

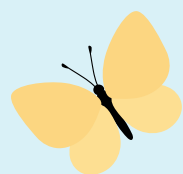
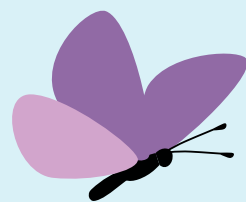
2023

Nurses in Bloom

NURSING ANNUAL REPORT

Woman's 





Executive Nurse Leaders

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

Cathy Griffiths, DNS, RNC-OB, NEA-BC, Chief Quality Officer

Wendy Singleton, MSN, APRN, ANP-BC, NEA-BC, Vice President of Nursing/Associate Chief Nursing Officer

Nursing & Patient Care Directors

Peggy Dean, BS Pharm, MBA, BCPS, BCGP, Director of Pharmacy

Tina Englade, MSN, RNC-MNN, Director of Mother/Baby, Lactation and Transition Nursery (Effective December 2023)

Danette Legendre, RCP, CRT-NPS, Director of Respiratory Care

Jennifer Levy, MSN, RN, NE-BC, Executive Director, Physician Practice Management

Mary Beth Magee, BSN, RN, CNML, Director of Assessment Center

Alicia Plumer, MSN, RN, CPAN, Director of Perioperative Services

Amye Reeves, BSN, RNC-OB, C-ONQS, Director of Obstetrical Services & Adult ICU

Wendy Singleton, MSN, APRN, ANP-BC, NEA-BC, Associate Chief Nursing Officer

Kayla Tamplain, MSN, RN, Director of Care Management

Shannon Thibodaux, MSN, RN, Director of Neonatal ICU & Neonatal Transport

Dana Vidrine, MSN, RNC-MNN, Director of Mother/Baby, Lactation, & Transition Nursery



Letter from the Chief Nursing Officer



Dear Colleagues in Nursing,

I am beyond proud to share the 2023 nursing annual report with you. This report includes amazing accomplishments that occurred throughout 2023 and highlights many of the incredible achievements of our nurses.

Each and every day our nurses go above and beyond to improve the health of women and infants. This year was one of significant growth and change. We achieved our 4th Magnet designation and embarked on the journey toward Epic EMR implementation. We achieved

numerous recognitions for our exceptional care and celebrated many exciting events throughout the year. In addition, we started working towards the opening of two new services—a Perinatal Mental Health Unit and a pediatric ICU.

Woman's has again been recognized as a preferred place to work and to receive care in our community. This recognition, coupled with several other honors, is not taken lightly. It takes a committed team and we know that our nurses play an essential role in accomplishing these achievements. I am fiercely proud of our amazing nurses and look forward to sharing some of the highlights throughout this 2023 Nursing Annual Report.

Cheri Johnson, MSN, RNC-OB

Senior Vice President, Patient Care/Chief Nursing Officer

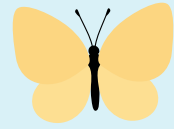


Nursing at Woman's

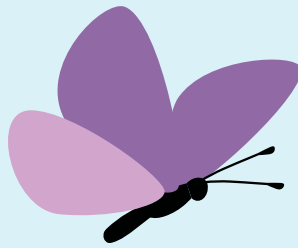
Woman's exceptional team includes nearly 900 nurses, each of whom is dedicated to improving the health of women and infants in our care and in the community. This commitment is

exemplified by recognition as a Magnet organization since 2006. ANCC's Magnet Recognition Program® honors healthcare organizations that meet rigorous standards for nursing excellence and quality patient care and is the highest honor an organization can receive for professional nursing practice.





TRANSFORMATIONAL *Leadership*



Transformational leadership in nursing fosters a supportive, empowering healthcare environment. Transformational leaders are critical to the success of an organization and motivate others to provide excellent patient care and achieve outcomes. They recognize the abilities of others and encourage professional development. Serving as an inspiration to others, a transformational leader welcomes input and acutely listens to nurses as they express ideas or concerns. They tackle challenges head-on and hold themselves to the same standards that they set for others. For nurses in leadership roles, this means adopting a management style that inspires, intellectually stimulates and positively influences team members to improve staff and patient satisfaction.

Woman's CEO Rene Ragas Earns 2023 Grassroots Champion Award



The American Hospital Association (AHA), in conjunction with Louisiana Hospital Association (LHA), presented Woman's Hospital President and CEO Rene Ragas with their 2023 Grassroots Champion Award in recognition of his work to advance healthcare policy throughout the state.

The Grassroots Champion Award was created by AHA to commend hospital leaders who work to advance healthcare policy in their state and community. The award was presented jointly by AHA and LHA at the state chapter's annual meeting on July 24, 2023.



Celebrating 55 Years

Throughout the past 55 years, Woman's has been dedicated to improving care for women and infants. Today, it is the largest birthing facility in Louisiana and continues to provide exceptional care in the prevention and treatment of breast and gynecological cancers. In addition, our tiniest and most fragile infants receive the highest quality of care, and our mothers and babies are supported throughout the labor, delivery and postpartum periods.



Pavilion Anniversary

Woman's Cancer Pavilion celebrated its 5th anniversary on May 1st. Originally opened in 2018, the Pavilion is the only cancer center in Louisiana built just for women, offering the highest quality breast and gynecology cancer care.

Woman's Cancer Pavilion specializes in prevention, diagnosis, surgery, oncology care, treatment, clinical trials, support and survivorship of breast and gynecologic cancers for women across the state.

Celebrating Wins



America's Best Cancer Hospital

Woman's was named one of America's Best Cancer Hospitals 2023 by Newsweek. Woman's is one of only four Louisiana hospitals to be recognized by this award.

Newsweek's America's Best Cancer Hospitals 2023 ranking was created to provide patients and family members with a comprehensive resource for informed decision-making, showcasing hospitals that provide benchmark-leading care and excellent services for cancer patients. We are proud of this accomplishment and appreciate the opportunity to provide exceptional care to our patients.



Best Places to Work in Healthcare by Modern Healthcare

For the 16th consecutive year, Woman's Hospital was recognized as a Best Place to Work in Healthcare by Modern Healthcare based on employee satisfaction survey data. Woman's is the only healthcare organization to earn the distinction every year since the program's inception. The national award program was created to recognize companies that continuously strive to improve their work environment and increase employee engagement, satisfaction and retention through innovative changes in the workplace.

