



## 2014 Geisinger Medical Center Nursing Services Report

THE CENTENNIAL CELEBRATION  
GEISINGER **100**



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## A message from the President & Chief Executive Officer and the Chief Nursing Officer



It was 100 years ago when our founder, Abigail Geisinger, first said, “make my hospital right; make it the best.” Her direction is often repeated throughout Geisinger, and it rings particularly true with our nurses, not only in how they care for our patients, but also in how they continually elevate the nursing profession and its integral role in health care.

Our nurses’ dedication, professionalism, expertise and compassion have again been recognized with Geisinger Medical Center (GMC) earning re-designation as an American Nurses Credentialing Center Magnet® hospital. That’s a significant accomplishment, and an honor that is a testament to the hard work and commitment of the high performing nursing and patient care teams at GMC. Our Magnet re-designation continues to affirm what we already know—that our nurses are among the best in the nation.



Making it the best is a theme throughout Geisinger Health System, and one that we will continue to focus on in our second century of service. Our focus remains on doing what is right and best for patients, ensuring that high quality, not for profit health care is available in the communities we serve, creating and preserving jobs—including nurses—and benefiting our economy and area.

Mrs. Geisinger had high standards when Geisinger Medical Center opened in 1915, and we continue to have high standards a century later. We meet and exceed those standards only through the daily effort of all of the members of our Geisinger Family.

And with our more than 23,500 family members never being satisfied with anything less than the best, we are confident that our second century will continue to build on all that we have accomplished to date. Mrs. Geisinger—and everyone at Geisinger—wouldn’t have it any other way.

**Glenn D. Steele, Jr., MD, PhD**  
*President and Chief Executive Officer*

**Susan M. Hallick, RN, BSN, MHA, NEA-BC**  
*Executive Vice President and Chief Nursing Officer*

Geisinger



## About Geisinger Health System

As one of the nation's largest rural health services organizations, Geisinger Health System serves more than three million residents throughout 48 counties in central, south-central and northeast Pennsylvania. The physician-led system is comprised of approximately 23,500 employees, including a 1,200-member multi-specialty group practice, nine hospital campuses, two research centers and a 467,000-member health plan, all of which leverage an estimated \$7.7 billion positive impact on the Pennsylvania economy.

## About Geisinger Medical Center

Physicians in Pennsylvania and the surrounding states refer their most complex cases to Geisinger Medical Center. In addition to being a regional leader in patient care, the 505-bed facility received the 2012 Thomson Reuters 100 Top Hospitals®: National Benchmarks Award. The medical center has also been designated a Magnet® hospital by the American Nurses Credentialing Center (ANCC). These credentials represent just a sample of the national awards and distinctions that Geisinger has earned because of its strong commitment to innovation, quality and top-notch patient care.



## Transformational Leadership



“The road  
to success is  
always under  
construction.”

– Arnold Palmer

## A message from Geisinger Medical Center's Vice President of Nursing and Chief Nursing Officer

It is with pride that I present the 2014 GMC nursing report, showcasing the great work of our nurses. GMC is not defined by its physical structure, although our facility is indeed impressive, but rather by the skills and compassion of our nurses and their ongoing dedication to our patients and their families. Being re-designated as a Magnet Hospital this year is proof that Geisinger nurses are among the best in the nation.

Geisinger nursing practice is guided by the nursing strategic plan and our Professional Practice Model. It is grounded in the five components of the Magnet model, reflecting excellence in transformational leadership, structural empowerment, exemplary professional practice, new knowledge, innovation and improvements, all producing optimal empirical patient outcomes. Our nurses are thought leaders, as well as change agents. Each patient and family interaction provides the opportunity to understand how we touch the lives of others and how care processes might be improved.

Magnet re-designation also validates our ongoing commitment to maintaining a supportive work environment where Geisinger nurses can thrive professionally through ongoing educational opportunities and achieve career aspirations. We recently added Geisinger-Shamokin Area Community Hospital (G-SACH) as a GMC campus and are excited to see those nurses become a part of the Geisinger family and integrate into our shared governance councils and practices.

To our nurses, I am proud of every one of you for embracing a year that brought us unprecedented change in healthcare. This challenge did not distract you from your relentless pursuit of quality patient care, but propelled Geisinger nursing practice toward the future.

Thank you for all you do every day to enhance the health of our patients and make the Geisinger experience the best.

Crystal Muthler, MHA, BSN, RN, NEA-BC  
*Vice President, Nursing, Chief Nursing Officer Geisinger Medical Center*



The role of a nurse has  
“evolved far beyond  
the bedside,”  
according to Crystal Muthler, MHA,  
BSN, RN, NEA-BC, vice president  
of nursing and chief nursing officer  
for Geisinger Medical Center.



