



MedStar Health

FY20 Nursing Annual Report



**THANK YOU
HEALTHCARE
HEROES**

Redefining the Meaning of Healthcare Heroes

MedStar Harbor Hospital

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A Message from Your Chief Nursing Officer



In January 2020, a team of nurse leaders sat around a large conference room table at MedStar Harbor Hospital and brainstormed ideas on what to cover in our FY20 Nursing Annual Report. We developed a solid plan, accounting for important clinical programs and key nursing accomplishments already noted for the year, as well as what was still to come over the next few months. Little did we know, our world, as well as our plan, was about 60 days away from being flipped upside down. COVID-19 presented more challenges for hospitals and healthcare systems than can possibly be counted. The year was without a doubt, a trying time in many people's lives. But it will also be remembered as the year that courage and strength, adaptability and resiliency, teamwork and leadership, and an unwavering commitment to caring for others shined brighter than ever before. Every day, I witnessed my team investing their hearts and souls into their work, often with a bit of apprehension and sometimes with a bit of fear in the mix. At a time when so much uncertainty filled our days, what stood out as a constant, stable source of certainty was that nurses who work at MedStar Harbor Hospital could be relied on to see us through. They did. And they still are.

I am so proud of you. I am personally inspired by you. Words cannot sufficiently express how grateful I am for the commitments you made to our patients and one another in the midst of the global health pandemic. 2020 is a year none of us will forget. In fact, it's a year I believe we should all aim to remember.

Warm regards,

Dawn Owens, RN
Chief Nursing Officer

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Some photos were selected prior to the COVID-19 pandemic. All patients and providers are expected to follow the current MedStar Health guidelines for safety including proper masking and physical distancing where appropriate. Learn more at [MedStarHealth.org/Safe](https://www.medstarhealth.org/Safe).

New Leadership Appointments

Jill Donaldson, FACHE, President



In April 2020, Jill Donaldson, FACHE, was appointed president of MedStar Harbor Hospital, taking over the reigns as Stuart Levine, MD, transitioned to the role of president of MedStar Franklin Square Medical

Center. Jill's experience with MedStar Health dates back to 2010, when she joined the MHH leadership team as vice president of operations. She later transitioned to MedStar Medical Group, where she was responsible for operations at more than 85 practice locations across Maryland and Washington D.C. Over the years, Jill has represented MedStar Health on numerous professional healthcare boards and advisory committees. Currently, she serves as chair of the board of the Maryland Healthcare Education Institute, and is a member of UnitedHealthcare's National Administrative Advisory Council.

Kelly Haynie, MPA, Associate Vice President of Operations



MedStar Harbor Hospital named Kelly Haynie, MPA, associate vice president of operations in April, 2020. Prior to this appointment, he served as senior director of support services at MedStar Montgomery Medical Center, and

held several leadership roles within the MedStar Health Institution for Innovation and the MedStar Simulation Training and Education Lab. Kelly is a former Staff Sergeant and non-commissioned officer with the Maryland Army National Guard, with a master's degree in public administration from the University of Baltimore and bachelor's degree in homeland security from the University of Maryland Global Campus. He will graduate with a doctorate in health administration from Capella University in 2021.

Lara Barringer, MD, Vice President of Medical Affairs



Lara Barringer, MD, was appointed vice president of medical affairs in April, 2020. She joined MedStar Harbor Hospital in 2012 as a physician advisor, responsible for oversight of the Denials Management, Avoidable

Readmissions, Length of Stay Reduction, and Hospital Acquired Condition Programs. In 2016, her role expanded to include responsibilities at MedStar Franklin Square. Since then, she has led a number of critical entity and systemwide initiatives centered around clinical quality improvement, safety, HRO advancement, and quality-based reimbursement. Dr. Barringer earned her medical degree at the University of Maryland School of Medicine.

Positioned on the Front Lines

The Role and Impact of Our Nursing Team During COVID-19

Anyone who works in a hospital knows how important it is for its nursing team to be flexible and adaptable. The work is fast-paced, the priorities change often, the demands from patients can be constant, and sometimes even overwhelming. However, the terms “flexible” and “adaptable” took on new meaning in the world of nursing at MedStar Harbor Hospital in 2020, as a result of COVID-19. Here, we share perspective from several organizational leaders, as they reflect back on how the organization has navigated and managed the global health pandemic safely and efficiently, with a unified sense of empathy and understanding guiding the way.



All Hands On Deck

“Our team was amazing as we all made adjustments and started to understand our ‘new normal.’ The level of energy required from staff has been significant, especially because we are managing a new disease that we don’t know much about. Additionally, in many cases, the only visitor a patient had was their nurse. This meant that our front line team has had to put on even more hats, and provide support for their patients in new ways. The term ‘healthcare hero’ doesn’t even begin to reflect the work that has been done and the personal sacrifices members of our team have made as we have operated during COVID-19 with all hands on deck.”

Jill Donaldson, FACHE, President

Resiliency Like Never Seen Before

“As we started to get a handle on our new realities, we worried that we would see an increase in the number of nurses calling out. After all, coming to work has meant potential exposure to a deadly virus. It has been scary.

