humbled by your extraordinary dedication and commitment – every patient, every encounter, every day.

Cheri Johnson, MSN, RNC-OB
Senior Vice President, Patient Care/Chief Nursing Officer

Nursing Professional Practice Model: The Tree of Life



Woman’s Professional Practice Model, referred to as The Tree of Life, guides how nurses practice, collaborate, communicate and develop professionally. It depicts our core beliefs and the values that guide patient care and nursing practice. It recognizes the importance of nursing and the interdisciplinary collaboration required to provide exceptional care.

The model includes the theoretical framework, nursing care delivery system, nursing and organizational value structure, governance structure, professional relationships and compensation reward structure. As shown in the model, the central focus of the professional practice of nursing is the patient and family. ❀



Nursing at Woman’s

Woman’s exceptional team includes over 900 nurses, each of whom are dedicated to improving the health of our patients and the community. This commitment is exemplified by recognition as a Magnet organization since 2006. ANCC’s Magnet Recognition Program® distinguishes healthcare organizations that meet rigorous standards for nursing excellence and is the highest honor an organization can receive for professional nursing practice. Woman’s is among only 500 hospitals internationally to receive this designation.



Transformational Leadership

Transformational leaders inspire both achievement of extraordinary outcomes and development of leadership capacity in others.

Bariatric Surgery Accreditation



Less than a year out from surgery, Brittany has lost 115 pounds and can now keep up with her friends at the gym. Her determination throughout her weight loss journey has made her a better role model for her daughters.

In March 2019, Woman's bariatric surgery program was reaccredited by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP). MBSAQIP works to advance safe, high-quality care for bariatric surgical patients through the accreditation of bariatric surgical centers. A bariatric surgical center achieves accreditation following a rigorous review process during which it proves that it can maintain certain physical resources, human resources and standards of practice. All accredited centers report their outcomes to the MBSAQIP database. Maintenance of accreditation requires consistent attention to certain standards and details of the program on an ongoing basis with periodic review of outcomes, pathways and protocols to ensure that the center is providing safe and competent care. 🌐

CNO Advisory Committee

The CNO Advisory Committee, made up of frontline nurses from all clinical areas, meets for a monthly luncheon with CNO, Cheri Johnson. The meetings provide an opportunity for clinical nurses to feel connected to the CNO and to understand the important relationship between what she does and what they do at the bedside. It also improves the bi-directional flow of information and fosters quicker resolution of clinical staff concerns. In 2019, discussion topics included strategic and tactical planning, nursing compensation, infusion pump concerns, budget approval processes and staffing. 🌐

CNO Advisory Committee Members

- Sarah Babin, Imaging
- Shelisa Cager, Med-Surg/Oncology
- Meredith Gaudet, Mother/Baby
- Sarah Gisclair, Assessment Center
- Brandy Langland, LSU OB-GYN Clinic
- Stacy Messina, Adult ICU
- Stephanie Powers, Surgical Care Unit
- Janelle Simmons, Labor and Delivery
- Linda Travis, NICU

Leadership Development

Woman's Hospital nurse leaders were offered a variety of programs aimed at increasing proficiency in the day-to-day challenges of managing in today's healthcare environment. Monthly leadership lecture series topics included: presentation skills, personal branding, leading through change, emotional intelligence, healthcare economics and culturally sensitive care to LGBTQ patients. In addition to educational programming, existing and emerging nurse leaders participated in coaching sessions and individualized development planning.

An early career development workshop was held in both July and September for new and emerging leaders. The two-day workshop was attended by 25 employees and included the following content: communication and teamwork, personal branding, building trust and influence, fostering relationships and conflict management.

In November 2019, Jessica Morris (Labor and Delivery Nurse Manager) and Tina Dunnington (Assessment Center Nurse Manager) attended the Synova Perinatal Leadership Forum. Topics included day-to-day challenges, enhancing productivity, budgeting, and the multi-generational workforce. In 2018, the forum was attended by Amye Reeves (OB Services Director) and Monica Frederic (Labor and Delivery Nurse Manager).



Crystal Martin and Jessica Morris with Amye Reeves, director

they developed and implemented community service projects benefitting the Salvation Army of Greater Baton Rouge.



Monica Frederic, Lauren Holmes, and Siobhan Grady (OB Services) attended Banner Health's Critical Care OB Conference in Phoenix, Arizona in November. The conference was co-hosted by the Society for Maternal-Fetal Medicine and focused on severe maternal complications and critical care

conditions including hemorrhage and massive transfusion, cardiac disease in pregnancy, sepsis and septic shock, respiratory failure, preeclampsia, amniotic fluid embolism, neurologic emergencies and obstetrical trauma. Both didactic and simulation training methods were used to educate interdisciplinary participants.

Gillian Sanford (Clinical Educator, Med-Surg/Oncology) and Nancy Baker (Clinical Nurse, Med-Surg/Oncology) attended the Oncology Nursing Society Annual Congress in Anaheim, California. Sessions included leadership/management education, advancements and innovations in clinical practice, survivorship, navigation, palliative care, end-of-life care, compassionate care and nurse resiliency, and onboarding among many other topics.

Med-Surg/Oncology clinical nurses Rose Bourgeois and Adrienne Sanderford attended the "Essentials of Charge Nurse Leadership: The Role of the Leader on the Frontline" program conducted by the LHA Management Corporation. Presentations, along with interactive exercises, were used to support critical thinking and problem solving for some of the key challenges of a charge nurse. This training was designed to enhance essential leadership skills and lay the groundwork for development and training for charge nurses serving on the frontline of healthcare. 🌟



NICU nurse managers, Shelley Alexander and Kelly Sasser attended the Synova NICU Leadership Forum in April 2019 in Arizona. The forum is the only one of its kind that is specifically designed for neonatal nurse leaders. The conference experience focuses on networking, sharing cutting edge practices and innovative solutions and self-care.

Structural Empowerment

Nurses support organizational goals, advance the nursing profession and enhance professional development by extending influence to professional and community groups.

