

nursing annual report 2015-2016



dayton
children's



from the chief nursing officer

In 2015, I made the most important decision of my professional nursing career... to leave an adult hospital after 35 years to become the chief nursing officer at Dayton Children's.

The past year has been nothing short of amazing and awe-inspiring. Each day I meet an employee or family that reaffirms that Dayton Children's is a special place filled with unbelievably talented and compassionate employees who treat each child who walks through our doors like their very own.

There's never been a more exciting time in Dayton Children's history with the expansion of our south campus and the new patient tower expected to open in summer 2017. These new spaces are designed to transform care for our region's children. But transformation occurs from the inside out and starts with a highly engaged nursing staff and care partners who deliver their very best to our families.

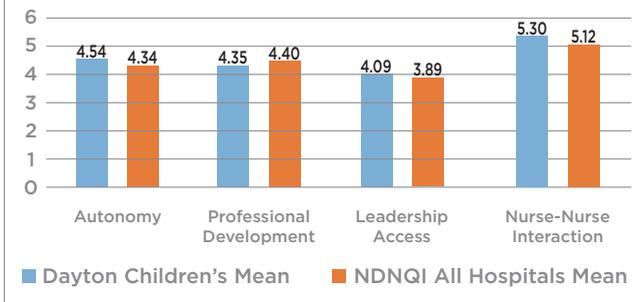
Throughout this report, we'll celebrate the accomplishments our nurses have made this past year, including restructuring our Shared Governance model to ensure nurses from each unit all the way to nursing leadership are working together to care for our patients and families.

We also implemented a patient and safety experience bundle designed to improve care for nearly 300,000 patients each year. Also, based on nursing feedback, we revised our clinical advancement program, recognition programs and implemented a payment policy for certifications to help nurses expand their clinical skills. We also had nine nurses complete the vigorous evidence-based practice program, completing projects to further the health and safety of our patients.

As we look forward to 2017, we have many exciting opportunities to continue to raise the bar for pediatric health care in the Dayton region. It is all of you who will turn these opportunities into reality. I am humbled and grateful to every one of our 700 nurses for what they do every day.

Jayne Gmeiner, MS, RN, NEA-BC,
chief nursing officer

2015 NDNQI RN Survey



nurse satisfaction

Dayton Children's uses The National Database of Nursing Quality Indicators® (NDNQI) to measure nurse satisfaction.

In August 2015, Dayton Children's outperformed the national benchmark in three out of four categories, including autonomy, leadership access and responsiveness and RN-to-RN teamwork and collaboration. In response to improving professional development, the hospital recently revised its clinical advancement program, IMPACTS, to include all nurses, regardless if they are part-time or pool staff. In addition, the monetary incentive is now solely based on the advancement level and not adjusted based on employment status.

nurse-sensitive clinical indicators

We monitor data on a regular basis to confirm we provide the best and safest care. Each quarter data from each unit is submitted to NDNQI and is compared with other like units. We are outperforming the national benchmark the majority of the time in all of these areas.

The data submitted from each department includes:

- Falls with injury
- Hospital Acquired Pressure Ulcers (HAPU)- stage 2 and above
- Central Line Associated Blood Stream Infections (CLABSI)
- Catheter Associated Urinary Tract Infections (CAUTI)
- Ventilator Associated Pneumonia (VAP)
- Peripheral IV (PIV) Infiltrates
- Pain assessments
- Physical restraint usage

providing an exceptional patient experience with every patient, every interaction

In April 2015, Dayton Children's made the decision to change patient experience vendors to National Research Corporation (NRC) for measuring patient experience data for a variety of benefits.

The inpatient surveys through NRC use Child HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) questions for measuring patient/parent perceptions of their care. HCAHPS provides a national standard for collecting and publically reporting patient's perceptions of care that will enable comparisons to be made across hospitals.

Further, in moving to NRC Picker, Dayton Children's was able to implement surveys in 15 specialty clinics, the emergency department and the Children's Health Clinic—all of which are benchmarked against other children's hospitals.

Key drivers from NRC Picker indicate the questions that are the best predictors of overall

satisfaction. These questions can focus on pain, education and communication – all directly impacted by the care provided by our nursing staff and their partnership with the providers.

The top key drivers that we are focusing on as an organization are:

- Nurse to physician communication/consistency
- The nurse addressing worries/concerns
- Patient/family's confidence and trust in the nurse
- Coordination of admissions from the emergency department

Working on these key drivers will provide our patients and families with an exceptional experience.

▷ *Carey Johnson works in the pediatric intensive care unit and was honored as a 2016 nursing excellence winner for clinical inquiry.*



transformational leadership



▷ The committee who developed the communications board continues to see success on this project to improve care for our patients.

conception to installation – communication boards improve patient care

In 2015, a multidisciplinary team implemented communication boards in all inpatient areas, including the PICU, IMCU, three east/west, Almost Home, hematology/oncology, the emergency department and Springboro Urgent Care with the goal to improve safety and patient care. As the highest users of the communication boards, nurses were specifically tapped to lead this project.

The project group piloted two sample boards, one on three east and one in the emergency department, and inserts were updated as feedback was received.

The project team developed many drafts of the inserts, which communicate the care plan, team member's name, discharge goals, food, etc. with feedback from the Parent Advisory Council and from current parents, patients and staff.

To make this project come to life, the team had to work closely with the facilities staff to renovate, including removing windows from the Almost Home and hematology/oncology units, and relocating TVs in several three west patient rooms.