There have been lots of fears and anxieties. But our people have showed up, day after day. They have put their brave faces on and continue coming in to do their jobs. The level of courage and resiliency our nurses have demonstrated around the clock, every single day, is simply astonishing. Senior leader visibility is important, and has helped keep people motivated, positive, and surrounded with support.”

Dawn Owens, RN, Chief Nursing Officer

Intensity in Intensive Care

“In normal circumstances, we can take care of 11 patients at any given time in our intensive care unit. On many days during the COVID-19 pandemic, our census has been double that number. Our capacity management team has been very helpful as we worked to plan for surges and how to most efficiently manage them. This was especially important because some patients were being transferred to MedStar Harbor Hospital from other MedStar hospitals. We were also successful in increasing our number of negative pressure rooms from three to 15. This

experience has made me extremely proud to be a nurse. We have learned so much, and are stronger because of the experiences we have had in caring for patients during the pandemic."

Jaime Krasauskis, RN, Assistant Director of Nursing, ICU and Telemetry

Flexibility at Its Finest

"Understandably, many people in the organization turned to me for answers. I didn't always have them. A lot of times I would explain 'This is what we are doing today, and it will likely change by tomorrow.' Our nurses were so understanding, accepting, and flexible. It's hard to provide care while constant change is occurring, but they did exactly that, and never missed a beat. I tear up thinking about just how hard everyone has been working, and just how committed every person on our team has been. We have done a very good job, and I am incredibly proud of our organization. Today, we are stronger, more prepared, and more adaptable to change than ever before."

Kelly Morris, RN, Infection Prevention Nurse

An Unprecedented Pace of Change

"At the onset of COVID-19, direction was coming to us from hospital leaders. Direction was coming to us from healthcare system leaders. You would literally go onto a unit to provide updates and by the time you walked down the hall and took the elevator up one floor to a different unit, things would have changed. It has honestly been surreal. But it also has given us a new outlook on how to manage change more efficiently. Our ability to truly work well as a team became incredibly apparent. This is why I became a nurse; to be part of something like this."

Cara Miller, RN, Director of Nursing

Phenomenal Personal Commitments

"The personal commitments our team has made, in order to be able to continue doing their jobs, is phenomenal. Many have opted not to be around their families much, as they don't want to risk being exposed to the virus at work and then transmitting it to their loved ones back at home. Some signed up to work shifts at the Convention Center. Lots of people picked up overtime. Everyone has been willing to pitch in and do their part, and I couldn't be more proud of this team. I think that many nurses feel like this is exactly why they chose this profession; to be the one who is there and cares when crisis strikes."

Billy Taylor, RN, Manager of Patient Care Services, Emergency Department





Connecting in New Ways

"COVID-19 basically took over everything and changed a lot of things, very quickly. A lot of people were asked to work in a different role or on a different unit of the hospital, as needs grew in our critical care areas. The common response was 'Let me know how I can help, and where, and I will do it.' It was and still is inspiring. The interesting thing is that all of these changes have given us opportunities to connect with associates in new ways. It has required that we all think creatively and innovatively about how to adapt and deliver patient care. People have connected, bonded, and supported each other in so many ways."

Amy Alsante, RN, Magnet Coordinator



Education to Guide the Way

"A lot of information was coming in and needed to be communicated out about a virus that no one had any experience with. There were new procedures and processes to build, explain, and implement. There were so many questions that needed to be answered. Things we had never thought about before had to be quickly planned and deployed, and information sharing was a crucial component to our ability to keep up and manage COVID-19 effectively. It was exhausting but we did it, and I think staff genuinely appreciated the effort. People now see healthcare workers as heroes for a reason. They are."

Amy Bartholomew, RN, Nurse Educator and Professional Development Specialist



A Learning Experience for All

"Nursing is about being able to turn on a dime and stay focused. It requires creativity, flexibility, and a knack for problem solving on the fly, always, but even more so as we manage COVID-19. Some have seen this as a great opportunity to learn about and work on new things. We have all been exposed to things that definitely were not taught or addressed in nursing school. I think many have adopted the mindset that they can get through anything in life, now that they have worked through this pandemic."

Sherry Reisler, RN, Nursing Professional Development Specialist



Our Magnet Journey



One of the greatest honors a hospital nursing team can achieve is to be named a Magnet designated program by the American Nurses Credentialing Center (ANCC). The program designates organizations worldwide that successfully align their nursing strategic goals to improve patient outcomes. It provides a roadmap for nursing excellence and delivers opportunities for nurses in the form of education and professional development through every career stage. Patients cared for by a Magnet designated nursing team can feel confident they are receiving the very best care, delivered by nurses who are supported to be the very best that they can be.

In May 2019, MedStar Harbor Hospital appointed Amy Alsante, RN, to the role of Magnet Coordinator and Nursing Practice Innovation Lead, with a vision to pursue the robust process



outlined by the ANCC, to apply for Magnet designation.