Nobody Does It Better... World's Best Hospitals Recognition

Woman's was recognized on Newsweek's list of World's Best Hospitals again in 2023, this year for gynecology and maternity care. Woman's is one of only five hospitals in the world and the only in the United States to be recognized for these specialties.



The World's Best Hospitals ranking, now in its fourth year, is intended to be a resource to help patients make a more informed and data-driven decision when choosing the right hospital for their medical needs.

This award recognizes the best medical institutions across 27 countries and is presented by Newsweek and Statista Inc., using a methodology to ensure quality and validity in data related to:

- **Hospital recommendations from peers:** an international online survey that included more than 80,000 doctors, hospital managers and healthcare professionals.
- **Patient experience:** surveys measuring patient satisfaction with hospitals.
- **Medical outcomes:** patient safety, infection prevention measures and quality of treatment.

Press Ganey Guardian of Excellence Award

Woman's was recognized by Press Ganey with the Human Experience Guardian of Excellence Award for Patient Experience for the 9th year in a row. Press Ganey is a leading provider of patient experience measurement and performance analytics for healthcare organizations. They give this award annually to organizations that have achieved 95th percentile or higher in designated survey measures for the 12-month reporting period.



America's Best Maternity Hospital

Woman's Hospital was named one of America's Best Maternity Hospitals by Newsweek for providing high-quality care to mothers and newborns. Woman's achieved the highest possible designation of five ribbons, one of only 159 facilities in the country and the only hospital in Baton Rouge to achieve this level of designation.

Winners are awarded based on a national survey of more than 10,000 hospital managers and healthcare professionals, including neonatal and perinatal doctors, nurses and midwives. Medical key performance indicator data relevant to maternity care as well as patient satisfaction data were also used in the final evaluation.



Woman's Bariatric Surgery+

Woman's received the Surgical Quality Partner Designation for 2023 by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP). MBSAQIP is a joint program of the American College of Surgeons and the American Society for Metabolic and Bariatric Surgery. To earn accreditation, Woman's demonstrated exceptional support services for bariatric surgery patients. This designation lets our patients know that we are committed to quality and self-improvement and as an organization, we adhere to the most rigorous standards in surgical quality.



ACS Recognition

As an MBSAQIP-accredited hospital, Woman's Hospital also became an American College of Surgeons (ACS) Surgical Quality Partner. Being a Surgical Quality Partner signifies a hospital's dedication to consistently improving procedures and approaches, while maintaining a critical eye on process at every step. The Surgical Quality Partner designation lets patients know Woman's is dedicated to quality and relentless self-improvement and has been verified or accredited by the ACS. Patients can trust that the care they receive at Surgical Quality Partner hospitals adheres to the most rigorous standards in surgical quality.



Birth Ready+ Designation

In May 2023, Woman's earned its second consecutive Birth Ready+ Designation from the Louisiana Perinatal Quality Collaborative (LaPQC) for its efforts in promoting safe, equitable, and dignified birth for all birthing persons in Louisiana—one of only nine facilities in the state to earn this distinction.

The Birth Ready Designation reinforces and ensures that birthing facilities are implementing best practices to improve maternal health and outcomes from pregnancy through childhood. To achieve designation, facilities met criteria in five dimensions, including implementation of policies and procedures, promoting patient partnership, and addressing health disparities and equity. The nine hospitals that have achieved Birth Ready+ Designation have met a higher threshold of compliance and achievement of the requirements.



The Gift Shining Star Designation

Woman's has held The Gift designation from the Louisiana Department of Health since 2011 for improving the health of women and infants by protecting, promoting, and supporting breastfeeding. This designation serves to increase breastfeeding rates and hospital success through its focus on improving the quality of maternity services and enhancing patient-centered care.

While Woman's has been The Gift designated for more than 10 years, 2022 was the first year the hospital received The Gift Shining Star recognition– the highest designation a Louisiana hospital can receive for its commitment to breastfeeding. This designation is good for two years, with 2023 being a maintenance year. Only 17 hospitals hold this prestigious designation.

CNO Advisory Committee

The CNO Advisory Committee was implemented in 2018 to provide an opportunity for clinical nurses to connect with the CNO and to understand the important relationship between her work and how it supports nursing practice at the bedside. This committee also provides a venue for advisory committee members to bring staff concerns to share with the CNO and Associate CNO. Information is discussed, and committee members bring information back to the units, allowing for staff concerns to be addressed in a timely manner. The CNO Advisory Committee is made up of clinical nurses from all departments who meet monthly with CNO, Cheri Johnson and Associate CNO, Wendy Singleton. In 2023, topics discussed by this group included Epic updates, leadership updates, hospital strategic plan, Perinatal Mental Health Unit and the opening of the Pediatric Intensive care Unit (PICU). Other topics included unit-specific events and the nursing satisfaction survey.

2023 CNO Advisory Committee Members

Chelsea Bradford, AICU

Shelisa Cager, Cancer Pavilion

Lakaisha Jackson, Med-Surg/Oncology

Tiffany Carter, Mother/Baby

Stacie Crawford, LSU OB/GYN Clinic

Meredith Gaudet, High Risk Unit

Maryellen Kelly, PACU

James Maryman, NICU

Adrienne McVea, Pre-Surgery Center

Julie Prejean, Surgical Care Unit

Lauren Rachel, Information Systems

Leslie Roy, PACU

Janelle Simmons, Labor and Delivery

STRUCTURAL Empowerment

Nurses are involved in decision making that impacts patient care and their work environment. Nurses support organizational goals, advance the nursing profession and enhance professional development by extending influence to professional and community groups. Nurses are recognized for their contributions in support of the strategic priorities of the organization and to the health of the community.

Shared Governance

Shared decision-making is a key component of nursing practice at Woman's. Our shared governance councils, depicted in the model below, are made up of clinical nurse representatives from each department who collaborate to make decisions within their respective scope of responsibility. Councils meet monthly on Senate Day and their recommendations are presented to the Nurse Executive Council for final approval. Once approved, recommendations are implemented and followed by individual councils.



Woman's Receives CME Reaccreditation from Texas Medical Association

Educational Services at Woman's Hospital has been reviewed by Texas Medical Association (TMA) and awarded reaccreditation for four years as a provider of continuing medical education (CME) for physicians. TMA accreditation seeks to assure the medical community and the public that Woman's delivers education that is relevant to clinicians' needs, evidence-based, evaluated for its effectiveness, and independent of commercial influence.

