

2020 ANNUAL

# NURSING REPORT

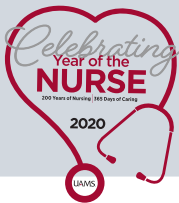


UAMS Health

## 2020 ANNUAL NURSING REPORT

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# From the CNO

## Greetings!



Like other healthcare institutions around the world, UAMS prepared to celebrate and honor nurses in 2020, the Year of the Nurse, as designated by the World Health

Organization. Little did we know what a year this would be for nursing.

At UAMS, we spent the later part of 2019 and the first few months of 2020 focused on quality and safety initiatives, including a major campaign focused on hand hygiene, education and training on the fall prevention features of the new beds which arrived in the summer of 2019, and unit-based programs on infection prevention. We also worked on programs to reduce workplace violence and increase employee wellness.

I learned of Schwartz Rounds at a conference several years ago and knew immediately that this was something that our hospital staff at UAMS would benefit from. After several months of planning, we held our first session in June 2019, and the response has been overwhelmingly positive. Panels have discussed everything from the death of a colleague to discrimination and employees as patients, and I'm grateful we have been able to continue these sessions virtually and include even more front-line care givers.

When COVID-19 came to UAMS in March, our nurses were ready. We had the good fortune to learn best practices from

other parts of the country where the virus hit several weeks earlier, and our supply management team made sure we had all the personal protective equipment needed to keep our employees safe. Our infection prevention team made sure all our staff knew how to protect themselves from infection, and our leadership team committed to open and transparent communication from day one.

One of the silver linings of the pandemic is that the public has learned to appreciate and support healthcare professionals as the true heroes they really are. This year's Nurses Week was one we will all remember, complete with military plane flyovers and an amazing outpouring of community support.

All I can say is I wouldn't want to go through a pandemic, or any other crisis, with any other team. Our nurses are hands down the best group of healthcare professionals I have ever worked with, and they faced and conquered every challenge presented. We don't yet know what we will face as the pandemic continues, but I am confident UAMS nursing will be able to handle it.

I hope this report helps you see what makes our nurses the heart of UAMS.

A handwritten signature in black ink that reads "Trena Ray".

**Trena Ray, PhD, RN**

*Chief Nursing Officer, Associate Vice Chancellor for Patient Care Services, Clinical Assistant Professor, UAMS College of Nursing*



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

## Our Vision

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

**Together**  
we set the pace.

## Our Philosophy

### **P**rofessionalism

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.

### **A**ccountability

(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.

### **C**ommunication

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.

### **E**xcellence

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.

# 2020 STRATEGIC PLAN

## UAMS Nursing set the following goals as part of its 2020 Strategic Plan.

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.

### Nursing Service Line

- Reduce falls, pressure injuries, CAUTI, CLABSI and improve patient experience.
- Achieve Magnet designation within five years.
- Maintain staffing and productivity levels at the 35th percentile.
- Identify system to provide pre-discharge patient education and post-discharge calls for all discharged patients.
- All managers will achieve 90% compliance for completing required employee engagement action plans within three months of receiving results.
- 90% of managers and directors and 50 percent of staff will complete UAMS Fair and Just Culture training.
- Improve workflows for the administration and referral of advance directives in inpatient settings and ambulatory clinics.
- 100% of departments will have cascade plans aligned with Vision 2029, including employee goals that connect to Vision 2029.
- At least 50% of all Patient Care Services employees will be able to identify at least one strategic goal in Vision 2029.

### In partnership with other Service Lines

- Increase care management services by 5% for UAMS attributed PCP/ACO patients.
- Reduce at least one inefficiency/streamline process for PYXIS and special ordering.
- Standardize procedures to reduce inefficiencies for at least one high-volume ambulatory procedure per year.
- Increase number of disease-related education classes offered to patients in Centers for Medicare and Medicaid (CMS) readmission penalty groups. Continue to screen 80% of new primary care patients for Social Determinants of Health (SDOH).
- Ensure professional extenders conduct SDOH screening for 90% of ambulatory patients.
- Increase number of patients served by House Calls and wound care clinic and flexible dialysis clinic.





# From the Frontlines of a Pandemic

**Throughout** the first three months of COVID-19, UAMS nurses continued to do what they do best, rising to the challenges of caring for patients with calm compassion in an atmosphere of almost overwhelming anxiety, fear and exhaustion. UAMS offers a variety of wellness resources to help employees cope with the stress and fatigue they face, helping them endure the long days of the pandemic.

UAMS quickly realized the need for fast, efficient testing and screening of symptoms and constructed a drive-thru screening and testing site that saw several hundred patients a day within the first few weeks of opening mid-March. Nurses were reassigned from clinics to the screening and testing site from day one, braving both hot and cold temperatures, wind, rain, humidity, loud vehicles and frightened patients and families. As the weeks continued, staff became more efficient, opening multiple lanes of traffic and testing as many as 500 patients a day. By June 30, nearly 20,800 patients had received care.

As the number of COVID positive patients began to rapidly increase, the demand for inpatient nurses increased as well. Nursing leadership structured a team nursing model, and ambulatory nursing and unlicensed staff redeployed to inpatient areas. A “clean” ICU was set up in PACU, and training for care in Med/Surg and ICU was expedited. In all, nearly 500 nurses and unlicensed staff were trained and redeployed to areas other than their home units.

