



Our journey of **nursing excellence.**

MedStar Good Samaritan Hospital | MedStar Union Memorial Hospital

FY24 Nursing Annual Report

It's how we treat people.

 MedStar Health



Champions of nursing excellence.



Our nursing team at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital has championed nursing excellence by taking our journey to new heights throughout FY24. Advancing our nursing practice through professional development, innovation, and exceptional teamwork has reaped benefits for our patients and strengthened our team.

With a particular emphasis on professional development and continuing education, this year our team realized an increase in the number of new certifications and recertifications in nursing specialties. In addition, more nurses are involved in evidence-based projects that advance how we care for our patients and have presented their findings at numerous national and local conferences. They also are joining our hospital-based shared governance nursing councils to expand collaboration between direct patient care and leadership.

Combining innovation and teamwork, nursing implemented a new model of care that allows each member to work to the highest ability and licensure. Our team also has adopted new techniques to care for our patients through relationships built with other clinical teams. Likewise, through our partnerships with all hospital departments, our nursing team ensures patients have high-level experiences while in our care.

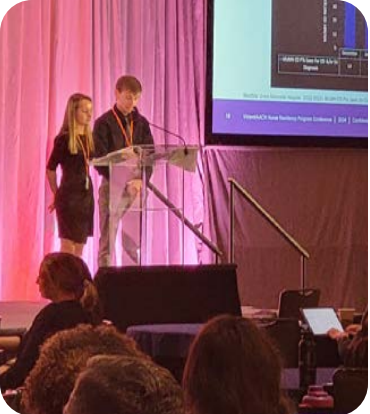
Once again this year, nursing team members have been recognized with various awards and honors, enhanced our quality and safety initiatives, and participated in outreach projects.

I am extremely proud of our nursing team for their unwavering commitment on our journey of nursing excellence. A year defined by expanding our horizons, it is an honor to share highlights of the team's outstanding accomplishments.

In gratitude for our incredible nursing team,

Karen Owings

Karen Owings, MSN, RN
Vice President, Patient Care Services, and Chief Nursing Officer



Our nursing leadership team.

Senior nurse leadership team.



Audrey Dickerson, MSN, RN, CNOR
Senior Director, Perioperative Services



Karen Droter, MSN, RN
Director, Nursing Practice and Innovation



Christa Feola, MSN, RN, CRRN
Senior Director, Inpatient Rehabilitation



Barbara Garrity, BSN, RN
Senior Director, Patient Care Services



Claire Gonder, MSN, RN
Director, Nursing Professional Development



Shawn Mueller, DNP, RN
Director, Infection Prevention and Control



Ceci Pukacz, BSN, RN
Senior Director, Patient Care Services



Donna Stevens, BSN, RN
Senior Director, Patient Care Services



Kathleen Wenham, BSN, RN
Senior Director, Cardiovascular and Procedural Services



Lisa-Marie Williams, MS, MSN
Director, Nursing Informatics



Carol Zeller, MSN, RN
Assistant Vice President, Nursing Operations and Patient Care Services

Nursing leadership team.

Patricia Alsup
Manager
MGSH Sterile Processing

Janelle Anderson, MSN, RN, CNOR
MUMH Magnet Coordinator

Jennifer Bidinger-Lyon, BSN, RN
Assistant Director, Nursing
MUMH CVSD

Joyce Blaboe, MSN, RN
Assistant Director, Nursing
MGSH/MUMH Float Pool/Per Diem

Cita Brown, BSN, RN
Assistant Director, Nursing
MUMH OR

Abby Brzezinski, MSN, RN
MGSH Magnet Coordinator

Stephanie Butcher, RT
Assistant Director, Nursing
MUMH Respiratory Therapy

Zachary Decker, BSN, RN
Assistant Director, Nursing
MUMH ICU 5th Floor

John Filipiak, BSN, RN
Assistant Director, Nursing
MUMH IMC 7 East

Melissa Fisher, BSN, RN
Assistant Director, Nursing
MUMH Pre-Op, PACU, PAT, Inpatient Endo and Pain

Dera Fitzgerald, BSN, RN
Director, Nursing
MUMH CVRU

Rae Fodel, BSN, RN
Director, Nursing
MGSH ED

Latanya Gaddy, MSN, RN
Director, Nursing
MGSH SSU 4 East

Lauren Greer, BSN, RN
Assistant Director, Nursing
MUMH ED

Sharon Griffin, BSN, RN
Assistant Director, Nursing
MGSH OR

Melinda Godack, MSN, RN
Director, Nursing
MGSH Pre-Op, PACU, Endo

Erin Godwin, BSN, RN
Director, Nursing
MGSH/MUMH VAT

Elena Guzovsky, BSN, RN
Assistant Director, Nursing
MUMH OR

Jessica Hancock, MSN, RN
Director, Nursing
MUMH Ortho 8th Floor

Jayna Hatten, BSN, RN, PCCN
Assistant Director, Nursing
MUMH CVRU

Amy Keegan, BSN, RN
Director, Nursing
MGSH/MUMH Float Pool/Per Diem

Shawna Keiser, RN, CEN
Assistant Director, Nursing
MGSH ED

JoAnn Kennedy-Hoyte, BSN, RN
Director, Nursing
MGSH ICU/CCU

Jeannie Kenny, RN
Director, Nursing
MUMH Pre-Op, PACU, PAT, Inpatient Endo and Pain

Kitty Lewis, BSN, RN
Director, Nursing
MUMH 9 East/9 West

Lisa Leyrer, BSN, RN
Director, Nursing
MGSH Rehab, 5th Floor

Melanie Medura, BSN, RN
Director, Nursing
MGSH OR

Christina Miller, MBA, MS, RN
Director, Nursing
MUMH IMC-HF 6 East

Marietta Murphy, BSN, RN
Director, Nursing
MUMH IMC 7 East

Cipriani (Cip) A. Phillip, III, MSN, RN, CCRN, SCRNP
Director, Nursing
MUMH ICU 5th Floor

Angela Profili, RN
Director, Nursing
MUMH ED

Shannon Queen, MSN, RN
Director, Nursing
MGSH O'Neill 3

Susan Roberti, BSN, RN
Assistant Director, Nursing
MUMH CVICU

Emily Rockwell, BSN, RN
Director, Nursing
MUMH OR

Tracey Russell, RRT
Assistant Director, Nursing
MGSH Respiratory Therapy

Anthony Sawyer
Manager
MUMH Sterile Processing

Kathleen Seipp, BSN, RN, CMSRN
Assistant Director, Nursing
MUMH 9 East/9 West

Folasade Sekiteri, BSN, RN
Director, Nursing
MGSH IMC, 3 East/West

Theresa Slicher, BSN, RN
Assistant Director, Nursing
MGSH Rehab, 5th Floor

Aaron Smith, MBA, RRT-ACCS
Director, Nursing
MGSH/MUMH Respiratory Therapy

Susan Stansbury, RN
Assistant Director, Nursing
MUMH OR

Daniel Unfried, BSN, RN
Assistant Director, Nursing
MUMH OR

Megan Van Hoy, BSN, RN
Assistant Director, Nursing
MGSH Pre-Op, PACU, Endo

Beth Worden, BSN, RN
Director, Nursing
MGSH O'Neill 4

Introducing new nurse leader roles.

Assistant Vice President, Nursing Operations and Patient Care Services.



Carol Zeller, MSN, RN, CRRN, was named assistant vice president, Nursing Operations and Patient Care Services, for MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital. Highly regarded for her teamwork, patient-focused approach, nursing expertise, decision-making abilities, and organizational knowledge, Carol possesses the leadership experience to excel in this newly developed role.