TMA employs a rigorous process for evaluating institutions' CME programs according to standards that reflect the values of the educator community and aim to accelerate learning, inspire change, and champion improvement in healthcare. Through participation in accredited CME, clinicians and teams drive improvement in their practice and optimize the care, health and wellness of their patients.

Fostering the Professional Development of Nurses

The Nursing Education and Professional Development Council promotes the professional development of nurses and supports nursing recruitment and retention. The committee, made up of clinical nurses, oversees and manages the Nursing Professional Development Program (career ladder) and evaluates and implements other professional development activities for nurses. Many new nurses have achieved or maintained RN II (Competent) and RN III (Proficient/Expert) levels in 2023, with 267 total career ladder nurses. We are proud of our nurses who participate in career ladder and appreciate their commitment to professional development.

Woman's encourages nurses to continue their education and seek opportunities to grow professionally through certification in their area of practice. Financial support is offered through the Educational Assistance program, which provides certification and tuition reimbursement, as well as certification bonuses.

Celebrating Certified Nurses

National Certified Nurses Day is celebrated annually on March 19th. It's a day to recognize nurses who earn and maintain the highest credentials in their specialty. Certified nurses are dedicated to professionalism, excellence and service; and contribute to better patient outcomes at Woman's and across the nation. Certified nurses are considered clinical experts and have demonstrated a level of knowledge validated by the credentialing boards. We are proud to boast almost 300 certified nurses on our team at Woman's. A special breakfast was held to celebrate and honor our certified nurses.



Nursing Recognition

Celebrate Nursing Awards

Woman's nurses Christa Hollowell (Nursing Administration), Jeannie Harper (Nursing Administration), Stevie Hess (Assessment Center), Mary Kate Guidry (Mother/Baby), Portland Holloway (Med-Surg/Oncology), Raven Jackson (Labor and Delivery), Rachel LaFleur (Labor and Delivery), Kimberly Lowrance (NICU, not pictured), Ashley Leger (NICU, not pictured), Eydie Abel (HRU) and Leah Terrell (Mother/Baby) were honored at the Baton Rouge District Nurses Association Celebrate Nursing Awards banquet.

The Celebrate Nursing Award honors nurses who have made significant contributions to the community, healthcare and the nursing profession. These deserving recipients were nominated by their peers and leaders.



Louisiana Nurses Foundation Nightingale Awards

Woman's CNO, Cheri Johnson, and OB Nurse Educator, Lauren Holmes, received Nightingale Awards at the Louisiana Nurses Foundation Annual Nightingale Gala in September. Cheri was recognized as the 2023 Nurse Administrator of the Year and Lauren received the 2023 Clinical Nurse Educator of the Year award. These recipients were selected from a group of accomplished nominees from across Louisiana. Other nominees included: Rookie of the Year, Camryn Wallace; RN of the Year, Janice Walters; and RN Mentor of the Year, Jessica Lejeune.



March of Dimes Nursing Awards

Ginger Dammers was awarded the 2023 Louisiana March of Dimes Excellence in Nursing Award. Ginger has been an RN in the NICU at Woman's for over 20 years and consistently goes above and beyond for patients, families and staff.

The Woman's NICU was without a family support coordinator for more than a year. During that time, Ginger took on responsibilities of that role and coordinated many special family activities that meant so much to our unit and to our families. She coordinated memory-making opportunities for our families for Mother's Day, Father's Day, Christmas and Halloween. Ginger was also very instrumental in assisting with Magnet re-designation readiness in the NICU.

NICU RN Kaitlyn Warren was also recognized as a state finalist for this prestigious award.



Louisiana Quality Network Excellence Award

Alainna Arena, Perinatal Improvement Coordinator, received the Louisiana Quality Network Excellence Award for her leadership, clinical guidance and commitment to the Improve Maternal Perinatal Outcomes metric for the Managed Care Incentive Payment (MCIP) Program.

Alainna worked on this initiative for the past five years which generated funds for our organization. She has been the Perinatal Improvement Coordinator for Obstetrical Services for the past eight years. During that time, she has taken a lead role in our quality and improvement work including the Louisiana Perinatal Quality Collaborative (LaPQC) and the implementation of the Alliance for Innovation in Maternal Health bundles.



In addition to MCIP, Alainna was instrumental in procuring grants from Funds for Safety LHA Trust for education and simulation on hemorrhage, hemorrhage risk assessment and the quantification of blood loss, and C-section infection reduction.

LSU Outstanding Alumnus



Woman's Hospital Chief Quality Officer Cathy Maher-Griffiths, DNS, RN, CPHQ, NEA-BC, RNC-OB has been named an Outstanding Alumnus by the LSU School of Nursing. Dr. Maher-Griffiths was recognized as part of the school's 90th-anniversary celebration held November 17 – 19, 2023 in New Orleans. Honorees were selected based on their significant contribution and achievement in advancing the profession of nursing and improving healthcare to the individual, family and/or community. In addition, honorees emulated the School of Nursing's values of stewardship, organizational citizenship, nursing innovation, caring, professionalism, respect, integrity, diversity and excellence in nursing.

Kristy Simmons Recognized for Outstanding Mentorship in Perioperative Nursing



Woman's Hospital nurse Kristy Simmons, RN, MSN, CNOR, was recognized with the Outstanding Achievement in Mentorship award at the Association of Perioperative Registered Nurses' 2023 Global Surgical Conference & Expo on April 2. The award recognizes individuals who exhibit a commitment to strengthening career development, leadership skills and connections to help nurture professional and personal development of a perioperative nurse colleague or group.

Simmons is a lifetime member of AORN with more than 42 years of experience in perioperative nursing, of which 39 have been spent at Woman's Hospital. She has served on numerous AORN task forces and committees at the state, local and national levels and currently serves on the Legacy Nurse Engagement Think Tank as well as the coordinating council of the Pediatric Specialty Assembly.

Previously, Simmons earned an AORN National Outstanding Volunteer Leadership Award (2014); an AORN National Outstanding Achievement in Perioperative Evidence-Based Practice Award (2014); and Perioperative Nurse of the Year, AORN of Baton Rouge Area (2015).



The **DAISY** (Diseases **A**ttacking the **I**mmune **S**ystem) 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. Recipients are also recognized through hospital newsletters, during nurse's week celebrations and on The DAISY website.