"MedStar Harbor has the right infrastructure, processes, and outcomes data in place to pursue Magnet designation and the time is right to go for it," said Amy. "Organizational excellence is a



key priority as the ANCC is evaluating hospitals, and we deliver that in so many ways, from high quality patient care and outcomes to high quality staff experiences and satisfaction.”

MedStar Harbor submitted the first phase of documentation to the ANCC in June 2020. Since then, Amy, chief nursing officer Dawn Owens, RN, and other leaders have been working hard to engage staff from across the organization in the process. A celebratory kick-off event drew in participation by more than 250 staff members from across the hospital, all of whom were interested in learning more about the hospital’s journey toward Magnet designation and offering perspective on why the nursing program at MedStar Harbor is deserving of such a prestigious recognition.

“We wanted to socialize the concept of Magnet; make it fun and engaging so that people would want to be part of it,” said Amy. “This involves everyone—not just our nurses. As an organization, over a period of eight quarters, we need to conduct and report research and data, write stories, and prepare for a site visit with ANCC representatives, who will immerse themselves in our operations as they evaluate us.”

Among the many stories being collected, written, and verified are those that highlight positive patient experiences and outcomes, staff satisfaction, continued professional development opportunities, community outreach, and achievement of Nursing Sensitive Indicators



Timeline to achieving Magnet designation

Year #1 (FY20)

- Gap Analysis
- Continuous NSIs quality improvement
- Revision of shared governance and unit-based councils
- Initial nursing satisfaction survey
- Launch of research and writing

Year #2 (FY21)

- Continued research
- Continued writing
- Continued data collection
- Continued NSIs quality improvement

Year #3 (FY22)

- Complete writing and editing
- Dissemination of research
- Submission of document

Year #4 (FY23)

- Document revisions and additions, as requested
- Site visit
- Achievement of Magnet designation
- Celebration!

(NSIs). This process began during fiscal year 2020 and will continue through fiscal year 2023.

"This process gives everyone who works at MedStar Harbor Hospital a chance for their voice to be heard, and a chance for positive, inspirational stories to be told," said Amy. "It's a tremendous amount of work, but the effort that we are putting into this is worth it. The quality care we deliver for our patients at this hospital is outstanding and worthy of Magnet designation."



Benefits of Magnet designation

- Alignment with MedStar Health's strategic plan
- Puts superior patient outcomes at the top of the priority list
- Improves patient and staff safety
- Elevates staff satisfaction scores
- Reduces costs
- Boosts reputational excellence
- Supports staff recruitment and retention efforts

Nursing Awards

Nurse of the Year Award

Presented to Daniel Tesfamariam, RN



Some consider it the greatest honor a nurse in practice can possibly receive—to be named their hospital's Nurse of the Year. In 2020, MedStar Harbor Hospital presented its annual award to Daniel Tesfamariam, RN, who works on South Main 4, and is known

for his steadfast commitment to always putting his patients and their needs—both physical and emotional—first.

Daniel has worked for MHH for 13 years. At a young age, he was inspired by his mother, a single parent raising five children, to get a good education so that he could eventually get a great job. He was interested in healthcare because of the wide range of opportunities offered, and the potential that came with it to help others.

"One of the things I love best about being a nurse is seeing a patient progress and get better, from admission through discharge," said Daniel. "MedStar Harbor Hospital is a great place to work because there is a true family atmosphere here. Teamwork is key!"

Daniel is humbled to be named Nurse of the Year, especially in 2020, when the demands of those working on the front lines are greater than ever, due to the COVID-19 pandemic.

"There are so many other great nurses who deserve this award; they are fighting and risking their lives and the lives of their loved ones, but are here to take care of their patients," said Daniel. "Kudos to everyone on our nursing team. I am honored and thankful to be recognized by my peers and managers during this challenging time we are living in."

Jean Watson Caring Award

Presented to John Ponce, RN



MedStar Harbor Hospital's 2020 Jean Watson Caring Award was presented to John Ponce, RN. His experience with MedStar Health began in 2017 when he joined MedStar Good Samaritan Hospital as a med surg unit nurse. In 2019, he

transferred to MHH to take a job in the intensive care unit. Since then, he has quickly earned a reputation as a nurse that everyone can count on. He is quick to help others, is willing to pick up extra shifts when the unit is short staffed, and is patient, kind, and compassionate in every encounter he has with patients and their families.

"I love being a nurse because I can see the result of my work right in front of me," said John. "It means a lot when your patients give you a simple thank you or a look of relief and comfort, just because you are there."

John has enjoyed his job at MHH so much that he encouraged his wife, also a nurse, to join the team, too. She now works on South Main 4, and was the first person John told when he found out he was the winner of the Jean Watson Caring Award. The second phone call was to his mother, who is also a nurse, and was a key role model and reason for his choice of career.

"Winning this award makes me feel very proud of my work, and it motivates me to keep aiming higher," said John. "It's fulfilling, rewarding, and a great honor to be the recipient of the Jean Watson Caring Award."