In order to protect staff providing care to COVID positive patients, a Dofficer program was put together by the nursing quality department. Redeployed staff became ‘Dofficers,’ and for almost three months, they worked shifts from 7 a.m. to 11 p.m. to educate healthcare workers about PPE and monitor proper donning and doffing. During this time, there was not a single transmission of COVID from a patient to a healthcare worker at UAMS.

During this same period, seven UAMS nurses and two respiratory therapists flew from Little Rock to New York City on April 18 and spent several weeks helping care for COVID-19 patients at New York-Presbyterian Brooklyn Methodist Hospital, which was treating a large number of COVID-19 patients.

In late May, UAMS expanded testing from the drive thru screening and testing site on the main campus to mobile testing sites across the state in communities where COVID-19 screening and testing were not readily available. By the end of June, the mobile testing unit had conducted more than 2,000 screenings or tests and provided patient education materials in both English and Spanish.

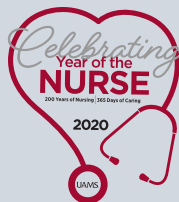
Nurses Week 2020 also looked very different than previous years, as traditional activities were transitioned to a

virtual format. An outpouring of love from the community continued, with donations of food, goodies and well wishes. The Bulldog Squad’s Hearts in the Sky and the Blue Angels both performed flyovers to demonstrate gratitude and appreciation for healthcare workers. The Center for Nursing Excellence hosted a Cloth Mask Contest with over 100 submissions. The Nurses Rock Committee hosted the first Facebook live CE to over 1,000 followers. For Florence Nightingale’s 200th birthday celebration, a historical display, entitled ‘Looking Back 200 Years’ was presented in partnership with the UAMS College of Nursing to commemorate The Year of the Nurse.

In summary, throughout the first months of COVID-19, UAMS nurses continued to do what they do best, rising to the challenges of caring for patients with calm compassion in an atmosphere of almost overwhelming anxiety, fear, and exhaustion. Nurses remain on the frontlines, grappling with a long battle against a destructive virus and continue to provide excellent care to Arkansas.



# YEAR OF THE NURSE: 200 Years of Nursing, 365 Days of Caring



The Hospital Gift Shop featured a display of gifts for nurses.



Among the many outpourings of community support was this sign outside the hospital.

Even though COVID restrictions prohibited the traditional professional practice fair, award ceremonies and other festivities during Nurses Week, UAMS found innovative ways to celebrate, including a mask content, ads and articles featuring UAMS nurses, and a display in the hospital lobby showcasing nursing artifacts dating back to the 1880s.

Several UAMS Nursing Facebook posts during the week had more than 1,000 views, including a nursing tribute video by CNO Trena Ray, the face mask contest, and a presentation titled “You Can’t Drink from an Empty Cup: Lessons in Self-Awareness and Self-Compassion.”

The UAMS Office of Institutional Advancement and Alumni Affairs developed a fundraising campaign to honor a nurse or support the Center for Nursing Excellence. To date, \$2,700 has been raised to support the center’s research, recognition and innovation projects.

UAMS nurses were showered with community support during the week, including flyovers from several organizations, notes of support, gift cards from Merry Maids, meals from several local restaurants, and drinks from Sonic. UAMS leadership expressed their appreciation to staff with treat cards, signs and gift certificates.

23

nurses nominated for the statewide Compassionate Nurse/Nurse Educator awards were recognized on social media during Nurses Week.

## Face Mast Contest Winners



Teri Dakota Cossey - Most Colorful-Creative



Shannon Finley - Craziest-Wildest Design

# SCHWARTZ ROUNDS

## Offer Support to Caregivers

**UAMS held its first Schwartz Rounds** session on June 19, 2019 in the hospital's Lobby Gallery. More than 100 frontline caregivers, physicians and clinical staff participated in the hour-long session designed to bring caregivers together to discuss the human elements of healthcare.

Drs. Jan Shorey, Jamie Carlin Watson, Wendy Ward and Erick Messias served as facilitators for the UAMS Schwartz Rounds, and the first UAMS session centered on the death of a physician at the Psychiatric Research Institute. His colleagues talked about the days surrounding his death, their feelings of anger and guilt and how they worked to counsel one another and the doctor's patients.

In a clinical environment where the focus often centers on patients' need for continued care, panelists and program participants said they sometimes don't feel they have an opportunity to mourn or express their own emotions. Several participants shared powerful stories about the loss of a co-worker and times when colleagues stepped in and offered help when they were in need of emotional support.

Other sessions during the year focused on caring for challenging patients, surviving overwhelmingly busy days, discrimination, employees as patients and caring for COVID-19 patients and the death of a colleague. More than 65 employees participated in each

in-person session, and converting to virtual presentations in early 2020 allowed participation to increase to as many as 176 in June 2020.

**The Schwartz Rounds program was started in Boston in 1995** by health care attorney Kenneth Schwartz who founded the organization just days before his death from lung cancer. He wanted to create a center that would promote compassion in medicine and encourage human connections between caregivers and patients. Schwartz Rounds feature a panel discussion focused on an event at a hospital or a topic of interest to the employees who work there. Following the panel presentation, a facilitator guides audience participants through a discussion of the case and related issues. The goal of the program is to support caregivers and enhance their ability to provide compassionate care.

Research indicates that participants in Schwartz Rounds have improved teamwork, interdisciplinary communication and appreciation for the roles and contributions of colleagues from different disciplines, as well as increased compassion toward patients and readiness to respond to their needs. Today more than 650 healthcare organizations around the world conduct Schwartz Rounds.