Tena Barnes-Carraher, the Co-Founder of the DAISY Foundation and widow of the late J. Patrick Barnes who inspired the DAISY program, visited Woman's Hospital on **Monday, October 16. Tena met with Daisy and Bee Award recipients and spoke on the mission and values of the DAISY organization.**

All DAISY and BEE Honorees were invited to attend a reception where they had an opportunity to meet Tena. The BEE Award, which is unique to Woman's Hospital derived from the international DAISY Award program. Tena met and personally thanked both DAISY and BEE Award recipients.



Transition to Practice Program for New RNs

The "Galaxy of Success" transition to practice (TTP) program assists nurses in successfully transitioning to the role of professional Registered Nurse at Woman's. The themes of Empowering, Experiencing and Engaging are incorporated throughout the program and the program objectives are applicable to all nurses, regardless of experience.

New graduates, and nurses with less than one year of experience, participate in the "Successful Transition through Application and Research" (STTAR) program, which is a component of the Galaxy of Success. It is a six-module program that extends over one year. Module topics include:

- Communication, Collaboration and Teamwork & Evidence-Based Practice (EBP)
- Patient- and Family-Centered Care & EBP
- Quality & Safety and Outcomes & EBP
- Lagniappe (Self-care and Resilience, Motivation, Continuing Education, Career Ladder, Preventing Burnout) & EBP Presentations

The fifth cohort of the TTP program graduated in June 2023. Their evidence-based practice project topics included the following:

- Early identification and intervention for preeclampsia
- Pain management of circumcision in NICU neonates
- Laboring down vs. immediate pushing in primigravida patients with epidurals
- The use of Cytotec in treatment of postpartum hemorrhage
- Surfactant administration in the premature neonatal population

Professional Organization Leadership

Professional organization membership is highly encouraged among Woman's RNs and is reinforced through its requirement for entry into the Nursing Professional Development Program. We are so proud to acknowledge the following nurses who serve in leadership roles within their professional nursing organizations:

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

- Maureen Dempsey, *Perinatal Care Coordination, Louisiana Section Chair*
- Victoria Hines, *Mother/Baby – Planning Committee, BR Chapter*
- Mary Kate McGrew, *Mother/Baby – BR Chapter Coordinator*
- Robin Firmin, *Mother/Baby – Section Advisory Council*

American Holistic Nurses Association (AHNA)

- Kimberly Lowrance, *NICU – Chair, BR Chapter*

Association of PeriOperative Registered Nurses (AORN)

- Emily Chenier, *O.R. – Nominating Committee Member, BR Chapter*
- Linda Cloutre, *O.R. – Nominating Committee Member, BR Chapter*
- Barbara Friscia, *O.R. – AORN Louisiana state council member*
- Megan Mayhew, *Educational Services – AORN Louisiana state council member*
- Maureen Murtaugh, *O.R. – Vice President, BR Chapter*
- Morgan Raiford, *O.R. – Board Member, BR Chapter*
- Jessica Rodriguez, *O.R. – Secretary, BR Chapter*
- Kristy Simmons, *O.R. – Louisiana state council of AORN member, 2 AORN national committees; candidate for national AORN president in 2023*
- Emily Stewart, *O.R. – Nominating Committee Advisor, BR Chapter*

Baton Rouge Oncology Nursing Society (BRONS)

- Nancy Baker, *Med-Surg/Oncology – Membership Committee Chair*
- Marlene Boudreaux, *Med-Surg/Oncology – Virtual Community Manager*
- Lakaisha Jackson, *Med-Surg/Oncology – Secretary*

Louisiana Association of Peri-Anesthesia Nurses (LAPAN)

- Toni Dantonio, *Surgical Care Unit/ Pre-Surgery – President*
- Karen Geiger, *Surgical Care Unit – Chair, Ways and Means Committee*
- Joelle Lemoine, *Surgical Care Unit – Media Chair*
- Cachet Mitchell, *PACU – Co-chair, Education Committee*
- Leslie Roy, *Perioperative Services – Co-chair, Education Committee*
- Cindi Sanders, *PACU – Co-chair, Education Committee*

AWHONN National Convention 2023

The annual convention of the Association of Women's Health, Obstetric and Neonatal Nurses kicked off on June 17th in New Orleans. Robin Firmin, Eydie Abel and Maureen Dempsey served on the host committee, with Maureen being chair. Many of our nurses were able to participate and bring back knowledge to help us improve the health of women and infants.



AACN NTI Convention

Siobhan Grady and Davina Phillips attended the American Association of Critical Care Nurses National Teaching Institute Convention in Philadelphia in May. Over 5,000 nurses attended this amazing conference, and lots of new information was brought back to help care for our patients.



ASPAN Conference

The American Society of PeriAnesthesia Nurses (ASPAN) conference was hosted in Denver, CO April 28 – May 1. Several nurses from Woman's attended the conference, and Toni Dantonio, SCU/PSC Manager, presented a poster on our project to standardize the preadmit process: Pre Surgery Center: Optimizing Surgical Experiences.



Partnering to Improve Childbirth Outcomes

Woman's has been actively engaged in the Louisiana Perinatal Quality Collaborative (LaPQC) since 2018. This collaborative works with providers and organizations across the state to advance care equity and improve outcomes for women, families and newborns through implementation of best practices.

Through its work with the Louisiana Perinatal Quality Collaborative, Woman's has adopted safety bundles to reduce the risks of hemorrhage and hypertension. They have also formed work groups to address several of the main drivers for prematurity – including hypertension, drug use, and incompetent cervix – and implemented evidence-based strategies to effect change in these areas.

Nurses Week 2023

Nurses Week was celebrated with the theme "Nurses Reach for the Stars". The week's activities kicked off with an opportunity for each nurse to sign the stars and we held the annual recognition program. The awards program recognizes and honors nurses who have received nursing awards during the preceding year, we well as those who have received internal DAISY awards. The much-anticipated annual "Nurses Tea and Talk" was hosted by our OR nurses with a cowboy and western theme this year. The tea is always popular and drew nurses from across the hospital to relax and enjoy each other's company.

The Blessing of the Hands is another treasured event in which local chaplains prayed with and blessed the hands of our nurses and caregivers. Nurses prayer cards were provided along with the blessing provided by local pastors. A resilience room hosted by NICU RNs provided respite in the form of hand massages, a soothing atmosphere, and healthy refreshments. As another resilience-building activity, nurses and other team members were able to spend time with puppies and from a local rescue organization, as well as a unique variety of animals from a local animal preserve. The week wrapped up with a Cinco de Mayo nacho party and treats galore!