Recognizing Nurses and Celebrating Success



Dana Vidrine, Kelli Lewis, Kylie Guillot, Patricia Johnson, Jenniffer Mitchell and Jena Aucoin

Six Woman's nurses were nominated for awards at the 18th annual Nightingale Awards gala. The prestigious Nightingale Awards, presented by the Louisiana State Nurses Association and Louisiana Nurses Foundation, recognize registered nurses who demonstrate excellence and innovation in the nursing profession. The following nurses were nominated: Jena Aucoin (Quality), Contributions to Quality; Kylie Guillot (Labor and Delivery), Rookie of the Year; Kelli Lewis (Labor and Delivery), Clinical Practice Nurse of the Year; Jenniffer Mitchell (NICU), Nurse Mentor of the Year; Stephanie K. Powers (Perioperative Services), Registered Nurse of the Year; and Dana Vidrine (Mother/Baby), Nurse Administrator of the Year. Woman's former CNO, Patricia Johnson, was inducted into the LNF Hall of Fame at the 2019 banquet. 🌸

BRDNA Celebrate Nursing Awards



BRDNA award recipients Zainab Landor, Alaina Arena, Kathleen Verbois, Chapreca Fields and Tara Guidry.

Five registered nurses were honored at the 30th annual Baton Rouge District Nurses Association (BRDNA) "Celebrate Nursing" awards banquet. The award honors nurses who have made significant contributions to the community, healthcare and the nursing profession. The following nurses received this recognition in May 2019: Alaina Arena (Obstetrical Services), Chapreca Fields (Labor and Delivery), Tara Guidry (LSU OB-GYN Clinic), Zainab Landor (Med-Surg/Oncology) and Kathleen Verbois (Mother/Baby).

Woman's Hospital Recognizes "Heroes of Patient Safety"

Woman's joined the Louisiana Hospital Association (LHA) in honoring front-line hospital employees as "Heroes of Patient Safety" during national Patient Safety Week in March. Nominations featuring examples of extraordinary patient safety work were submitted and two Woman's nurses were honored. 🌿

Maureen Dempsey, BSN, RNC-OB, C-EFM **Utilization Management**



Maureen is a clinical high-risk case manager for patients with postpartum hypertension. Maureen educates patients and families about the importance of medication adherence and taking blood pressure at home, as well as signs and symptoms of postpartum preeclampsia, when to call their physician and more. She created a postpartum preeclampsia

phone triage guide for nurses at the OB-GYN offices to assess the severity of a patient's symptoms and ensure the patient's safety.

Kelley Puig, BSN, RNC-LRN **Mother/Baby**



Kelley works in the Transition Nursery and cares for babies in the first hours of life. In a potentially dangerous situation, her stellar assessment skills led to the early identification and initiation of aggressive treatment of hyperbilirubinemia in a newborn less than one-hour old. Not only did her prompt actions get the baby

transferred quickly to the NICU, they likely prevented this baby from requiring an exchange transfusion and potentially developing kernicterus (lifelong neurological damage).

The Daisy Award



FOR EXTRAORDINARY NURSES

HONORING NURSES INTERNATIONALLY

The DAISY (Diseases Attacking the Immune System) Award is an international program that honors the skillful, compassionate care nurses provide every day. Nominations are submitted by patients, visitors, and other members of the care team. Award winners receive an award pin, a certificate and a special sculpture hand-carved by artists in Africa. A surprise celebration is held in the winner's department and a congratulatory banner is posted in the unit. 🌿



DAISY Award winner, Ginger Sehon, with Siobhan Grady, Cheri Johnson, Tina Dunnington and Amye Reeves.

2019 DAISY Award Winners

Lindsey Hargroder, Labor and Delivery
Ashley McCrory, NICU
Davina Phillips, Labor and Delivery
Phillip Humphrey, Nursing Administration
Kelley Puig, Mother/Baby
Amy Hazel, Mother/Baby
Jessica Morris, Labor and Delivery
Ginger Sehon, Assessment Center

Best Places to Work



Modern Healthcare
BEST 2019
PLACES TO WORK™

Woman's was recognized as one of the 2019 Best Places to Work in Healthcare by Modern Healthcare magazine, ranking 1st among large companies and 3rd overall. The award program includes an employee survey to identify and recognize outstanding employers in the healthcare industry. Woman's was once again the only hospital in the Baton Rouge area to receive this recognition and the only healthcare organization to be named to the national list every year since its inception in 2007.

Woman's was named one of the 150 Top Places to Work in Healthcare by Becker's Hospital Review for the sixth consecutive year. This annual ranking recognizes hospitals, health systems and other healthcare organizations that promote workforce diversity, employee engagement and professional development. Top employers are selected based on nominations and research into employee benefit practices.

The Greater Baton Rouge Business Report named Woman's as one of the Best Places to Work in Baton Rouge in 2019. Companies on the list are recognized for recruiting the best and brightest talent in the workforce. Woman's ranked 4th in the large employer category. 🌿

Resilience and Self-Care



NICU RNs Katie Wallis, Chrystal Deslatte and Tracy Nicolosi deploying the respite cart.

A nurse-led holistic team has been in place in Woman's NICU for a number of years. They have focused on supporting one another and encouraging self-care among team members caring for our tiniest, most vulnerable patients. In 2019, these nurses, as well as Woman's team members from across the organization, came together to form a hospital-wide resilience council to support all employees. The council collaborates with the Employee Wellness and Healing Arts committees to foster wellness and resilience, and to identify and address burnout and compassion fatigue. Team members applied for and received an Employee Giving grant to create a roaming respite cart to provide relaxation and stress relief to staff members.