Baltimore Magazine Top Nurses

For the past six years, editors at *Baltimore* magazine have conducted an "Excellence in Nursing" survey to gain perspective on nurses out there who are the true "shining stars" in their profession. Based on their research and findings, each May they publish a special "Top Nurses" section in the magazine, honoring those who have risen to the top, and are proving themselves to be among the best of the best.

The honorees are recognized at a special event, hosted by *Baltimore* magazine, each May. This year, the event was postponed until the fall, due to COVID-19. Six nurses from MedStar Health's Baltimore hospitals were named, including **Saleh Hady, RN**, from MedStar Harbor Hospital. We are proud of our nurses, and extend a special note of congratulations and thanks to Saleh, for representing our hospital.



Six nurses from MedStar Health's Baltimore hospitals were named as Top Nurses by *Baltimore* magazine in 2020. Left to right: Naima Holland, RN, Saleh Hady, RN, Jessica Hancock, RN, Mylene Leckner, RN, Rosita Raye, RN, Casey Michaelis, RN.

Nursing Impact Award

Presented to Amy Bartholomew, RN



The MedStar Health Nursing Impact Award was created to celebrate nurses committed to achieving system nursing goals at each entity. It honors

those who have led process improvement and practice development efforts, demonstrated through their active involvement in committees and councils. In FY20, Amy Bartholomew, RN, was presented the award, just shortly after she celebrated her 20th anniversary as a MedStar Harbor Hospital employee.

"It was an amazing moment to receive this award in front of leaders and my colleagues," said Amy, a nurse educator and professional development specialist on the hospital's ICU and cardiac telemetry units. "It reminds me that my work matters, and inspires me to do more."

Amy's nominator described her as a "transformational leader and expert clinician that readily shares her knowledge with others." The nomination also references the many ways Amy has implemented learning strategies that are innovative but also fun. The introduction of an "Escape Room" to orient new employees to performance improvement and patient safety initiatives is one example. She was also instrumental in the introduction of "Harbor Haven," recognized as a place in the hospital where caregivers can escape to for a few moments of relaxation when needed.

"I have always wanted to be involved in projects that impact care across the hospital," said Amy. "As an educator, a big part of my job is to come up with creative ways to get the message across and get people engaged. It is an honor to accept this award for doing a job that I love."

Congratulating Our FY20 Nursing HeRO Award Winners

At MedStar Harbor Hospital, we believe that every nurse is a hero, based on the work they do each day to take care of our patients and our community at large. At our annual awards event, we honored a select few for specific achievements that exemplify our definition of the word HERO!



Janie Taylor Poole, RN

Team HeRO Good Catch Award

This award celebrates the efforts of an associate who collaborates with others to achieve better patient outcomes. Through collective mindfulness, the team achieves improved patient safety and care.



Sandy Isaac, RN

Jaime Johnson, RN *(not pictured)*

*Patient Centered Care
HeRO Award*

This award recognizes an associate who embraces our “patient first” value and places patients at the center of care, quality, and safety. They speak up and advocate for the patient, even in the most challenging of circumstances.



Daniel Tesfamariam, RN

Super HeRO Award

This award goes to an individual who inspires, astounds, and impacts patients, associates, the organization, and the community. Like the superheroes we know and cherish, this associate places the lives of others first. Their focus on patient safety and high reliability makes a lasting impact.



Fernando (Tony) Johnson, RN

Stop the Line HeRO Award

This award recognizes an associate who embodies high reliability even in the most challenging circumstances. They are not afraid to literally “stop the line” to ensure patient safety.



Kelly Morris, RN

*Josie King Foundation
HeRO Award*

This award recognizes an associate who speaks up for patient safety. They are known to promote positive change—in patient safety initiatives, the healthcare industry, and themselves as individuals.



Jaime Krasauskis, RN

Leader HeRO Award

This award recognizes a MedStar Health leader who embraces our high reliability imperative as an important part of our day-to-day operations. It's one who is recognized as a role model for quality and patient safety, and who holds themselves and others to the highest standards.

Stephanie Payne, RN

Nursing HeRO Award



This award recognizes a MedStar nurse whose invaluable efforts advance high reliability and ensure we deliver the highest levels of quality and safety to our patients.

Kelly Murrillo, RN

HeRO Good Catch Award



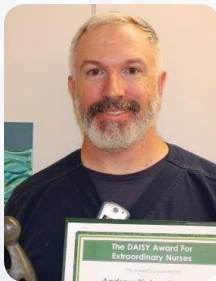
Every year, we recognize one great “catch” of the many that are documented and shared. This award goes to an associate who helped prevent patient harm that results in lasting change to improve patient safety for all moving forward.

DAISY Awards: A Celebration of Nursing Excellence

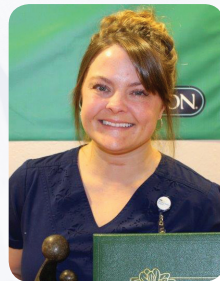
Nurses are extraordinary people who do extraordinary things. Each year, MedStar Harbor Hospital presents four DAISY Awards—one per quarter. The awards go to nurses who routinely go above and beyond the call of duty or who deserve recognition for the role they played in a special event or situation that occurred, which positively impacted a patient or coworker.