In collaboration with Karen Owings, MSN, RN, vice president, Patient Care Services, and Chief Nursing Officer, Carol’s responsibilities include leading day-to-day nursing operations, overseeing quality metrics, managing capacity and patient throughput initiatives, championing recruitment and retention strategies, and focusing on associate safety and engagement programs.

Joining MedStar Good Samaritan’s rehabilitation unit in 1987, Carol progressed in leadership roles. As senior director, Patient Care Services, Carol was instrumental in the planning, development, and opening of the hospital’s state-of-the-art Inpatient Rehabilitation Unit. Carol also led the unit’s nursing team through multiple successful accreditations from the Commission on Accreditation of Rehabilitation Facilities (CARF).

Senior Director, Cardiovascular Services.



Kathleen (Katie) Wenham, BSN, RN, was appointed to the newly developed role of senior director, Cardiovascular Services, at MedStar Union Memorial Hospital. For the past 15 years, Katie has been an integral leader for our cardiovascular service line. She began as patient care coordinator, CVRU, and progressed to director, Patient Care Services, CVRU, Cardiac Cath Lab, CVI Lab, EP Lab, and Heartline.

Working collaboratively with the cardiovascular services and nursing leadership teams, Katie contributed to the creation of a thriving cardiac program that boasts high-quality patient outcomes, successful introductions of new technology and procedures, and high patient satisfaction. In addition, Katie was instrumental in the development of MedStar Union Memorial’s first Observation Unit and Radial Lounge for cardiac catheterization patients.

Katie’s passion for advancing patient care along with her exceptional leadership skills will enable her to continue to evolve our cardiovascular nursing practice.

Welcoming our new president.

MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital welcomed T.J. Senker, FACHE, as president this fiscal year. Upon his arrival, T.J. immediately was impressed by the nursing team’s dedication to offering a patient-focused approach to care as well as to advancing their practice of nursing.

“They are committed to excellence in all they do,” says T.J. “Working in the healthcare environment is not easy, but our nursing team is focused on living our vision ‘to be the trusted leader in caring for people and advancing health’ as well as embracing our SPIRIT values.”

Taking a holistic approach to their practice sets the team apart. “By wrapping empathy into their treatment of patients’ physical pain and suffering, the nursing team truly cares for the whole person – mind, body, and spirit,” explains T.J. “They exude compassion combined with high standards of care, which is why I am thrilled our Magnet® journey is moving forward as we aspire to become part of the less than 10 percent of hospitals to have our care formally recognized as among the best.”



Not only does nursing set an example for advancing patient care, but also for building and strengthening their team. “Caring for the team who provides the patient care is critically important,” explains T.J. “They are passionate about ensuring the wellness of each team member and providing recruitment and retention opportunities for growth.”

By regularly rounding to the units with Karen Owings, MSN, RN, vice president, Patient Care Services, and Chief Nursing Officer, T.J. has witnessed the nursing team in action. “The team enjoys seeing us on the units,” says Karen. “It provides them an opportunity to let us know how things are going – both their challenges and successes. Talking directly to our team members is very important to T.J. and we are extremely grateful he has joined us on our journey of nursing excellence.”

Celebrating awards and honors.

Annual nursing and tech awards.

MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital present annual Nursing Awards and Tech Awards during the respective celebrations of Nursing Week in May and Tech Week in June. Awards are bestowed in eight categories.



Rita Liu, RN
MGSU ICU

Nurse of the Year: Caring and trusted, goes above and beyond, practices with a commitment to the highest standards, and contributes to advancing the practice of nursing.



Stephanie Liberto, RN
MUMH PACU



Catherine Bashore, RN
MGSU 5 East

Caring Nurse: Ensures patients are a priority every day, upholds a culture of excellence and safety, shows a commitment to patients, families, and teams while maintaining respect and open communication.



Mary Grace Anora, RN
MUMH 8th Floor/Ortho



Towanda Arnold, RN
MGSU O'Neill 5

Advancing Practice Nurse: Constantly expands knowledge through certifications, advancing degrees, and Clinical Ladder and council participation and produces the highest-quality clinical outcomes using evidence-based practice.

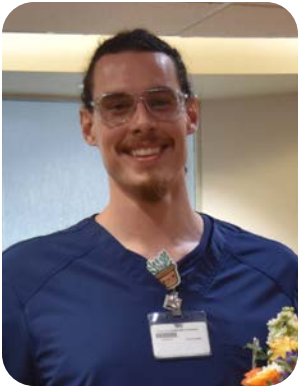


Megan Shull, RN
MUMH ED



Adrian Reantaso, RN
MGSU ICU

Rookie of the Year: With less than two years of experience, demonstrates developing competence and efficiency while expanding knowledge, showing commitment and compassion, and making patients a priority.



Nicholas Masters, RN
MUMH CCU



Danielle Collister, RN
MGSU 5 East

Trusted Nurse: Earns faith and confidence by providing exceptional patient experiences, treating everyone with professionalism, dignity, and respect, and building relationships through open communication.



Maria Infante, RN
MUMH CVSD



Candace Wallace, CNA
MGSU 5 East

Caring Tech: Delivers excellent care to every patient, every day, while maintaining a culture of safety and anticipating and meeting the needs of patients, their families, and colleagues.



Shanita Brown, CNA
MUMH Pre-op/PACU



Kelly Price, CNA
MGSU 5 East



Sharon Williams, CNA
MUMH 8th Floor/Ortho

Tech of the Year: Exemplifies and stands as an example for being a caring and trusted care associate, practices with a commitment to the highest standards, and contributes to the team.



Sharonda Hunter, CNA
MGSU O'Neill 5

Trusted Tech: Earns faith and confidence by exhibiting integrity via open and honest communication, following the highest ethical standards, and treating everyone with professionalism, dignity, and respect.



Chileta Igwe, CNA
MUMH 8th Floor/Ortho

Daisy Award.

The DAISY Foundation’s national nurse recognition program honors the extraordinarily compassionate and skillful care given by nurses every day. MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital are participants in the foundation’s DAISY Award program to celebrate our nurses who have been recognized for providing excellent and compassionate patient care. This year, in addition to DAISY awards and DAISY Nurse Leader awards, our hospitals presented Daisy Team awards for the first time.

The **DAISY Award** recognizes nurses who consistently demonstrate nursing excellence through clinical expertise and exceptionally compassionate care.



Jennifer Aneni, RN
MGSH O’Neill 3



Michelle Jin, RN
MGSH ED



Bonnie Burrier, RN
MUMH 9 East



Karen Curnutte, RN
MUMH OR Recovery



Ariana Boyd, RN
MGSH O’Neill 3

The **DAISY Nurse Leader Award** honors nurse leaders for being role models of nursing excellence by engaging with their teams, creating compassionate, respectful, and safe environments, and championing professional development.



Amy Keegan, BSN, RN
Director, Nursing
MGSH/MUMH Float
Pool/Per Diem



Shannon Queen, MSN, RN
Director, Nursing
MGSH O’Neill 3

The **DAISY Team award** recognizes the entire team’s extraordinary efforts in going above and beyond to care for their patients and families.



MGSH ED



MUMH CVICU

Nursing Impact Award.

Alma Jack, RN, and Vilma Villegas, RN, Inpatient Rehabilitation at MedStar Good Samaritan Hospital, and Abigail Shibley, BSN, RN, 9 East at MedStar Union Memorial Hospital, were presented the Nursing Impact Award from LynnMarie Verzino, DNP, senior vice president and Chief Nursing Officer, MedStar Health. This annual award honors nurses who have led efforts for process improvements or practice development through their service on nursing committees or councils and are involved in communicating and implementing nursing goals.