Comments from staff:

- "I was taking care of a patient in Almost Home this weekend, and the child's 'All about me!' section was filled out (kudos to the AHU nurses for making sure it was complete). It made me aware of this child's hobbies – she is a ballet dancer.

This information guided our team to consider other diagnoses, therapies, imaging and consults. This crucial piece of history was not originally included in the history and physical.

As a result, the proper diagnosis was made early on in her hospitalization, as opposed to days later when the medical management was not effective.

This family was spared unnecessary hospital days, medications and stress. This is a great example of proper use of the board (and importance of family engagement), and the care team displaying collaboration and value creation!" - Merrilee Cox, MD

- "I love it! Completing the red/blue top part helps me get to know the patient and parent's names and it has been an amazing way to build rapport with the family. I think filling it out also helps them understand how to use the board. Also, the locations are much better, no more reaching over parents to get to the board!" - Ann Marie Schmersal, MS, APRN, CPNP-AC

Great comments from families:

- "I can't imagine how you did business before the boards." Parent on three east
- "I like the fact that there was a board in the ED and then also in the unit." Parent in Almost Home
- "I love these new boards! It is so nice knowing who is coming in and out of the room on a regular basis. We are here often and it is nice to know the treatment plan for our stay. I also like that I have a place to write my questions if I am not here for the doctors." Parent on three west

advocacy for alignment of staffing

Dayton Children's Level IIIB Newborn Intensive Care Unit (NICU) provides the highest level of care to the most in-need neonates in the Greater Dayton area and beyond.

In 2015 and 2016, the NICU experienced an unexpected and sustained high census. In response, NICU staff and other clinical members at Dayton Children's partnered together to continue to deliver excellent patient care.

"I continue to be amazed at the care the NICU nurses deliver to our patients," says Jayne Gmeiner, MS, RN, NEA-BC, chief nursing officer. "They focus on exceptional patient safety, teamwork, mentorship and welcoming of inpatient RNs and Patient Care Assistants (PCAs) who have helped balance the patient loads as our demands change."

To address the increased patient volumes, Dayton Children's

evaluated core staffing and gained approval to add additional registered nurse and clinical staff positions to the NICU. The charter and responsibilities of Dayton Children's staffing committee were also reassessed to continue to engage caregivers in feedback loops related to patient care and staffing.

"By re-evaluating our core staffing and continuing to engage our staff in idea generation and action plan development, we will continue to distribute our resources and staff accordingly and provide excellent care to some of our most vulnerable patients and their families," says Jen Isham, MS, RN, NE-BC, director of nursing.

"We have an excellent team of professionals working hard to maintain our high standards and we appreciate the help from the rest of the hospital in supporting our staffing needs," says Jennifer Morris, MS, CPNP, RNC-NIC.



Last year, our staff NICU cared for a record 799 critically-ill babies. This increase in census from the previous year led to changes in the core staffing model to ensure patient safety.



transformational leadership



▷ Karen Worsham is one of Dayton Children's many certified nurses. Karen is also a 2016 nursing excellence winner for clinical judgement.

empowering employees through professional development

One way Dayton Children's demonstrates its commitment to its employees is through planning and hosting on-site certification review courses.

Nursing certification benefits children because the nurses with this certification have studied and are knowledgeable in common pediatric illnesses and their specific treatments and interventions. This assists the nurse in advocating for the patient when it comes to their plan of care.

In 2015, under the guidance of Jayne Gmeiner, MS, RN, NEA-BC, chief nursing officer, Dayton Children's made the move to cover certification testing fees as well.

"Our goal is to support the employee's professional and clinical development through improving access to the most common pediatric focused certification review courses," shares Jayne. "The staff have indicated that the courses are very helpful and the benefits of certification extend through the entire organization."

Supporting specialty certification provides a foundation to support clinical knowledge enhancement, improves productivity, increases staff retention and leads to higher patient satisfaction ratings and fewer work-related injuries. Certification also provides the foundation of knowledge for the team on national standards and guidelines.

Staff who completed the general nursing pediatric certification exam preparation course at Dayton Children's between January and April 2016 had a first-time pass rate of 90 percent, compared to the national average of 78 percent.

"Certification provides the foundational opportunity for our team members to continue to learn and grow within their profession and promotes utilization of evidence-based standards," Jayne explains. "In addition, it assists Dayton Children's to provide the best care possible to our patients and their families."

nurse leader rounding to promote a culture of excellence

Nursing plays a vital role in the patient experience in both inpatient and outpatient settings. Rounding from nurse leaders helps improve this experience by reinforcing care with families, enhancing patient perception of care and managing expectations of families. Rounding promotes engagement with employees and families, which leads to a culture of excellence.

Rounding is an effective tool to regularly communicate with employees and patients and for managers to:

- Identify what satisfies patients and what needs improvement

- Learn tools and resources employees need for their job
- Reinforce safe and positive behaviors
- Recognize employees
- Learn systems that need improvement
- Ask questions and uncover problems

While nurse leaders at Dayton Children's have always rounded on patients, in 2015, a more concentrated effort was placed on daily nurse leader rounding to improve the patient experience.

The following changes were implemented in 2015

- Leaders round on patients/families within 24-48 hours of admission to their department
- The frequency of rounding increased to daily
- Nurse leaders also round daily on staff in their unit
- Questions from leaders incorporate language from the patient experience survey managed by NRC Picker.
- Feedback from rounding has validated the importance of bedside report, hourly rounding and the importance of the communication boards.



