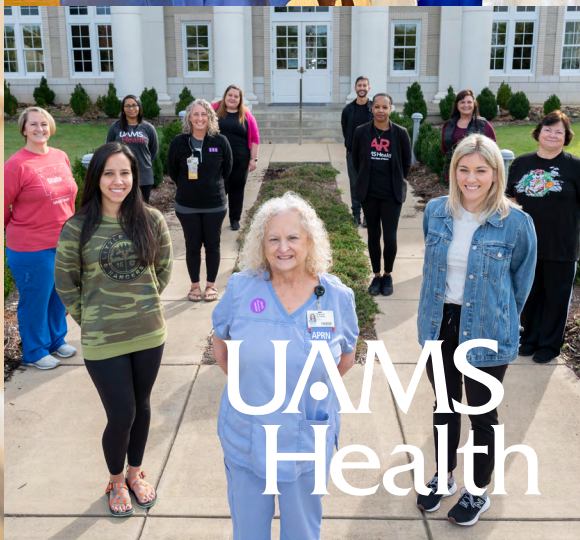




2022 NURSING REPORT



UAMS
Health



FROM THE CNO

More than two years after we first heard about COVID-19, I'm grateful for research and vaccines that enable us to move forward, acknowledging the effects of the pandemic. It will take several years to recover as we work to heal and regain our strength both as individuals and as an institution.

This transitional and transformative phase is an exciting time to work in healthcare. The decisions we make now and the path we forge for the future will help determine how healthcare is delivered for generations to come. In the following pages you'll see examples of how UAMS Nursing is taking steps to become stronger and more efficient.

I often talk about how nursing is both a science and an art. This transformation calls for the art—and the passion—of nursing. We must change our work environment to ensure it's safer, more rewarding and less stressful, and that we can provide flexibility for improved work-life balance.

This report highlights the variety of work done by UAMS nurses. From the clinic supporting Afghan refugees to innovative research, leading-edge medicine and pandemic-related activities, it's been a busy year. Our nationally accredited transition to practice program is one of our strongest competitive advantages for recruiting young nurses. You'll also read about the degrees, honors and awards earned by UAMS Nursing in the past year along with highlights of our Nurses Week activities.

The Community Service section of this report features our involvement with the Little Rock Marathon and support of other local non-profit organizations. The Research/ Nursing Initiatives and Empirical Outcomes sections share evidence and data to support our belief that nurses are truly the heart of UAMS.

Each year as we produce this report I am overwhelmed by the outstanding work of UAMS Nursing. Pat yourselves on the back for another successful year and then prepare for another year of exciting opportunities here at UAMS. The opening of the Orthopaedic and Surgical Hospital, the Radiation Oncology Center and the UAMS Health Specialty Center on Rodney Parham are all important milestones in achieving our Vision 2029 goals. These, along with the UAMS Comprehensive Care at Home program, expanded telemedicine services and implementation of advanced technology across our institution, will help us advance the strategic objective to improve all aspects of clinical care.

Looking back on the past year makes me anticipate the future even more, and I hope you feel the same way. I'm honored to work with you, and I'm looking forward to seeing what UAMS Nursing does next!

Trenda Ray, PhD, RN, NEA-BC
Chief Nursing Officer,
Associate Vice Chancellor for Patient Care Services
Clinical Assistant Professor, UAMS College of Nursing

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Our Mission

Nursing at UAMS is committed to patient-and-family-centered care. We provide evidence-based care with compassion, respect and unconditional acceptance.

Our Vision

Together we set the pace to create a culture of nursing excellence.

Our Philosophy

Professionalism

We are committed to professional practice and collaboration with the interdisciplinary team to provide innovative and exceptional patient-and family-centered care to impact the overall health of our community.

Accountability

(Through **ADVOCACY** and **AUTONOMY**) We believe the professional nurse is the foundation of nursing practice. We are committed to being strong patient advocates. We accept responsibility for professional practice and willingly commit to strive to create optimal outcomes for the patient and family. We believe appropriate outcomes are reached by the development and application of evidence-based practice standards which utilize state-of-the-art knowledge to provide high-quality care in the most efficient manner.

Our Values

We believe empowered, professional staff are essential to achieve our mission. We value a practice environment which promotes the following things:

- Shared Decision Making
- Accountability
- Continuous Learning
- Respect
- Collaboration/Cooperation
- Diversity
- Commitment to Excellence
- Integrity
- Customer Service
- Honesty
- Open Communication

Communication

We believe communication is the power to share ideas and concepts as the basis for effective team work. We believe effective communication promotes positive outcomes when executed with enthusiasm and optimism. We believe trust and cooperation are the keys to maintain communications between patient, family, nurse and all members of the health care team. We support any initiative which serves to improve overall communication.

Excellence

We support a professional practice model as the basis for delivery of nursing care. We value an environment in which the scope of practice promotes innovative and compassionate patient care delivery and encourages continuous improvement. We ensure excellence through aggressive recruitment and retention of RN staff whose professional expertise qualifies them to serve as role models for the hospital and the community.



Together
we set
the pace.

Strategic Plan

UAMS Nursing maintained the following goals from its 2020 Strategic Plan and continued to work toward these goals in the 2021 fiscal year. The goals support nursing’s role in the UAMS Vision 2029, which states that by 2029 UAMS will lead Arkansas to be the healthiest state in the region through its synergies of education, clinical care, research and purposeful leadership. Achieving these goals will require collaborative work within UAMS Nursing and with our UAMS colleagues across the institution.

Perspective	Strategic Objectives/ Strategy Map (Vision 2029 1.0/2.0 Alignment)	Measures/ Data Sources	2025 Targets
External Stakeholder	<ul style="list-style-type: none"> Improve patient/partner satisfaction C2; C4; C5/ES1 Improve community impact in all mission areas S2; C1/ES4 Improve research and development reputation R2 3/ES3 Improve Student satisfaction Success E4/ES2 	ANCC Magnet	Achieve ANCC Magnet Designation
		Patient Experience	51% of units and clinics outperform vendor benchmark in 5 of 8 quarters for 4 Patient Experience Survey Domains
Financial	<ul style="list-style-type: none"> Grow margin to invest in mission F1; F3-5/FN2 Improve performance in evolving healthcare finance models F2/FN1 	Short Term Labor Contract	Reduce expense related to short term contracts, alternate staffing resources
		Staffing and Productivity Levels	PCS SL will maintain staffing and productivity levels at the 35th percentile.
Internal Processes	<ul style="list-style-type: none"> Expand digital health: D1/IP1 Improve all aspects of clinical care C5/IP2 Increase student recruitment/retention success to meet AR needs E4/IP3 Expand Research R2-3/IP4 	<ul style="list-style-type: none"> Nurse Sensitive Quality Indicators (Inpatient) Nurse Sensitive Quality RN Certification RN BSN Rate Research 	<ul style="list-style-type: none"> 51% of inpatient units outperform vendor benchmark in 5 of 8 quarters for Falls with Injury, Hospital Acquired Pressure Injuries and 2 other Nurse Sensitive Quality Indicator 51% of ambulatory clinics outperform vendor benchmark in 5 of 8 quarters for 2 Nurse Sensitive Quality Indicators Increase nationally certified nurses 1% per year Increase baccalaureate degreed nurses 1% per year Maintain 2 ongoing IRB approved studies per year
Organizational Capacity	<ul style="list-style-type: none"> Increase recruitment/retention of diverse, skilled, engaged workforce T1/OC1 Expand infrastructure to align with needs of the mission T2/OC2 Expand training and capacity for entrepreneurship and innovation R4/OC3 	<ul style="list-style-type: none"> Monthly Staff Turnover Rate Staff Engagement Survey Transition to Practice 	<ul style="list-style-type: none"> To be at or below National Turnover 51% of units/clinics/ departments outperform the vendor benchmark for 3 of 4 Staff Engagement Survey Domains Achieve national accreditation of Transition to Practice Program

Two Years of Testing in the COVID Drive-Thru Unit



As the garage door closed in UAMS's COVID Drive-Thru Testing Unit on March 18, 2022, the sense of relief was palpable among the staff.

UAMS team members supported this testing effort for more than two years with their dedication, service, and talents. "It's bittersweet," said Barbara McDonald, MSN, RN, FNP-BC. "I'm proud of all the things we have done here. It's given me a sense of purpose through the past two years, but I'm so glad we are done with this phase of pandemic care."

During its two years of operation, the drive-thru team provided more than 174,000 COVID tests, eased patient worries, supplied boxes of food, provided quarantine guidelines, and facilitated Emergency Department admissions for critically ill patients. National Guard units were deployed to support this work unit in 2020 and again in 2021. During critical COVID surges and staffing shortages, UAMS employees adjusted their schedules and gave up weekends and holidays to ensure Arkansans had timely access to COVID-19 testing.

Managing this unit required an unprecedented level of teamwork from across the UAMS organization. The informatics department made frequent

changes to the electronic medical documentation, and the information technology group ensured hardware was in good working order. Engineering and Operations provided sinks, plumbing, lights, heaters, cooling systems, and a lean-to addition as a break room. The UAMS Police force worked in tandem with the clinical team to manage high traffic volumes and sometimes volatile patients and guests.

During supply shortages, the UAMS supply chain team made sure the clinical team had adequate supplies of masks, eye protection, gowns and gloves to keep them safe. Both the UAMS supply chain and laboratory teams worked diligently to

Covid Drive-Thru Unit continued on pg. 7

Deb Hutts and Barbara McDonald celebrate the closure of the UAMS COVID Drive Thru Testing Unit.





Restoring Heart Function at UAMS, One LVAD at a Time

The cardiology program at UAMS continues to grow, expanding efforts to restore the lives of patients. The Left Ventricular Assist Device (LVAD) program, which began at UAMS in February 2022, is one of several new treatment options for patients suffering from advanced heart failure. LVADs make it possible for people with severely compromised heart function to have a better quality of life.

“Achieving the goal date of February 2022 and implanting the first LVAD, or artificial heart, is a historic moment for UAMS,” said Allison Lord, MNSc, RN, CCRN, nursing director for the Cardiovascular Service Line. “This achievement is the result of hard work from more than 90 different members of Team UAMS. I’m so proud to work alongside teammates dedicated and committed to improving the health and quality of life of the people in Arkansas.”