Alma Jack, RN
MGSH Inpatient
Rehabilitation



Vilma Villegas, RN
MGSH Inpatient
Rehabilitation



Abigail Shibley, BSN, RN
MUMH 9 East

Make A DIFFERENCE

The Make A Difference program, a unique patient experience associate engagement program at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital, recognizes monthly Difference Makers, who then are eligible for Difference Maker of the Year with one award bestowed at each hospital. The program also includes a Leader of the Year award presented to one leader nominated by their peers. Congratulations to our nursing team members honored with these awards.



Leader of the Year

Kathryn (Kitty) Lewis, BSN, RN, nurse director, Med-Surg at MedStar Union Memorial Hospital, was named Leader of the Year for MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital.



Difference Maker of the Year

Michelle Crumbacker, RN, Cardiovascular ICU, a January 2023 Difference Maker, was awarded the 2023 Difference Maker of the Year for MedStar Union Memorial Hospital.

Difference Makers of the Month



Alfreda Matthews
MGS ED Unit Secretary
July 2023



Abigail Shibley, BSN, RN
MUMH Med-Surg 9th Floor
November 2023



Fely Carillo, RN
MGS 3 West
April 2024



Chileta Igwe, CNA
MUMH Orthopedics
December 2023



Rebekah Smith, RN
MUMH 9th Floor
January 2024



Nettie Hinton
MUMH Unit Secretary 8th Floor
April 2024



Brianna Wall, BSN, RN
MGS ICU
March 2024



Jacob Reister, RN
MUMH 9th Floor
March 2024



Desiree McCoy-Harcum
MGS Unit Secretary
Inpatient Rehabilitation
May 2024

Excellence in Nursing award.

Nurses from MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital were recognized by *Baltimore* magazine with the 2024 Excellence in Nursing award, distinguishing them as among the region’s very best. For 10 years, *Baltimore* magazine has dedicated the May issue to celebrating the nursing profession and saluting outstanding nurses. This award is bestowed to nurses who have been nominated by their peers or patients for going above and beyond the call of duty in providing nursing care.



MedStar Good Samaritan Hospital – Ceci Pukacz, BSN, RN; Melanie Medura, BSN, RN; Jenelly Shaw, BSN, RN; and Charmaine Macale Vertudes, BSN, RN



MedStar Union Memorial Hospital: Matthew Vondrejs, ADN, RN; Amanda Yates, BSN, RN, ONC; Tamara Riley, BSN, RN; Kristin Palmer, BSN, RN; Casey Franks, BSN, RN; Kathleen Seipp, BSN, RN; Collin Zeman, RN; Kay Ames, AA, RN; Carol Durkin, BSN, RN; and Christine Bender, MSN, RN

Circle of Excellence Award.

The Circle of Excellence award is presented quarterly by the Perioperative Service Line (PSL). This award recognizes associates who exemplify MedStar Health’s SPIRIT values and have made meaningful contributions to initiatives related to the service line’s balanced scorecard that includes patient satisfaction, financial health, PSL operational improvement, and associate and provider satisfaction. Congratulations to our nursing team members who were honored with this award.



Cita Brown, RN
MUMH OR



Robin VanDerVoort
MGSB/MUMH Clinical
Nursing Informaticist

Stroke Hero Award.

A Stroke Hero Award was introduced at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital this fiscal year to acknowledge associates who go above and beyond in recognizing stroke. This award was developed as one way our hospitals are working to improve door to needle time for stroke patients. Thanks to the members of our nursing team who ensured patients received appropriate treatments within our time goals and provided outstanding stroke care.



Nathan Jarmer, RN
MUMH ED

Good Catch Award.

By using our High Reliability Organization (HRO) principles of preoccupation with failure, reluctance to simplify, sensitivity to operations, deference to expertise, and commitment to resilience, members of our nursing team were presented the Good Catch Award for speaking up and ensuring patient safety.



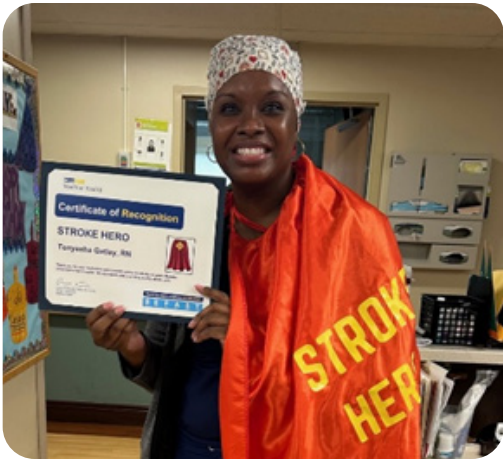
Maci Lopez, RN
MUMH OR



Courtney Bollinger, RN, BSN, CEN
MUMH ED



Matthew Shelly, RN,
and Jaclyn Cimabue, RN
MGSB ED



Toynesha Gartley, RN
MGSB O'Neill 4



Jacob Reister, RN
MUMH 9th Floor



Kassondra Rosenberg, RN
MUMH 8th Floor



Sidnie Dukes, RN
MUMH 8th Floor



Diamond Granberry, RN
MUMH ED



Maya Robinson, RN, and
Teodulfo Molina, RN
MGSB ICU



Sarah Ragan, RN
MUMH 9 West



Savanna Robbins, RN
MUMH 4 West

Our Magnet® journey: Advancing the practice of nursing.

MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital continue the journey toward Magnet® recognition, the highest national credential for the practice of professional nursing.

While it's been a formidable challenge, it's also been "an empowering process," says Janelle Anderson, MSN, RN, CNOR, Magnet Coordinator, MedStar Union Memorial. "I came from a hospital that had Magnet® recognition and I knew it was going to call for a lot of hard work. But it's worth it as it's the ultimate way to highlight the excellent care we provide."

Abby Brzezinski, MSN, RN, Magnet Coordinator, MedStar Good Samaritan, agrees. "The Magnet® journey encourages us to celebrate what we do in nursing all across the board. Not only does it provide a voice for nursing, it engages the entire hospital."

The American Nurses Credentialing Center (ANCC) awards Magnet® designation to hospitals that demonstrate the highest standards in patient care and innovation while making the nursing team an integral part of the patient experience process.

"Achieving Magnet® recognition requires a huge commitment by nursing as well as the widespread participation of all providers and

associates. I am extremely proud of what the nursing team at both hospitals has accomplished to date," says Karen Owings, MSN, RN, vice president, Patient Care Services, and Chief Nursing Officer, MedStar Good Samaritan and MedStar Union Memorial.

During the past year, the nursing team has focused on two core components of the Magnet® Model: supporting professional development and recognizing the exemplary work of nursing.

"We offer our nurses many opportunities to grow and advance their clinical practice," Janelle notes.

"Nurses can never stop learning. We need education to ensure

we are on top of the latest evidence-based and best practices for patient care."

To that end, MedStar Health has supported numerous initiatives to encourage nurses to pursue professional certifications and advanced degrees, including more educational assistance. These efforts have paid off. At MedStar Good Samaritan, the number of nurses obtaining new or recertifications during the past three years rose from 26.23% to 29.15% and the number earning a BSN or above increased from 76.86% to 81%. MedStar Union Memorial experienced similar results with the number of certifications increasing from 19% to 25% and the number of advanced degrees rising from 69% to 80%.

Also seen as important to professional development is participation in the shared governance councils. "These councils address a wide range of nursing issues, providing members of the nursing team the chance to work directly with leadership and contribute to the decision-making process, which is integral to advancing the practice of nursing and benefits both our team and our patients," says Abby.