Goals for 2020 include conducting a staff survey on self-care practices, providing education on self-care and resiliency and providing supportive care, in the moment, during times of stress. They hope their work will have a positive impact on employee engagement and quality outcomes. 🌿

Fostering the Professional Development of Nurses

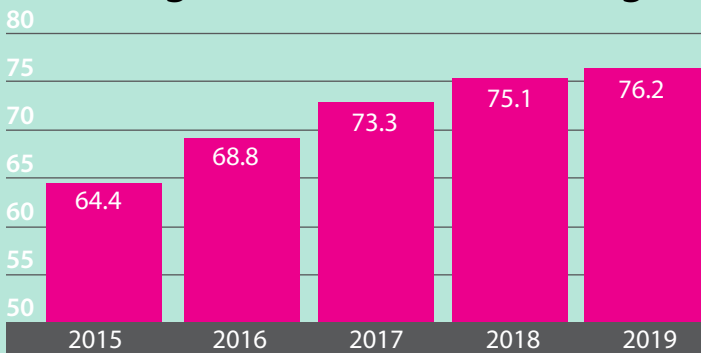


Woman's Nursing Education and Professional Development Council, made up of nurse educators and clinical nurses from across the organization, promotes the professional development of nurses and supports nurse retention. Committee members support development of nurses from novice to expert through mentoring and promote the professional practice of nursing throughout the organization. The committee also oversees and manages the Nursing Professional Development Program (career ladder) and evaluates and implements other professional development activities for nurses. We would like to congratulate our 185 career ladder nurses and recognize the value they bring to the practice of nursing at Woman's. 🌸

Advancing Nursing Education and Certification

Woman's nurses are encouraged to increase their knowledge and expertise through the pursuit of increased education and certification in their area of practice. Support for these endeavors is offered through the Educational Assistance program, which provides certification and tuition reimbursement, as well as certification bonuses. In FY 2019, \$68,000 was paid to nurses pursuing baccalaureate and graduate nursing degrees, and \$23,000 was awarded for nursing specialty certifications.

Percentage of Nurses with BS or Higher



AWHONN State Conference

Woman's Hospital hosted the 2019 Association of Women's Health, Obstetric and Neonatal Nurses Louisiana (AWHONN LA) Section Conference, entitled "I'm a Nurse: What's Your Superpower?" in October. Timely topics including trauma in pregnancy, Louisiana's high rate of sexually transmitted infections, postpartum hemorrhage, and neonatal abstinence syndrome drew 125 attendees from across the state. The event concluded with an inspirational message on connecting your work with your personal mission. In keeping with the group's mission, a diaper drive was held in conjunction with the conference. Over 2,000 diapers were collected and distributed to local diaper banks. 🌸

LAPAN State Conference



LAPAN conference attendees: Vicki Strickland, Joelle Lemoine, Kim Taylor, Connie Prestridge, Val Adamo, Maryellen Kelly, Amanda Newton, Cachet Mitchell, Heather Garrot, Nicole Landry, Lauren Landreneau, Courtney Dencausse, Cindi Sanders, Brickley Yarbrough, Chris Podnar, Leslie Roy, Karen Geiger, Mary Beth Magee, Laurie Goff, Debbie Porterfield and Sherrie Dencausse.

Woman's hosted the Louisiana Association of PeriAnesthesia Nurses (LAPAN) Annual Conference on January 26. Approximately 140 were in attendance, including Woman's nurses from PACU, Surgery, SCU, Pre-Surgery, Labor and Delivery and Med-Surg/Oncology. The day was filled with hot topics in perianesthesia nursing, a silent auction, vendor visits, a food drive for the Greater Baton Rouge Food Bank and fabulous door prizes. The theme, "Bloom Where You Are Planted," was accompanied by a delightful feast prepared by Chef Andrew Blanchard and his team. A great day of fun and learning was had by all! Two Woman's nurses were recognized with awards at the conference. Laurie Goff received the Excellence in Clinical Practice Award and Cindi Sanders received the Outstanding Contributor/Leader in PeriAnesthesia Nursing Award. 🌸

Vermont Oxford Network Quality Meeting



Woman's NICU hosted the Vermont Oxford Network (VON) Micro-premie (MP) II Homeroom Onsite Quality meeting in March. VON is a collaboration of more than 1,200 hospitals from around the world dedicated to improving the quality, safety and care for newborn infants through data-driven outcomes, education and research.

Woman's NICU is one of 10 other centers that participate in the MP II collaborative focused on the latest advancements in caring for the micro-premature infant.

Woman's NICU team hosted the two-day intensive quality improvement event and NICU teams from nine other hospitals around the country attended. Presentations highlighted improvement work from all participating organizations. Woman's team shared work on topics including the role of senior leadership in quality improvement, family support in the NICU, perinatal palliative care, infant-driven feeding and data management. Teams were immersed in key practices and processes in our NICU through scripted tours, resuscitation simulations, surgery and recovery room experiences and the specialized features of Woman's single family room environment. A parent panel of graduate NICU babies also shared their experiences and challenges before, during and after their NICU stay. 🌱

Professional Organization Leadership

The following nurses serve in leadership positions in their professional nursing organizations:

Association of Women's Health, Obstetric and Neonatal Nursing (AWHONN)

- **Amber Carbo**, Mother/Baby Planning Committee, BR Chapter
- **Maureen Dempsey**, Utilization Management, BR Chapter Coordinator
- **Robin Firmin**, Mother/Baby Secretary/Treasurer, Louisiana Section
- **Monica Hunt**, Assessment Center Planning Committee, BR Chapter
- **Jamie Schmolke**, Mother/Baby Planning Committee, BR Chapter

American Holistic Nurses Association (AHNA)

- **Chrystal Deslatte**, NICU Co-chair, BR Chapter
- **Tracy Nicolosi**, NICU Co-chair, BR Chapter
- **Linda Travis**, NICU Co-chair, BR Chapter
- **Katie Wallis**, NICU Chair, BR Chapter

Association of Perioperative Registered Nurses (AORN)

- **Danielle Collins**, Pre-Surgery Center Nominating Committee Member, BR Chapter
- **Courtney Dencausse**, O.R. Board Member, BR Chapter
- **Barbara Friscia**, O.R. Secretary, BR Chapter and Chair, Louisiana State Council
- **Brandi Iles**, Perioperative Services Nominating Committee Member, BR Chapter
- **Christine Podnar**, PACU Board Member, BR Chapter
- **Annette Savoy**, O.R. President, BR Chapter
- **Kristy Simmons**, O.R. Board Member, AORN National Board of Directors; Perioperative Outreach Committee Chair, BR Chapter
- **Emily Stewart**, O.R. Board Member, Ways and Means Committee Chair, BR Chapter
- **Cindy Thomas**, Perioperative Services Vendor Fair Committee Chair, BR Chapter

Baton Rouge Oncology Nursing Society (BRONS)

- **Nancy Baker**, Med-Surg/Oncology Membership Committee Chair
- **Marlene Boudreaux**, Med-Surg/Oncology Webmaster
- **Lakaisha Jackson**, Med-Surg/Oncology President

Louisiana Association of PeriAnesthesia Nurses (LAPAN)