DAISY Award nominations are submitted by patients, family members, physicians, or other colleagues, in celebration of nursing excellence and the lifechanging care delivered by dedicated members of our team. Winners are known for exuding excellent clinical skills and leadership as well as an admirable level of compassion in how they care for others.

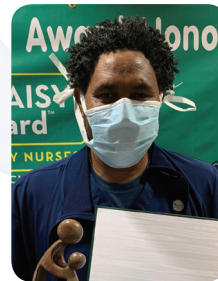
Congratulations to MHH's FY20 DAISY Award honorees:



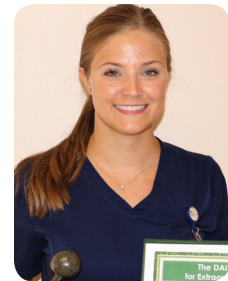
First Quarter
Andy Richardson, RN, S3



Second Quarter
Corinne Berube, RN, S3



Third Quarter
Daniel Tesfamariam, RN, S4



Fourth Quarter
Meagan Dixon, RN, S3

Spirit Winners: Nurses Serving as Role Models Every Day



Jennifer Anyika, RN

Jennifer has been part of the inpatient behavioral health team

for three years, advancing in her career from staff nurse to nightshift charge nurse while also progressing on the clinical ladder to the role of RN3. She is an exemplary leader and nurse, and true role model. Patients love her, staff looks up to her, and managers couldn't live without her!



Harmony Welsh, RN

Harmony demonstrates the MedStar Spirit Values every day

through dedication, initiative, motivation, a positive attitude, and customer service. She has quickly evolved into an exceptional nurse and role model who treats her peers and those she is caring for with the utmost professionalism and respect. She builds open and honest relationships, never complains, and is recognized as an exceptional team player.



Marites (Tess) Hora, RN

Tess is often referred to as "the Florence Nightingale of N4." She shows

compassion and empathy for her patients and coworkers alike. She takes a proactive approach to anticipate patient needs and address possible safety concerns. As a charge nurse, Tess builds trusting relationships with her team. She is recognized as a diligent, committed nurse who creates a positive image for MedStar every day.

Champion Program Updates

In fiscal year 2019, MedStar Health launched the Champion Program, a system-wide initiative designed to improve patient safety, outcomes, and satisfaction scores. The goal of the program is three-fold: (1) improve HCAHPS scores for pain management, (2) prevent or reduce the number of Hospital Acquired Pressure Injuries (HAPI's), and (3) reduce or eliminate the occurrence of patient falls. MedStar Harbor Hospital's Champion teams are continuing to make positive progress across all three priority programs.



Introducing Aromatherapy to Promote Well Being

As MedStar Harbor Hospital's Champion programs continue to evolve, our teams are becoming more

creative and innovative in identifying ways to sustain an environment of care that is healing and supportive. The introduction of lavender-based aromatherapy to promote well being is making positive headway.

"The use of aromatherapy is not a stand-alone approach, but can go a long way in creating a positive, healing environment for our patients," said Amy Alsante, RN. "It's a nice complement as we look for ways to bring our patients peace and comfort, when they need pain relief."



Setting the Benchmark for HAPI Prevalence

Reducing the prevalence of hospital-acquired pressure injuries (HAPI's) has been a long-time

priority at MedStar Harbor Hospital, with a Champion group in place to concentrate on the effort. In February 2020, the hospital participated in a Global Prevalence Survey, calling for three days of measurement to set a benchmark, and to deliver data that can be compared with other hospitals.

"By participating in the survey, we were able to gain an understanding of where we stand comparatively with other hospitals," said Amy. "This is a priority for everyone and we expect a number of educational initiatives will come out of this that will help us take the right steps toward reducing HAPI's at our hospital."



A Special Fall Prevention Message, Presented in a Special Way

MedStar Harbor's Fall/Safe Patient

Handling Champions are reminding patients who are at high-risk for falling to take precaution, in a new and special kind of way. Signage has been installed on the ceiling, directly above patient beds, in SM4 and NM4, reminding patients "Don't Fall. Please Call." The goal is to install the ceiling tiles on all inpatient units, gradually.

"It reinforces that we really do want patients to call and ask for our help, and they like seeing that reminder," said Joan Sullivan, RN, WOCN/ NICHE coordinator at MedStar Harbor. "This is just another tool in our arsenal to keep our patients safe by reducing falls."