As a member of the Nursing Quality and Safety Council and the Prevalence Committee, Maya Robinson, MPH, MSN, RN, ICU/CCU, MedStar Good Samaritan, explains "this journey has supported my goals to expand into nursing leadership and allowed me to be more involved in decisions that enhance nurses' abilities to provide high-quality medical treatment."

One recent initiative designed to increase interest in council participation was a Nurse Excellence Fair, an event held at both hospitals that brought all the councils together in one room. As Janelle explains, "Every nursing council set up a table during the fair, which was themed a Journey through Nursing Excellence,

where attendees could learn about the work that is generated from their respective collaborations. It was open to everyone, and we had great participation. It boosted morale among current council members and generated a boost in new council members."

The Magnet® journey also has inspired the nursing team to be more proactive in sharing their success stories and that, too, has been extremely well received. "We are doing more poster presentations and participating in more conferences locally as well as nationally than ever before. We promote these successes throughout both hospitals," says Abby.

"We offer our nurses many opportunities to grow and advance their clinical practice."

Janelle Anderson, MSN, RN, CNOR
Magnet Coordinator



Our Magnet® journey: Advancing the practice of nursing. continued

Both hospitals are on track to submit documentation to the ANCC demonstrating qualitative and quantitative evidence regarding patient care and outcomes by the fall of 2025. Part the required documentation includes the results of a Nurse Satisfaction Survey. In FY24, the participation rates at MedStar Good Samaritan and MedStar Union Memorial were 73% and 75%, respectively. Both hospitals outperformed in six

of seven categories with a majority of our units outperforming national benchmarks. This data also is being used to help identify what the nursing team is doing well and where there are opportunities to ensure positive work environments and experiences.

“The Magnet® journey has been very inspirational for me and many fellow nurses,” says Madeline Sliwka, BSN, RN, CMSRN, 9 East, MedStar Union

Memorial. “It has motivated us to be involved in new initiatives and projects on the units and throughout the hospital. I have seen growth within our nursing profession in many ways. Nurses are becoming more involved in and are being celebrated more for their achievements and accomplishments. Overall, the journey is impacting nurses, staff, patients, and families in a very positive way and I am thankful to be a part of the process.”



“The Magnet journey has been very inspirational for me and many fellow nurses.”

Madeline Sliwka, BSN, RN, CMSRN
MUMH 9 East



Nursing Councils.

Patient Family and Education Council
Angela Pope, Chair
Chandra McNutt, Co-Chair

Nursing Practice Council
Christine Bender, Chair
Jessica Whitfield, Co-Chair

Nursing Informatics
Maddy Sliwka, Chair
Kaley Corrigan, Co-Chair

Nursing Professional Development
Amy Godat, Chair
Barbara Ischui-Gutierrez and Nadine Stewart, Co-Chairs

Nursing Quality and Safety Council
Elizabeth Gibbons, Chair
Maya Robinson, Co-Chair

Nursing Research Council
Meredith Redford, Chair
Catherine Aumann, Co-Chair

Nightshift Council
Jenelly Shaw, Chair
Tamara Riley, Co-Chair

The evolution of nursing care: A new approach.

Acute care facilities have long faced a nationwide nursing shortage. The pandemic exacerbated the problem resulting in increased workloads, employee burnout, and the departure of experienced nurses.

“The pandemic moved us from a contemporary primary nursing model that focused on ‘my patients’ to a team-modified primary nursing model that focused on ‘yours, mine, and our patients’ in order to address the staffing shortages we were experiencing. While it truly exemplified how teamwork can provide patients with the care they need when they need it, it didn’t get to the root of the problem...the nursing shortage,” explains Karen Owings, MSN, RN, vice president, Patient Care Services, and Chief Nursing Officer, MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital.

The nurse leaders at MedStar Health decided to tackle the problem directly.

“We knew we needed to make sure we were staffing in a way that allowed our nurses to work to the top of their licensure, and realized that could fill gaps by bringing LPNs back into the acute care setting,” says Karen. “LPNs were phased out of many hospitals years ago in favor of RNs with more training. Yet, the specialized skillsets of LPNs in the fundamental aspects of nursing enable RNs to concentrate on providing the other higher levels of care a patient may need. So, we adopted a care team nursing model that focuses on ‘our patients’ by creating patient care teams led by an RN supported by an LPN, a PCT or CNA, and a virtual nurse to assist with admissions, discharges, and patient education.”

The benefits of team nursing are many, she notes.

“First, a nurse can oversee more patients if they have the support they need by their side. The LPN and nursing assistant assigned to the team give them that support so our registered nurses can manage more patients. It eases the adoption of telehealth and increases nursing staff agility and flexibility. Plus, it more efficiently uses each team member’s talents and experience and has the potential to improve care quality, patient safety, and staff satisfaction.”

To launch this care team nursing model, ‘innovation units’ were identified throughout MedStar Health to implement the model while providing feedback,

suggesting modifications, and ensuring the various components needed were in place to reach the goals of improving quality measures, increasing patient satisfaction, and improving nursing satisfaction.

“We started talking about it in October 2023 in terms of what it would look like,” says Shannon Queen, MSN, RN, CMSRN, CNML, director, Nursing, O’Neill 3, MedStar Good Samaritan, one of the units selected to launch the initiative. “Change is not easy...we are creatures of habit.”

Since then, O’Neill 3, which is a MedSurg unit, has added three LPNs and modified how nursing assistants are assigned so they can be partnered with a care team that handles a mix of patients.

“This model provides significant benefits to both the nursing team and our patients,” Shannon adds. “The members of each patient’s care team understand and perform their unique jobs and responsibilities while maintaining accountability. This provides each team member with the ability to work at the highest level of their licenses, role, and scope while ensuring patient-centered care.”

She says that the addition of virtual nurses, who can handle a lot of the time-consuming tasks involved with populating a patient’s medical history, especially new patients, has been extremely valuable. “They are freeing us up to provide direct patient care. They also are helpful when it comes to patient education and transitioning patients to the next level of care. In addition, we are now utilizing remote visual monitoring when appropriate so rather than having a tech sitting in a room, the tech monitors the patient remotely.”



The innovation units at MedStar Union Memorial, 9 East, MedSurg, and 9 West, Observation, also have adapted well to the new model. “Many of our nurses had never worked with LPNs before and there were a lot of concerns,” says Kathryn Lewis, BSN, RN, CNML, CMSRN, SCRNP, director, Nursing, for these units. “We now have five LPNs in MedSurg and four in Observation and they’ve been great team members. Working with us has even motivated a couple of them to pursue advanced degrees.”

This new model of care does appear to be making a difference when it comes to some key performance indicators.

“Our collective knowledge has grown since the pandemic and we are moving on in creative ways,” Karen says. “We are doing things differently because we see the possibilities now. Every member of the nursing team has an innate desire to provide our patients efficient and quality care wrapped in exceptional experiences. It is this desire for nursing excellence that leads us to continually evaluate and enhance how we deliver care.”



“...we are now utilizing remote visual monitoring when appropriate so rather than having a tech sitting in a room, the tech monitors the patient remotely.”

Shannon Queen, MSN, RN, CMSRN, CNML, Director, Nursing - MGS O’Neill 3

Creating a culture of mobility.

Many patients spend an inordinate amount of time in bed during a hospital stay, which can lead to numerous unfavorable outcomes. In fact, this lack of mobility has proven to contribute to a decrease in muscle strength and tone, increased risk of falls, functional decline, the development of pressure ulcers, pneumonia, thromboembolic disease, delirium, and, as a result, increased lengths of stay.