▷ Sharon Holbrook, endocrinology, was honored with a 2016 nursing excellence award for collaboration.



structural empowerment



shout out to these star employees

The Doctor of Nursing Practice (DNP) is the highest professional degree in nursing practice and Dayton Children's has three employees who have earned this achievement. Congratulations to Cindy (Lucinda) Brown, DNP, MSN, RN, CNS; Lisa Jasin, DNP, NNP-BC, (pictured above); and Shana Thompson, DNP, RNC, NNP-BC. They are among the less than one percent of nurses nationwide who have a doctoral degree.

congratulations to the following nurses who advanced in the IMPACTS program in 2015:

- Level IV - Audrey Brinley, general pediatrics
- Level III - Michele Nadolsky, emergency department
- Level II - Shellie Hembree, hematology/oncology; Catherine Hodges, gastroenterology; Cindy Hoover, IV therapy; Karen McConnell, emergency department; Rita McCormick, IV therapy; and Heather Cantrell, hematology/oncology

professional development program IMPACTS in big ways

IMPACTS is Dayton Children's clinical advancement program which recognizes and rewards professional nurses who demonstrate excellence in the clinical arena. IMPACTS stands for Improving My Professional Advancement Career Through Synergy and is available to registered nurses who provide direct care for 50 percent or more of their time.

More than 130 nurses have advanced in the program since it began in 2007.

IMPACTS promotes individual satisfaction, improves quality patient care with clinical experts, and recognizes nurses who give back to the hospital and the community through their professional practice. Nurses who are successful in the clinical advancement program participate in the reward program, which includes recognition, financial incentives and professional pride.

new shared governance model to empower nursing staff

Shared Governance is an organizational model that provides nurses at every level within the organization an opportunity to define and control nursing practice through partnership, participation, ownership, authority and accountability. Nurses collaborate with multiple disciplines to make decisions that impact and improve patient safety and their overall experience through shared governance.

Shared Governance was first introduced to Dayton Children's in 2010. In the fall of 2015, a survey and assessments of the current units, systems and governance councils revealed the need for opportunities for improvement by restructuring the Shared Governance model.

The main priorities of streamlining Dayton Children's shared governance structure are to improve communication, increase staff involvement in decisions that affect their work and improve the overall function of shared governance by clearly defining each council's purpose and focus areas.

Shown right is the restructured and focused list of systems councils. Each unit council will work on each of the focus points listed under the system councils. The system councils will focus on these areas as an organization.

Any employee at Dayton Children's can submit ideas or suggestions to Shared Governance for one of the unit, system or governance councils to address.

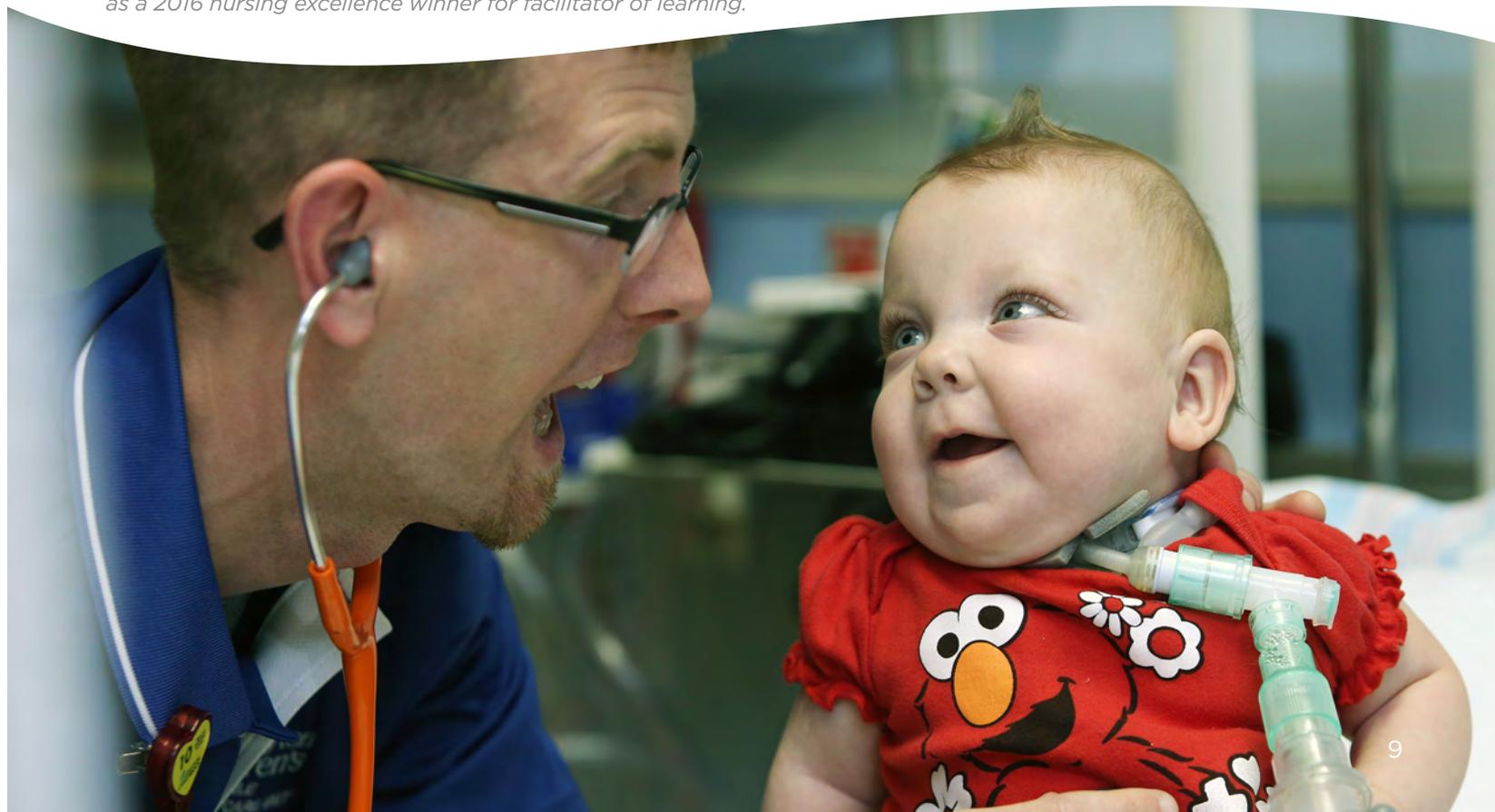
The next level in the model is the Governance Council. This team is tasked with collecting and sharing information from the systems and unit councils and reviewing strategies and providing recommendations as needed.