# >65

employees participated in each in-person session, and converting to virtual presentations in early 2020 allowed participation to increase to as many as

## 176 in June 2020

# Nurses Earn Advanced Degrees

**Congratulations to the following UAMS nurses who completed the following degrees from July 2019 - June 2020:**

## Bachelor of Science in Nursing (BSN)

- Randi Brown - MSS Allergy/Immunology Clinic
- Zachary Brown - CVL/PICC
- Bree Burruss - PCS Triage Screening
- Kendra Collier - H8
- Lance Ferguson - F4
- Wendy Fitzpatrick - SUS Plastic Surgery
- Colton Fultz - PACU
- Jason Guenther - Medical Oncology
- Anita Gurung - A7
- Kevin Hensley - H4
- Kendyl Hoover - ER
- David Humphrey - E4
- Felesha Jamison - F6
- Aaron Johnson - Infusion 1
- Karina Leal Vargas - E6
- Michael Michelsen - ER
- Elvis Nduku - E7
- Anastasia Nedosekina - E4
- Aimee Nichol - F7
- Caitlyn Parsons - H8
- Chandani Patel - E6
- Gina Pozorski - E4
- Stephanie Rohrer - SUS Trauma
- Carlee Rucker - H4
- Brittany Rusher - F5
- Megan Smith - H6
- Sterling Steed - H4
- Polly Whitfield - E7
- Kyle Wilson - OR
- Terise Wilson - H6

## Master of Science in Nursing

- Kimberly Baranski - PRI Women's Unit
- John Bates - F7
- Melinda Daily - IMSL
- Stanley Hardwick - H7
- Shakeyah Jackson - E6
- Cynthia Johnson - ER
- Jason Keaton - ADON
- Meleah Kerr - ADMIN
- Randi Mackey - CNS Research
- Chastity O'Neal - Behavioral Health
- Michelle Peppers - Cancer Administration
- Stephanie Robbins - ADON
- Martha Shaw - Behavioral Health
- Savannah Tart - F9
- Shalonda Williams - F4

## PhD in Nursing

- Kelly Urban - SUS Trauma

## National Certification earned between the dates of July 2019-June 2020

**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 Certification (ACNC)

- Corey Greene - IMSL Rahling Rd. Clinic
- Marie Guthridge - Women's Oncology

### Certified Correctional Health Professional (CCHP)

- Jason Kelley - F8

### Certified Care Management (CCM)

- Jennifer 'Katie' Broadus - Care Management

### Critical Care Register Nurse (CCRN)

- Mara Blakley - E4
- Kelsey Blissett - H4
- Olen Cossey - H4
- Angela Craig - ADON
- Sarah Launius - E4
- Lauren Morgan - E4
- Seth Ogle - E4
- Alesha Speights - E4
- Susan Zaleski - H4

### Critical Care Transplant Certification (CCTC)

- Stephanie Thomson - Transplant

### Care of the Extremely Low Birth Weight Neonate (C-ELBW)

- Rachel Barnes - NICU

### Certified Healthcare Constructor (CHC)

- Renee Holt - Quality

### Critical Medical Surgical Registered Nurse (CMSRN)

- Maricela Arias - F6
- Lauren Berkemeyer - F6
- Cecil Calderon - H9
- Ashley Edwards - F9
- Vanessa Horton - Float Pool
- Sara Leslie - F8
- Rhonda Neal - H8
- Lissa Richmond - Float Pool
- Deneshia Robinson - Float Pool
- Savanna Shaw - F6
- Leah Soriano - H9
- Jocelyn Stewart - H7
- Danielle Upchurch - H7

### Certified Nurse Manager and Leader (CNML)

- Megan Blagg - MUS Ortho Clinic

### Certified Perioperative Nurse (CNOR)

- Sarah Pearson - OR
- Tiffany Spivey - Periop. Administration

### Certified Wound Critical Nurse (CWCN)

- Meleah Kerr - Wound Care

### Informatics

- Eva Gerbitz - Informatics



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## Nurses Earn Advanced Degrees

### National Certification

#### Maternal Newborn Nursing (MNN)

- Amy Brooks – E6

#### Certified Nurse Practitioner (NP-C)

- Stephanie Rogers – E7

#### Oncology Certified Nurse (OCN)

- Andrew Estrada – Oncology
- Teryn Lane – F9
- Pamela Woods – F7

#### Progressive Care Certified Nurse (PCCN)

- Rorie Prater – F4

#### Psychiatric-Mental Health Nurse Practitioner-Board Certified (PMHNP-BC)

- Chastity O'Neal – Behavioral Health

#### Certification in Maternal Newborn Nursing (RNC-MNN)

- Shakeyah Jackson – E6
- Chanel Owens – Clinical Education

#### Registered Nurse Certified – Neonatal Intensive Care (RNC-NIC)

- Stephanie Blackwood -- NICU
- Ashley Boyce -- NICU
- Jennifer Coley -- NICU
- Samantha Fisher -- NICU
- Sarah Holland -- NICU
- Terese Mortiz -- NICU
- Taylor Owens -- NICU
- Margret Scott -- NICU

#### Registered Nurse Certified – Obstetrics (RNC-OB)

- Jenna Chancellor – E5
- Audra Ellison – E5
- Brooklyn Johnson – E5
- Sarah Kelley – E5
- Anastasia Penrod – E5
- Krista Punto – E5
- Alene Turley – E5

#### Stroke Certified Registered Nurse (SCRN)

- Kaitlin Marquez – H4

# UAMS Nurses in the Community



Service to the community outside UAMS is an important component of our nursing mission. The community service activities of 2020 were many and varied, ranging from international trips to cereal, sock and water drives to car seat safety and Stop the Bleed training.