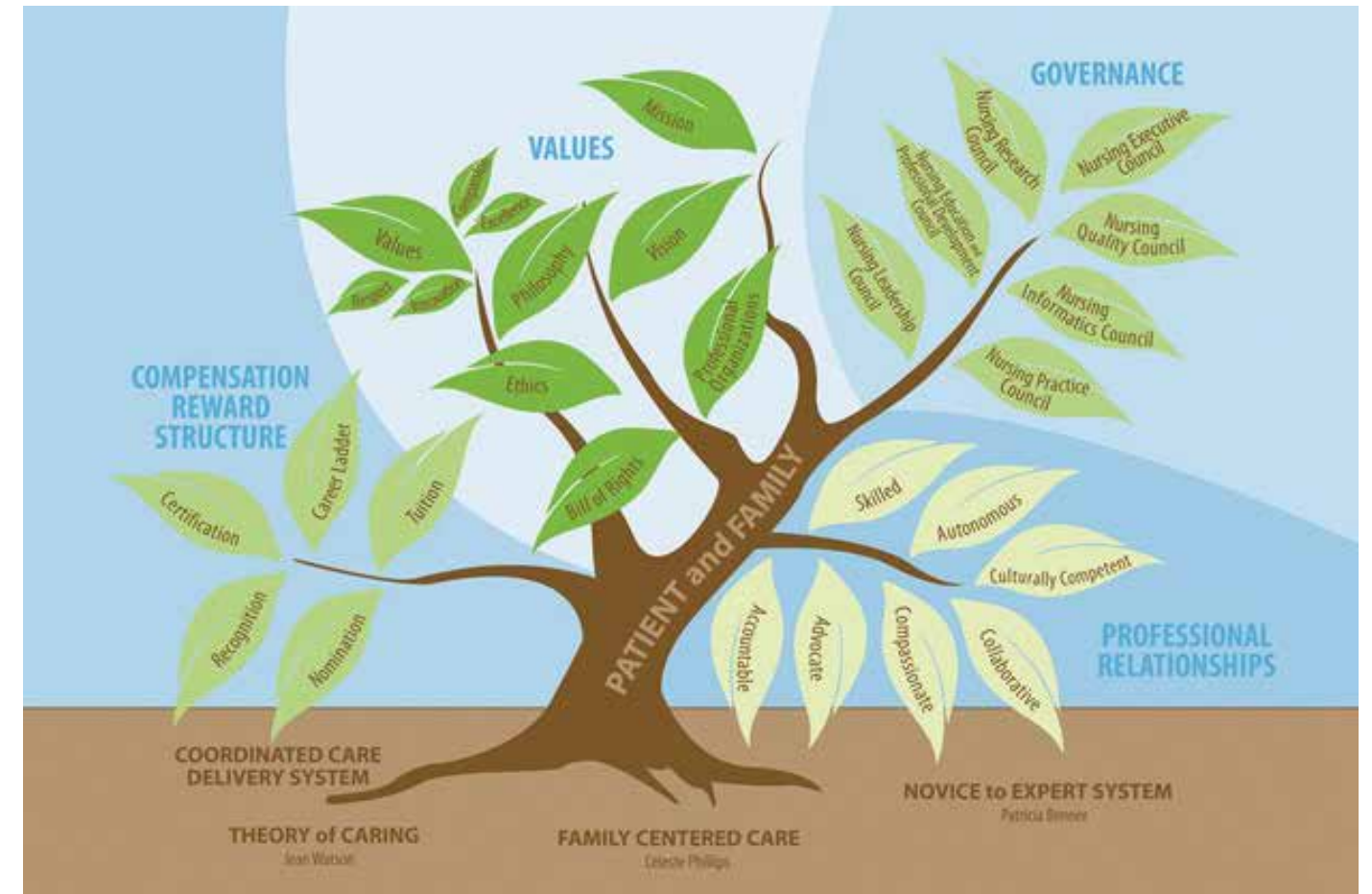


EXEMPLARY

Professional Practice

Exemplary professional practice is the hallmark of a Magnet organization. Magnet nurses practice, collaborate, communicate, and develop professionally to provide the highest quality care to the patients, families and communities we serve.

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 that supports exceptional care.

The Nursing Professional Practice Model governance branch reflects shared decision-making. The shared governance council structure consists of seven councils, each with its own responsibility and scope. These councils are interdisciplinary and include clinical nurses from each department/service line.

We are Magnet!

Magnet recognition is the highest and most prestigious international recognition credential for nursing excellence and patient care quality. There are approximately 600 Magnet accredited hospitals worldwide. Magnet recognition provides a roadmap to advance nursing excellence with engaged and supported nurses at its core. Nurses at Magnet hospitals are valued as integral partners in the patient's safe passage through their healthcare experiences.

Patient Benefits

Magnet hospitals provide higher quality and safety standards for patients. They are more likely to support evidence-based practice implementations, have a lower overall missed nursing care and as a result, have higher patient ratings of their hospital experience.

Patient Outcomes

Magnet hospitals have significantly lower mortality rates, failure-to-rescue, patient fall rates, nosocomial infections, hospital-acquired pressure ulcer rates and central line-associated bloodstream infection rates.

Redesignation Site visit March 8-10

The theme for the site visit was **Woman's Lagniappe**. In the South, Lagniappe is defined as "a little extra," which is a perfect descriptor for nursing at Woman's. Our team is known in the community for always going the extra mile for our patients. The graphic below was used to welcome the surveyors that visited.



The journey to Magnet redesignation involved the work of many. Work began with writing the Magnet stories in the summer of 2021, with the final submission sent in February 2022. Feedback was received in June 2022, with updated documents resubmitted in September 2022. We were approved for a site visit in March 2023.

The site visit preparation was fast and furious and was an overwhelming success! Lagniappe leaders were selected from each unit and shift and helped to prepare the team for the site visit. The Lagniappe Leaders worked with unit managers, directors and clinical nurses to help educate everyone on what to expect during the site visit. There were so many creative bulletin boards, "potty pointers" and other innovative strategies that were used on various units.

Three Magnet Appraisers visited Woman's and met with nurses and hospital leaders over the three-day visit, with the purpose of verifying, amplifying and clarifying information that was submitted in our documents. The appraisers were so impressed with the work being done at Woman's by our amazing nurses. The final report was completed by the appraisal team and sent to the Magnet Commission for the final decision.