More than 6.2 million adults in the United States suffer from some form of heart failure, and over 350,000 deaths are attributed to this disease each year. In general, about half of all people diagnosed with congestive heart failure will survive five years, and only 30% or so will survive for 10 years. Patients hospitalized for heart failure have a median survival rate of less than 2.4

years. Despite advances in medicine and technology, the mortality rate for heart failure increased by 24% between 2011 and 2017.

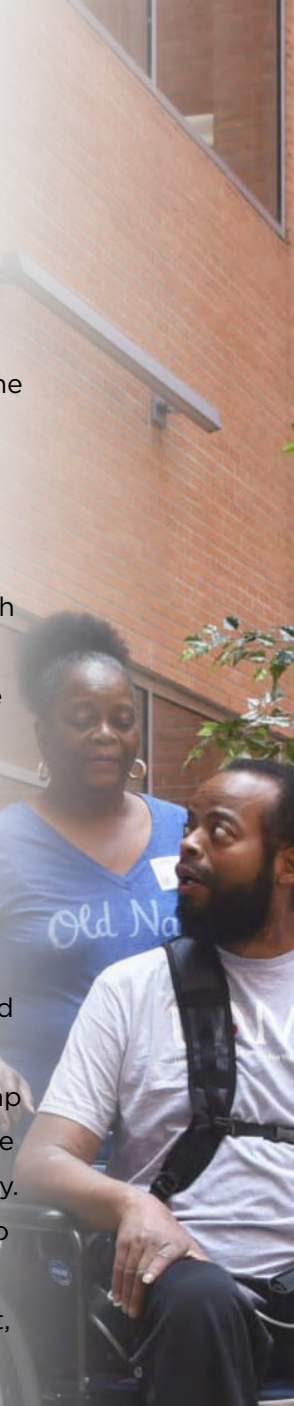
This is especially true in Arkansas, where we have the third highest death rate from heart disease in the nation. However, UAMS is striving to improve this devastating statistic and give Arkansans a better chance at surviving heart failure.

An LVAD is a mechanical heart pump used for patients who have reached the end-stages of heart failure. The HeartMate 3, developed in 2017, is a surgically implanted, battery-operated, mechanical pump which helps the failing left ventricle pump blood to the rest of the body. An LVAD can be a short-term fix to keep your heart pumping while a patient waits for a heart transplant, or a long-term option for patients who do not meet criteria for transplantation.

“Mechanical heart pumps serve as an important alternative for patients who cannot get a heart transplant due to a limited number of donor hearts or complex medical problems that limit their candidacy for transplantation,” said Dr. Paul Mounsey, Director of Cardiovascular Medicine.

The HeartMate III LVAD is now a class I indication for patients suffering from advanced heart failure.

Restoring Heart Function continued on pg. 9



*patient Layman
Roseby, Jr.*



UAMS Submits Magnet Application

On Feb. 1, 2022, UAMS submitted its application to the American Nurses Credentialing Center (ANCC) to become Magnet Designated, the highest distinction of Nursing Excellence for hospitals in the United States.

Director of Research, Excellence and Magnet Rebekah Thacker, MNSc, RNC-NIC, Chief Nursing Officer Trenda Ray, PhD, RN, NEA-BC, Senior Vice Chancellor for UAMS Health and CEO for UAMS Medical Center Steppe Mette, MD, and Chancellor Cam Patterson, MD, MBA, met in the hospital administration office for the momentous occasion.

With the click of a button, the application was complete, and Thacker was notified of official acceptance a few weeks later. The application begins a two-year process of documenting the evidence of Nursing Excellence at UAMS, according to the definitions outlined in 2023 Magnet Application Manual.



(from left) Senior Vice Chancellor for UAMS Health and CEO for UAMS Medical Center Steppe Mette, Director of Research, Excellence and Magnet Rebekah Thacker, Chief Nursing Officer Trenda Ray and Chancellor Cam Patterson pose before submitting the UAMS Magnet application.

To secure Magnet designation, UAMS must demonstrate narratives of Nursing Excellence in Transformational Leadership, Structural Empowerment, Exemplary Professional Practice, and New Knowledge and Innovations. In addition to narratives, empirical data showing improved patient outcomes, patient satisfaction, and nursing engagement must exceed national benchmarks.

“The ANCC sets a high bar for Nursing Excellence, but through the amazing diligence of UAMS nurses in advancing the care of patients and professional nursing practice, UAMS is on a promising path to achieve Magnet designation in early 2025,” said Ray.



Covid Drive-Thru Unit continued from pg. 5

ensure testing supplies were available to meet testing demand.

Physician, resident, APRN and PA staff were quick to volunteer their time to support these crucial efforts. “Words cannot adequately describe the level of interdisciplinary collaboration and interdepartmental coordination,” said Deb Hutts, MSN, RN, NE-BC. “Despite the rain, summer heat and humidity, and the occasional frog hopping through, working in the COVID Drive-Thru Testing unit has been a great privilege.

“This has been the most difficult and rewarding job I’ve ever had,” she said. “But I hope to never spend another day breathing car exhaust wearing full Personal Protective Equipment.”

Rahling Road Clinic Serves Afghan Patients

In the fall of 2021, the Catholic Charities of Arkansas asked UAMS to help with medical care for evacuated Afghan refugees arriving in Central Arkansas after the Taliban takeover of Afghanistan. Primary Care senior leadership identified the UAMS Health Rahling Road Neighborhood clinic as the ideal site for this project. When asked to participate, Morgan Horn, MD, and Marie Guthridge BSN, RN, formed a multidisciplinary team of clinic physicians, registered nurses, medical assistants, social workers, pharmacists, care managers, and a radiology technician who all responded to the request with a resounding YES. Then the team went to work.

The team recognized the refugees would be suffering the traumatic effects of their recent evacuation from their homeland, and they wanted to provide a culturally sensitive setting for these patients. They cleared the Thursday afternoon schedule, dedicating the entire afternoon to providing a quiet, comforting environment for the Afghan families.

Team members greeted each family with refreshments and welcome bags prepared by social worker Katie Richardson, LCSW. Interpreters provided in-person and virtual support to ensure clear communication between family members and the

healthcare team. Charge Nurse Janet Perry, RN, designed a clinic workflow that allowed family members to remain together throughout their visit while maintaining patient privacy and HIPAA compliance.

“All of the children over age 2 were required to get a blood draw at that first clinic visit, and all children received multiple vaccinations,” said Horn. “This obviously created stress for the children and their parents, but our nursing staff went above and beyond to help distract other children, communicate effectively through our language services about the process and helped hold the children. Janet never missed a stick on a single child.”

In accordance with Afghan cultural norms, it was essential to have a male nurse present for the male family members. Corey Greene, BSN, RN, agreed to work the special weekly clinics. He was very calm and reassuring, particularly with the children. Using an interpreter, he helped make sure parents, children, and extended family members understood what was happening throughout their visit.

The impact of the Rahling Road Clinic team is evident in the faces of the younger patients when they return for additional clinic appointments.



Corey Greene collects lab specimens from a helpful young patient.

“One thing that stands out for me is the trust we have built with these children,” said Perry. “One family that comes to mind has six children. The first day they came to our clinic, the children would not make eye contact with us -- they just sat there very stiff and let us give them their vaccinations. The last time they were in the clinic, I went to the lobby to speak with them. By this time, they had been in the clinic four times. All the girls gave me a hug, and the boys gave me a high-five. That meant so much to me to see that the trust is really being built with these families who have been through so much in their lives. Everyone at Rahling Road has really come together as

Rahling Road continued on pg. 9 sidebar

“These are exciting times for UAMS and Arkansans with the overwhelming success of the heart restoration program and the upcoming lung restoration program,” Mounsey said. “The dream of improving the health and lives of Arkansans is fast approaching realization.”

UAMS successfully implanted its first LVAD on Feb. 28, 2022. Layman Roseby, Jr., was admitted a few weeks before and was in cardiogenic shock when he received the LVAD. Without intervention, the likelihood of him returning home was small, and the team knew that, even if he were to be discharged from the hospital, readmission for recurrent heart failure was inevitable. Roseby was out of other options, but thanks to coordinated efforts across the heart restoration program, UAMS was able to offer him a chance to not only survive but live a far better life.

“People have lived several years just with the artificial heart pump and have a great quality of life. We were truly able to give Mr. Roseby a second chance at life” said Dr. Kalaivani Sivakumar, medical director of the UAMS heart restoration, mechanical circulatory support and cardiac transplant program. Starting an LVAD program from the ground floor is a monumental task. Along with other educational obligations and job responsibilities, nurses in the heart restoration program are required to take part in extensive training to care for this unique patient population.



Heart Restoration Coordinator Shelley Tiner with patient Layman Roseby, Jr.

“I was amazed at how willing and excited the nursing, respiratory and therapy staff were to learn about LVADs and how they did not hesitate to care for Mr. Roseby, just like he was their own family member, said Heart Restoration Coordinator Shelley Tiner, RN. “Taking on a new task can be scary and intimidating, but the ICU nurses went above and beyond to care for this patient.”

Patients who go through life changing surgeries often have many ups and downs during their recovery process. These ups and downs are often made easier by the care they receive while in the hospital.

Holly Trotta, an APRN in the heart restoration program, said, “The nursing staff (in CVICU/H4 and F8) exceeded expectations throughout every step of the program’s implementation. Despite intense strain due to COVID, the nursing team accepted the challenges of caring for patients requiring mechanical circulatory support with grit, strength, and determination. The program’s success would not have been possible without the support, dedication, and professionalism of every staff member.”

Rahling Road continued from pg. 8

as one to make this clinic happen -- from the access staff to the physicians who went above and beyond.”

Jennifer Verkamp-Ruthven, Director of Catholic Charities of Arkansas, expressed her gratitude in a letter, writing, **“Our Afghan program would simply not be what it is without the help of UAMS and the RR Clinic. Anytime there is a medical issue, needed vaccine records, questions, setting up appointments, etc., it is as simple as emailing them, and the responses are always filled with concern, care, and patience. I believe that is mostly unheard of to have that type of service in a medical clinic.”**

The Rahling Road clinic continues to provide follow-up care for these Afghan families and has cared for more than 80 individual patients since welcoming them to Arkansas.