Nurses on the H4 critical care unit participated in the THV11 Summer Cereal Drive and donated 652 boxes of cereal to the Arkansas Foodbank and 4,160 bottles of water to the Salvation Army in their “Hydrate the Homeless” project. H6 also participated in the cereal drive. The Family Medicine Clinic collected socks and new or gently used underwear for donation to a local charity in October.

The Women and Infants Service Line donated food to Stocked and Reddie, which serves UAMS employees and students. They also participated in the Wave of Light ceremony at the state capitol as part of a national perinatal loss awareness campaign along with a Mamie’s Poppy Plate event in support of those with perinatal loss. They also conducted multiple car seat safety events and helped provide

a nursing nook for breastfeeding mothers at the Junior League of Little Rock’s Holiday House.

Nurses from the Solid Organ Transplant Clinic staffed a booth to promote organ donations and transplant awareness

at Hillcrest Harvestfest in October 2019. They met a man who received a transplant at UAMS 11 years earlier and talked with many others who had organ donation experiences in their family.

Several groups partnered with area churches to serve the community. For example, nursing staff from the Head and Neck Oncology Clinic went on a medical mission trip to Belize with First Baptist Church in Conway. Staff from the Medical Oncology Clinic participated in monthly wellness clinics at Sylvan Hills United Methodist Church. Amanda Frost from the Emergency Department volunteered as the camp nurse for New Life Church.

Community fund-raising and awareness events that nursing staff participated in include the Teal Light Night in September with the Arkansas Ovarian Cancer Coalition, the Huntington’s Walk silent auction and the Light the Night in October with the Leukemia and Lymphoma Society.





## The DAISY Nurse Leader Award™

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](http://daisyfoundation.org).

The UAMS Center for Nursing Excellence congratulates the following 2020 DAISY of the month winners.



**July 19  
Winner**

**Lucas White RN**  
RN, PRI - Child Inpatient



**August 19  
Winner**

**Allison Corbello**  
RN, F5 - NICU



**September 19  
Winner**

**Jill Swain**  
RN, E4 Medical / Neuro ICU



**October 19  
Winner**

**Danielle Reichenberg**  
RN, E4 Medical /  
Neuro ICU



**November 19  
Winner**

**Cherish Keener**  
RN, E7 - Medical  
Oncology/Transplant



**December 19  
Winner**

**Tanya Duncan**  
RN, Apheresis



**January 20  
Winner**

**Larissa Ivory**  
RN, Solid Organ Transplant



**February 20  
Winner**

**Lavanya Murali**  
RN, F5 - NICU



**March 20  
Winner**

**Heather Hostetler**  
RN, F5 - NICU



**April 20  
Winner**

**Donna Moravec**  
LPN, Dermatology Clinic



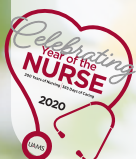
**May 20  
Winner**

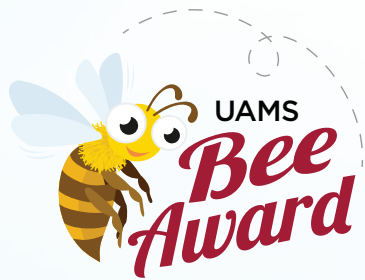
**Taylor Owens**  
RN, F5 - NICU



**June 20  
Winner**

**Megan Fruhling**  
RN, H8 - Neurology/  
Neurosurgery





BEING EXCEPTIONAL EVERY DAY

The BEE Award (Being Exceptional Every Day) honors non-licensed staff who provide exceptional care for patients and families. The UAMS Center for Nursing Excellence congratulates the following 2020 BEE Award winners:



**July 19  
Winner**

**Rebecca McNeal-White**  
PSA, E7 - Medical  
Oncology/Transplant



**August 19  
Winner**

**Aimee Ingram**  
Mammography  
Technologist,  
Breast Center



**September 19  
Winner**

**Jeri Jenkins**  
PSA, F9 - ENT/Orthopedic  
Surgical Specialties



**October 19  
Winner**

**Latrise Edwards**  
PSA, Cardiac  
Progressive Care



**November 19  
Winner**

**Andrew Scroggins**  
Surgical/Scrub Tech,  
Perioperative-Main  
Operating Room



**December 19  
Winner**

**Jasmine Paige**  
PCT, Float Pool



**January 20  
Winner**

**Donna Malone**  
PCT, F8 - Cardiac  
Progressive Care



**February 20  
Winner**

**Aristo Brizzolara**  
PCT, H4 - Trauma/SICU/  
CVICU



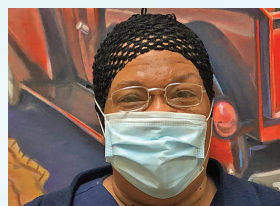
**March 20  
Winner**

**Sherry Bell**  
Physical Therapist  
Assistant, MUSL  
Rehabilitation



**April 20  
Winner**

**Khalilah Stubbs**  
Access Coordinator,  
Neurology/Headache Clinic



**May 20  
Winner**

**Deauna Smith**  
PSA, H7 - Medical  
Oncology



**June 20  
Winner**

**Sean Thompson**  
PSA, PRI

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





# UAMS Nursing Clinical Ladder

The UAMS Nursing clinical ladder provides a framework for nurses to advance in their profession, outlining the roles and competency expectations within each practice level, i.e., RN NG, RN I, RN II, RN III, etc. As soon as they join the organization, all UAMS nurses are placed on the clinical ladder based on years of experience, skills and competencies. The “Benner Model” delineates the career path from novice to expert and is used as the basis for progression of clinical and leadership expectations in performance appraisal documents.