- **Heather Garrot**, PACU Secretary
- **Karen Geiger**, Surgical Care Unit Chair, Governmental Affairs Committee
- **Joelle Lemoine**, Surgical Care Unit President
- **Cachet Mitchell**, PACU Chair, Ways and Means Committee member, ASPAN Membership and Marketing Strategic Works Team
- **Amanda Newton**, PACU Chair, Media Committee
- **Leslie Roy**, PACU Co-chair, Education Committee
- **Cindi Sanders**, PACU Chair, Membership Committee

Nurses Week 2019

Christin Lauren Ashley Minh Latonya Caroline Katherine Sarah Karrie Stacy Stephanie Elisha Katherine Porsche Hope Angela Jessica Brenda Jill Lisa Aimee Diondrea Kayla Danielle Kayla Heidi Mary Leigh Brittany Kelley Sarah Helen Linda Monica Anya Stacie Katie Allison Leslie Kimberley Valerie Megan Anna Esther Ashley Sara Tena Amy Lorraine Janet Jennifer Danielle Ginger Veronica Jennifer Candace Cheri Rachael Misty Cynthia Lilla Jordyn Crystal Rebecca Brittany Nita Jane Janet Lynette Staci Carmen Tara Brandy Kathleen Ramie Megan Sarah Bethany Karen Diana Patty Ashley Chantel Deshay Jerica Jillian Kara Brittany Michelle Carly Michelle Toni Catherine Brandi Donna Meghann Andrea Samantha Jill Jordan Sarah Stacy Deanna Kaslyn Zsa Zsa Evelyn Ann Stephanie Carrie Sherry Dana Angela Emily Isabelle Jami Laura Audrey Sarah Aimee Cullen Cami Joye Catherine Ann Allison Kendra Alisha Kelley Shellah Kimberley Kayla Britney Brittany Diane Courtneyann Sarah Lindsey Amanda Jamie Tina Erica Brittany Rhonda Laura Alycia Bethany Heidi Tasha Taylor Kayla Angela Jacquelyn Megan Tiffany Erin Bianca Chiquera Dawn Kishi Morgan Karlyn Kristin Halle Lauren Kylie Megan Catherine Lindsey Emily Stacey Sydney Joni Aimee Lauren Hayden Allyson Suzanne Alyssa Christa Jana Catherine Raven Tracy Lacey Hannah Sheena Karen Heather Meghan Hall Gayden Christina Britney Kimberley Caitlyn Allison Kelli Brittany Brooke Elyssa Trudy Jeanne Morgan Savannah Erin Emily Kathleen Kruder Macy Rachel Rebekah Melody Sarah Ashley Leah Davina Katie Kimberley Stepha Mallory Jennifer Kacie Cassidy Kristin Janelle Claire Amanda Lacey Mary Jessica Kayla Jami Lacie Brooke Chelsea Angie Haley Danielle Ashton Hilary Christina Dawn Claire Courtney Lacey Rabah Jennifer Amanda Serene Leslie Justine Cheryl Colette Kalynn Kellie Cassie Crystal Robin Alexi Janu Shelby Katelyn Delaney Sharron Esther Christy Lauren Kristin Alexandra Lani Tiffany Paula Lacy Debi Monica Deloisia Theresa Ansonia Erica Jamie Ravenne Danielle Lindsay Lee Demetra April Alexandra Dominique Casse Hannah Onchia Courtney Kelli Patricia Remy Mary Meredith Tasha Judy Rebecca Carly Shannon Ashley Candace Chelsea Halley Amy Mallory Kisty Victoria Mary Connie Rani Shelby Erica Evelyn Arlene Erica Faye Hannah Lauren Christine Nicole Robyn Reagan Jana Jodisha Aricka Wendy Laurie Tammie Debra Sarah Heather Lauren Melanie Christine Sepola Kisty Mackay Sharon Wylie Angela Amy Nicole Mary Stacy Jill Adrienne Tiffany Kaitlyn Kim Ann Gelina Macy Melissa Shelly Michelle Jani Lashannelle Jaci Samantha Morgan Laura Robin Amy Meghan Heidi Callie Rachel Nita Kelley Rachel Shelby Dana Astrid Kristen Rebecca Adrienne Helen Shannon Joynita Michelle Christine Lauren Alicia Jamie Melanie Kiko Diahara Sarah Debra Kristy Malle Maci Jane April Jose Brookney Erin Natalie Dennis Jennifer Callie Tessa April Aubrey Lanie Jennifer Kathleen Kelle Sandy Sarah Roxanne Allison Sabrina Caroline Nancy Monica Alicia Marlene Rose Shadia Renee Rebecca Judy Amelia Donna Lakisha Georgette Zainab Michelle Jeanne Mary Anna Margaret Carrie Lauren Bethany Victoria Layton Adrienne Wreda Emma Medley Andrea Wendi Ann Brooke Lori Lynda Hillary Rachael Aimee Lacie Christy Melissa Irene Mary Heather Victoria Desiree Erica Mark Christina Sandra Taryn Angela Sydney Katie Rebekah Julie Tonya Amanda Larissa Erin Cari Elizabeth Linda Norma Victoria Dianna Lauren Kayla Karissa Ashley Meandy Cherie Morgan Virginia Kinsey Chelsea Kim Elodie Shari Leisha Danielle Shelly Cynthia Erica Nicole Amy Kaci Virginia Blair Mary Shannon Allison Chynara Meagan Kelli Kati Amy Beth Stacey Mindy Leslie Brenda Patricia Anna Brayli Ashley Lizette Celeste Kara Patti Alysa Katherine Kathie Emily Emily Tammy Natalie Erin Peyton Karen Jessica Lexie Tameka Koral Alexis Michelle Karly Betsy Jeannine Rachel Robsey Kimberley Sarah Claudia Stefanie Taylor Pamela Ashley Mary Nanette Brianna Kaitlyn Leonard Britnee Brianne Alexander Dara Kelly Megan Alice Brianna Suzanne Sarah Kimberly Taylor Brittany Lauren Melissa Pattie Julie Ashley Nicole Tracie Brittany Donna Kimberley Skylar Kristina James Michelle Crystal Carrie Molly Brandy Ashley Morgan Jennifer Allison Blair Grace Lynn Celeste Bonnie Jennifer Haylee Maria Anna Nicolina Katina Tracy Hannah Lauren Melissa Renee Allison Kelle Christine Tracy Morgan Stephanie Nicole Madison Shundrika Selina Emily Pamela Amanda Alaina Taylor Irieli Lauren Kristi Brandi Gina Eileen Tiffany Alexandra Krista Lauren Lauren Jacqueline Missy Marissa Chandler Jennifer Jessica Kathy Elizabeth Jennifer Kelli Mallory Angelle Lacey Ashley Katelyn Wilcox Tiffany Karil Amber Celeste Karen Shannon Joy Rachelle Linda Torrie Faye Kaela Arian Cheryl LaJuana Kayla Marie Whitney Mary Brandy Aileen Madison Hele Messina Kathryn Rebecca Jenae Kaitlin Keva Selma Taylor Danielle Victoria Chastity Lakaya Lindsay Carly Dena Cynthia Jennifer NiaJia Lisa Melanae Lindsay Sarah Ashley Laura Laura Margyellen Cabot Christine Deborah Leslie Cindi Ashley Brickley Kim Linda Elena Danielle Betty Gene Brandi Linden Wendeth Michelle Nicole Sang Stephanie Leslie Carle Hannah Kiona Ashley Allison Linda Kate Elic Janice Lynsey Barbara Shernie Geraldine Judy Nicole Angela Karen Patsy Joleen Lauren Michelle Tanya Jodie Mary Annie Julie Megan Vicki Paula Marilyn Carolyn Emily Linda Amy Michelle Coloney Kimberly Alyson Jeanne Erin Barbara Andrea Courtney Corele Jessica Juliette Kahne Morgan Rhonda Annette Kristy Meagun Lynn Emily Kimberly Christina Michelle Shelley Alanna Jena Paula Karrie Tina Suzette Monica Heather Siobhan Cathy Angela Laurie Ann Lauren Vaughn Cherl Patricia Tanyu Laurel Zinda Lisa Jennifer Mary Beth Crystal Leigh Dara April Jessica Angela Paula Amye Mary Patricia Gillen Laune Wendy Mary Kayla Leah Cynthia Dana Lydia Amanda Kelly Nicole Meaghan Kaye Lynn Darcy Elise Lydia Dana Amy Denise Lakesha Catherine Angela Andrea Cherie Cassiana Norma Melissa Pamela Karen Elizabeth Tanyl Phillip NINETTE Alicia Allison Sharon Sarah Christina Jill Constance Jodi Heather Tracy Maureen Lisa Annie Joni Tracie