Front row (from left) Gabby Tipton, Haley Hart, Emma May, Josh Frick, Audriaunna Hickman, Tonya Rees, Clair Putt and Mariah Spellman. Second row (from left) Lori Logan, Madison Mickle, Katie Swain, Gwen Dyer, Leah Sikes, Hollan Pfautz, Dillon Reece, Kristen Lively and Jessica Raila. Third row (from left) Jordan Curtis, Hailey Bowman, Charlsi Konecny, Sarah McCoy, Ashten Moss, Brandy Swan, Caitlyn Walters, Hannah Scimienti and Oluwatomisin "Tomi" Oloaye. Back row (from left) Sarah Foster, Macall Gilmartin, Payton Koller, Ashley Davis, Ali Joiner, CeJae Hodge, Angelica Wolf, Taurin Flowers, Brenda Roberts and Geoffrey Carter.

New Grad Training Program Seeks National Accreditation

The UAMS Transition to Practice program for new graduate RNs is on a journey toward excellence. January 2022 marked the beginning of this program's formal journey toward becoming a National Certified Practice Transition Accredited program.

"Our UAMS Transition to Practice program has always set the bar high for quality curriculum, speakers, and faculty, but this national certification will raise the bar even higher to help produce well-adapted new graduate RNs," said Director of Clinical Specialist, Clinical Education, Transition to Practice Programs, and Nursing Policy Devin Terry, MSN, RN, CNS-BC, CPHQ.

This national certification is recognized by the U.S. Department of Labor as a standards recognition entity for industry-recognized apprenticeship programs.

"This designation is not only for national accolades," said Terry. "The value of a quality program also brings improved structures and processes to nursing by building a robust comprehensive program for nurses' transitioning from students into professional roles."

This program promotes nursing excellence and quality patient outcomes, and the focus of the curriculum is providing safe, positive work environments that use evidence-based practices.



National Certification earned between July 2021 and June 2022

Congratulations to the following UAMS nurses who earned the highest credentials in their specialty in order to contribute to better patient outcomes through national board certification in their field.

Ambulatory Care Nursing (AMB-BC)

- Carrie E Smith, Neighborhood Clinic-Rahling Road
- Erin Donahue, Women's Center
- Sonia Bunyard, Regional Programs

Bone Marrow Transplant Certified Nurse (BMTCN)

- Megan Ankney, F7

Certified Case Manager (CCM)

- Cynthia Ann Ball, IMSL
- Leigh Ann Coulon, IMSL

Acute/Critical Care Nursing (CCRN)

- Amber Westpheling, H4
- Christian Sloan, Float Pool
- Elton Joe, H4
- Jacob Langston, H4
- Kianna Walker, H4
- Lorin Smith, H4
- Summer Kennedy, H4
- Taira Williams, E4
- Yinyan Wu, H4
- Brittany Johnson, Clinical Education

Certified Gastrointestinal Registered Nurse (CGRN)

- Heather Vines, Periop Endo

Certified Hospice and Palliative Nurse (CHPN)

- Anita Pagitt, Cancer Institute

Certified Nurse Operating Room (CNOR)

- Gloria Martinez, Periop Main

Cardiac Vascular Nursing (CV-BC)

- Rachel McBride, Cardiology Clinic

Family Nurse Practitioner – ANCC

- LaSharon Tubbs, E6

International Board Certified Lactation Consultant

- Alethia Long, E6

- Erica Nix, E6
- Dawn Robinson, E6

Medical Surgical Nursing (MEDSURG-BC)

- Jacqueline Ann Sweeten, Cancer Institute
- Mary Grace Sambalilo, Float Pool

Oncology Certified Nurse (OCN)

- Greg O. Uketui, F7
- Stephanie Beall, Float Pool

Acute/Critical Care Nursing (PMH-BC)

- Angela McFadden, PRI

Certified Inpatient Antepartum Nursing (RNC-IAP)

- Chastity Gillin, E6

Maternal Newborn Nursing (RNC-MNN)

- Cheyenne White, E6
- Christella Mays, E6
- Jacquelyn Bower, Women's Center
- Jeannie Goree, E6

Neonatal Intensive Care Nursing (RNC-NIC)

- Elizabeth Rhoden, F5
- Kayla Harrington, F5
- Kristen Phonvilai, F5
- Leslie Rambo, F5
- Michelle Hames, F5
- Sandra Spencer, F5

Inpatient Obstetric Nursing (RNC-OB)

- Andrea Nichols, E5
- Angela Boody, E5
- Kayla Yount, E5
- Reva Martin, E5

Stroke Certified Registered Nurse (SCRN)

- Cynthia West, IDHI
- Megan Fruhling, H8

Advanced Degrees earned between July 2021 and June 2022

Congratulations to the following UAMS nurses who completed the following degrees from July 2021 to June 2022:

Bachelor of Science in Nursing (BSN)

- Rachel Baker, F7
- Stacy Blackburn, F5
- Lindsey Erin Burch, H8
- Lauren Clinton, F4
- Teri Dakota Cossey, H4
- Peyton Delaughter, H7
- Kristene Jeanene Dillow, ADON
- Lena Dupras, PRI-ADULT
- Sabrina Enoch, E7
- Sydney Girdler, F5
- Melissa Gordon, Imaging
- Terry Gordon, ER
- Nicole Herndon, E4
- Mallory Jamison, ER
- Ashley Key, PRI
- Alyssa Kirkpatrick (Stewart), H4
- Anthonia Onuoha, PRI
- Kalli Victoria Perkins, H8
- Makenzie Pumphrey, E6
- Danielle Reichenberg, H4
- Emily Ruehr, E5
- Margret Anne Scott, F5
- Raissa Smith, H4
- Stephanie Smith, H4
- Zakiah Smith, F6
- Jessica Traylor, H4
- Alex Tremli, H4

Doctorate of Nursing Practice (DNP)

- Lyndi Mullinax, E5

Master of Science in Nursing (MSN)

- Lauren Elizabeth Taylor, Cardiac Clinic
- Courtney Bizzell, H7
- Kristie Brown, F7
- Haley Gass, Cancer Institute
- David Humphrey, E4
- Kleta Danielle McKissen, Care Management
- Timothy Paslay, Emergency Dept.
- Lauren Elizabeth Taylor, Cardiac Clinic
- Heather Vines, Endo

UAMS Nurses Honored as '40 Nurse Leaders Under 40'

UAMS is proud to have recognized 52 UAMS nurses through this program over the past five years! The 2021 nominees and recipients* are pictured below.

The mission of the Arkansas Center for Nursing, Inc. is to promote a culture of health for the people of Arkansas by advancing nursing education, practice, leadership and workforce development. This program recognizes nurses across Arkansas for their dedication to the nursing profession, commitment to service excellence and leadership and service to the community. Recipients also demonstrate a commitment to grow in leadership and promote the advancement of the nursing profession in Arkansas.



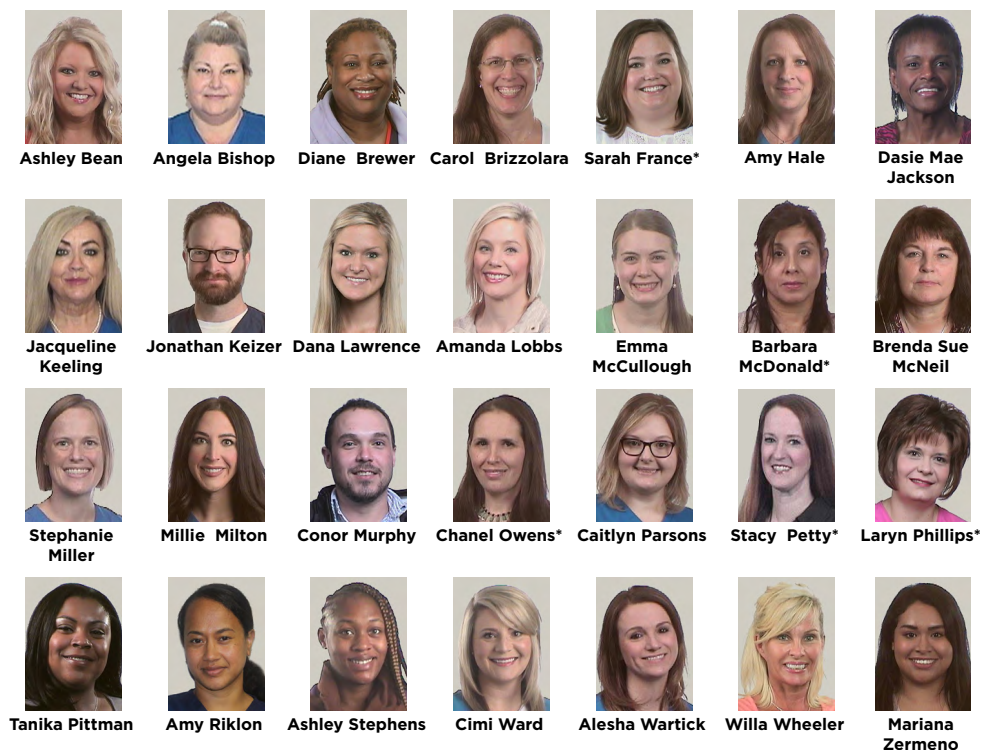
UAMS Nurses Nominated for Statewide Honors

On April 1, 2022, Publishing Concepts, Inc. (PCI) celebrated their 16th Annual Nursing Expo in the Jack Stephens Event Center on the UALR campus. In conjunction with this event, PCI also sponsored the nominees and the recipients* of The Compassionate Nurse Award and Outstanding Nurse Educator Award.

The Compassionate Nurse Award searches to find the most outstanding nurse in the state. Nominators are asked to respond to the questions: "Do you know a nurse who you feel is the most compassionate, caring and empathetic caregiver; a nurse who has given comfort or care to you, a family member, or friend; or it may be a nurse you work with?"