While every direct patient care RN at UAMS Health is expected to attain and maintain the RN III level of proficient practice, nurses may choose whether to advance beyond this level on the career ladder. Every nurse can evaluate his or her personal work-life balance and professional development goals to determine their interest in earning the BSN degree required for promotion to RN IV or a graduate degree required for promotion to RN V.

## UAMS Nursing Clinical Ladder

Ready to take the next step in your nursing career?

To apply or learn more, visit: [nurses.uams.edu](http://nurses.uams.edu)



Please refer to the Performance Appraisal Evidence Guide for specific requirements for each advancement level.
























# Compassionate Nurse and Nurse Educator


In conjunction with the annual Nursing Expo, Publishing Concepts, Inc. sponsors the Compassionate Nurse and Outstanding Nurse Educator awards.

The winner of the Compassionate Nurse Award is selected based on nominations that answer this question: "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?"

UAMS is proud of the many UAMS nurses who have been nominated and recognized as finalists for both of these awards since 2007. The 2019 Outstanding Nurse Educator was Larronda Rainey from the UAMS College of Nursing.

Compassionate Nurse Nominations		Nurse Educator Nominations	
 Leah Blackwell, RN	 Cherish Keener, RN	 Anita Mitchell, APRN	 Kathryn Sweetser, RN
 Hauwa Anda, RN	 Mindy Linvell, RN	 Audra Arant, APRN	 Julie Stephens, RN
 Loretta Black, RN	 Danielle Reichenberg, RN	 Andrea Easom, APRN	 Elizabeth Riley, RN
 Jennifer Coley, RN	 Edwina Sells, RN	 Melodee Harris, APRN	 Nicole Ward, APRN
 Allison Corbello, RN	 Jillian Swain, RN	 Kimberly Stickley, APRN	 Misty Williams, APP
 Tanya Duncan, RN	 Lucas White, RN		



## CONGRATULATIONS

to our **UAMS Nurses** named as **Great 100 Nurses of Arkansas.**

 Deborah Bell	 Sandy Bennett	 Albrey Berber	 Marilyn Hughes	 Shannon Kalkwarf	 Lance Lindow	 Loretta Black	 Suzanne Branton
 Carol Campbell	 Gordon Low	 Laura Mayfield	 Patrice Moody	 Natalie Capps	 Pam DeGravelles	 Lauren Haggard-Duff	 Marie Patterson
 Elizabeth Riley	 Martha Rojo						

Celebrating 200 years of nursing  
*365 days of caring*



# Shared Decision Making

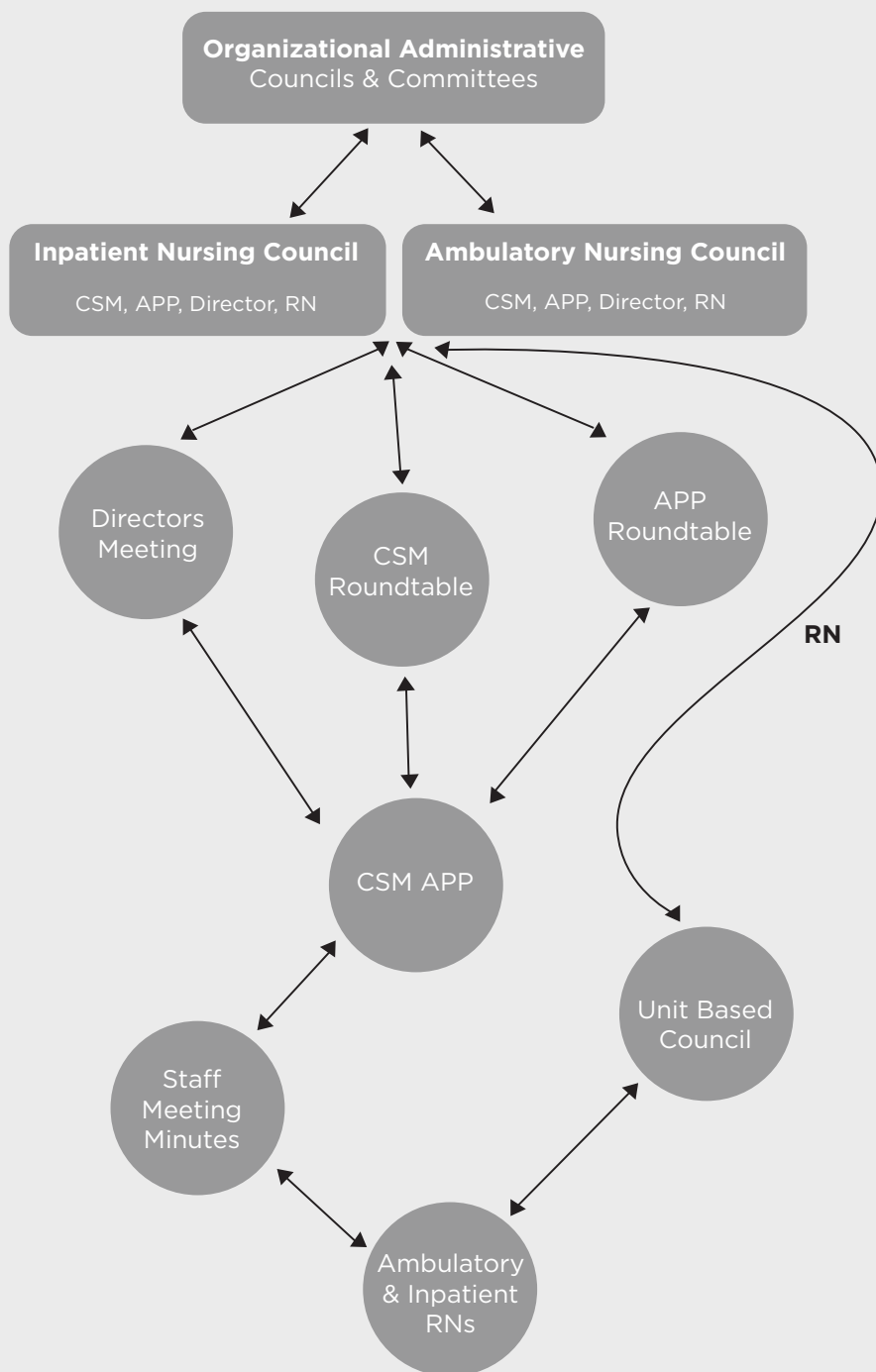
## A Voice for Every Nurse: Shared Governance Structure