We were officially notified on May 19th by the Chair of the Commission for the Magnet Recognition Program via a video conference that Woman's has received its 4th Magnet redesignation through May 2027! In addition, there were 11 exemplars noted from the report, which is an outstanding accomplishment. Our site visitors were extremely complimentary of the amazing work of Woman's nurses.

GRACE Program

Since 2018, nearly 300 women have been referred to the GRACE program at Woman's Hospital, with 100 successfully continuing until six weeks postpartum. Woman's Guiding Recovery and Creating Empowerment (GRACE) program is a care coordination program for pregnant women with opioid use disorder. As part of the program, GRACE participants work with a nurse case manager and social worker who guide them through pregnancy and into the postpartum period. They provide non-judgmental support and connect women to treatment providers and other resources in the community to help address and overcome substance misuse.

In late 2021, the program was expanded to women in need of help with alcohol or tobacco addictions during pregnancy. The program is free of cost to participants and open to any pregnant woman in the Baton Rouge area seeking treatment for opioids, alcohol or tobacco, regardless of where she is receiving prenatal care.

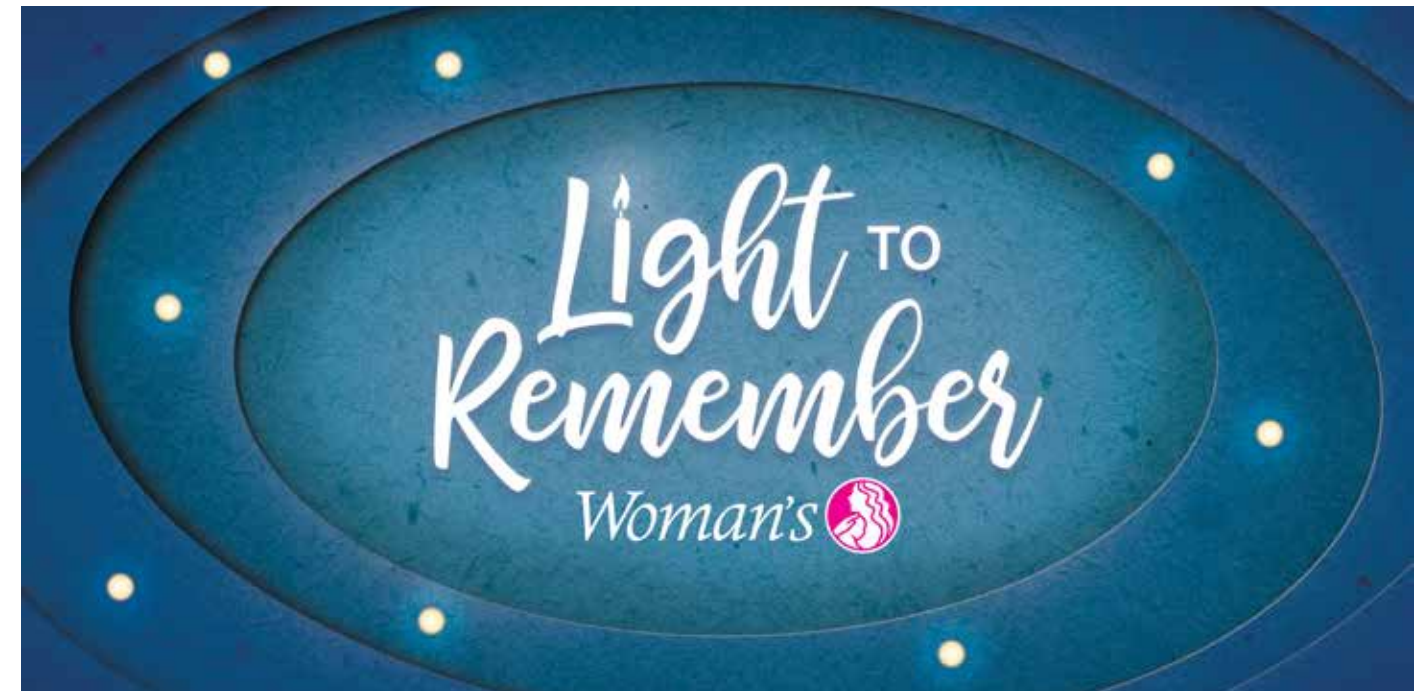
Perinatal Palliative Care

Pregnancy and childbirth are often exciting times in the lives of mothers and families as they prepare for the impending birth of their baby. Occasionally, however, parents are presented with information about their pregnancy that can be stressful and require difficult decisions. Megan Haley, BSN, RNC-OB, CPLC, Perinatal Care Coordinator, and Amy Crochet, RN, BSN, RNC-CPLC, Neonatal Care Coordinator, are part of our multidisciplinary team that assists families in navigating through the painful choices to make plans for their baby's care.

In July 2023, Megan and Whitney Craig, Manager of Social Workers, represented Woman's Hospital at the Louisiana Mississippi Hospice & Palliative Care Organization (LMHPCO) Leadership Conference. The topic was "Grief, Caring & Attachment: The Importance of Perinatal & Neonatal Care". This presentation was repeated virtually with Amy & Megan at the LMHPCO Bereavement Conference.

Light to Remember

Woman's hosted *Light to Remember* for Pregnancy & Infant Loss Awareness on Sunday, Oct. 15, 2023 on the grounds of the Goodwood Library. The event, previously hosted by Anna's Grace Foundation, invited local families who have lost a baby to participate in a short walk concluding with a remembrance ceremony. The event was supported by our perinatal palliative care team and many other nurses and staff members. This was the event's largest turnout to date and all proceeds go to support families who experience pregnancy and infant loss.



Geaux Teal Ovarian Cancer Awareness Walk

Ovarian cancer ranks fifth in cancer deaths among women, accounting for more deaths than any other cancer of the female reproductive system. A woman's risk of getting ovarian cancer during her lifetime is about 1 in 78. Her lifetime chance of dying from ovarian cancer is about 1 in 108. Woman's Gyn Oncology team is committed to helping women fight the disease and provide support for patients undergoing treatment. One way that the Woman's team shows support is participating in the Geaux Teal Ovarian Cancer Awareness Walk. This is an annual walk held by the Geaux Teal Organization whose mission is to raise awareness for women of all ages about the signs and symptoms of ovarian cancer. The Woman's team joined hundreds of walkers in April 2023 at LSU Softball's Tiger Park to support our patients and raise awareness of ovarian cancer.