Mobility interventions deployed in various clinical settings have consistently demonstrated positive outcomes for hospitalized patients. Yet, ambulation of the hospitalized patient has been identified as a frequently missed component of care, despite being one of the most effective interventions to prevent complications of immobility.

In FY24, the nursing team at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital launched an initiative designed to prioritize patient mobility and integrate mobility-based interventions into daily clinical workflows.

“We recognized that we had to get back into the mindset of getting patients moving,” explains John Filipiak, II, BSN, RN, director, Nursing, Intermediate Care Unit/7 East, MedStar Union Memorial. “Coming out of COVID, when patients had to stay in their rooms, mobility was not something we focused on. We realized we needed a coordinated approach to patient mobilization.”

To that end, two pilot units, O’Neill 3, a MedSurg Unit, at MedStar Good Samaritan and 7 East at MedStar Union Memorial were identified and charged with



“... we have far more nurses than therapists and they spend more time with patients than any other discipline in the hospital, which includes assessing mobility upon admission and discharge. So, who better to lead mobilizing patients at the earliest point in time than nurses?”

Amy Ryan, MS, OTR/L, Inpatient Therapy Director - MGS Inpatient Rehabilitation

developing an interdisciplinary Mobility Team Initiative led by nursing that could eventually be effectively implemented throughout both hospitals.

“Promoting mobility has traditionally been driven by physical therapy. In fact, physical therapy has to be ordered for one of our therapists to see a patient,” says Amy Ryan, MS, OTR/L, inpatient therapy director, Inpatient Rehabilitation, MedStar

“Coming out of COVID, when patients had to stay in their rooms, mobility was not something we focused on. We realized we needed a coordinated approach to patient mobilization.”

John Filipiak, II, BSN, RN, Director, Nursing - MUMH ICU/7 East

Good Samaritan. “That said, we have far more nurses than therapists and they spend more time with patients than any other discipline in the hospital, which includes assessing mobility upon admission and discharge. So, who better to lead mobilizing patients at the earliest point in time than nurses?”

The Mobility Team Initiative was launched by the nursing teams in collaboration with physical therapy in the summer of 2023 and involved several months of planning to create a model that would empower nursing to play a bigger role in encouraging patients to be more mobile.

“Physical therapy already had a tool in place that it used throughout MedStar Health called the Bedside Mobility Assessment Tool (BMAT),” Amy notes. “So, we started by evaluating how we could integrate it into daily workflows

to help mobilize patients then worked with nursing one-on-one to train them in the use of the tool. We identified where the barriers to encouraging mobility were and filled those gaps, which included ensuring that units had essential equipment such as walking aids. We conducted training on the use of lift equipment and safe patient transport. We also identified metrics to measure our progress.”

In April of 2024, the Mobility Initiative went live and while it’s only been up and running for a few months, the results have been encouraging. “Working with Nursing Informatics, we were able to create a dashboard to track goals for the percent of patients mobilized each day based on their BMAT scores. It also looks at metrics such as length of stay, falls, and HAPI rates,” John adds. “We’re still working through it, but, based on the metrics, it is making a difference.”

Optimizing the patient experience.

Understanding the patient experience is key to providing patient-centered care. By looking at various aspects of patient experience, one can assess the extent to which patients are receiving care that is respectful of and responsive to individual patient preferences, needs, and values.

During the past three years, the nursing team at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital has been focusing on three key drivers for ensuring optimal patient experiences: courtesy and respect, careful listening, and responsiveness to patients. These key drivers were identified and expanded upon during Call-to-Action sessions held at the start of the Magnet® journey.

“These meetings were key to instructing nurse leaders on ways to increase patient experience

scores for the key drivers, and developing a Patient Experience Key Driver Toolkit for sharing this input with frontline staff,” explains Sheree Riley, patient experience director for both hospitals.

Since then, numerous initiatives have been launched throughout both hospitals that define expectations for all members of the nursing team regarding key drivers.

“For example, we recently stepped up our efforts to be more responsive through two new rounding processes with a goal of improving communications with patients and their family members while enhancing teamwork among patients’ healthcare teams,” she notes.

“In January of 2024, after months of planning to define our objectives and processes, we began



bi-weekly leadership rounding with established teams of two to three senior associates. These teams round alongside unit associates, touching upon a range of topics including patient stories, quality metrics, best practices, and associate recognition...whatever is relevant to each patient.”

This input is tracked using an online tool and summarized into a feedback report that is shared with Patient Experience Teams and unit leaders. “It provides them with a snapshot of what the team heard, and what was done. It also outlines recommended next steps,” Sheree says.

More recently, quarterly rounding sessions were initiated that include teams made up of executive leadership, directors, physician leaders, and bi-weekly rounders. The two-hour rounding sessions consist of 30 minutes reviewing patient experience measures, 60 minutes of rounding in teams of three or four, and a 30-minute debrief session. The sessions are held at both MedStar Good Samaritan and MedStar Union Memorial during day, night,

and weekend hours and all feedback is shared with patients’ healthcare teams.

“This is another important way to convey to patients and their healthcare teams that they are the highest priority,” says Sheree.

“The addition of a concierge on several of the units at the hospitals provides another layer of patient support,” she adds. “These individuals work with the care teams in a variety of ways to make sure patient needs are met both after rounding based on the findings of the teams and on a day-to day basis. For example, they help out bedside when appropriate and with care transitioning.”

Sheree notes that input from the Patient and Family Advisory Council for Quality and Safety also has been instrumental to efforts to optimize the patient experience. “They represent the voice of patients and family members by providing essential feedback on things we are working on. Their perspectives are invaluable.”



“...we recently stepped up our efforts to be more responsive through two new rounding processes.”

Sheree Riley
Patient Experience Director

Presenting our new CNO Advisory Council.



In recent years, shared governance councils have emerged as essential to advancing the practice of nursing at both MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital. These councils, which address a wide range of nursing issues, provide members of our nursing team with the opportunity to work directly with leadership and have their voices heard.

Now there is a new council—one designed to further enhance communications between leadership and the nursing team. Launched in

January 2024, the CNO Advisory Council was established to “empower our nurses to lead by collaborative governance, participative decision making, and a commitment to our greater mission—to serve our patients, those who care for them, and our communities,” explains Karen Owings, MSN, RN, vice president, Patient Care Services, and Chief Nursing Officer, MedStar Good Samaritan and MedStar Union Memorial.

“Basically, it’s designed to increase bi-directional communication and collaboration between me and our front-line

staff...and it’s working,” she notes. “In fact, it has already become a critical component of our Professional Nursing Practice Model.”

The council is comprised of individuals who were appointed based on recommendations from their nurse director and approved by the Nurse Executive Committee. The majority are bedside nurses representing both inpatient and outpatient nursing. All come to the council with different experiences and tenures as well as differing perspectives. The council meets every month for 90 minutes.

“I view these meetings as conversations,” Karen notes. “We work on problems together and it’s not just about quick fixes. It’s about solutions. The council empowers our nursing team to be part of the solution.”

Council members agree. “Karen always makes us feel very comfortable bringing our concerns and comments forward and I’m excited to see the changes that it might bring forth,” says Kimberly Quadrini-Elliott, RN, BSN, CRRN, Rehab, MedStar Good Samaritan.

“Since the start of this council, Karen and we, the appointed unit leaders, have made great strides in creating change to benefit nursing as a whole between these two hospitals,” explains Amanda Yates, BSN, RN, ONC, Orthopedics, MedStar Union Memorial. “While change does take time, I am excited to see the progress that has already been made.”