**NATIONAL NURSES WEEK
MAY 6-12, 2019**

**900
REASONS TO
CELEBRATE**



Bethany Ash, Kristen Falgoust, Brooke Traveau, Kelly Magill, Laura Aucoin, Janelle Simmons, Katie Townley, Katie Pourciau, Tanyl Curry, Cami Birtha, Catherine Hanson, Kathleen Melancon, Cassidy Roddy and Amanda Cashio



Deshay Grace, High-Risk Unit; Latonya Brumfield and Angela White, Adult ICU



Mary Beth Magee, Cindy Thomas and Brandi Iles, Perioperative Services

Nurses Week 2019 was filled with activities and programs that celebrated the contributions of Woman's 900 extraordinary nurses. Nurses Week activities included a recognition program, snacks and photo booths, our annual Nursing Research Day program, blessing of the hands by local clergy, the ever-popular nursing tea party and massages in the Nurses Relaxation Room. The theme for this year's "Tea and Talk" tea party was 1968 – the year the hospital opened.



Christine Sages and Halley Hayward, Mother/Baby



Angela Musso, Physician Practice Management and Paula O'Neill, LSU OB-GYN Clinic



Kristy Simmons, Barbara Friscia, Emily Stewart and Annette Savoy, Operating Room

Partnering to Improve Childbirth Outcomes



Monica Frederic, Jessica Morris, Amye Reeves, Alaina Arena, Bianca Ferris, Maureen Dempsey and Cheri Johnson at the Maternal Mortality Summit.

The Louisiana Perinatal Quality Collaborative (LaPQC) is a network of perinatal care providers, health professionals and patient/community advocates that are working to advance care equity, improve outcomes and implement best practices for women, families, and newborns across the state. The collaborative was formed as an initiative of the Louisiana Commission on Perinatal Care and Prevention of Infant Mortality. All participating facilities work collaboratively to implement best practices related to hemorrhage, hypertension, health equity/disparities and patient engagement.

Woman's Hospital has been a member of the LaPQC since 2018 and is actively engaged in the Reducing Maternal Morbidity initiative to reduce preventable morbidity and mortality related to hemorrhage and hypertension. Participation includes monthly calls, in-person meetings and routine data submissions related to implementation of the Alliance for Innovation on Maternal Health (AIM) patient safety bundles. Within the Reducing Maternal Morbidity measurement strategy, the team is engaged in discussions and data collection for several improvement measures including cesarean rate for low-risk, first-birth mothers; severe maternal morbidity cases; elective deliveries prior to 39 weeks gestation; obstetrical unit drills; quantification of blood loss; hemorrhage risk assessment; and timely treatment of severe hypertension. All facilities are encouraged to review data and identify opportunities for improvement.

During 2019, team members Alaina Arena, MSN, RNC-OB and Bianca Ferris, BSN, RNC-OB completed a PDSA project, "Improving Care through increased Blood Loss Quantification." Using the improvement tools provided through the LaPQC, the project was a success with scales placed in all labor rooms, including the ORs, for weighing blood loss. Results showed increased quantification of blood loss and a reduction in the number of blood products administered per transfused patient.

At the August 2019 LaPQC learning session, the Woman's improvement team was awarded Most Consistent Reporting for Data and Narrative. Alaina Arena was recognized with the Most Likely to Share Resources award. In conjunction with the learning session, our team attended the Maternal Mortality Summit to learn about clinical strategies, culture changes, community partnerships, and teamwork necessary to address disparities and inequities in the maternal health of Louisiana. 🌱

Centralized Skills Competency Fairs

In an effort to eliminate or at least decrease variability in competency validation across all units, Educational Services was asked to create a standardized house-wide competency fair for all nurses and clinical support staff. Guiding principles were to include skills that are common across more than one area, skills that are either high-risk or low-volume, skills that require annual validation to meet accreditation standards, new processes impacting multiple areas and those skills/processes that are problematic or complex. Quarterly fairs are held and staff members are required to attend one session per year. Content remains consistent across the calendar year and content experts are used to educate attendees and validate competency in their respective specialties.