Period Poverty Drive

Cheri Johnson, CNO, led Woman's first Period Poverty Donation Drive aimed at providing feminine hygiene products to girls in need in our community. In usual Woman's fashion, team members came together to support this worthy cause - **19,066 feminine hygiene products and 1,539 toiletries items were collected, totaling 20,605 period products for local students in need.**

By supporting this cause, Woman's is helping young girls in our area feel more confident about themselves and preventing them from having to miss school because they don't have access to feminine products.



Woman's Warriors Heart Walk Team

Employees joined the Woman's Warriors Heart Walk Team for the annual Capital Area Heart Walk on March 25th. Cheri Johnson, Chief Nursing Officer served as the 2023 chairperson for the event. In this role, Cheri was charged with leading a team of local executives to support fundraising efforts for the Heart Walk and the lifesaving work of the American Heart Association.



Employee Giving Grants

Woman's nurses from several departments applied for grants from the Employee Giving Grants program to enhance patient care and the patient experience. These grants were made possible by the 2022 We Are Woman's Employee Giving Campaign.

- **Labor and Delivery** – digital camera to capture photos for families experiencing infant loss.
- **Cancer Pavilion** – Legacy kits to offer guidance in end-of-life decision making, tasks to consider completing, stationary to write memories to loved ones, occasion cards, ideas for legacy building and caregiver/family support.
- **NICU** – 750 HALO SleepSacks for NICU patients to utilize before discharge and at home.
- **Pre-Surgery** – Hibiclens for surgical patients to reduce SSIs caused by germs on the skin
- **AICU** – Patient comfort supplies to enhance patient care and increase patient satisfaction.
- **Assessment Center** – to create a Quiet Room which is a private, calming and relaxing environment for patients going through challenging situations, including but not limited to sexual assault, pregnancy loss or the loss of a family member.
- **LSU Gynecologic Oncology** – comfort supplies to ease the side effects of chemotherapy.
- **LSU OB/GYN** – Hygiene kits for pregnant, non-pregnant and postpartum women, including items like pads, tampons, soap, lotion, nursing pads, deodorant, and toothbrushes
- **Care Management** – To assist high-risk patients with purchasing discharge medications that are not covered by insurance, families that do not have the means to purchase car seats or car beds for their infants and provide travel vouchers for patients who need to return to the hospital after discharge for complications and to help NICU families visit their baby.



Assessment Center



Cancer Pavilion



NICU



LSU Clinic



Her Story

Nia'Ja Mack, FNP-C, joined Woman's Hospital in 2014 and became a nurse practitioner in 2018. She provides care to women with gynecologic cancers and works closely with GYN oncologists to directly support patients from the beginning of their cancer journey through the surveillance period. Nia'Ja provides care to a patient population who needs consistent care from our staff while maintaining a high level of trust in them, and she is dedicated to "giving them a safe space to ask tough or embarrassing questions."

NICU Read-A-Thon

In September, the NICU participated in a national read-a-thon, sponsored by Babies With Books, to teach families about the benefits of reading to their infants. Babies With Books is a student-led organization focused on bringing early literacy into healthcare beginning in the Neonatal Intensive Care Units. Woman's competed against 191 other NICUs to see how many reading sessions could be logged during the 10-day competition. Parents, NICU staff and volunteer cuddlers read to the infants for a total of 63 hours to support brain development, foster family bonds and reduce the trauma of NICU hospitalization.



Excellence in Patient Experience

Nurses and care team members provide exceptional care and experiences to our patients and families. Woman's surveys patients from all areas in which care is provided and scores consistently exceed state and national benchmarks. The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey is a standardized, publicly reported survey that measures inpatients' perspectives of care received in a hospital.

HCAHPS Inpatient Scores – Fiscal Year 2023 (In Percentages)

HCAHPS Domain	Woman's*	Louisiana Average	National Average
Rate Hospital– 9 or 10	84.9	71.3	70.4
Recommend Hospital– definitely yes	89.2	71.7	69.5
Communication with Nurses– always	87.3	82.2	79.2
Communication with Doctors– always	92.8	84.3	79.6
Communication about Medicine- always	73.4	65.7	60.7
Responsiveness of Staff– always	82.8	67.3	64.1
Hospital Environment– always	79.8	71.4	66.3
Discharge Information- yes	92.6	86.0	86.4
Care Transitions– strongly agree	72.8	57.6	52.5

* Fiscal Year 2023 scores

The Consumer Assessment of Healthcare Providers and Systems Outpatient and Ambulatory Surgery Survey (OAS CAHPS) collects information about patients' experiences of care in hospital outpatient and ambulatory surgery centers (ASCs). This survey is also a standardized and will be publicly reported in 2023.

OAS Outpatient Ambulatory Surgery CAHPS Scores – Fiscal Year 2023 (In Percentages)

OAS CAHPS Domain	Woman's*	Louisiana Average	National Average
Rate Facility	94.6	89.8	88.2
Recommend Facility	94.7	87.1	85.5
Communication	95.5	93.5	92.3
Facility/Personal Treatment	97.7	97.1	97.1
Discharge	97.6	97.5	96.8

Additional survey areas include Emergency Department, NICU, Outpatient Oncology, and Outpatient Services. Overall satisfaction, reflected as "Recommend the hospital/facility", in these areas is shown below. Results are in percentages.

Woman's Service	Woman's*	Louisiana Average	National Average
Assessment Center/ED – Recommend Hospital	84.0	81.9	83.6
Neonatal ICU – Recommend Hospital	92.8	91.1	91.7
Outpatient – Overall Satisfaction	96.7	96.0	94.8
Outpatient Oncology – Recommend Hospital	98.8	96.7	96.5

* Fiscal Year 2023 scores



NEW

Knowledge, Innovations, AND Improvements

Magnet organizations contribute to patient care and the profession of nursing through the generation of new knowledge, innovations and improvements. Magnet nurses implement changes to improve the quality and efficiency of patient care and the practice environment using evidence-based practice and research.

Nursing Research

The Nursing Research Council is part of Woman's shared governance structure and focuses on supporting nurses in research endeavors. Other organizational research resources include the Health Sciences Library, the data analysis team, the graduate medical education team, and the Research Department. Nurses served on research teams in various capacities from data collection to serving as primary investigators. They have disseminated their work both internally and externally through presentations and publication. Some of the nursing research projects and presentations are listed below.