Introducing Our New Professional Practice Model

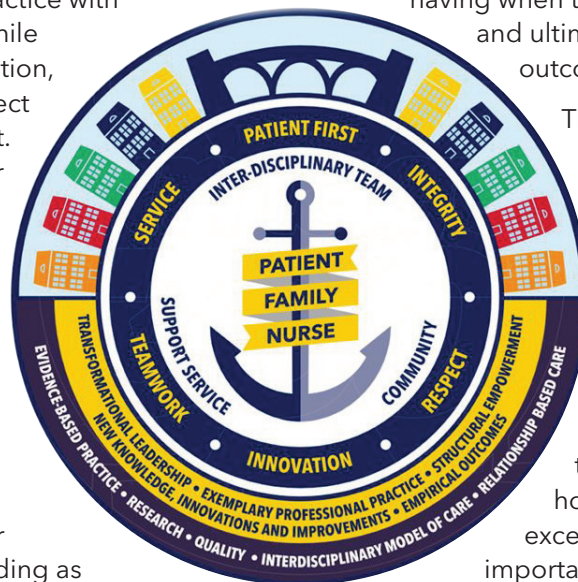
The practice of nursing is complex. Nurses are expected to work independently as well as part of an inter-disciplinary team. Their work must merge evidence-based practice with relationship-based care, while also putting quality, innovation, service, integrity, and respect at the top of the priority list. Nurses serve patients, their families, and each other.

This fiscal year, MedStar Harbor Hospital's nurse leaders introduced a new professional practice model that effectively captures it all. The model positions the patient at the center of everything a nurse does, with MedStar Health's SPIRIT values standing as a key driver in the culture of care that patients can expect to receive. The principles of Contemporary Primary Nursing (CPN) are evident, with transformational leadership, exemplary professional practice, structural empowerment, key knowledge, innovation and improvement, and empirical outcomes weaved in as nursing practice priorities.

The model was built and implemented with input from the hospital's front line nurses and leaders. The process was engaging and collaborative.

"As we began to think about our model, we encouraged our nurses to speak up and share their thoughts and ideas," said Amy Alsante, RN.

"As a team, we are all vested in our patients and what we can do as nurses to improve the care we are providing, the experience our patients are having when they are under our watch, and ultimately, their long-term outcomes."



The new professional practice model was officially introduced at MedStar Harbor's Magnet celebratory kick-off event in January 2020. A schematic graphic was unveiled, portraying how individual nursing priorities come together to define the hospital's approach to nursing excellence. It will play an important role as MedStar Harbor pursues Magnet designation from the American Nurses Credentialing Center (ANCC).

"The graphic helps people understand the principles that guide our nursing culture, and that the patient is at the top of our anchor," said Amy. "We are taking concepts and operationalizing them in our day-to-day work, while always keeping our eye on opportunities for quality improvement. I am proud of our new professional practice model and what it represents."

Improving the Patient Experience

When patients come to MedStar Harbor Hospital for care, they experience the principles of Contemporary Primary Nursing (CPN) and Interdisciplinary Model of Care (IMOC). Both are innovative, forward-thinking patient care programs, designed to put the holistic needs of patients first. But in 2020, an important and valid question was raised. Do our patients really understand what these programs are, the steps we have taken as an organization to put them in place, and ultimately, how they benefit?

The answer was a “hard maybe.” Christy Borck, director of patient experience at MedStar Harbor, felt it was important to change that.

“We have these fantastic programs in place that so much effort has gone into building, but our patients were never really told about them,” said Christy. “We decided that we needed to explain our approach and goals to patients and their families as they were coming in to the hospital. Good communication is important, and opens a door for us to educate our patients as well as hear about and integrate their preferences, from day number one of their care.”

Today, patients are hearing about CPN and IMOC during their admission assessment process. Then they receive a letter, recapping the conversation and encouraging them to speak with their care providers about any steps that can be taken to make their experience at MedStar Harbor exceptional. The key message: “We are in-tune to your needs and intend to take care of you like you are our family.”

“Relationship-based care is a key priority at MedStar Harbor. Holistic care that accounts for our patients’ needs at every level, is another,” said Christy. “We have been delivering this level of care for a long while. But now we are making the communication component a key priority. We really want our patients and their families to know we are committed to doing everything we can to make their experience here the best it can be.”



Heart, Stroke, and Spine Certifications

MedStar Harbor Hospital earned three recertifications from The Joint Commission in FY20!

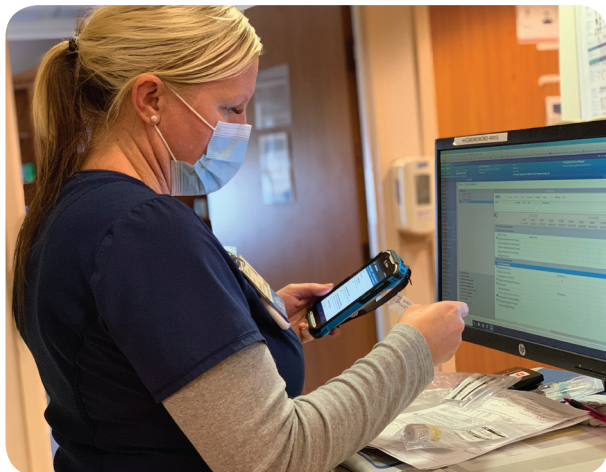
The **Primary Stroke Center** earned initial certification in June 2009. This year the Center earned its sixth recertification!