The Governance Council is comprised of leaders of each system council, as well as the chair-elect and nurse leader mentor; unit council chairs; Susan Powell, director of nursing excellence; and Jayne Gmeiner, chief nursing officer.

The final level of the Shared Governance model is nursing leadership who provide oversight of professional nursing practice at Dayton Children's.

System Councils	Focus
<p>Research and Evidence-Based Practice Council</p> <p>Leader: Lisa Jasin, DNP, NNP-BC, NICU</p>	<p>Research</p> <p>Evidence-based practice</p> <p>Quality</p> <p>Improvement</p>
<p>Professional Recognition, Education, Advocacy and Development Council (formerly known as the clinical operations council)</p> <p>Leader: Staci Sowers, MS, RN, CPN, corporate education</p>	<p>RN satisfaction data</p> <p>Employee satisfaction data</p> <p>RN education data</p> <p>RN certification data</p> <p>Retention/turnover</p> <p>Recognition</p>
<p>Patient Experience Council (formerly known as the patient and family support council)</p> <p>Leader: Audrey Brinley, BSN, RN, CPN, general pediatrics</p>	<p>Patient experience scores related to Magnet nursing specific questions</p> <p>Patient concerns</p> <p>Patient improvements</p>
<p>Patient Safety and Quality Council</p> <p>Leader: Karen Federici, MS, RN, BCCNS, PICU</p>	<p>Patient safety</p> <p>Nurse sensitive indicators</p> <p>Hospital-acquired condition data/bundles</p>
<p>Nursing Practice Council (new to the council structure)</p> <p>Leader: Beth Lee, BSN, RN, CPN, nursing administration</p>	<p>Changes and additions to the nursing practice</p>

▷ *Nate Kincaid works as a house float and was honored as a 2016 nursing excellence winner for facilitator of learning.*



structural empowerment



▷ Some of our safe sleep champions! Back L to R: Amy Kosanovick, RN; Lisa Connelly, RN; Christin Hurwitz, RN; Crystal Bass, MD, and Caitlin Hicks, RN. Front L to R: AnnMarie Schmersal, MS, APRN, CPNP-AC and Ranjana Sinha, MD, MHA, CPE.

safe sleep committee at dayton children's

- Andrea Forsythe, Almost Home Unit
- Angela Kurtz, Almost Home Unit
- AnnMarie Schmersal, general pediatrics
- Carol Murray, intermediate care unit
- Cheri Skiles, pediatric intensive care unit
- Christin Hurwitz, general pediatrics
- Elaine Markland, emergency department
- Jenny Ingle, perioperative services
- Jessica Saunders, marketing communications
- Karen Federici, pediatric intensive care unit
- Kristie Thomas, perioperative services
- Kristin Mikolajewski, intermediate care unit
- Lisa Horn, hematology/oncology
- Lisa Kinsman, emergency department
- Lori Stickler, respiratory therapy
- Michelle Kollmeyer, hematology/oncology
- Mindi Thomas, general pediatrics
- Rachel Spivey, house float
- Ranjana Sinha, MD, general pediatrics
- Sarah Seim, medical imaging
- Stephanie Keivel, Almost Home Unit
- Tiffany Johnson, newborn intensive care unit

dayton children's gets "gold" for safe sleep

Improving the health and safety of the region's children is part of the hospital's mission and foundation for existing. Part of that safety effort starts before babies are even born to ensure they are placed in a safe sleep environment. In 2015, Dayton Children's was honored to receive the highest designation from Cribs for Kids®, which is "Gold Safe Sleep Champion."

Cribs for Kids® is a Pittsburgh-based organization dedicated to preventing infant, sleep related deaths due to accidental suffocation. Cribs for Kids® National Safe Sleep Hospital Certification awards three levels of certification: bronze, silver and gold.

Since the implementation of this program, the hospital has seen zero sleep related infant deaths with any babies who had prior contact with Dayton Children's.

Dayton Children's safe sleep journey started early in 2013 when a group of staff convened after the Ohio Infant Mortality Summit to determine how Dayton Children's could help improve Ohio's tragic infant mortality rate. In 2012, one infant died every six weeks as a result of unsafe sleep.