Statewide Honors continued on pg. 13

Compassionate Nurse





HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

Terry Honored with **Daisy** Nurse Leader Award



Devin Terry, MSN, RN, CNS-BC, CPHQ, director of clinical education and nursing practice and policy for UAMS, was honored as the recipient of the September 2021 UAMS DAISY Nurse Leader Award after being nominated by two co-workers. This award expresses gratitude for courageous leaders who work to foster an environment where compassion and courage can thrive.

One nominator wrote, “Devin Terry sets a high bar for the Clinical Education Department and does no less for herself. She has created an environment of trust, compassion, and respect with her honesty, willingness to listen, and continued desire to help with anything that needs to be addressed. Her ability to encourage and motivate staff coupled with her obvious wealth of knowledge allows her to guide this department towards a bright future.”

“Devin has an open door policy and turns nobody away. When you have a conversation with Devin you know you are heard, and she offers encouraging support and is a great resource for experienced and inexperienced nursing staff. When reaching out to Devin for advice on continued professional development for myself, she provided the nurturing and compassionate support any great leader possesses. Devin is a model of ethical behavior when topics come up regarding patient safety, as her role as the director of nursing policies helps achieve just that.”

Her nomination continued, “Devin’s advocacy skills are nothing short of amazing. She is continually bringing Clinical Education to the attention of many groups within the organization as partners for solutions and innovation.

By encouraging us to do our best and showcasing our department’s capabilities to others, we are well on our way to evolving into the department we always knew we could be. She is helping us be seen, giving us pride in what we do and what we can offer as a team. She also takes time to discuss the effects our efforts have on patient outcomes and staff satisfaction, which help drive our engagement due to our shared desire as nurses to continually improve patient and staff experiences.

“She is always actively investigating our individual professional interest, strengths, and opportunities for growth. She seeks out and offers projects, tasks, or opportunities very deliberately taking this information into consideration. It is great to feel that my leader has confidence in me and supports me. I have expressed my desire to grow in my role repeatedly and Devin has provided me several opportunities to do so. Her confidence in my current skills and potential for more helps me feel like I am in a good place and I can continue to invest in this department.”

Statewide Honors
continued from pg. 12

The Outstanding Nurse Educator is based on nominations focusing on a nurse instructor or colleague who has been a driving force in the growth, development, and promotion of the nursing profession.

Nominators submit a short essay expressing why they think the nurse is most deserving of being the Compassionate Nurse or Outstanding Nurse Educator of the Year.

UAMS is proud of the many UAMS nurses who have been nominated and recognized as finalist for many years for both awards dating back to 2006. This year UAMS had 31 nominees and six finalists, making 2022 the most honorees since the Nursing Expo began.

Nurse Educator



Michelle Gonzalez



Renee Joiner*



Leslie Pamungkas

Congratulations to Devin

for demonstrating the true
values of a DAISY Nurse Leader.



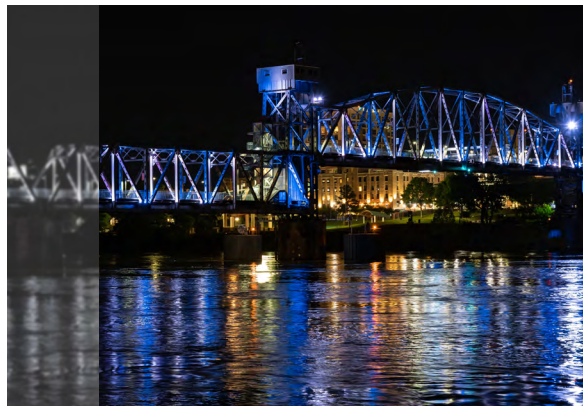
Nurses Honored for Strength During Nurses Week

2022

UAMS nurses **AR** rooted in strength



“UAMS Nurses AR Rooted in Strength” was the theme for Nurses Week activities at UAMS in May 2022. The week of festivities began on Thursday, May 5, with a kick-off ceremony in the Lobby Gallery featuring opening remarks by Chief Nursing Officer Trenda Ray, PhD, RN, NEA-BC, introduction of the Nurses Rock Committee, and a blessing of the hands by Susan McDougal, director of the pastoral care program at UAMS. The highlight of the event was the announcement of plans for a new garden to be built in honor of UAMS nurses on the west end of the Shorey Building along Hooper Drive.



On Friday evening, office buildings and bridges across the Arkansas River were lit up in blue and white lights in tribute to nurses across Arkansas. The bridges were lit to honor nurses at the suggestion of Ava Coleman, a member of the UAMS Nurses Rock Committee.

Photo credit Jean Prince

Week-long activities included selfie-stations, bingo cards, and fitness center and gift shop discounts at the hospital and the Cancer Institute.

The UAMS Center for Nursing Excellence held its tenth annual Professional Nursing Awards on Wednesday, May 11. For the first time since 2019 the ceremony was held in person, and was also available for viewing on Zoom and UAMS Nurses Facebook Live.

The Excellence in Advanced Practice Award was presented to Rosalyn Perkins, APRN, from the Institute for Digital Health & Innovation. She oversees the high-risk obstetrics telemedicine program and ensures that the program’s nurses have the skills needed to deliver care both in person and at a distance. She has worked in women’s health for most of her nursing career and all of her career as an advanced practice nurse. She has led the way in building a program that allows mothers to seek care



TOP TO BOTTOM:
H6 celebrates a 50% reduction in falls over the past year

From left: Donna Malone, Brittany Johnson, Rosalyn Perkins, Holly Jenkins, and Deborah K. Johnson.

Bingo card winner Angela Nduati, LPN

close to their home and include family to support.

Holly Jenkins, RN, from the Integrated Medicine Service Line (IMSL), was named the winner of this year's **Advancement of Nursing Practice Award**. This award recognizes outstanding accomplishment in a field of practice, education, or research and demonstrates the interdependence of these elements and their significance for the improvement of nursing and health care. She led the electronic medical record transition to Epic for all nurses in regional programs and went to each site to answer questions and follow up each training with continued virtual support. During COVID, she transitioned to many different roles in the IMSL, including working in the monoclonal antibody infusion clinic, administering vaccines for staff, and spending many hours assessing employees for return to work and taking care of any needs that were not being met for UAMS staff on COVID quarantine.

The Excellence in Nursing Education Award recognizes the work of outstanding nurses who show exceptional skill, innovation, and effectiveness in promoting education for nurses. This year's winner was Brittany Johnson, RN, from Clinical Education. As a Curriculum Development Specialist, she focuses on the clinical requirements new licensed and unlicensed employees need to begin working at UAMS. She also leads the Transition to Practice and Preceptor Workshop Programs, promoting and encouraging personal and professional development, cultivating critical-thinking skills, improving job satisfaction, and increasing retention of new graduate nurses by equipping them with the tools and confidence to overcome the challenges the first year of nursing presents.

Nurses Week continued on pg. 16

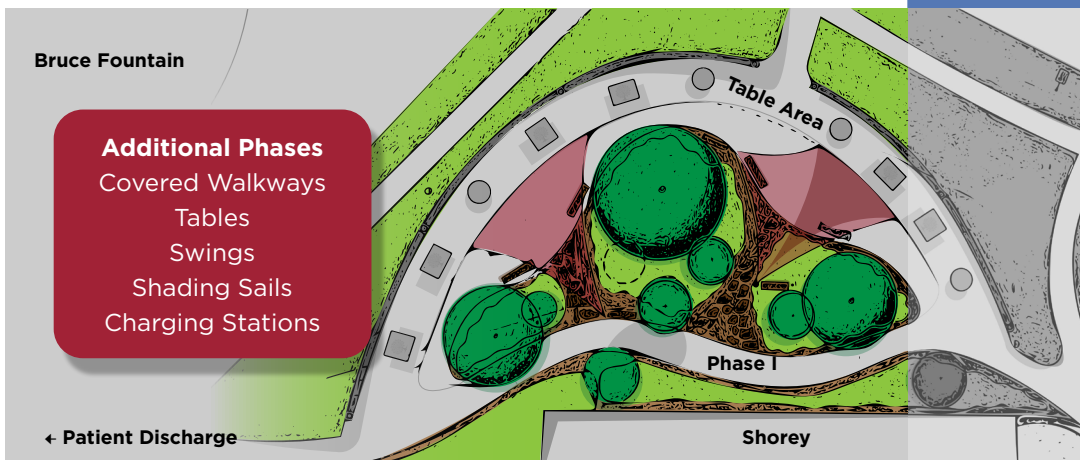
Circle of Excellence Awards



TOP TO BOTTOM:
Allison Atkinson, president of the UAMS Auxiliary Board, UAMS Chancellor Cam Patterson and (far right) Jennifer Huie, Interim Director of the UAMS Auxiliary and the Department of Volunteer Engagement, present Michelle Roberts with the Helen May Compassionate Care Award.

Trenda Ray and former CNO Mary Helen Forrest present Julie Atkins with the Mary Helen Forrest Legacy in Nursing Award.

UAMS Health Senior Vice Chancellor and UAMS Medical Center CEO Steppe Mette, Jennifer Huie, Allison Atkinson pose with representatives of E4 and the Team Impact Award they received in recognition of their care for COVID patients in the Intensive Care Unit over the previous two years.



Architectural plans for a new garden to be built in honor of UAMS nurses on the west end of the Shorey Building along Hooper Drive.



FOR EXTRAORDINARY NURSES

HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES

DAISY is an acronym for **D**iseases **A**ttacking the **I**mmune **S**ystem

The DAISY Foundation was formed in November 1999 by the family of J. Patrick Barnes, who died at 33 of complications of Idiopathic Thrombocytopenic Purpura (ITP). The nursing care Patrick received when hospitalized profoundly touched his family. There are now more than 4,650 healthcare facilities and schools of nursing in 29 countries

that are committed to honoring their nurses with the DAISY Award. Learn more about the DAISY Foundation at daisyfoundation.org.

The BEE Award (Being Exceptional Every Day) honors non-licensed staff who provide exceptional care for patients and families. Patient care staff includes patient care technicians, medical assistants and others in direct care roles.