UAMS recognizes the value of nurses and the knowledge, expertise, and contribution they provide to ensure our patients receive exceptional care.

The Inpatient and ambulatory nursing councils provide a mechanism for horizontal and vertical communication to keep nurses up-to-date on clinical changes (Informed), provide a forum for nurses to share information, issues and concerns (Heard), and involve nurses to collaborate in shared decision-making (Empowered).

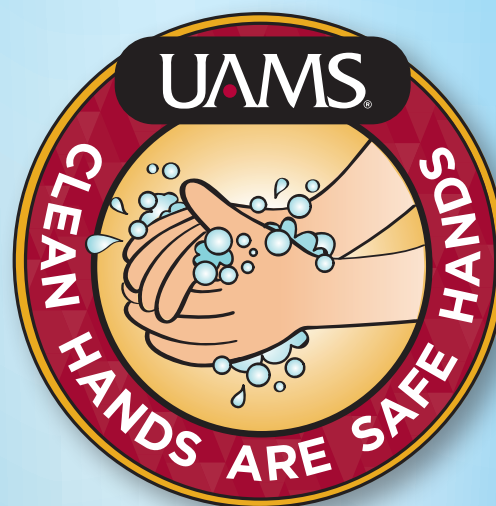
The coordinating council membership is composed of nursing leadership and staff nurse representation from various areas and divisions. Council membership consists of at least 80% clinical care staff. Members are selected by leadership recruitment or volunteer to serve.

Membership is comprised of nurses with varying levels of experience and education. There are no requirements related to degree or years of experience.



***“The voice of every nurse is important and valued.”***

# Clean Hands Save Lives



The UAMS hand hygiene program was developed to promote a critical component of safety by eliminating or greatly reducing the transmission of microorganisms to patients, families, visitors, staff, students and volunteers. Education and compliance monitoring on proper hand hygiene is essential to meet this objective.

The UAMS program is based on three elements of best practice that work together to ensure adequate hand hygiene by all clinical staff. These include:

- 1) Education of clinical and non-clinical staff on the key elements of hand hygiene.
- 2) Provision of alcohol-based hand cleaner, appropriate soap, water, paper towels and compatible lotion.
- 3) Provision of hand hygiene opportunities to patients, family and visitors and encouragement to participate in care by either reminding staff to clean their hands or by providing positive reinforcement for hand hygiene compliance.

UAMS hand hygiene compliance was 61.66% in March 2019. Recognizing that hand hygiene is the single most important procedure for preventing the spread of infection, UAMS initiated its Hand Hygiene Program the following month with the introduction of Hand Hygiene Champions.

Hand Hygiene policy IP.PP.1.7 was adopted, and all Integrated Clinical Enterprise employees completed hand hygiene education. Hand Hygiene Champions, consisting of multiple disciplines including nurses, physicians, and techs, began observing and tracking employee behavior.

The department of Patient Safety continues to monitor compliance, and results are available to leaders and managers through a business intelligence tool. Compliance organization-wide following the initiation of the Hand Hygiene Program immediately increased and has remained well above the goal of 95% through June 2020.

# Improving Patient Care Through Focused Efforts

This year saw multiple nursing-led initiatives designed to improve patient care and employee satisfaction. Among these are a work load project, an engagement with Qventus, anticipatory rounding and a “Go Green” initiative designed to decrease the number of patient injuries from falls. These projects involved staff and patient education, training, coaching, pilot phases and on-going monitoring of data to ensure the maximum benefit is achieved. Thank you to all the project leaders and participants involved in these efforts.

## Anticipatory Rounding

After analyzing data, the UAMS Nursing Falls Committee was concerned about the number of falls with injuries and formed a rounding subcommittee in January 2020 to review fall-prevention best practice.

In mid-January, a request was made for a literature search regarding rounding on patients, and the subcommittee reviewed the information. The overwhelming response was that hourly, purposeful, rounding on patients made a difference in keeping patients safe from falls, and, in addition, improved patient experience scores. The Patient Experience and Falls committees combined efforts to begin outlining the expectations of anticipatory rounding.