As Karen explains, “Every one of our members brings unique expertise, energy, and ideas that are helping to drive our nursing strategy and enhance the quality, safety, and efficacy of the care we deliver every day to patients,” says Karen. “I feel privileged to partner with them.”

CNO Advisory Council Members.

- Emelia Afrim, BSN, RN
- Sherifat Amedu, BSN, RN
- Janelle Anderson, MSN, RN, CNOR
- Carly Bach, RN
- Marceline Belcher
- Lauren Braitsch, BSN, RN
- Abby Brzezinski, MSN, RN
- Wilma Chua, BSN, RN
- Kimberly Davis, RN
- Madelle Djomou, BSN, RN
- Dawn Eckstein, RN
- Anna Goodall, RN
- Julie Green, BSN, RN
- Doris Hickman, RN
- Stephanie Johnson, MSN, RN
- Elizabeth Johnston, RN
- Lizzy Kabwe, BSN, RN
- Stephanie Liberto, MS, RN, CCRN
- Rosalie Martinez, RN, BSN, CNOR
- Mylene Myers, BSN, RN, CRRN
- Karen Owings, MSN, RN
- Kim Pettinelli, BSN, RN
- Michele Pitt, MSN, RN, CWOCN
- Kim Quadrini, BSN, RN, CRRN
- Naomi Rawlings, BSN, RN, CMSRN
- Tamara Riley, BSN, RN, CMSRN
- Ann Russell, BSN, RN
- Nancy Sagastume, BSN, RN, CCRN
- Veronica Sequeria, BSN, RN
- Diane Steinbach, RN
- Tracy Stewart, ADN, RN
- Mark Walker, PhD, RN, CCRN, CNE
- Erica Wiegel, BSN, RN, CMSRN
- Jennifer Wingart, BSN, RN
- Amanda Yates, BSN, RN, ONC

Increasing retention through recognition.

A recent survey regarding healthcare staff retention rates conducted among 400 acute care hospitals showed the national RN turnover rate was 18.4% in 2023. A decrease from previous years when the rate surged to over 30%, high nurse turnover continues to create challenges to patient care quality and organizational stability.

“Many people think high turnover rates are related to compensation,” says Katie Wenham, RN, senior director, Cardiovascular and Procedural Services, MedStar Union Memorial Hospital. “But there’s much more to it. A complex interplay of factors contributes to nurses leaving their positions. Addressing the factors demands a comprehensive approach.”

Katie along with Christa Feola, MSN, RN, CRRN, senior director, Inpatient Rehabilitation, MedStar Good Samaritan Hospital, serve as co-chairs in forming a new nursing council focused on retention strategies.

The council’s foundation began with a literature search revealing several key factors regarding nurse retention. “Recognition is a big part of retaining talent and building on it,” says Christa.

“We started with a brainstorming session during which we shared ideas and reviewed best practices for recognition of associates.”

Katie Wenham, RN
Senior Director, Cardiovascular
and Procedural Services

“Recognition boosts morale and job satisfaction which makes nurses more likely to stay. Positive feelings tend to increase motivation among nurses and foster a sense of loyalty and commitment. This, in turn, leads to higher retention rates and a more stable and skilled nursing workforce.”

With this insight, the Retention and Recognition Council was established to promote the ongoing professional development of nurses by creating a culture of engagement and recognition. As a first step, front-line staff and leadership collaborated on strategies focused on team cohesion, recognition opportunities, and leadership and peer group relationships.

“The kick-off of the new council was held in May of 2024 with a call to action designed to build excitement and encourage front-line leaders to engage their teams,” Katie explains. “We started with a brainstorming session during which we

shared ideas and reviewed best practices for recognition of associates. We then identified the tools we would need for our front-line leaders to support implementation.”

The council developed a toolkit with onboarding guidelines, new hire welcome communications, and a sample welcome packet that can be shared and customized. Each unit created Welcome Boards with pictures and interesting facts about new hires as well as Bio Boards to acknowledge existing nursing team members. The council also is working to measure their successes using Glint Surveys and data such as turnover rates and nurse engagement scores.

Both Christa and Katie are pleased with the progress made during the council’s first few months and are looking forward to engaging more nursing team members in their work. “It’s a journey, not a race,” says Katie.



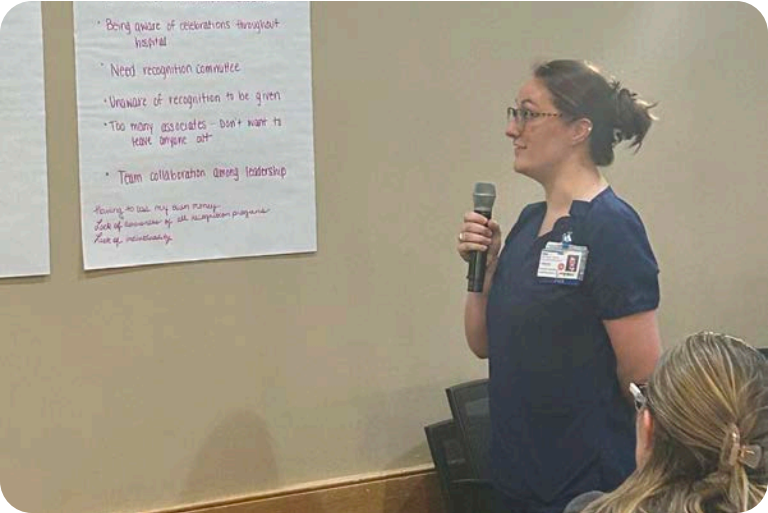
International nurses: A growing option for filling RN staffing gaps.

Hiring international nurses is one way many U.S. hospitals are addressing the challenge of staffing nursing positions.

“International nurses bring numerous benefits to U.S. hospitals,” says Donna Stevens, BSN, RN, senior director, Patient Care Services, MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital. “In addition to helping us fill staffing gaps, many of these nurses are highly experienced and looking to further their careers here in the United States.”

Since mid-2023, Donna, along with Claire Gonder, MSN, RN, director, Nursing Professional Development, has been working with MedPro International, a staffing agency. “It’s a great relationship. In addition to providing us potential candidates for the many positions we are trying to fill, they prepare them to work in the United States through a vigorous credentialing process to ensure that their work and educational history is in-line with U.S. standards.”

To date, MedStar Health has hired 11 RNs through MedPro. “It’s a win-win for us and for these nurses, who have often had limited opportunities in their home countries,” Donna says. “Talking to these nurse candidates about their experiences and goals is one of the most rewarding things I’ve ever done.”



Inspiring partnerships in caring.

While the nursing team is one key to a positive patient experience, other departments also influence the quality of care a patient receives.

“Our nursing team could not do what they do without strong relationships with the entire clinical team as well as associates who do not provide direct patient care,” says Karen Owings, MSN, RN, vice president, Patient Care Services and Chief Nursing Officer, MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital. “These factors are integral to creating a positive patient experience.”

Clinical team support.

“Patients need to feel all their providers are on the same page. That’s why interdisciplinary rounds are so important. In addition to covering quality and safety issues, it ensures every member of a patient’s care team understands what the plan is for each patient,” says Alex Yazaji, MD, vice president, Medical Affairs, MedStar Good Samaritan and MedStar Union Memorial. “This multidisciplinary approach leads to better care for the patient, better collaboration with all team members, and greater satisfaction for the nurses and the medical staff. That enhances the ability of medical staff to provide the highest quality care.”