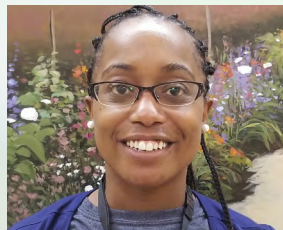
BEING EXCEPTIONAL EVERY DAY

The UAMS Center for Nursing Excellence congratulates the following 2021-2022 DAISY and BEE honorees.

July 21 Winners



Dasie Jackson, RN
F9 ENT/Orthopedic



Victoria Sullivan
Patient Care Technician
F4 Trauma/Progressive Care

August 21 Winners



Jonathan Keizer, RN
E4 Medical/Neuro ICU

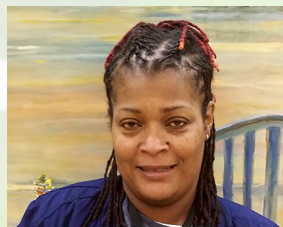


Amanda Nelson
Patient Services Associate
F8 Cardiac Progressive Care

September 21 Winners



Cimi Ward, RN
H7 Medical Oncology



Rose Warren
Patient Service Associate
F7 Stem Cell Transplant

October 21 Winners



Stephanie Miller, RN
Solid Organ Transplant

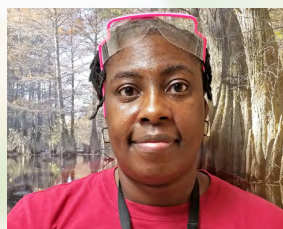


Lauren Hoyle
Patient Services Associate
F7 Stem Cell Transplant

November 21 Winners



Amanda Lobbs, RN
Float Pool



TaLesia Lewis
Patient Care Technician
H6 Hospital Medicine

December 21 Winners



Tanika Pittman, APRN
Cancer Infusion B



Etucia Whitman
Patient Services Associate
One Day Surgery PACU

January 22 Winners



Scott Dawson, RN
One Day Surgery
Perioperative Care



Belinda Moody
Patient Service
Coordinator 2
Perioperative Care

February 22 Winners



Ashli Roussel, RN
Float Pool



Kevin Castle
Patient Services Associate
E4 Medical/Neuro ICU

March 22 Winners



Cheyenne White, RN
E6 Mother/Baby Unit



Wayne Lee,
Patient Services Associate
PRI Child Diagnostic Unit

April 22 Winners

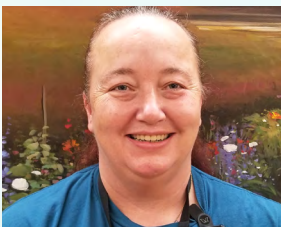


Stacy Pierce, RN
H4 Trauma/Surgical/
Cardiovascular ICU



Glenda Hughey
Patient Care Technician
Float Pool

May 22 Winners



Sonia Criswell, RN
F4 Trauma/Progressive
Care



Tonya Meadows
Patient Services Associate
H8 Neurology/Neurosurgery

June 22 Winners



Amy Hale, RN
F9 ENT/Orthopedic
Surgical Specialties



Oties Ross
Access Coordinator III
Eye Institute

**Because a DAISY can't survive without a BEE
and a BEE can't survive without a DAISY**



Thank a Member of Your Care Team

We proudly offer the **DAISY Award** to recognize nurses who provide skillful and compassionate care and the **BEE Award** to honor other care team members for going above and beyond.



Scan QR Code to nominate and share your story about the compassionate and extraordinary care you received by any of our UAMS team members.

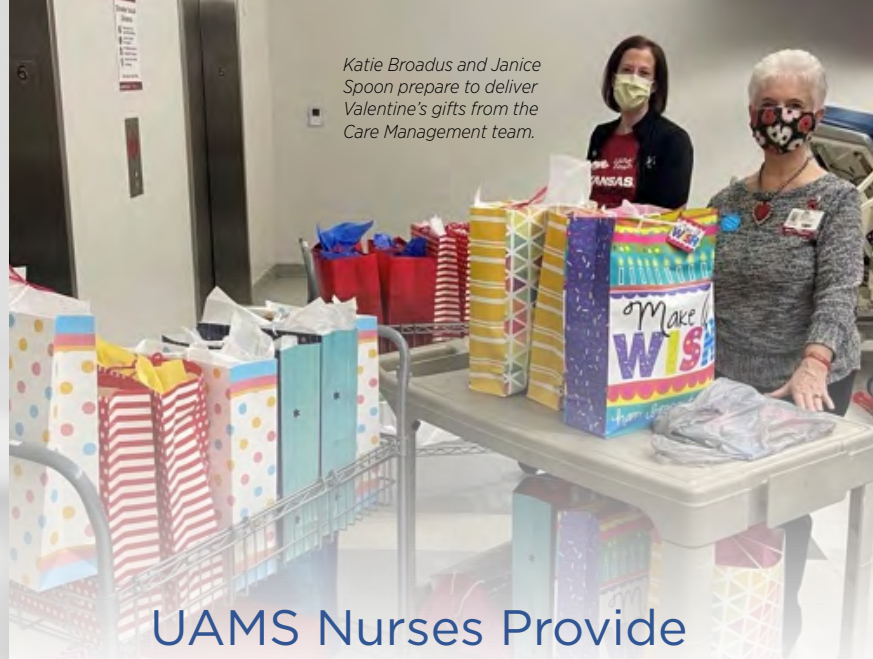
To learn more visit uams.health/DaisyBee

The Outstanding Community Service Award, which recognizes the contributions of an individual nurse, both professionally and/or voluntarily, for continuous service activities performed based on the needs of the community, was presented to Donna Malone, RN, from the Care Management Department. She leads the department's community service efforts, which this year included providing care packages for more than 200 nursing home residents, toys, food and care items for shelter animals and meals for the homeless community. She also provides welcome baskets for new members of the department.

Deborah Johnson, RN, senior director of the Cancer Service Line, was honored as this year's recipient of the **Betty Casali Transformational Leadership Award**, which honors specific qualities that resulted in empowering/encouraging others to achieve a positive outcome. Under her leadership, the Cancer Institute nursing team moved two infusion centers and several oncology clinics, worked through the pandemic to safely care for patients and staff and met weekly to discuss hot topics, and celebrate accomplishments.

Four nurses who died in the past year were also honored at the ceremony. Mary Johanna Wankum, 73, passed away on Sept. 4, 2021. She worked in the UAMS Neonatal Intensive Care Unit for more than 35 years. Sheryl Peters, 54, died April 18, 2022. She served as a patient services coordinator in Medical Records. Becky Sue Culver, 59, died on Feb. 8, 2022. She had 40 years of nursing experience and most recently worked in the Emergency Medicine Service Line. Alanda Leavy, 52, died on Jan. 10, 2022. She was an RN case manager at UAMS.

Thank you to the 2022 UAMS Nurses Rock Committee who volunteered their time, creativity and passion to recognize their peers and teams. Susan Erickson chaired the committee and planned the week's activities along with committee members Cathy Buzbee, Ava Coleman, Tammy Drake, Stephanie Holder, Sou Irani, Chandani Patel, Jean Prince, Becky Sartini, Rebekah Thacker and Melissa Tillman.



Katie Broadus and Janice Spoon prepare to deliver Valentine's gifts from the Care Management team.

UAMS Nurses Provide **Community Support**

Giving back to the community is part of the nursing culture at UAMS. Community service projects are facilitated through many avenues and embraced in each area, clinic or unit across UAMS Health. The following are just a few of the many ways UAMS nurses and staff donated generously to those in need during the past year.

More than 40 UAMS nurses supported the Little Rock Marathon in on Nov. 20 and 21, 2021, as part of the UAMS Medical Team. These nurse volunteers provided medical treatment for runners including administering fluids, dressing blisters, treating low blood sugar and other minor issues.

The Institute for Digital Health & Innovation (IDHI) Stroke Program collected cleaning supplies and donated them to their next door neighbor, the Home for Healing in December 2021. The Home for Healing provides support for parents of NICU babies, individuals and their caregivers undergoing cancer treatment and caregivers of patients in the UAMS intensive care units by offering convenient and free lodging in a peaceful and restorative environment on Markham Street across from the UAMS Medical Center.

Also in December, the **Cancer Institute's Unit-based Council** coordinated donations from 14 individual clinics throughout Little Rock of books, gloves, hats, and toys for the "Stuff the Stockings" holiday drive and provided supplies for two UAMS Head Start classrooms.

In February 2022, the **Care Management STRONG (Strengthen, Team Build, Retain, Optimize, Network, Give Joy) Committee** collected donations to purchase blankets and stuffed animals for nursing home residents in Central Arkansas. More than 240 care packages were delivered in time for Valentine's Day to several facilities for residents who do not have regular family visits.

Special thanks to Donna Malone, RN Case Manager Donna Malone, BSN, RN, CCM, for taking the lead on this special project and to Katie Broadus, MSN, RN, CCM, Janice Spoon, and Carmen Coody, LCSW,, Licensed Certified Social Worker who made sure all the care packages were safely delivered to the recipients.

The Surgical Specialty, Eye Institute and Transplant Clinics Council collected more than 200 food items to donate to the UAMS Stocked and Reddie Food Pantry in March. Stocked and Reddie provides healthy food options for employees, students, residents and interns at Arkansas Children's and UAMS.

PHOTOS LEFT TOP TO BOTTOM:

(From left) Katie Broadus and Janice Spoon prepare to deliver blankets and care packages to nursing home residents.

UAMS nurses supporting the 2021 Little Rock Marathon included (back row, from left) D'Anna Williams, Trenda Ray, Cynthia Brown, Ed Horton, Becky Sartini, and Deborah Golden and (front row, from left) Kim Waldron, Carol Brizzolara, Jessie Patton and Leilani Baitlon.

(From left) Ashley Parker, British Love, Angela Bishop, and Angela Armstrong gather donations for Stocked and Reddie.

Surrounded by holiday gifts are (from left) Crystal Huddleston, Lauren Briggler, Paige Sapp, Jennifer DeVore, Amanda Frost, Ashleigh Spears and Kelly Winsor.

Posing with cleaning supplies for the Home for Healing are IDHI Stroke Program team members (back row from left) Baylee Field, Ariel Washington, Suzanne White, Trish Maynes and Olivia Wilson and (front row, from left) Jennifer McCurry, Julia Weatherford, Denetra Brown and Lori Berry.