The **Spine Center** earned initial certification in December 2013. This year the Center earned its third recertification!

The **Heart Failure Program** earned initial certification in December 2013. This year the Program earned its third recertification!



Increasing Automation with New Technology in Hand



In December 2019, nurses in clinical units across MedStar Harbor Hospital began using TC51 devices to automate the medication administration process. The devices function like smart phones, capturing and documenting barcodes from patient wrist bands as well as medications prescribed.

"As a nurse is administering medication, they can simply scan the patient's wristband, then scan the barcode on the medicine, and then sign off, all from the handheld device," said Veronica Santiago, director of informatics at MedStar Harbor Hospital. "It's quick. It's simple. It's reliable."

The new TC51 technology replaced the MC75 devices previously used, and comes with a line of benefits for nurses who are on the go and multi-tasking throughout the day. Streamlined tasks, workflow efficiency, and improved communication for nursing staff are among them.

"Nurses are often pulled in many different directions," said Veronica. "They were very happy to receive their new devices because they simplify and automate very important processes."



Users underwent one-hour training sessions as the new devices were introduced. They had the opportunity to practice administering medications and hanging infusion bags using the new devices. They were also oriented to the new "MedStar Voice" network, loaded onto the TC51 devices to give clinical providers a way to connect with one another across their units. A "Connect Nursing" app is under development and will be added to the devices in the near future. The app will replace most functions currently facilitated through ASCOM devices, and will offer secure text messaging, image capturing, emergency alerts, and phone capabilities.

"We've faced some delays in implementing these new tools because of the COVID-19 pandemic," said Veronica. "But they are on our radar, and will be available for our team to begin using soon."

Nurse Residency Program Continuing Strong



Imagine beginning a nursing career when the world is in the midst of a global health pandemic. Three groups of new-to-practice nurses at MedStar Harbor Hospital have experienced exactly that. The Nurse Residency Program adopted a few new formats and approaches, but continued in FY20, and perhaps became even stronger and more robust.

"One of our goals for this year was to be more interactive with the nurse residents; to introduce more hands-on activities to replace learning through lectures," said Sherry Reisler, RN, professional development specialist and nurse residency program coordinator at MedStar Harbor. "We had to be creative to achieve that goal while we were also managing the COVID-19 pandemic. The information we had to deliver was the same, but we had to implement new formats."

The nurse residents, organized into three cohorts based on date of hire, still got to hear from guest speakers, using virtual tools. They still had the opportunity to participate in interactive learning activities and group reflection processes, organized into smaller groups. They were still able to join webinars, but did so by spreading out and using multiple rooms inside the hospital.

"Obviously these nurses are coming into the profession at a time when there are many unknowns, as the pandemic continues," said Sherry. "Some have expressed some anxiety

and fear. But many believe they have been presented an exciting opportunity. Several new nurses have shared that 'this is exactly why they decided to become a nurse in the first place—to be on the front line when the world needs them.'"

Louis Consoli, RN, is one who can attest to that statement.

"I didn't feel like a hero until I had to wear the mask every day and people everywhere were thanking me for my service; that's when it really hit me," said Louis, who recently completed the program. "I've learned that nursing is an ever-changing profession and that being adaptable is a key strength. We all need to be understanding and pitch in to help. We support our peers, and they support us."

Notre Dame Cohorts

MedStar Harbor Hospital nurses who are pursuing bachelor and master's degrees through Notre Dame of Maryland University continued to make progress this year, despite COVID-19. Courses typically taught at the hospital were converted to an online format.

"Our nurses are committed to staying on track even though COVID-19 changed a lot of things," said Cara Miller, director of nursing at MedStar Harbor. "It's a big commitment, especially for nurses who are managing a lot of challenges at work as well as at home. Education has clearly remained a priority, and that speaks volumes about the nurses who are participating in this program right now."



MedStar Harbor Earns Baby Friendly Designation

Staff in MedStar Harbor Hospital's Women and Infants' Center had much more to celebrate than the end of the year on December 31, 2019. The date marked an important milestone for the unit, when it was officially awarded designation from the Baby Friendly Hospital Initiative. The designation is for five years, and is a significant achievement that brands the hospital as a top quality provider of maternal care, committed to

optimizing infant feeding practices for every newborn baby.

"We have been on this journey since 2013," said Dawn Owens, RN, chief nursing officer. "It involved a lot of education and training for our nurses, physicians, and care associates, so they would have the tools to promote breastfeeding and its benefits, for all patients."

Dawn says the designation sends a powerful message to families in the community about the level of care they will receive, if they choose to deliver their babies at MedStar Harbor.

"This lets our patients and their families know that we are dedicated to helping them make informed decisions about feeding methods, as new moms are making the personal choice to breastfeed or bottle feed their babies," said Dawn. "We are dedicated to upholding standards set forth by the World Health Organization and the American Academy of Pediatrics for infant nutrition."