The project was placed on hold due to the COVID-19 pandemic, but the committee reconvened in May 2020 and decided to focus on the 6th floor for piloting the change to anticipatory rounding. The anticipatory rounding subcommittee worked with the clinical services managers (CSMs) and advanced practice partners (APPs) to develop a strategy for roll-out. The team expanded to include front-line employees to engage them in the shared decision of creating a mission for the change. The mission is to improve the safety and experience of our patients and employees by taking a proactive approach to patient care using purposeful, hourly rounds. Education for unit champions and frontline employees on anticipatory rounding began in July 2020.

# Go Green

The new Stryker Beds purchased in 2019 have I-bed and fall alarm safety technology that enabled a “Go Green” initiative for fall prevention. The H8 unit completed an initial trial in September 2019, followed by house-wide training at the annual skills fair in October and at numerous educational training sessions on the Med-Surg and ICU units. A Management Guidance Team for the falls committee helped coordinate the project and customized educational tip sheets and audit tools from Stryker. With the help of several areas, the team developed two videos explaining the use of the I-bed and the alarm system. These videos will be used for on-going training. The go-live event was held on Feb. 10, 2020, and everything was green that day. Staff wore green t-shirts; the cafeteria had several “green” foods; and Reddie was dressed in green and gave out green Andes mints to staff. Door prizes were awarded to add to the excitement and promotion.

Unit champions, Stryker representatives, the Nursing Quality Department and nursing leadership were on hand to educate and promote.

Fifty-two percent of respondents to a survey sent to front-line staff in early March felt the required fall zone should be a one instead of a two for high-risk patients and and that nurses be allowed to evaluate the need to increase the sensitivity as needed. Go Green flyers were redesigned to update changes. Re-education and evaluation of the program is ongoing.





# Research/Nursing Initiatives



**UAMS nurses** are at the forefront of clinical care, evaluation of practice, and improving patient outcomes through evidence based practice, quality improvement, research and innovation. The Center for Nursing Excellence supports programs designed to bridge the gap between research and clinical practice by fostering a professional environment that facilitates engagement of UAMS nurses in research, scholarly activities and critical evaluation of practice.

Ten UAMS nurses submitted abstracts to the Arkansas Nursing Research Conference. The event was cancelled due to COVID-19.

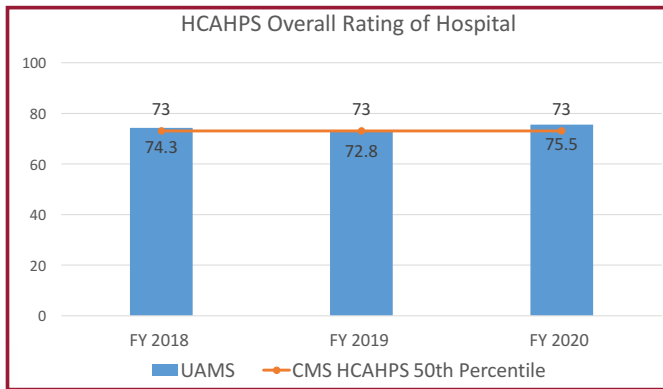
Authors/ Presenters	Title	Year
Joe Jimmerson, PhD, RN, CPHQ	Nursing Change-of-shift Report at the Inpatient's Bedside (BSR): A Phenomenological Qualitative Pilot Study to Determine Feasibility of Grant Proposal	2019
Amy Hester, PhD, RN	Multi-site, Prospective Validation of the eHDS for Predicting Emergency Department Falls	2019
Kenneth Worley BSN, RN, CNOR Renee Lawrence, MNsc, CPRN, CNOR, ACNS-BC	Perioperative Nursing Experience with Value Analysis	2019
Sandra Meredith-Neve RN, BScN, CPN Linda Cullers, Tobacco Cessation Specialist	Providing Free Nicotine Replacement Therapy for Patients without Insurance Coverage May Save Health Care Dollars	2019
Devin K. Terry, MSN, ACNS-BC, CPHQ Pao-Feng Tsai, PhD, RN FAAN	Nurse Utilization of Clinical Decision Support Tools: A Pilot Study	2019
Rebecca Sartini, DNP, RNC-NIC	Implementation of Reusable Developmental Positioning Aids in the NICU: Reduction in Cost and Improved Staff Compliance	2020
Frances Sanders, BSN, RN, OCN Kathryn Walton, BSN, RN, OCN	Evidence for Use of Cryotherapy to Reduce the Incidence of Chemotherapy-induced Peripheral Neuropathy	2020
Margret Scott, ADN, RNC-NIC	Implementation of Dextrose Gel Use for Hypoglycemia in Newborns	2020
Angela Brown, BSN, RNC-NIC	Incubator Humidification in the NICU: Current Practice Literature Review	2020
Kayla Harrington, MSN, FNP-C	Evidence-Based Literature Review: Routine Evaluation of Gastric Residuals in Infants in the NICU	2020
Rebecca Smith, MNsc, RNC-NIC Sharon Wilhelm, BSN, RNC-NIC Shannon Hall, BSN, RNC-NIC	Comparison of Transcutaneous Bilirubin Measurement System versus Serum Bilirubin in Term Newborns to Develop Bilirubin Practice Guidelines	2020
Donna Lynch-Smith, DNP, ACNP-BC, APRN, NE-BC, CNL Morgan Morrow, DNP, AG-ACNP-BC, APRN, RNFA	Factor V Leiden: Development of VTE in Surgery and Trauma Patients	2020