Essential to the team is Pharmacy Services. “We are very involved in patient care, even if a lot of it isn’t visible,” says Joshua Delp, PharmD, director, Pharmacy Services, for both hospitals. “We have pharmacists deployed on each primary unit who work with nurses and providers. We consult with them upon admission regarding patients’ medications and provide guidance throughout their stay. We offer patient education discharge counseling as well. To facilitate the discharge process, patients even have the option of having their medications delivered bedside before leaving the hospital.”



Operations team.

Ensuring necessary support and resources are available to provide the highest level of care is a huge factor when it comes to creating a positive patient experience. That responsibility falls to the Operations Team.

“Operations covers facilities, security, engineering, environmental services, patient transport, supply/ material management, and more.

We keep things running so our providers can focus on caring for our patients,” explains Brian Cawley, senior vice president, Operations, for both hospitals.

“One of our top priorities is security. Security plays a vital role in making sure the hospitals’ associates and visitors are safe. We have security staff posted throughout both hospitals who are available to immediately respond in the event of an emergency,” he notes. “This includes both EDs where problems often occur.”

Another critical operations function is clinical engineering. “We are the ones who make sure that the approximately 14,000 pieces of clinical equipment, some very specialized, are up and running. It’s highly complex requiring advanced certification in many cases,” Brian says. “At the same time, we are always planning ahead to make sure needed technology is available.”

The facilities team plays an important role as well. “Both hospitals are old, so we have a



talented team of tradesmen ready around the clock to respond when something needs to be fixed or breaks down. There is a never-ending amount of work to do. But our facilities team is happy to do it,” he explains.

“Creating a positive patient experience is a collaboration. We’re partners on this journey and it’s nice to come to work when you’re partnering with the best.”

Volunteers

Like many hospitals, MedStar Good Samaritan and MedStar Union Memorial rely on a contingent of volunteers whose efforts make a positive difference.

One of the volunteer programs that has grown significantly during the past few years is the Guest Ambassadors. “This

program was designed to provide students who have an interest in working in the medical field with hands-on experience in an acute care environment,” explains Joan Carlson, assistant vice president, Mission Integration, at both hospitals.

“Every semester we provide close to 300 students from local universities with the opportunity to spend one day a week at one of our hospitals where they work a three-hour shift supporting the nursing staff in any way they can,” she says. “They provide comfort to patients, they visit with them, they assist with digital literacy challenges. With their support, we provide yet another level of care focusing solely on the patient as an individual and not the individual as a patient. It’s key to a positive patient experience.”

Going Green.

The Green Teams at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital work together to support environmental sustainability programs. With members representing various departments, our nursing team plays a big role. Among the FY24 initiatives, the Green Teams:

- Created a Nurses Sustainability Survey, collecting data on nurses’ perceptions of sustainability in the workplace and willingness to assist in new initiatives.
- Continued staff education to increase collections of medical devices for reprocessing.
- Started collecting used printer cartridges for recycling.
- Provided Green Tips for quarterly nursing newsletter.
- Worked with the Transport Department to avoid throwing mattresses into the waste stream, resulting in cost savings and sustainability.



Fostering a culture of quality and safety.

MedStar Good Samaritan Hospital

Nurse sensitive indicators

Metric	Goal
Catheter Associated Urinary Tract Infection (CAUTI)	1 infection with a 50% decrease from previous year
Central Line Associated Blood Stream Infection (CLABSI)	One infection for the entire year
Hospital Acquired Pressure Injury (HAPI)	Goal of ≤ 0.62 with actual ratio of 0.69
Patient Fall Goal 1	≤ 13 patient falls per month with final average of 14 falls
Patient Fall Goal 2	Inpatient fall rate of 2.31 per 1,000 patient days with rate of 2.49
Patient Fall Goal 3	Zero patient falls with serious injury with final of four patient falls with serious injury
Patient Fall Goal 4	≤ 2 outpatient falls per month with final average of two falls per month
Communication with nurses	Goal of 72 with actual of 73
Response of hospital staff	Goal of 51 with actual of 44

Hospital achievements

- TJC three-year hospital accreditation achieved in September 2023.
- TJC advanced certification as a Primary Stroke Center achieved in March 2024.
- *Get With The Guidelines® - Stroke Gold Plus with Target: Type 2 Diabetes Honor Roll* awarded by The American Heart Association and American Stroke Association.
- Three-year accreditation from the National Accreditation Program for Breast Centers, a quality program administered by the American College of Surgeons, achieved by the Comprehensive Breast Center, marking the third consecutive accreditation.

MedStar Union Memorial Hospital

Nurse sensitive indicators

Metric	Goal
Catheter Associated Urinary Tract Infection (CAUTI)	0 infections with a 100% decrease from previous year
Central Line Associated Blood Stream Infection (CLABSI)	Two infections for the entire year
Hospital Acquired Pressure Injury (HAPI) Goal 1	HAPI rate ≤ 0.9 per 1,000 patient care days with actual rate of 1.01
Hospital Acquired Pressure Injury (HAPI) Goal 2	Zero Stage 3 or Stage 4 with actual 14 Stage 3 and zero Stage 4
Patient Fall Goal 1	≤ 12 patient falls per month with final average of 13 falls
Patient Fall Goal 2	Inpatient fall rate ≤ 2.49 per 1,000 patient care days with final rate of 2.7
Patient Fall Goal 3	Zero patient falls with serious injuries with final of 3 falls with major injuries/SSE
Communication with nurses	Goal of 78 with actual of 77
Response of hospital staff	Goal of 56 with actual of 55

Hospital achievements

- TJC three-year hospital accreditation achieved in June 2024.
- TJC advanced certification as a Primary Stroke Center achieved in March 2024.
- *Get With The Guidelines® - Stroke Gold Plus with Target: Stroke Honor Roll Elite and Target: Type 2 Diabetes Honor Roll* awarded by The American Heart Association and American Stroke Association.
- The Electrophysiology Lab was recognized by Innovative Health for exceeding its reprocessing goals saving MedStar Health nearly \$1 million and diverting thousands of pounds of waste.
- The Heart & Vascular team was recognized by the American Heart Association with the 2023 Silver Plus Mission: Lifeline award.



Reducing hospital-acquired pressure injuries.

Preventing patients from experiencing hospital-acquired pressure injuries (HAPI) is a critical goal. In October 2023, a Performance Initiative launched to pilot interventions for reducing HAPIs in the Emergency departments (ED) at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital and the Cardiovascular Intensive Care unit (CVICU) at MedStar Union Memorial.

The EDs established criteria for patients at high-risk for HAPIs in addition to using the Braden Skin Assessment. There has been an increase in specialty bed usage, camera capture use, and skin documentation. The CVICU has continued use of Turn Clock with periodic spot check observations and empowered the patient care team to “own” turning and repositioning.

“During this launch, the engagement of providers, nursing, respiratory, and therapy has been extremely beneficial for understanding the current state and pilot implementation planning,” notes Karen Droter, MSN, RN, CENP, director, Nursing Practice Innovation. “HAPI reduction is a multifactorial problem to tackle requiring the collaboration of interdisciplinary teams. We look forward to sharing the pilot findings in the year ahead.”

Nursing publications and poster presentations.

Johanna Romero de Slavy, MSN, CRRN, GERO-BC, NPD-BC, and Lola Rene' Kropkowski, MSN, RN, NPD-BC, et al. (2023). *Supporting Parkinson's disease medication safety for nurses in the acute care setting through an educational intervention study*. Published in the Journal of Nursing Scholarship. DOI: 10.1111/jnu.12923.

Lisa-Marie Williams, MSN, MS, RN, NI-BC, CPEN, along with Lunar Song, PhD, MS, RN, NI-BC, presented *MedStar Health Oracle Health EHR Nursing Mobility Lessons Learned* at the Oracle Health Conference on September 19, 2023.