HIV Testing Program Via Community Advocates

With support from a grant funded by the Baltimore City Health Department, MedStar Harbor Hospital has introduced a new HIV Testing Program in the emergency department. The program was launched in February 2020 and is facilitated by the hospital's community health advocates. It involves an oral swab, and HIV test results are typically available within 10 to 20 minutes. Patients who produce a positive swab are then encouraged to have a blood test, to confirm the diagnosis.

"This program aligns with our goal to provide holistic care for every patient who comes through our door," said Billy Taylor, RN, manager of patient care services in the emergency department. "Those who have limited access to healthcare and health resources can tap into this program, and get the help they need if they do test positive. The earlier we can identify and treat HIV, the better."

Giving Back to the Community

MedStar Harbor Hospital is committed to giving back to the communities we serve, in ways that positively impact the people of Baltimore. Throughout the year, our nurses engage in various activities and events, demonstrating how much we care and our desire to “do good” for our neighbors.



"Our hospital is designed to provide a quality care experience to our patients and our community. When we have an opportunity to reach out into our community, we put these words into action. Our outreach activities create bonds of friendship, care, trust, and commitment, and makes MedStar Harbor a truly valuable part of the community."

Steve Friedman, Director of Respiratory Therapy



Posters and Presentations

Podium Presentation:

"The Patient Can See You Now": Providing Community Based Palliative Care Using A Video-Cased Telehealth Clinic with Remote Monitoring

Location: Was accepted as a podium presentation to be presented at the American Academy for Hospice and Palliative Medicine (AAHPM) held in San Diego March 19, 2020. Cancelled due to COVID-19.

Presenters: Kathryn A. Walker, PharmD, BCPS, CPE; Sarah Bayne, MSN, FNP-BC, ACHPM

Poster Presentation:

Assessing the Feasibility of Retrospective Fielding of the Thackrey Clinical Confidence in Coping with Patient Aggression Scale

Location: Poster presented at the 20th International Meeting on Simulation in Healthcare, January 2020, San Diego CA.

Presenters: Les Backer, PhD, MS, MEdL, NRP, CHSE; Amanda Davis, MSN, RN; Belinda Hermosura, MSN, RN, CHSE; Charles Kozak, BS, RN; Alexander Walker, PhD

Disseminated at Local Professional Organization Conferences:

Innovative Strategies to Manage Violence in Patients with Mental Illness

Location: Presented by the Behavioral Health Team at the Maryland Nurses Association Conference—November 2019.

Presenters: Amanda Davis, MSN, RN; Samuel Lesnar, MS-HCAD; Alina Knauff, BSN, RN-BC; Amy Alsante, DNP, RN, CHEP, NE-BC

Improving Sepsis Care Through Communication and Innovation

Location: Presented by the Emergency Department Team at the Maryland Nurses Association Conference—November 2019.

Presenters: William Taylor, BSN, RN; Kristi Twigg, BSN, RN; Cara Miller, BSN, RN; Amy Alsante, DNP, RN, NE-BC

Caring for our Caregivers: Creating a Safe Space to Relax, Refresh & Renew the Nursing Spirit

Location: Was accepted as a poster presentation at the MedStar Washington Hospital Center 5th Annual EBP-Research Conference and at the Maryland Nurses Association Year of the Nurse 2020 Nursing Education Summit "Educating for the Future of Nursing." Cancelled due to COVID-19.

Presenters: Amy Bartholomew, MSN, RN, CCRN-K; Christy Borck, BBA, CLSSGB

Nursing Residency Posters:

All of the posters below were presented at MHH Residency Completion Celebration February 2020, PCS Leadership Meeting and Nurses Week June 2020.

Pain Management for Neonates During Circumcision

Presenters: Erica Anand, RN; Stephanie Skipper, BSN, RN

Effects of Non-Pharmacological Sleep Kits on Patient Perception of Sleep Quality During Acute Care Hospital Stay

Presenters: Louis Consoli, BSN, RN; Britney Harry, RN; Rebecca Mardesich, BSN, RN; Diana Padin, RN

Fall Prevention Education in Adult Inpatient Unit

Presenters: Eugenie Noutsas, BSN, RN; Nancy Peake, BSN, RN; Agnes Ezedike, BSN, RN

How ASCOM Handoff and Uninterrupted Breaks Reduce Nurses Perceived Stress Levels

Presenters: Amanda Dahlberg RN; Yeo Ko, RN; Rasheeda Ogunbiyi, BSN, RN

MedStar Harbor Hospital

Facts-At-A-Glance

53

Certified Nurses

0

CLABSI
(ICU & Non-ICU)

0

ICU CAUTI

Clinical
Advancement
Program Nurses

23

Level 3 RNs

17

New to Practice Nurses
completed our Nursing
Residency Program

134

COVID-19 patients
discharged
(as of June 30, 2020)

3

Level 4 RNs

9

Presentations accepted at
local & national conferences
to share best practices

1

MedStar Nursing
Impact Award
winner

6

Nominees for 2020
Top Nurses Award
(Baltimore Magazine)

5 out of 6

MedStar Health Nurse
Sensitive Indicator
goals achieved



MedStar Health

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MedStarHarbor.org