In 2019, the four sessions were attended by over 950 nurses and ancillary staff members. Each session started at 6:45 AM and ended at 6:30 PM. With the help of over 100 volunteers, 28 different competency stations were offered at each session. 🌱



Rose Bourgeois teaching Mary Beth Magee, Bettina Riley, Alicia Plumer and Ginger Sehon.



Stacy Messina (second from left) checks off fellow RNs Samantha Taylor, Chandler Shorter, Angelle Suire and Mary Johnson on the crash cart and defibrillator.

Poverty Simulator



Maureen Dempsey and Angela Hammett were two of many program volunteers for the Poverty Simulator program.



Mother/Baby RN Sharon Marks participating in the Poverty Simulator program.

In 2019, Woman's hosted five poverty simulation workshops for employees and others in the community to raise awareness of and compassion for the challenges faced by families living in poverty. These events are in partnership with the Junior League of Baton Rouge, Capital Area United Way, Baton Rouge Area Chamber, LSU School of Social Work, Hope Ministries and Franciscan University. The poverty simulation is funded by Woman's GRACE program (Guiding Recovery and Creating Empowerment), for pregnant women with opioid addiction.

A poverty simulation is an immersive experience that simulates aspects of what it is like to live in poverty for one month. This experience allows you to walk in the shoes of an impoverished person and come face-to-face with the complexity and interconnectedness of their challenges.

A total of 128 Woman's employees and 143 community members participated in the program, and 90 others have volunteered to support the program. Participants have provided overwhelmingly positive feedback on the program and its value to their respective roles in the community. 🌱

The following comments were shared by attendees.

"Truly loved this simulation. It gave me so much more insight into levels of poverty and situations I never would have been forced to consider otherwise. Thank you."

"Very educational. It was not just words on paper; it was experiencing the real deal. How life is for people that are living in poverty. If we have the chance to make a difference – to help; we should. It starts with kindness and caring. Excellent program."

"Wonderful immersive experience. I've never participated in anything like it."

Exemplary Professional Practice

Nurses practice, collaborate, communicate and develop professionally to provide the highest quality care to the patients, families and communities we serve.

Population Health: Reducing Preterm Births



Woman's interdisciplinary Population Health Taskforce is focused on reducing the preterm birth rate through perinatal care coordination. In 2019, workgroups focused on screening to determine risk for preterm birth and specific interventions to mitigate these risks—assessment for incompetent cervix and administration of low dose aspirin to patients with hypertensive disorders of pregnancy. The workgroups were led by RN/physician dyads.

Substance abuse is also associated with increased risk for preterm birth. Screening, brief intervention and referral to treatment (SBIRT) for substance abuse has been incorporated into prenatal care. SBIRT is an evidence-based approach to delivering early intervention to anyone who uses alcohol and/or drugs in unhealthy ways. Patients with opioid misuse disorder are supported through the GRACE program. In 2020, additional workgroups will be created to continue preterm birth reduction strategies. 🌐

GRACE Program



With the support of a generous grant from The United Health Foundation, Woman's launched the GRACE program to address the needs of pregnant women with opioid addiction and their affected newborns. The GRACE (Guiding Recovery and Creating Empowerment) Program supports expectant mothers by providing comprehensive care coordination services specific to their needs during and after pregnancy. The program works with physicians, social service agencies, hospitals, mental health agencies, the legal system and other community partners to identify expectant mothers affected by opioid misuse and connects them to the appropriate resources to aid in their care and recovery.

GRACE aims to reduce stigma and bias surrounding addiction and medication-assisted treatment, provide education and training to hospital staff and decrease the number of Newborn and Infant Intensive Care Unit (NICU) admissions and length of stay. The program focuses on care coordination and education, provided by a nurse and social worker. Care coordination continues throughout the pregnancy until six weeks postpartum with a warm handoff to their community provider and support system.

GRACE is the only program of its kind in Louisiana and one of few in the nation. More than 70 women have enrolled since its inception in 2018, with more than 90% delivering at full term. 🌐

Improving Outcomes through Navigation and Care Coordination



In the fall of 2018, the LSU OB-GYN clinic implemented a nurse navigation program for high-risk diabetic mothers. Because clinic patients are seen by multiple providers throughout their pregnancy, inconsistencies in care processes and lack of care coordination were impacting outcomes for these high-risk patients. The goal of the program is to improve care and outcomes for high-risk patients with gestational diabetes mellitus (GDM) and those with pre-existing type 1 or type 2 diabetes mellitus. Measures of success will include adherence to the standards of care and improved maternal and neonatal outcomes.

All patients with pre-existing diabetes or newly diagnosed GDM are referred to the high-risk RN navigators, both of whom are certified diabetic educators. The navigators facilitate timely, coordinated care, and work closely with patients and families to improve compliance. Because these patients are at higher risk for complications, the nurses follow patients closely and collaborate with medical staff, dietitians, and pharmacists to provide ongoing education and resources. Aside from the ongoing navigation during the pregnancy, the follow-up continues into the postpartum period to assure that patients diagnosed with GDM receive recommended postpartum diabetes screening lab work. Whether a patient had pre-existing diabetes or was diagnosed with GDM, the navigators make sure care is established with a primary care physician after the six-week postpartum period.

To date, there has been a statistically significant increase in the adherence to the standards of care. Preliminary data also indicates there has been an overall improvement in maternal and neonatal outcomes for this patient population. 🌟

SSI Prevention in OB Patients



In late 2018, the LSU OB-GYN clinic began providing a pre-op kit and accompanying education for patients scheduled for delivery. The one-on-one, evidence-based patient education is provided by a registered nurse and includes instructions on use of the pre-op kit and other self-care practices to prevent infection post-delivery. The pre-op kit includes CHG skin cleanser, shower mitts, a timer to ensure adequate cleansing time, an instructional shower card with a hook for hanging in the shower, and an educational booklet. The kits are available in both English and Spanish and are given in the office when the delivery date is near. The benefit of this initiative has been evident in the reduction of surgical site infections impacting these patients. From November 2018 to July 2019, none of the patients that received the kit and associated education developed a post-delivery infection. 🌟

Expansion of Cancer Nurse Navigator Program



Oncology Navigation Team: Robin Maggio, Ashley Marks, Ashli Morales and LaToya Sampson

As a leader in providing multidisciplinary support to cancer patients, Woman's Hospital connects breast and gynecologic cancer patients with specialized nurse navigators to assist them with the overwhelming expectations and decisions women face during their cancer journey from diagnosis to survivorship. Navigators offer individualized assistance to patients, families and caregivers to help facilitate informed decisions and ensure that patients have timely access to information about their care.