- Maureen Dempsey and Jeannie Harper began conducting a qualitative study entitled, *The Lived Experience of Patients with Postpartum Hypertension Who Were Readmitted to the Hospital After Discharge*.
- Mary Salario, Michelle Landry and Robin Strate began a study entitled, *Use of Enterade® for management of GI related nutrition impact symptoms to improve quality of life and reduce symptom burden for breast and gynecological cancer patients*.
- Kelly Laborde has collaborated with other disciplines to complete the *Use of Nfant Technology Feeding System as an Adjunct to Visual Assessment and Cue-Based Feedings for Infants Born Less Than 30 Weeks Post-Menstrual Age (PMA)* – Nfant feeding technology research, a prospective study with retrospective control cohort design.
- Jessica Lejeune and Alainna Arena continued work on the *Virtual Reality Technology: Effectiveness of a Non-Pharmacological Pain Management Intervention for the Reduction of Patient Reported Sensory Pain During Labor*.



Research Accreditation

Woman's received full accreditation by the Association for the Accreditation of Human Research Protection Programs (AAHRPP), which continued through 2023. This organization promotes high quality, ethically-sound research through an accreditation process that helps organizations strengthen their human research protections programs. To earn accreditation, organizations must provide tangible evidence of their commitment to scientifically and ethically sound research and to continuous improvement. This accreditation, Woman's in-house institutional review board and our onsite health sciences librarian provide support for nurses conducting research.

An internal Research Day program was held in September for all employees to learn more about the studies going on at Woman's, and in the medical community to improve the health of women and infants. Research posters were displayed outside of the conference rooms all day and employees were invited to come speak to the researchers about their work. Researchers included Woman's nurses, OB/GYN residents, and pharmacy residents. Study topics included: infant feeding practices, reproductive education for adolescents, postpartum anxiety and depression, preventing surgical delays and cancellations, nutrition in pregnancy and text support for breastfeeding.

Magnet Conference 2023

Twelve nurses from around the hospital were proud to represent Woman's at the Magnet Conference, held October 12th – 14th in Chicago, IL. The group attended a variety of excellent sessions and met other amazing nurses from around the country and globally. The highlight of the conference was walking across the stage as Woman's was recognized for our 4th Re-designation. It was an honor to be among so many outstanding health care organizations and proudly displaying our **Woman's Pink**.



Publications

Congratulations to Sarah Babin, Dr. Lucie Agosta, and Dr. Elizabeth Sutton on the acceptance of their manuscript titled, "The COVID-19 Pandemic's Impact on Women's Health: Examining the Effects of Screening Mammography Volumes, Breast Biopsies, and Patient Outcomes in a Large Women's Specialty Hospital in Louisiana." The article was published in the Journal of Radiology Nursing in December 2023.

The safe sleep study was published in the American Journal of Maternal Child Nursing in January 2023, entitled "Safe Newborn Sleep Practices on a Large Volume Maternity Service". Congratulations to Gabrielle Stone, Allison Chase, Dana Vidrine, Wendy Singleton, Laurel Kitto, Kelly Laborde, Jeannie Harper and Elizabeth Sutton.

Training and Drills

Simulation training and drills foster confidence and competency, while improving safety and team communication in complex patient situations. This interactive training method uses scenarios that mirror real-life, complex situations and enhance critical thinking and learning-by-doing simulations. Simulations are used for training across the patient care units and provide a safe learning environment to learn new knowledge, reinforce existing knowledge and prepare for unexpected events.

Simulations were held throughout 2023 to provide coordinated, high quality resuscitative care for cardiopulmonary arrest. These interdisciplinary simulation drills include nurses, respiratory therapists, pharmacists and physicians. Debriefings are held following each simulation to enhance learning and identify opportunities for improvement.

In the perinatal units, simulation training starts during the orientation period and is reinforced through regular, monthly drills. In 2023, obstetric drill topics included the following:

- Birth trauma
- blood administration
- body mechanics
- adult code blue
- diabetes
- hemorrhage
- hypertension
- patient safety
- patient-controlled analgesia
- perinatal loss
- placenta spectrum disorders
- uterine inversion



Interdisciplinary Code Blue drills were held in the Assessment Center in December. Pharmacy, respiratory, and nurses from various departments (LD, surgery, HRU), and physicians (AC OB/GYN, LSU residents, NPs, etc.) participated in the learning event. This opportunity gave staff hands-on experience with taking care of a pregnant patient in cardiac arrest.

Med-Surg/Oncology

The Med-Surg/Oncology department conducts quarterly simulation drills to reinforce preparedness for complex patient care situations. Topics are chosen based on the educational needs and/or requests of the clinical nurses, and content is developed collaboratively by the clinical nurses and the unit's clinical educator.

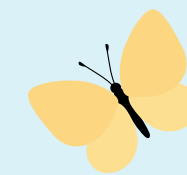
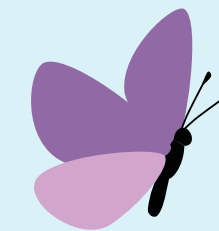
An ostomy simulation drill was held to help nurses better understand and troubleshoot ostomy care. The participants assessed the ostomy and demonstrated proper care of the stoma and peristomal skin. They also practiced proper appliance change and ostomy supply use. The importance of changing the ostomy bag as soon as it starts to leak was stressed, especially with an ileostomy (the drainage is very acidic and corrosive). Assessment of peristomal skin complications was also included. It was a great day of learning, and some of the AHEC students participated as well.

Mother/Baby

In May, simulation drills were conducted to enhance preparedness for postpartum hemorrhage on the Mother/Baby unit. The scenario involved a patient that was a few hours postpartum and experienced a hemorrhage on the Mother/Baby floor. Interdisciplinary participants included nurses, nurse techs, physicians, residents, and pharmacists.

NICU

The NICU quality team was hard at work in 2023 on the Vermont Oxford Network "All Care is Brain Care" neuroprotection initiative. The goal of the project is to reduce intraventricular hemorrhage in preterm infants by decreasing noxious stimuli and promoting family involvement in care. Interim aims included decreasing days to first hold/skin-to-skin contact and reducing painful procedures in the first few weeks of life. This project continued into 2024. Our VON representatives attended the VON conference where they learned and shared best practices with other NICUs across the globe.





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