It was also noted that seven of the nine deaths in 2012 had prior contact with Dayton Children's. This missed opportunity sparked the fire which resulted in the hospital's Gold certified safe sleep initiative today. The hallmarks of the program include:

1. Dayton Children's staff are safe sleep experts.
2. Dayton Children's staff focuses on having a one-on-one discussion about safe sleep with infant caregivers.

3. The hospital commits to modeling safe sleep practices here in our own facility.
4. The hospital serves as the community resource for promoting safe infant sleep.

Gold certification is the highest level to achieve. To achieve Gold certification, the hospital must demonstrate the following:

- Hospital staff training and education
- Hospital safe sleep policy
- Parent education and modeling
- Wearable blanket program
- Community and media outreach
- Affiliate with, or become, a Cribs for Kids® partner

"We are so proud of the immense effort across multiple departments and the unwavering support of our administrators which made this happen," says AnnMarie Schmersal, MS, RN, CNP-AC, nurse practitioner in general pediatrics and co-chair of Dayton Children's safe sleep initiative. "To be able to say we successfully prevent deaths by living our core values on a daily basis is incredible."

Dayton Children's plans to collaborate with area birthing hospitals and pediatricians to identify how they are currently implementing safe sleep recommendations. The safe sleep committee plans to continue offering the Cribs for Kids education program for families needing a safe sleep environment. The team is also developing resources to assist pediatricians with sharing the safe sleep message.

nicu and respiratory celebrate 167 days of safety

The Dayton Children's NICU team and respiratory team led the hospital to an awesome achievement... 167 days without an accidental extubation.

This is great news that is wonderful for the hospital's patients, from both a safety and care perspective.

"So many things can cause accidental extubation of a baby's breathing tube," explains Jennifer Morris, MS, RN, administrative manager for the NICU. "Because our infants are so small, the tube only needs to move a few millimeters to become extubated. A year ago, we had the worst rates of accidental extubation of the children's hospitals, but today, we have the highest safety record and others are benchmarking off of our unit."

how was the accomplishment achieved?

Back in the late fall, the NICU team and respiratory therapy implemented safety strategies around preventing accidental extubations of the tiniest patients based off evidence-based practice and learnings from other hospitals including:

- Placing socks on baby's hands
- Utilizing the appropriate amount of sedation medication
- Positioning the baby appropriately

- Having two staff nurses move the baby, one to move the infant and one to hold the tube

- Assessing the tube daily

While the team has celebrated along the way—day 75, day 90 and 100, this is a huge accomplishment. "And this was done without extra staff during high census for our unit," shares Jen. "This is a great accomplishment because all of the nursing staff had ownership over the changes and outcome."

The team:

- Karen Beekman, RN
- Kori Hutchinson, RN
- Lauren Milligan, RN
- Jeff Morgan, RRT
- Jen Morris, RN
- Matt Myers, RRT
- Jen Napier, RN
- Garth Rubins, RRT
- Colleen Thompson, RN
- Darren Smith, RRT
- Izumi Yamashita, NNP
- David Yohannan, MD



exemplary professional practice (EPP)



▷ Nurse externs are a valuable part of the care team at Dayton Children's.

nurse externs become valuable staff members

One of Dayton Children's Hospital's most successful recruiting tools is the nurse extern program.

The Dayton Children's summer nurse extern program is a unique eight-week program combining on-the-job skills and nursing academics. The program provides students with specific experiences and skills needed to be successful as a professional nurse.

Externs are assigned to all inpatient units, surgery and the emergency department and they are mentored by nurses who have at least two years of experience. The program is an avenue for current staff to share the values and practices of Dayton Children's with potential employees.

61 percent of externs become full-time employees at Dayton Children's after finishing their degrees and becoming licensed registered nurses.

patient safety and experience bundle improves every interaction

The most important aspect of our work is keeping our patients "safe" and keeping our patients and parents informed about their child's care.

The hospital's strategic plan, Destination 2020, has a goal to be in the 99th percentile for patient satisfaction.

To help achieve this goal, in 2015, a patient safety and experience bundle was implemented for nursing staff.

why a patient safety and experience bundle?

The bundle follows the same principles as the hospital-acquired condition (HAC) bundles derived from the Solutions for Patient Safety.

- To create a proactive culture including staff feedback to constantly improve.
- Equip Dayton Children's nurses and key team members with the appropriate tools to assist with optimal communication with patients and families.
- Provide an easy to understand process that is successful.

What's included:

- Communication boards in patient rooms
- Bedside hand-off
- Communication framework: AIDET (Acknowledge, Introduce, Duration, Explanation, Thank you)
- Nurse leader patient rounding
- Nurse hourly rounding

In addition, there are three supportive components to the patient safety and experience bundle: 1) discharge calls 2) service recovery framework: HEART (Hear, Empathize, Apologize, Respond, Thank) 3) family-centered rounds.

All are designed to ensure an outstanding patient experience with every patient, every interaction.

clinical practice guidelines improve care delivery for spinal fusion patients

Patients undergoing spinal fusion surgery at Dayton Children's receive excellent care from the pre-operative phase through discharge, all of which follows carefully established clinical practice guidelines.

The spinal fusion program's clinical practice guidelines were developed in October 2014 by a multidisciplinary team, including clinical nurses caring for these patients. The team reviewed existing treatment plans and outcomes of spinal fusion patients, audit data, information from evidence-based literature and input from patients and families to initiate changes and adjust practices.

By creating a standardized process, patient safety is increased. A spine patient education binder, standardized order sets, new pain management practices and nutrition supplements are some of the items that have been incorporated into treatment and care.