In 2019, the cancer nurse navigation program expanded by adding an additional registered nurse. Assistance from nurse navigators includes helping patients understand their condition, their treatments and managing side effects; providing education and emotional support, coordinating care and connecting them to the resources they need. 🌟

Guardian of Excellence Award



Wendy Singleton and Patrick Ryan, Executive Chairman of Press Ganey, Inc.



For the fifth consecutive year, Woman's Hospital has been named a Guardian of Excellence Award® winner by Press Ganey for outstanding inpatient experience, ranking the hospital in the top five percent in the U.S. Woman's is the only large hospital in Baton Rouge to earn this honor and one of only 15 in Louisiana.

In addition to recognition for inpatient experience, this is the first year Woman's has received the Guardian of Excellence Award® for outpatient satisfaction scores. Press Ganey, a leading provider of patient experience measurement and performance analytics for healthcare organizations, gives this award annually to organizations who have achieved the 95th percentile or higher for designated survey measures, including likelihood to recommend, overall rating and/or teamwork. 🌟

Recognizing Excellence in Patient Experience

Woman's strives to provide exceptional care and experiences for patients and families and consistently exceeds state and national benchmarks for patient satisfaction. The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey is a standardized, publicly reported survey that measures inpatients' perspectives of hospital care.

HCAHPS Domain	Woman's*	Louisiana Average	National Average
Rate Hospital – 9 or 10	85.7%	73.1%	72.5%
Recommend Hospital – definitely yes	91.3%	74.4%	72.0%
Communication with Nurses – always	87.2%	82.6%	80.6%
Communication with Doctors – always	93.6%	85.6%	81.3%
Communication about Medicine – always	73.5%	67.8%	64.7%
Responsiveness of Staff – always	83.6%	68.1%	68.2%
Cleanliness (room kept clean) – always	79.7%	73.9%	74.8%
Quietness (room quiet) – always	87.3%	69.5%	61.3%
Discharge Information – yes	92.9%	86.8%	87.4%
Care Transitions – strongly agree	71.8%	57.3%	54.0%

Woman's seeks patient feedback from all areas in which care is provided. Patient satisfaction with Ambulatory Surgery, Neonatal ICU care, Outpatient Oncology and outpatient services also exceeds state and national benchmarks.

Woman's Service	Woman's*	Louisiana Average	National Average
Ambulatory Surgery – Rate facility 9 or 10	96.0	87.1	86.0
Assessment Center/ED – overall satisfaction	87.9	87.0	87.3
Neonatal ICU – overall satisfaction	92.5	88.6	89.1
Outpatient – overall satisfaction	95.2	94.4	93.6
Outpatient Oncology – overall satisfaction	93.6	92.7	92.9

* Fiscal Year 2019 scores

New Knowledge, Innovations and Improvements

Magnet organizations integrate evidence-based practice and research into clinical and operational processes. Evidence-based practice and research is supported, enabling nurses to explore best practices for their patients and their practice environment.

Expanding Joey Time to Referral Hospitals



When babies from referral hospitals in the region need a higher level of care, the hospitals call our NICU transport team to move the baby to Woman's. The challenge of this necessary transfer of the baby occurs when mom and baby are separated. Through a generous donation from the Unum/Star-mountain Corporation, Woman's team was able to provide an iPad and mobile cart to a referral hospital (Thibodaux General), allowing mothers to see and communicate with the Woman's team in real-time while she is recovering as an inpatient 60 miles away. The referral hospital team believes this will have a calming effect on mom and help them to persuade her to stay as an inpatient to get the necessary care she needs before joining her baby in Baton Rouge.

Improving Workflow for Nurses



Mother/Baby RNs and PoC Superusers: Shan Mott, Helen Robins, Michelle Rome and Courtney Fernandez.

Woman's Hospital is on the cutting edge of technology as the second hospital in the nation to implement Meditech EXPANSE PoC. This software allows nurses to tiptoe into a patient's room, verify and administer medications utilizing barcode technology, access labs and orders, as well as documentation of nursing care ALL done at the bedside using a handheld device that fits in the palm of your hand. As the first department to pilot the software, Mother/Baby started strong with the deployment of 23 PoC devices across all units. The implementation is the direct result of Woman's nurses advocating for a more seamless method to provide patient care. In today's technology-driven world, utilizing a workstation on wheels (WOW) is cumbersome for the nurse and disruptive to the patient.

The PoC software and handheld device provide the perfect solution to the long standing issues of device availability, usability and physical effort associated with pushing a mobile cart. As part of



Trivinia Toussant, Nursing Informatics Specialist and Dr. Renee Harris

a process improvement project, nurses' satisfaction with certain documentation elements and medication administration processes was assessed before and after implementation. Six months following implementation, Mother/Baby nursing satisfaction with the medication administration process increased from 21% to 80%. In August, EXPANSE Web PoC was expanded to the Med-Surg/Oncology unit.