40 UAMS nurses supported the Little Rock Marathon

240 care packages delivered

14 clinics donated to Stuff the Stockings

200 food items donated to UAMS Stocked and Reddie Food Pantry

Ambulatory Nurses Speak Up, Resource Nurse Program Returns

Decision-making structures and processes that establish standards of practice and address opportunities for improvement are known as shared governance. Shared governance is a core tenet of Nursing Excellence and demonstrates that the organization engages with frontline staff to address concerns and areas of improvement.

Over the past two years the **Ambulatory Nursing Quality, Safety, and Experience Council (NQUEST)** has grown and matured into a dynamic and purpose-driven team of ambulatory nurses. This council has shown exemplary professional practice by exploring ways to “partner with patients, families, support systems, and interprofessional teams to positively impact care and outcomes.” Council members are committed to raising issues focused on ambulatory care areas to make a positive impact for nurses and patients.

The following example demonstrates the strong engagement of the Ambulatory NQUEST council. In 2021, a Cancer Service Line representative asked the Ambulatory NQUEST council why ambulatory nurses no longer have an opportunity to participate in the UAMS Resource Nurse Program.

This program allows UAMS RNs to apply to participate in a program aimed at improving a patient care outcome while being supported by UAMS Quality, Safety and Performance Improvement experts.

In discussing the loss of this program, ambulatory leadership said they felt the weight of not having dedicated resources to help with quality initiatives. Additionally, engagement of ambulatory nurses in quality initiatives declined after funding cuts to the Resource Nurse Program.

Ambulatory NQUEST Chair Brenda Willet RN, BSN, from the Surgical Service Line asked the co-facilitators to raise this issue with service line nursing directors and Chief Nursing Officer Trenda Ray, PhD, RN, NEA-BC. They approved the request and helped secure funding for the idea.

The council facilitators then met with senior quality and safety leaders, where it was enthusiastically approved.

The Resource Nurse Program will return to ambulatory care settings in July 2022 with 18 nurses participating in the program that runs from July 2022 to March 2023. These ambulatory nurses will take on 15 improvement projects. Projects were determined by service line leadership based on the service line strategic plan. They cover a wide range of topics from increasing the percentage of Tdap vaccinations during pregnancy to diabetic foot examination compliance.

Once completed, projects will be discussed at Ambulatory NQUEST Council meetings so results can be shared with other ambulatory areas experiencing similar challenges

UAMS Nurses Present at Research Conferences

Eleven UAMS Health nurses participated in the Arkansas Nursing Research Conference on April 8, 2022. The conference was held virtually through Zoom for the second year in a row, with presenters from UAMS, CHI St. Vincent's, Central Arkansas Veterans Hospital, and Arkansas Children's Hospital. Presentations included e-posters, podium poster speed sessions, podium presentations and the Top 10 student posters. One of these student posters was "Impact of Financial Incentives on COVID-19

Vaccination Rates" by Allison Renfro, BSN, RN, from the UAMS Family Medicine Clinic.

"Impact of Financial Incentives on COVID-19 Vaccination Rates" was accepted for a podium presentation at the 2022 Southern Nursing Research Symposium. Associate Chief Clinical Informatics Officer for Nursing Donna Elrod, PhD, and nurse informaticist Eva Gerbitz, MSN, RN, traveled to New Orleans to present the research they conducted at UAMS. As part of their research, nurses in select

units used paper surveys at the end of their shift to rank their patient assignments according to nursing workload. These surveys were compared to EPIC's automated Nurse Workload Scoring system.

The goal was to determine whether the Nurse Workload Scoring system in EPIC adequately mirrored the lived experience of bedside RNs caring for patients. The results of this study validated that EPIC's nurse workload score correlated with the nurses lived experience for the participating units.



Authors/Presenters	Title	Professional Practice Model Component
Podium Presentation		
Jason Lewis, BSN, RN Trenda Ray, PhD, RN, NEA-BC Patricia Cowan, PhD, RN (faculty) Mary Frances Dooley, BSN, RN (staff) Natalie Cannady, Med (faculty)	A Wellness Retreat to Improve Nurses' Self-care and Wellbeing, and Reduce Burnout	Research
Podium Poster Speed Session		
Misty Williams, MSN, RNC-NIC Rebecca Sartini, DNP, RNC-NIC Rebecca Smith, MNSc, RNC-NIC	Performance Improvement during a Pandemic: Engaging Parents and Preparing for NICU Discharge through Digital Education	Quality Improvement
E-Poster		
Mylene Crouthamel, MNSc, APRN, FNP-BC	Increasing ADA Compliance in Managing Patients with Diabetes, A Quality improvement Project	Quality Improvement
Jordan Curtis, BSN, RN Natalie Capps, PhD, RN (faculty) Katrina Donovan, MA Clare Nesmith, MD	Catheter Securement Impact On PICC-Related CLABSI: A University Hospital Perspective	Research
Tina Pennington, MNSc, RNC-NIC Alyssa Robinson, BHS, BSN, RN	A Tough Assessment for NICU Nurses: Evaluating the Effectiveness of a Modified Finnegan Education Module	Research
Carmen Peret Hathaway, MNSc, ACN-PC-AG, CCRN, APRN, CNP Pam LaBorde, DNP, APRN, CCNS (faculty)	Bridging Communication Barriers in the NICU with Telemedicine: A Case Study	Quality Improvement
Top 10 Student Poster		
Allison Ivy Renfro, BSN, RN	Impact of Financial Incentives on COVID-19 Vaccination Rates	Systematic Literature Review

Nurse informaticist Eva Gerbitz presents findings from the research she helped conduct at UAMS on the accuracy of EPIC's Nurse Workload Scoring system.

Nurse-Initiated Change Improves Care in the ED

Historically emergency departments across the nation have struggled with high blood culture contamination rates, and UAMS is no exception. The UAMS Emergency Department (ED) has struggled with blood culture contamination rates that are higher than the national average for years.

Department nursing staff face challenges such as the acute phase of illness in which patients present to the ED, high patient volume, and demand for rapid completion of tasks to ensure throughput. This push for efficient patient flow makes it difficult for nurses to adopt a cumbersome new process that can add time to their existing workload.

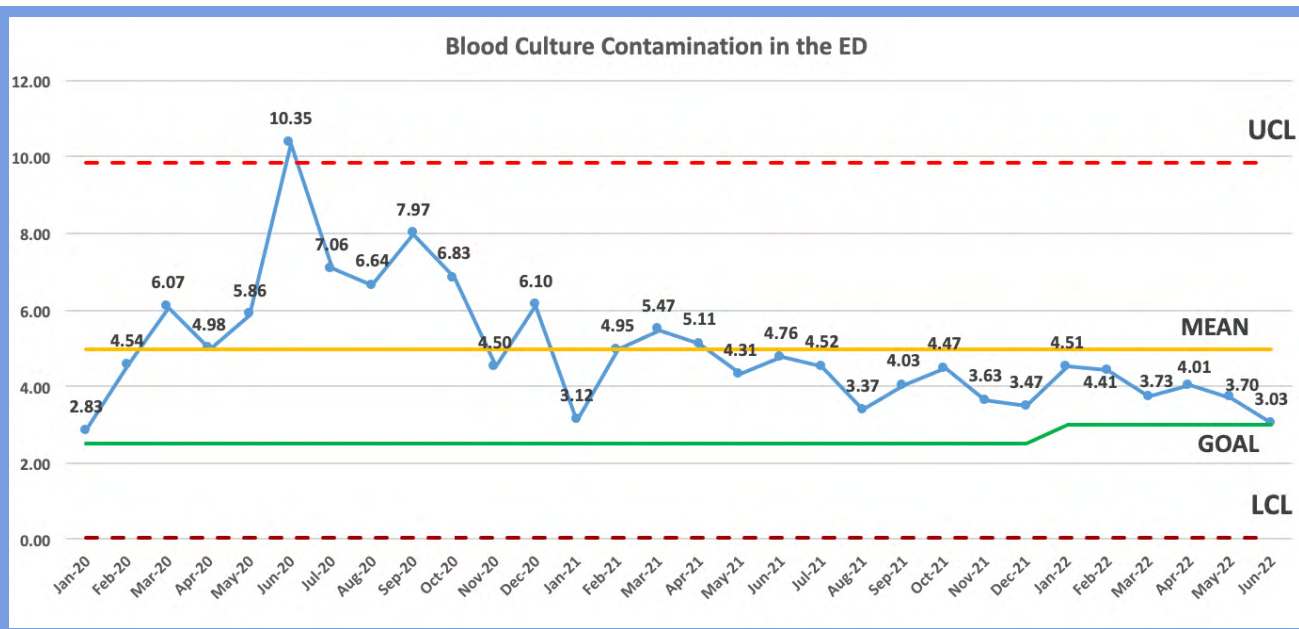
The UAMS department tried multiple projects focused on reducing contamination rates without success. Some previous blood diversion options were expensive and cumbersome for nurses to incorporate into their workflow, so adoption was not high. Knowing that false positives can cause patients to have extended

hospital stays, incur additional expenses, and be subjected to unnecessary treatment, UAMS kept trying different options.

The ED leadership team and RN-V Sarah Goodhart, MSN, CPNP, conducted a literature review to explore new, innovative methods to address the contamination rate. They found a randomized clinical trial which tested using an additional lab tube to reduce contamination by diverting the first few ccs of blood obtained at venipuncture before aspiration of blood cultures.

Skin bacteria, which are the most frequent cause of blood culture contamination, are found not only on the skin surface, but also in subdermal layers. These bacteria enter the needle and are then aspirated into the blood culture bottles, causing contamination. The use of diversion devices like those tried in January 2021 adds substantial costs to the organization and has also been a staff dissatisfier.

The study using non-additive tubes found a 60% decrease in contamination rates with this





change in the workflow, so UAMS began a trial in November 2021. These new tubes cost \$0.11 each compared to other proprietary diversion products that were previously trialed at \$7 each. The department also learned that the American Society for Microbiology and the Clinical Laboratory Standards Institute set a national target at 3%, so the UAMS target was adjusted up to 3%.