The spinal fusion team meets quarterly and revises the processes on an ongoing basis to continue to implement strategies that are consistent with high reliability concepts.

▷ *Meghan Mays is a former patient ambassador who had spinal surgery to correct scoliosis. At the time of her spinal surgery, her back had grown to a 54 degree angle. Today, she is standing taller than ever, thanks to the expert care of her orthopedic surgeon, Michael Albert, MD.*

spinal fusion team members:

Spinal fusion team members:

Leader: Cindy Brown, DNP, RN
(CNS hospital operations)

Team Owner: Jayne Gmeiner MS, RN, NEA-BC (CNO)

Facilitators: Denise Childress MA, BSN, RN-BC
(corporate education)

Staci Sowers MS, RN, CPN (corporate education)

Other Team Members:

- Tami Wiggins, MSA, RN, NE-BC, (director of emergency and trauma center)
- Ranjana Sinha, MD, MHA (hospitalist)
- Tom Taghon, MD (anesthesia)
- James Lehner, MD (orthopedics)
- Michael Albert, MD (orthopedics)
- Doretta Marek, PT, MS (physical therapy)
- Janet Squiers, PT (physical therapy)
- Karen Federici, MS, RN, PCNS-BC, CPN (PICU)
- Leah Sabato, MPH, RD, LD (nutritional services)
- Stacy Roehrs, Pharm-D (pharmacy)
- Denise Martin, BSN, RN, CPN (discharge planner)
- Cynthia King, CO, LO/Hanger (OrPro)
- Dianne Pentenburg, RN, ONC, CNOR (orthopaedics)
- Nikkia Whitaker, MSN, RN, CCRN (AHU)
- Katie Miller, RN (three east)
- Molly DePoorter, RN (surgery)



exemplary professional practice (EPP)



▷ Zach Shumaker, BSN, RN, is one of the outreach nurses in Dayton Children's emergency department ensuring children continue to receive the right care, even after they come home from the ED.

the right care on the other end of the line

Follow-up phone calls facilitate safe transition from emergency care to home

In 2007, Dayton Children's introduced the emergency department Outreach Nurse Program; an initiative in which experienced pediatric emergency nurses follow-up by phone with families of patients who were seen at Dayton Children's emergency department and urgent care locations.

During an emergency visit, parents experience stressors that can impede their understanding of discharge information and, ultimately, their ability to appropriately care for their child at home. The ED Outreach Nurse Program provides a consistent process to follow-up on care instructions, as well as lab and imaging results that are complete after the time of discharge. All families of emergency patients are provided with the direct phone number for the outreach nurse when discharged and are encouraged to call with questions or concerns.

The program, which began in 2007, won the National Patient Safety Award in 2011 from Georgetown University and has been presented at the TriState Nursing Excellence Symposium, the Emergency Nurses Association (ENA), the Magnet Conference in Dallas in 2014 and the Children's Hospital Association conference.

2007:

- Received 866 incoming calls
- Spoke with 8,182 families/patients
- Operated 10 hours per day, 7 days a week

In the past year

- Received 5,610 incoming calls from patients and families
- Spoke with 15,056 families/patients
- Operates 12 hours per day, 7 days a week

Since the beginning of the program, we have:

- Presented the Outreach Nurse Program to Nationwide Children's (2011), who modeled their program after ours.
- Published an article on the program (Journal of Emergency Nursing-2014).
- Presented posters at several nursing conventions including 2015 AACN National conference and the 2014 ANCC National Magnet Conference.
- Presented the program at 2015 ANCC Research Symposium in October, which was a pre-session to the Magnet Conference after being invited to speak as part of a panel about "Innovative Practices."
- Presented at the 3rd Annual TriState Nursing Excellence Symposium in September 2015 on the program.

evidence-based practice scholar program

The evidence-based practice (EBP) scholar program is a one-year program teaching the nurse to complete an evidence-based project designed to improve clinical care.

How does it work?

- The class (once a month) includes lectures detailing each step of the EBP process followed by mentored work for each step.
- Nurses are paired with an EBP mentor for the work and will complete an EBP project by the end of the program.
- Completed poster projects will be disseminated within the hospital.

- Nurse applicants will be expected to apply the EBP process at the unit level after completion of the program.

Congratulations to the nurses who recently completed the evidence-based practice (EBP) scholar program! This one-year program teaches nurses how to complete an EBP project. Participants are selected through an application and interview process.

The completed poster projects are disseminated within the hospital.

congratulations to the 2015 EBP scholars:

Jennifer Balint, BSN, RN and Tiffany Johnson, BSN, RN, RNC-EFM

Gastric residuals and Determining Feeding Intolerance in the NICU Population

Amy Staup BSN, RN, CPON and Erin Black, BSN, RN-BC, CPEN

Role of the Nurse Navigator (in Pediatric Oncology)

Catherine Hodges, RN, CPN
Efficacy of a New Educational Plan for Families of Children with Enteral Devices

Samantha Busch, BSN, RN, CPN and Jamie Eidemiller, BSN, RN
Efficacy of Probiotics in the Management of Antibiotic-Associated Diarrhea in Children

Lisa Schwing, RN and T Diane Faulkner, BSN, RN, CPEN, CEN
Trauma Team Activation: Who Makes the Right Decision when Minutes Count?