# Patient Experience

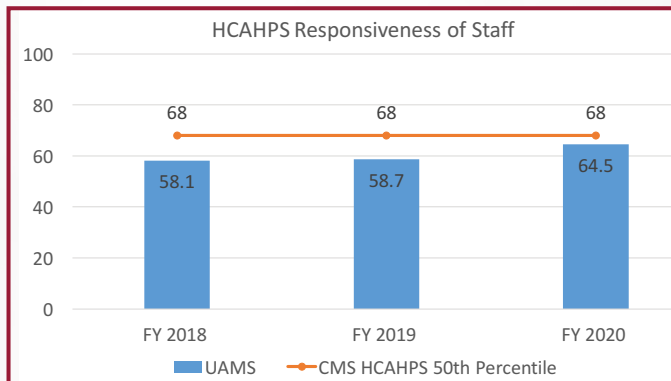
UAMS is dedicated to providing an outstanding patient experience along with safe, efficient and high-quality care throughout the enterprise. The mission of the Office of Patient Experience is to create an exceptional experience for UAMS patients by collaborating with and supporting staff, leading data-informed process improvement, and engaging patient, families and staff in the practice of patient- and family-centered care. A key component of this program is the partnership between the Office of Patient Experience and UAMS Nursing.

## Hospital Metrics



**Patient Experience** - Overall rating of the hospital continues to perform at or above the CMS median

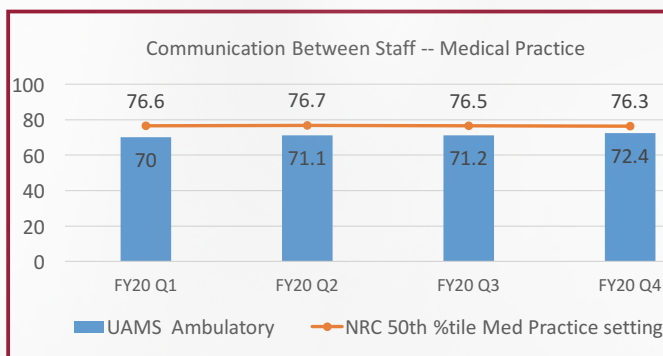
<sup>1</sup> UAMS continues to receive a high number of “top box” scores and performs at or above the CMS 50th percentile on many of the CMS HCAHPS dimensions. UAMS patients continue to give the hospital a high rating overall, and the majority of patients say they would definitely recommend UAMS to their family and friends. The graphs below show patient experience metrics that demonstrate areas where nursing staff contribute to a positive patient experience at UAMS.



**Patient Experience** - Responsiveness of Staff is an area of focus that continues to show improvement

<sup>2</sup> As part of the ongoing effort to reach the goals set in the UAMS Strategic Plan for 2029 and listen to the voice of our patients, performance improvement projects have been established to address lower-performing areas. Responsiveness to call lights; cleanliness and quietness of the facility; and communication between and with care providers are the three focus areas selected to begin improving the experience for UAMS patients and families along with work environment and satisfaction for staff.

## Ambulatory Metrics



**Patient Experience** - quarterly performance in the ambulatory setting for fiscal year 2020 compared to vendor 50th percentile

<sup>3</sup> UAMS is committed to providing a positive experience in the ambulatory setting as well as the inpatient setting. In January 2019 UAMS began using a survey tool in the ambulatory setting that is delivered to patients within three days of their encounter. The following graphs display survey responses regarding communication between staff in the Medical Practice and Emergency Department settings.



# Starting the Magnet Journey

**Magnet is a designation given** by the American Nurses Credentialing Center. It is a distinction of nursing excellence and quality patient care, and it signifies that an organization has taken every effort to promote the empowerment, engagement, and development of nurses, in addition to improving patient outcomes. UAMS is on a mission to achieve Magnet designation and, consequently, on a mission of Nursing Excellence.

The UAMS Center for Nursing Excellence was established in 2009, becoming the central foundation for initiatives supporting nurses in areas of professional practice, quality improvement, evidence-based practice, shared decision-making and others. The timeline below demonstrates the initiatives put in place as part of our mission of Nursing Excellence.

UAMS plans to submit an application for Magnet Designation in October 2021. This will begin a two-year journey of collecting and capturing narratives and evidence of nursing excellence and positive patient outcomes at UAMS. This evidence will be submitted in a final document in October 2023 with a plan for Magnet Designation Award in the fall of 2024.

Achieving Magnet designation will be a time of celebration for UAMS Nursing and all of UAMS.





# July 2019-June 2020 Year in Review

we **AR** the heart of UAMS

**1638**  
Direct Care Nurses

**141**  
APRNs

**390**  
Nationally  
Certified

*"I never imagined nurses could be so nice, caring and respectful. Their attitude and sense of humor helped build a rapport and partnership. Their role played a definite role in my recovery."  
- A grateful patient*

nurses who bring advanced knowledge, skills and experience to patient care.

### Recognition Program and Honors

- DAISY
- BEE
- Outstanding Area of the Month
- Great 100 Nurses
- 40 Nurse Leaders under 40
- Compassionate Nurse and Nurse Educator
- Annual Nursing Recognition Awards

**76%**  
of leadership are nationally certified

**64%**  
of leadership who are master prepared

### Turnover Rate

UAMS	16.9%
South Central Region	17.2%
National	17.2%

### Community Service Projects

- Salvation Army
- Stroke Education
- Infant Car Seat Education
- Prematurity Awareness Day
- Belize Medical Mission Trip
- Summer Cereal Drive

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