“While we have not yet reached our 3% target, we have seen significant improvements,” said Senior Nursing Director for the Emergency Medicine Service Line Julie Atkins, RN. “This is the first time in three years that we have implemented a change that has shown sustainable improvements.

“The significant reduction in blood culture contamination rates in the ED is an example of clinical nurses identifying a problem, researching literature, and implementing evidence-based practice to improve patient safety and reduce cost,” she said. “We’re grateful to Sarah for leading this project and hope more nurses will step forward to help improve patient care in a ways that are sustainable for our staff.”

Sample of nursing personnel required to care for one trauma patient in the Emergency Department.

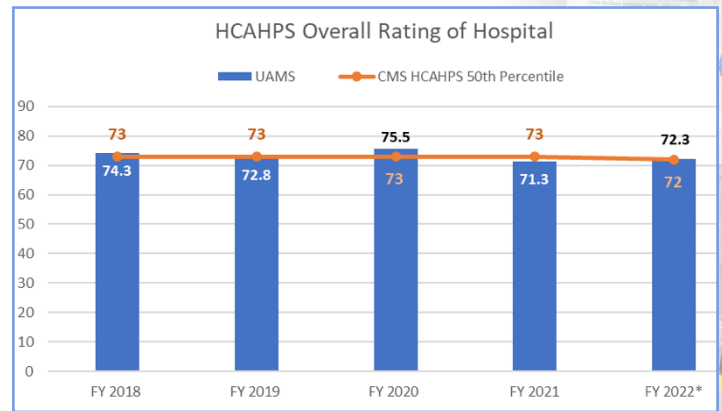


Patient Experience Data Reflects Commitment to Patients

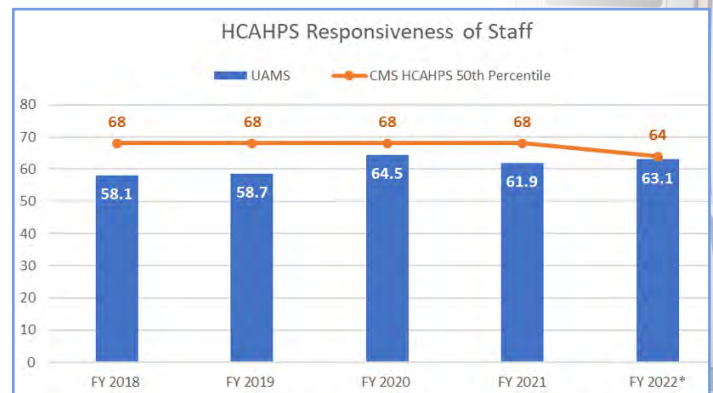
UAMS is dedicated to providing safe, quality and efficient care throughout the enterprise along with an exceptional experience for patients and families. The mission of the Patient Experience office is to collaborate with and support staff, lead data-driven improvement, and engage patients and families, along with staff, in patient- and family-centered care practices to create an exceptional experience for all UAMS patients. A key component to providing excellent experiences is the partnership between the office of Patient Experience and UAMS Nursing.

UAMS continues to receive a high number of “top box” scores and perform at or above the Center for Medicare and Medicaid Services (CMS) 50th percentile on many of the CMS Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) dimensions. UAMS patients continue to give the hospital a high rating overall, and the majority of patients say they would definitely recommend UAMS to their family and friends. Because of timing, the graphs below use data from NRC Health and do not represent official CMS results. They show patient experience metrics that demonstrate areas where nursing staff contribute to a positive patient experience at UAMS.

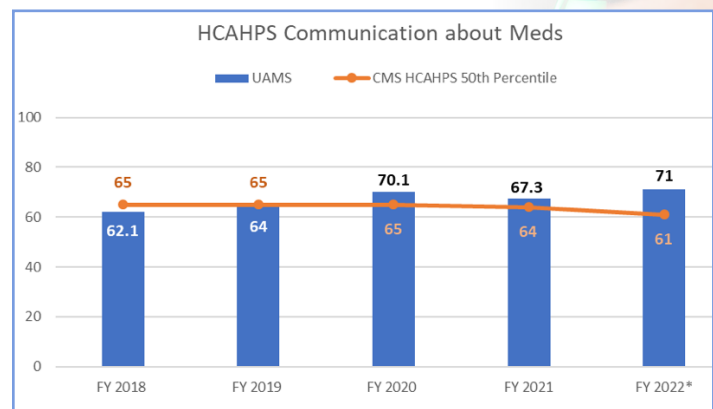
As part of ongoing efforts to reach the goals set in Vision 2029, the UAMS strategic plan, UAMS staff focus on facilitating good outcomes for our patients. Responsiveness to call lights improved as nurses worked hard to change their workflow patterns, communication about medications and care transitions both showed improvement, and efforts to enhance communication between care providers continued to move forward to improve the overall experience for UAMS patients and families.



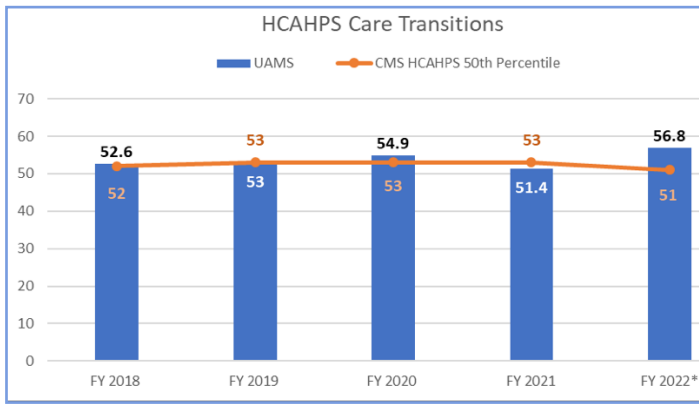
Overall rating of the hospital increased from previous fiscal year and was above the CMS median of 72. *through June 20, 2022



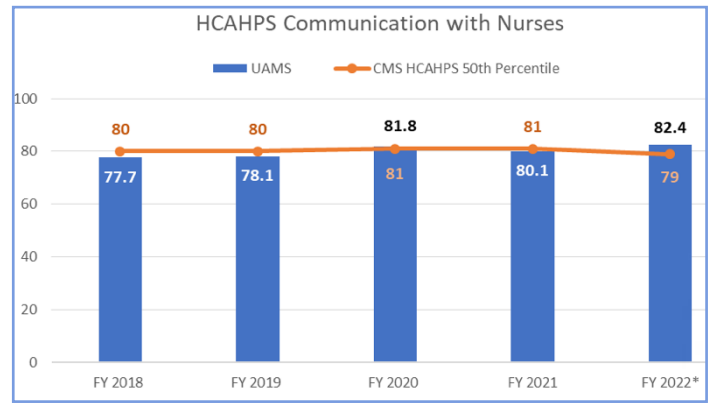
Responsiveness to patient needs has shown improvement even as the national median for this dimension dropped over the past year. *through June 20, 2022



Communication about meds, meaning staff explained possible side effects of new medications and discussed with the patient the purpose of medications, increased from the previous fiscal year even as the national benchmark score continued to decrease. *through June 20, 2022



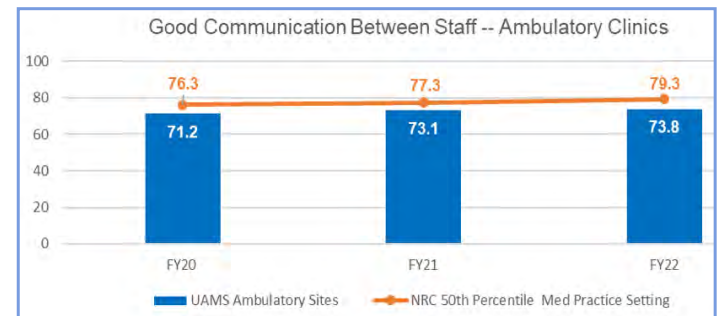
Scores for Care Transitions, which looks at whether staff take preferences into account, patients understand how to manage their health and the purpose of medications, rebounded from previous fiscal year and once again exceeded the national benchmark. *through June 20, 2022



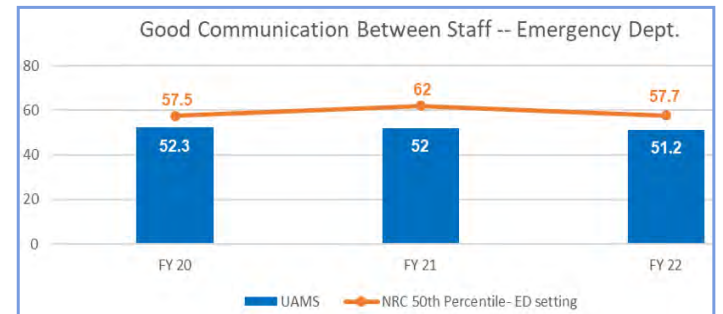
Nursing communication scores (listening, explaining things in an understandable way, and treating patients with courtesy and respect) increased in the last fiscal year and once again exceeded the national average. *through June 20, 2022

Ambulatory Metrics

UAMS is committed to providing a positive experience in the ambulatory setting in central Arkansas and 26 UAMS clinics throughout the state. Good communication between doctors and nurses is essential for quality outcomes for patients and good experiences for both patients and staff. Scores for communication efforts between staff reflect some improvement, and UAMS continues to work toward its goal to exceed the national average in both ambulatory clinics and the Emergency Department.



Percent most positive responses for all ambulatory clinics compared to vendor 50th percentile in the medical practice setting.



Emergency Department performance compared to vendor 50th percentile in an emergency setting.

Units Honored for Safe Care

As part of its journey to become a high reliability organization, UAMS recognizes patient care units for safe care. High reliability awards are presented monthly to units based on six critical safety events: CAUTI, CLABSI, C difficile, MRSA, falls with injury, and hospital acquired pressure injuries.

High reliability organizations create a culture of safety, use tools and approaches to create sustainable and consistent workflows and systems to decrease and eliminate safety events and transparently share their event data and celebrate areas that achieve yearly event-free milestones.

Below is the list of High Reliability Awards presented during the past year. These awards show our progress toward becoming a high reliability organization.