▷ Ashlie Hornbeck, PICU, was honored as a 2016 nursing excellence winner for outstanding new grad.



new knowledge and innovation



integral part of planning of new patient rooms – staff input

In 2017, Dayton Children's will have the capacity to provide innovative treatment and care for even more children in the region. The new tower on Dayton Children's main campus will offer patient rooms equipped with the latest technologies that have been designed with the help of nurses and other clinical staff.

"We knew it was important to involve staff members in the planning who are familiar with the daily processes and workflows of delivering patient care," says Cathy Gill, BS, RN, clinical medical equipment manager. "Their knowledge and input combined with new technology and design will enhance safety and experience for both patients and staff."

Improvements that are being incorporated include in-room supply cabinets constructed to make patient materials more easily accessible, pass-through medication cabinets that will be stocked by pharmacy from the hallway, new booms that will give providers 360 degree access to patients while offering additional oxygen outlets, and better braking and night light configuration that allows for enough light to provide care without shining directly into patients' eyes.

Involving staff in the planning is enabling Dayton Children's to continue to provide the best possible care to patients in the most efficient manner.



caregivers give input on technology innovations

Modern technology is a key focus of Dayton Children's strategic plan and a strong component of the new inpatient tower and Springboro campus. Starting this fall, Nurse Call technology will be implemented with the goal of improving patient outcomes through technology.

what is nurse call?

It's a hospital-wide communication system for patients and staff, designed to improve quality, safety and the patient experience. Nurse Call identifies opportunities to improve care and delivers actionable insights to caregivers and patients - all supported by clinicians every step of the way.

The iPad system that's part of Nurse Call will replace the paper signs that are placed outside the patient's room today providing special patient specific information for families and staff.

The messages sent to the iPad system can be generated by the clinical staff at the nurse's station,

or by parents who want to request privacy by touching a button on the system in the room.

Inside each room, a Nurse Call touch pad provides many options for staff improved communication as well as reminders for follow-up assessments or rounding. This Nurse Call touch pad works directly with a display monitoring system that will go into nurses' stations, allowing nurses more time to deliver direct, quality care.

The first place Nurse Call will be implemented is the emergency department at the main campus in fall 2016.

The second implementation of Nurse Call will be in the new emergency department in Springboro in January 2017. The third wave of implementation will be with the move to the new tower in spring 2017. And the final wave of implementation will be with the opening of the new surgery center at Springboro late summer 2017.

input from direct caregivers

A group of nurses were selected by their manager to be part of a build session for nurse call to identify the reminders and requests that can help with workflows, and notification to care providers through visual lights and limited tones.

For example, requests might include needing help for room turnover or if a staff member needs assistance in a room. Reminders could be for hourly rounding, 30 minute or 60 minute reassessments (such as pain reassessment or a temperature recheck).

Lights could include parent privacy (mother breastfeeding), an in-room procedure is in process, fall risk, staff member request for assistance, etc. Tones would include code blue, need assistance in bathroom, etc.

"There's no better way to get input on new technology than asking front-line staff who will be using the system," explains Cathy Gill, BS, RN, who is leading the Nurse Call implementation. "We're thrilled with the input from this team and know it will improve the workflow for all clinicians."

▷ *There is no better person to ask about new technology than the staff who are using it.*

L to R: Brandon Kombrinck, PICU; Tammy Kemlage, from nurse call; Joni Lakes, surgery; Amber Smith, NICU; Jorde Spitler, house float; Cathy Gill, clinical equipment manager. Back: Janet Ellis, ED, Andrea Forsythe, AHU. Not pictured: Katie Miller, three east.



reward and recognition



cameo of caring winner

The Cameo of Caring is the highest nursing honor at Dayton Children's. This year's winner is Tammy Witwer, BSN, RN.

"Tammy is dedicated to our technologically dependent patients, working in the IMCU since the beginning of her career. She demonstrates our Dayton Children's values every day.

She collaborates with the families to assure the safe transition from hospital to home. She teaches tracheostomy care to our new nurses during orientation, and also teaches classes for our patient's caregivers.

Tammy also demonstrates a commitment to safety by assuring that all emergency tracheostomy supplies are readily available in each patient room in the exact same location.

To achieve this, Tammy spent hours making these soft-sided storage devices by hand with the help of her mother. The staff genuinely appreciate this gesture, as they are always aware of the location of their patient's emergency supplies.

Tammy has been nominated to receive a Daisy award in the past, and has also been nominated and identified as a Nursing Excellence Award winner in 2013.

She is a recognized IMPACTS member, demonstrating her commitment to her professional growth. She has a quiet demeanor, but significant love and compassion for the children she serves in the IMCU.

When asked if she has a patient story she shared, "The IMCU is a unique unit. Our patients become family or we become part of their family. One patient had just transitioned to the IMCU from the NICU. It is very hard for families to make this move. They must learn the unit's culture and what will be expected of them. I knew I had this family's trust when the patient's father did not ask for the nurse, but called me Aunt Tammy by accident.

We both laughed and he said, 'You're part of the family now.'

Dayton Children's is a great place to work with excellent values. Everyone in the hospital is always supportive and friendly."

nursing winners and awards

2016 nursing excellence winners

- Beverly Beyer, RN, CIS, Systems Thinking
- Rachel Burd, BSN, RN, ED, Caring Practices
- Cheryl Coffey, BSN, RN, hematology/oncology clinic, Diversity
- Sharon Holbrook, BSN, RN, CPN, endo clinic, Collaboration
- Ashlie Hornbeck, RN, PICU, Outstanding New Grad
- Caroline Johnson, BSN, RN, PICU, Clinical Inquiry
- Nate Kincaid, BSN, RN, PICU, Facilitator of Learning
- Beth Knott, RN, Almost Home, Outstanding New Employee
- Vanessa Williams, BSN, RN, three east, Advocacy/Moral Agency
- Karen Worsham, RN, CNOR, CPAN, PreOp/PACU, Clinical Judgment

daisy winners

The quarterly DAISY Award recognizes nurses for their extraordinary acts of compassion and excellence in their work with patients, families, the community and their co-workers. All nurses, in any role, may be nominated and considered for a DAISY Award.