Leonard Caschera, BSN, RN; Jenna Marone; and Angela Pope, RN, presented two posters *Decrease Medication Non-compliance* and *Decrease in HAPIs with Implementation of Turning Teams* at the 2023 Maryland Nurses Association Conference.

Jennifer Connelly, BSN, RN, was a speaker at the 2023 Maryland Nurses Association Conference presenting *SBAR on Simulation for Nurse Residents*.

Jessica Hancock, MSN, RN, CMNL; Kassondra Rosenberg, BSN, RN, ONC; and Leslie Donohue, BSN, RN, CWOCN, presented a poster, *Utilization of Specialty Beds to Decrease HAPI in the Geriatric Fracture Population*, at the 2023 Maryland Nurses Association Conference.

Deb Heckler, MS, RN, SCRNP; Emily Taylor, Clinical PI Specialist; and Brittany Rubino, Clinical PI Specialist, presented a poster, *Code Autumn: Reduction in Duplicate Falls*, at the 2023 Maryland Nurses Association Conference.

Shawn Mueller, DNP, director, Infection Control, and Erin Godwin, RN, Nursing director, were speakers at the 2023 Maryland Nurses Association Conference presenting *CLABSI Prevention*.

Meredith Redford, BSN, RN, was a speaker at the 2023 Maryland Nurses Association Conference presenting *Management of Gastric Residual Volume Assessments*.

Lisa-Marie Williams, MSN, MS, RN, NI-BC, CPEN, along with Lorelei Stellwag, DNP, RN, NE-BC, presented *Real time Oracle Health Solutions - Empowering Care Delivery: Leveraging Operational Tools for Enhanced Healthcare Efficiency* at the Oracle Health Conference in California in March 2024.

Abby Brzezinski, MSN, RN, and Janelle Anderson, MSN, RN, CNOR, presented *Waking Up with the Nightshift Council* during the International Shared Governance Virtual Summit on March 21, 2024.



Jeannie Kenny, BSN, RN, CAPA, CPAN, and Robert Bozanovic, BSN, RN, CCRN, presented *Expanding Nursing Scope of Practice: Postoperative Total Joint Surgical Drain Removal* during the ASPAN Conference held in April 2024.

Barbara Ischui-Gutierrez, BSN, RN, CMSRN, and Kassondra Rosenberg, BSN, RN, ONC, presented *Utilization of specialty beds to decrease hospital acquired pressure injuries in the geriatric fracture population* during the National Association of Orthopaedic Nurses 44th Annual Congress held in Louisville, KY, in May 2024.

Leslie Donohue, BS, RN, CWOCN, and Sindhu Koneru, BSN, RN, WCC, presented *Wound Photography* during the MedStar Health Skin Champion Forum at MedStar Harbor Hospital on May 23, 2024.

Melanie Karner, BSN, RN, DNC, CWOCN, presented *Inter rater Reliability with Polling* during the MedStar Health Skin Champion Forum at MedStar Harbor Hospital on May 23, 2024.

Megan Shull, BSN, RN, and Logan Spivey, BSN, RN, presented their evidence-based project, *Take-Home Narcan: An ED Initiative*, during the 2024 Vizient/AACN Nurse Residency Program Annual Conference.

Robin Craycraft, MSN, RN, CPHQ, Brittany Rubino, Clinical PI Specialist, Folasade Sekiteri, BSN, RN, and Abby Brzezinski, MSN, RN, presented a poster,

Advocate, Escalate, and Re-Educate: Increasing Fall Awareness Among Patients Who Refuse Fall Prevention Interventions, during the 2024 Maryland Patient Safety Conference in Baltimore, MD.

Jessica Hancock, MSN, RN, CMNL, Leslie Donohue, BSN, RN, CWOCN, and Kassondra Rosenberg, BSN, RN, ONC, presented the poster, *Utilization of specialty beds to decrease HAPI in the geriatric fracture population*, at the 2024 National Association of Orthopaedic Nurses 44th Annual Congress in Louisville, KY.



Nursing Team advances their education.

Shawn Mueller, DNP, RN, CIC, FAPIC, director, Infection Prevention and Control, at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital, was honored during the annual conference of the Association for Professionals in Infection Control and Epidemiology (APIC) as one of the **Heroes Implementation Research Scholar Award recipients** for her award-winning research project, *Perhaps the nose knows the best intervention to decrease SSIs in patients undergoing hip and knee joint replacement*.



Inspiring the next generation of healthcare professionals.

Shannon Queen, MSN, RN, director, Nursing, O'Neill 3 at MedStar Good Samaritan Hospital, spoke at the **Dwyer Workforce Development Program's CNA/GNA graduation ceremony** in Baltimore, MD, in May 2024. A dedicated mentor to individuals who may not have a voice and for the underserved, Shannon continuously makes an impact on the next generation of healthcare professionals.



Nurse Residency Program receives accreditation.



The Nurse Residency Program at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital received accreditation from the Commission on Collegiate Nursing Education (CCNE). It is the first accreditation for the program and the first joint accreditation of hospitals in Maryland.

Since it became an integrated hospital program in 2016, more than 300 new-to-practice nurses have participated in this mandatory nurse educational program. Maryland is the first state to require all acute care hospitals to offer the 12-month Vizient/American Association of Colleges of Nursing Nurse Residency Program to newly licensed registered nurses.

The program's mission is to facilitate the successful transition of new-to-practice nurses into the role of professional nurse, helping them move from advanced beginner to competent professional nurse and fostering the next generation of nursing professionals and leaders.



Nurse residency:
Facts at a glance.

Completed New to Practice Residency Class: 101
Nurse externs: 45

Valeriya Moroz, BSN, RN, 8th floor, at MedStar Union Memorial Hospital, was selected to represent MedStar Health at the **Academy for Emerging Leaders in Patient Safety** in July 2023.

Tamara Riley, BSN, RN, CMSRN, 9 East at MedStar Union Memorial Hospital, was selected to represent MedStar Health at the **Academy for Emerging Leaders in Patient Safety** in June 2024.

Advanced education:
Facts at a glance.

Nationally Certified Nurses: 277

Clinical Advancement Program (CAP)

- Level 3 RNs: 14
- Level 4 RNs: 10

New Nursing Degrees: 60 graduated

Scholarships received
(retention scholarships): \$78,300

New Certifications received: 40



Shannon Queen, MSN, RN, director, Nursing, O'Neill 3 at MedStar Good Samaritan Hospital; **Kitty Lewis, BSN, RN**, director, Nursing, 9 East/9 West at MedStar Union Memorial Hospital; and **Donna Stevens, BSN, RN**, senior director, Patient Care Services for both hospitals, completed MedStar Health's Nursing Leadership Development Program in June 2024.

Connecting with **our** community.



The nursing leadership team at MedStar Good Samaritan Hospital and MedStar Union Memorial Hospital made 60 stuffed animals for Hampden Family Center, which presented the gifts to the children attending their local community Christmas party.



Our Nursing Professional Development Council and members of our Clinical Ladder Program enjoyed volunteering at First Fruits Farm. They harvested collard greens to fill more than 200 boxes that were donated to multiple locations to help feed our community.



The Inpatient Rehabilitation nursing team at MedStar Good Samaritan Hospital provided clothing, toys/activities, shoes, blankets, treats, and much more for a local family during the holiday season.



During Heart Month in February, nursing team members celebrated National Wear Red Day to help raise awareness that cardiovascular disease is the number one killer of American women and too many women, particularly our youngest most diverse women, remain unaware.





MedStar Health