Upon report of the incredible improvement in nurse satisfaction with the implementation of PoC, Meditech requested a site visit to speak with our leadership and spend time with our bedside nurses. In August of this year, Meditech sent a film crew to interview some of the key players involved with the implementation of EXPANSE and its success. Mother/Baby nurses were interviewed, as well as Dr. Renee Harris, Dr. Marshall St. Amant, Paul Kirk, Cheri Johnson and members of the Nursing Informatics team. ❄️

Decreasing Preventable Discharge Delays from the PACU

Nurses from the Post Anesthesia Care Unit and Med-Surg/Oncology worked collaboratively to decrease preventable discharge delays from the PACU by implementing bedside handoff from PACU RNs to Med-Surg/Oncology RNs. Bedside handoff was implemented in June and preventable delay minutes decreased by nearly 60% in the first few months. In addition to the efficiency afforded by this process improvement, consistency of information transfer from one unit to the other was improved and both teams are very pleased with the process. 🌟

Aromatherapy



Aromatherapy (essential oil therapy) is the use of aromatic plant extracts and essential oils for therapeutic purposes. Woman's implemented an aromatherapy program in March 2019 as an alternative intervention for nausea and anxiety symptoms in postoperative, obstetric and oncology patients. A multidisciplinary team, led by nursing, reviewed literature and researched available products. Aromatherapy products were approved after evaluation by clinical nurses in patient care areas. Administration of aromatherapy is a nursing intervention that does not require a physician's order. The products are selected based on patient preference with verbal consent from the patient and self-administered via inhalation. Aromatherapy dispensers are single-use, portable and disposable. Feedback from nursing staff and patients has been very positive. Patients have expressed how happy they are to have therapeutic options, how use of the aromatherapy products have helped them ease their nausea during chemotherapy treatment and how the products have eased their anxiety allowing them to complete their imaging tests.

Interdisciplinary Hypertension Talks



In 2019, five interdisciplinary simulation sessions were held to improve the care of obstetrical patients with hypertension. The table top drills were facilitated by OB-GYNs, Dr. Jill Bader and Dr. Ann Lafranca, and involved nursing, pharmacy, radiology, critical care, anesthesia and OB-GYN physicians. The awareness generated by these sessions has improved the consistency of care for these high-risk patients. 🌟

Improving Efficiency of Emergency Response



Emergency Code Team chair, Crystal Martin, educating a nurse colleague on the emergency code cart changes.

In December 2019, emergency code carts throughout the organization were streamlined to promote efficiency for the emergency response team members. The "de-bulking" of the code carts was in response to clinical staff concerns about the amount of supplies on the cart and difficulty finding what they needed in emergency situations. A code team member had also been injured trying to pull out an over-filled drawer during a code.

The interdisciplinary Emergency Code Team spent several months analyzing the inventory and made recommendations for de-bulking the carts. Clinical nurses and code team members were trained on the changes and, with the help of many team members, all 26 carts were updated and exchanged in a single day. 🌟

Simulation Training



Lacie Upton, Davina Phillips and Claire Zanco



Jaimi Ashley, Emily Andrus and Heidi Dubreuil



Paula Delee, Gillian Sanford, LaToya Sampson, Bettina Riley and Nancy Baker

Simulation is an evidence-based training technique that fosters confidence and competency, while improving safety and team communication in complex patient situations. This interactive learning method aims to improve nursing skills and encourage critical thinking. Simulations often focus on high-risk/low-volume scenarios or scenarios involving evidence-based practices that have changed or evolved to improve patient care and patient safety. Simulation is used to train interdisciplinary teams throughout the organization.

In the perinatal units, simulation training starts during the orientation period and is reinforced through regular monthly drills.

The Med-Surg/Oncology department conducts four different simulation drills per year. RNs are required to attend two drills per year and ancillary staff is encouraged to participate. The topic of each simulation drill is determined by the educational needs of the clinical nurses. The content is developed by the clinical nurses and the clinical educator. This year's simulation drill topics included: post-op complications/care of bariatric surgery patients, ostomy care, post-op complications/care of breast surgery patients and escalation/rapid response. 📺

2019 Obstetric Monthly Drill Topics

January	Amniotic fluid embolism
February	PEC/CEC, restraints, de-escalation
March	Uterine rupture, placental abruption
April	Shoulder dystocia, diabetes
May	Code Blue
June	Triplet cart, preterm labor
July	Blood transfusion, hemorrhage
August	Perinatal palliative care, Cuddle Cot
September	NRP Refresher, Code 1, PALS
October	Room of Errors
November	Emergency Medications
December	Abuse, Human Trafficking

Laser Safety in the Operating Room



In 2017, the Laser Safety Committee was created to ensure the safety of patients and personnel in all locations where lasers are used through proper care, handling and maintenance of all energy-generating devices. The multidisciplinary committee is made up of representatives from Safety Management, Biomedical Engineering, Operating Room, Labor and Delivery, Risk Management, Medical Staff, and Quality/Patient Safety and is chaired by Cindy Thomas, Manager, Same Day Surgery Center and Sterile Processing. The committee oversees laser usage policies, educates employees on laser safety and evaluates compliance with protective eyewear. 🏠

Senior Nurse Leaders

- **Cheri Johnson**, MSN, RNC-OB
Senior Vice President of Patient Care/Chief Nursing Officer
- **Cathy Griffiths**, DNS, RNC-OB, NEA-BC
Vice President of Quality

Nursing and Patient Care Directors

- **Peggy Dean**, BS Pharm, MBA
Director of Pharmacy
- **Laurel Kitto**, MSN, RNC-NIC
Director of Neonatal ICU and Neonatal Transport
- **Zinda LeBlanc**, MBA, BSN, RN, NE-BC, CNOR
Director of Perioperative Services and Sterile Processing
- **Danette Legendre**, RCP, CRT-NPS
Director of Respiratory Care
- **Amye Reeves**, BSN, RNC-OB
Director of Obstetrical Services and Adult ICU
- **Wendy Singleton**, MSN, APRN, ANP-BC, NEA-BC
Director of Nursing Administration, Clinical Informatics, and Patient Experience; Magnet Program Director
- **Mary Ann Smith**, BSN, RN, OCN
Director of Med-Surg/Oncology
- **Dana Vidrine**, MSN, RNC-MNN
Director of Mother/Baby, Lactation and Transition Nursery



Mission

To improve the health of women and infants.

Vision

By 2020, Woman's will be the national leader in women's and family-centered care, achieved through innovation, evidence-based practices, and strategic partnerships.

Values

RESPECT

Accepting and appreciating differences.

INNOVATION

Creating and embracing change to improve outcomes.

COMPASSION

Showing kindness to and caring for one another.

EXCELLENCE

Being the best at what we do.



Woman's

Founded in 1968, Woman's is a nonprofit organization, governed by a board of community volunteers, providing medical care and services in order to improve the health of women and infants, including community education, research and outreach.

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womans.org