June 2016 - Kathy Chandler, RN, Children's Health Clinic

April 2016 - Lucas Hammann, RN, emergency department

February 2016 - Sydney Davis, RN, NICU

November 2015 - Mallia Penrod, RN, general pediatrics

August 2015 - Shannon Gould, BSN, RN, three east.

nursing awards

Emergency department call-back program

2011 - National Patient Safety Award, Georgetown University

Presented - TriState Nursing Excellence Symposium, the Emergency Nurses Association (ENA), Magnet Conference in 2014, and the Children's Hospital Association conference in 2015.

safe sleep program

2015 - Gold Safe Sleep Champion, The National Safe Sleep Hospital Certification Program

certified nurses

Sara Adducchio	Linda Duvall	Jennifer Lakeberg	AnnMarie Schmersal
Meg Auman	Merissa Eley	Holly Lane	Tina Schmitt
Renaee Austin	Tyneida Faulkner	Leora Langdon	Nicole Schneider
Gregory Bader	Karen Federici	Tracy Leach	Heather Seifert
Nancy Bangert	Leah Flach	Elizabeth Lee	Sarah Seim
Christa Barlow	Sarah Fletcher	Sharon Longo	Jennifer Shook
Rebekah Baron	Christine Fries	Elaine Markland	Cynthia Skeens
Kate Barrett	Kyle Frysinger	Denise Martin	Cynthia Smith
Sandra Bartosik	Nicole Garritano	Karen McConnell	Karen Smith
Karen Beekman	Karen Gatzulis	Kimberly McCutcheon	Mark Smith
Sarah Begley	Sarah Gehring	Elizabeth Medaugh	Stephanie Smith
Erin Black	Sandra Gerstner	Susan Meyer	Staci Sowers
Jacque Boehringer	Jayne Gmeiner	Michael Michener	Kimberly Sparks
Emily Boone	Bonnie Golich	Kristin Mikolajewski	Traci Spitzmiller
Nancy Borger	Andrew Gooden	Meghan Moore	Amy Spranger
Audrey Brinley	Kimberly Groff	Jennifer Morris	Cheryl St. Onge
Tamara Brockman	Shellie Hembree	Kaylee Mundhenk	Janell Stang
Pamela Bucaro	Margaret Hemmen	Carol Murray	Amy Staup
Patsy Buckner	Sara Hihn	Charity Musselman	Alexandra Stolfi
Gena Buehrer	Aleah Hildebolt	Michele Nadolsky	Angela Suda
Lauren Burneka	Katherine Hildebrand	Kristine Nicholson	Stacy Sullenberger
Samantha Busch	Krista Hock	Carlene Nihizer	Mary Swank
Angela Butts	Catherine Hodges	Bridget Nitkiewicz	Kristie Thomas
Kahle Calkins	Angela Hoersting	Sharon North	Shana Thompson
Lydia Caterson	Amanda Hofmann	Sharon Orozco	Heather Todd
Denise Childress	Sharon Holbrook	Anna Panosian	Lindsay Tucholski
Susan Childs	Heather Holfinger	Sheila Parks	Karen Turner
Julie Christian	Apryl Holland	M Dianne Pentenburg	Julienne Van Cleve
Jessica Cockerham	Linda Hollen	Susan Peterman	Sarena Vargo
Hila Collins	Dorene Holt	Mary Poppaw	Ottelee Waite
Sara Conley	Cynthia Hoover	Patricia Proctor	Andrea Watts
Lisa Connelly	Megan Hoyng	Michaela Quallen	Carole Wehmeyer
Ashley Courtney	Bonnie Huff	Kimberly Reed	Nikkia Whitaker
Matthew Crabtree	Christin Hurwitz	Elaine Ressler	Jessica Whitlock
Debra Cunningham	Jennifer Isham	Lisa Reynolds	Tami Wiggins
Heather Cypher	Debra Jacobs	Abigail Riedel	Carol Croop
Leanne Davidson	Lisa Jasin	Lori Riemer	Holly Woods
Glendalee Davis	Tiffany Johnson	Jessica Rigas	Karen Worsham
Karen Davis	Kimberly Joo	Karen Rittenhouse	Lynn Wright
Ruth Davis	Sherry Kahn	Kari Roberts	Izumi Yamashita
Tonya Davis-Dye	Susan Kern	Mariana Roche	Erica Yanney
April Denlinger	Emily Kesner	Marian Rodgers	Elizabeth Yarger
Julie Deschenes	Elaine King	Diane Rose	Jennifer York
Barbara Deutsch	Lisa Kinsman	Mary Rosenbauer	Ramona Kimberly Young
Josie Dickey	Paulette Kolaowski	Sharon Ross	Valerie Zeretzke
Cynthia Dixon	Amy Kosanovich	Christine Rovelli	Andrea Zimmer
Jennifer Dolvin	Mallory Kothman	Tamara Rybolt	
Carol Driscoll	Kathleen Krumm	Christine Schlater	