	CAUTI	Cdiff	CLABSI	Falls	HAPI	MRSA
One Year	E7, F7, H7, H9	E4, F4, H8, H9	A5MS, F6, F8, H8, H9	E4	F7	E4, H7, H8
Two Years	F9	H6				A4, F7, F9
Three Years	A7, H6		A7	A5, CDU, E5		A7, H9
Four Years	E5		A4	F/H5	A4	F8

Nursing Quality Indicators

The UAMS Nursing Service Line measures important aspects of quality of care by participating in the National Database for Nursing Quality Indicators (NDNQI). The NDNQI was established in 1998, and more than 2,000 U.S. Hospitals submit data, including 98% of Magnet-recognized hospitals.

The following graphs show how UAMS performed in five of these quality measures over the past year. Teams bringing together physicians, administration, nursing leadership and staff are actively working to decrease the occurrence of these events in the hospital. When any of these events occur, UAMS conducts an apparent

cause analysis to identify opportunities to reduce the risk of these events occurring in the future.

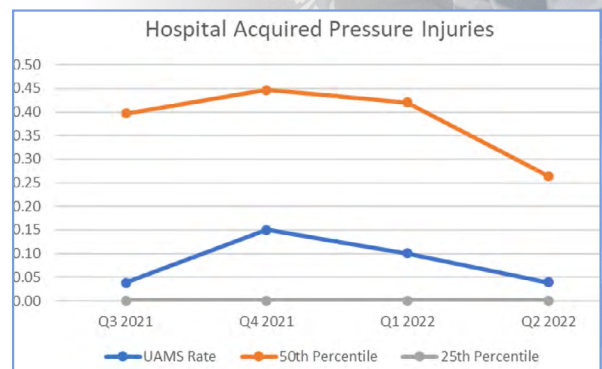
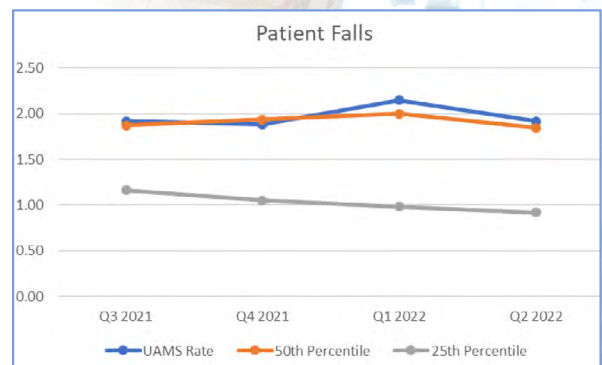
For the measures on this page, UAMS is performing better than the national median when the blue line is below the orange line.

The three infection measures compare our performance against a risk-adjusted expected infection rate based on the acuity of our patients. UAMS is performing better than expected when the blue line is below the orange line. Our ultimate goal is “zero” for all five of these measures.

Patient Falls

Patient falls are one of the most frequent adverse events in hospitals. Most falls do not involve injury, but any fall is considered a potential injury and is critically evaluated. All UAMS patients are assessed for fall risk using a nationally-recognized assessment tool that was developed here at UAMS. This tool helps determine which interventions should be put in place to help prevent a patient from falling. Patients and families are educated on fall risks and often serve as the best deterrent.

In the event of a patient fall, the care team “huddles” to discuss the circumstances that led to the event. This discussion includes the patient and his or her family. As appropriate, steps are taken to reduce the risk of a recurrence. For most of the past two years, UAMS has hovered around the national median on this measure. In 2022, UAMS plans to implement a remote patient video monitoring program to reduce the risk of falls even further.



Hospital-Acquired Pressure Injuries (HAPI)

Hospital-acquired pressure injuries typically occur with patients who are immobile and may have a compromised nutritional status. Patients who develop HAPIs are at risk for other adverse events and typically have a prolonged stay in the hospital with increased resource consumption. While some HAPIs are unavoidable, efforts are made to prevent them by frequently turning patients, using skin protectants, providing specialized sleep surfaces and addressing

nutritional deficiencies.

While UAMS performance is better than the 50th percentile, process improvement has enabled us to improve this performance even further.

Every HAPI that occurs is given a focused evaluation for any systematic issues or specific causes to identify opportunities to reduce the risk of occurrence to other patients.

Central Line Associated Blood Stream Infections (CLABSI)

Access is vital for blood collection and medication administration when treating critically ill patients. Some treatments require access to the major vessels of the body. Along with this access comes the risk of infection. Evidence-based practices that help prevent these infections address the manner in which the access is obtained and how the port is maintained. The CLABSI rate is determined by comparing the number of infections with the total number of days patients have a central line in place. UAMS has performed well on this measure, but an increase was observed during the months Arkansas experienced an increase in COVID cases. The UAMS rate returned to below the expected rate as the pandemic eased.



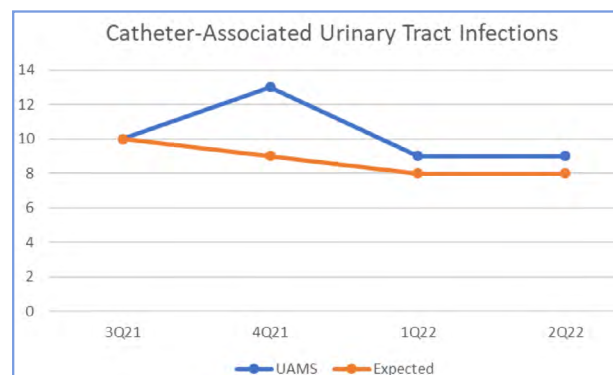
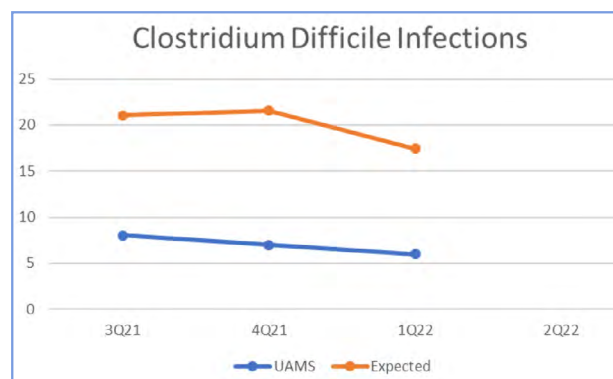
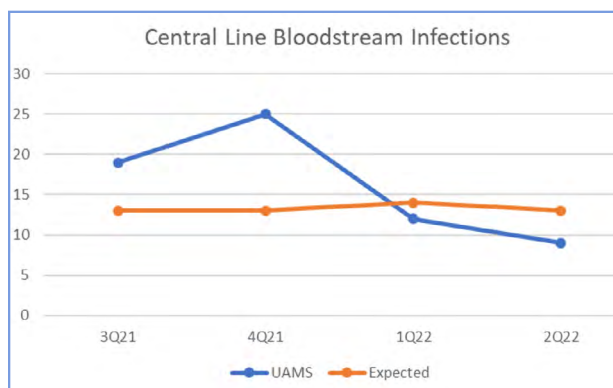
Clostridium Difficile Infection

Clostridium Difficile (CDiff) is a bacteria that many people are colonized with. When a person's normal flora of gut bacteria is healthy and everything is in balance, the individual will not be aware they are colonized unless special testing is done. The problem arises when a colonized individual receives an antibiotic which upsets the balance of normal flora in the gut. In this case, CDiff can overgrow the normal flora and cause colitis, which can have serious implications for patients. Another issue that gives rise to CDiff colitis occurs when a person receiving an antibiotic is infected with CDiff from another person. Hospitals monitor their CDiff rate against very specific criteria, which are intended to distinguish infections that occur within the hospital. Over the past year, UAMS has focused on correctly applying these criteria to ensure that cases being counted are truly hospital-acquired. Rates at UAMS have historically been lower than expected, but this focus on accurate application of the criteria has led to an even further decrease in hospital-acquired CDiff rates.

Catheter-Associated Urinary Tract Infections (CAUTI)

Indwelling urinary catheters are often appropriate in the treatment of a wide variety of conditions. Unfortunately, they are also a potential source of infection for patients. The risk can be minimized by careful insertion practices, maintenance of the site and discontinuing catheters as early as possible. This measure can be falsely elevated if cultures are not carefully collected or cultures are requested only when

specific criteria are met. UAMS has performed above the national median in two-year running performance for CAUTI. As a result, this measure has been the focus of improvement activities including weekly review and analysis of all cases, monitoring adherence to evidence-based practices, daily review of the continued need for catheters and consideration of alternatives, such as external catheters, which have a lower risk of infection.





2022 Nursing at UAMS Health

1844 UAMS Nurses

90 New Graduate RNs Hired

87

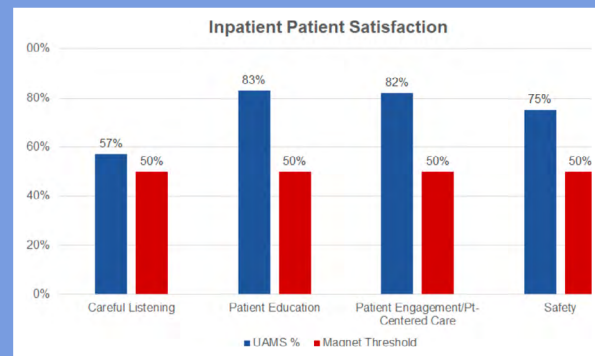
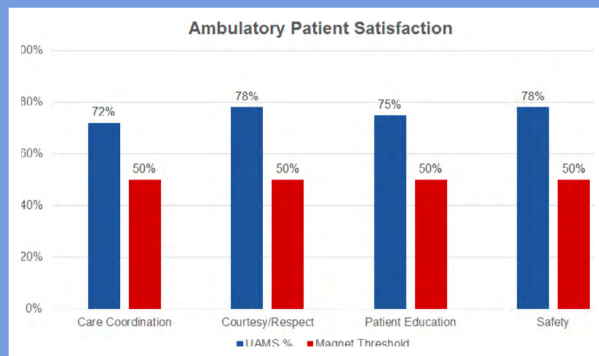
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