Frank Smith, MSN, RN, CNOR  
*Associate Vice President, Nursing Services,  
Surgical Suite*



Lisa Smithgall, PhD, RNC, NEA-BC  
*Associate Vice President, Nursing Services*



Charmaine Tetkoskie, MHA, BSN, RN  
*Associate Vice President, Nursing Services and  
Emergency Medicine Service Line*



Denise Venditti, DNP, MHA, RN,  
FACHE, NEA-BC  
*Associate Vice President, Nursing Services*



Cindy Bird, BSN, RN  
*Clinical Director Surgical Suite*



Gale Shalongo, MSN, RN, AOCN,  
ACNS-BC  
*Director, Nursing Education and Magnet*

## Leadership Structure

Healthcare is constantly evolving, but our nursing leadership team is here to guide the nursing staff as they navigate the associated challenges. The nursing vision and strategic plan are the foundation of the practice of nursing at GMC and G-SACH. Quality outcomes for our patients remain the focus and driving force of day-to-day operations and our Magnet culture shows as the nursing leadership team guides this practice.



## Transformational leaders creating the leaders of tomorrow

Mentoring and succession planning activities for nurse leaders is crucial. Nurses Emerging as Leaders (NEL) is a program developed through a collaboration by Susan Hallick, RN, BSN, MHA, NEA-BC, chief nursing officer, Geisinger Health System (GHS); Crystal Muthler, MHA, BSN, RN, NEA-BC, vice president of nursing and chief nursing officer for GMC; GMC nursing leadership and Human Resources to ensure that future nurse leaders are identified and trained to lead GMC as current leaders transition out of the workforce.

As one participant stated, “The NEL program is a very organized and goal driven program that educates upcoming leaders to be used to their full leadership potential. The program brings about self-awareness that allows you to better understand, interact, and lead staff to reach peak performance.”

The curriculum was designed internally to meet the future needs of the organization and is aligned with the nursing leadership competencies.



## Nursing leadership competencies

The executive leadership team, including nursing leadership, developed the Geisinger Leadership Competencies to ensure that our leaders are working as a team to support GMC and the future of the organization. They review and update these competencies, as needed, to support the continued growth and success of GMC as a progressive and growing facility.

The first class graduated May 2014 and, of the 15 nurses who completed the class, five have already been promoted. Growth of our future leaders has clearly begun and plans for future NEL sessions are ongoing.



The 2014 Nurses Emerging as Leaders class.

## Structural Empowerment



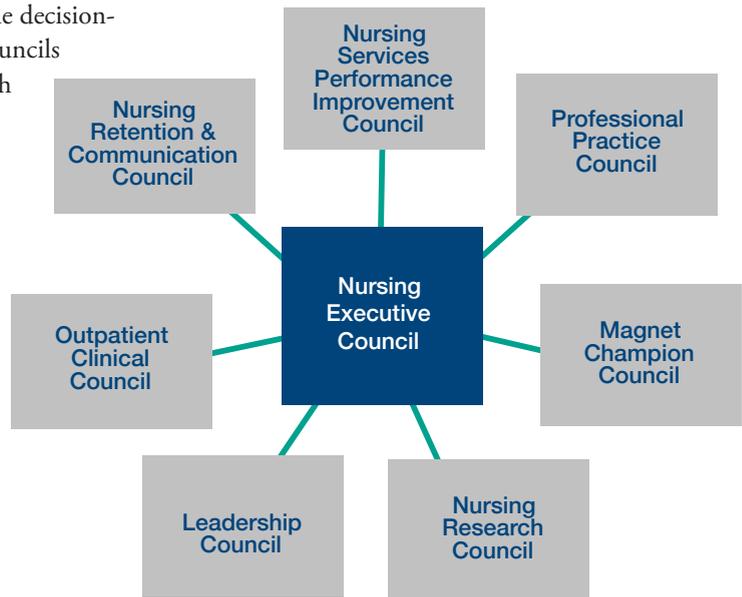
“The supreme  
quality of  
leadership is  
integrity.”

– Dwight D. Eisenhower

## GMC Shared Governance Nursing Councils

Shared governance allows nurses to have a voice in the decision-making processes that affect clinical practice. The councils are the cornerstone of Geisinger nursing, helping each nurse to participate in achieving excellent outcomes in patient care. Through shared governance, all Geisinger nurses are leaders in patient care.

The format of the hospital councils is reevaluated at regular intervals to ensure that the councils are productive. With productivity in mind, Geisinger recently restructured the format in two important ways. The time and length of meetings was adjusted to better meet the needs of the council, and each council was divided into subgroups to allow more projects to be completed in a shorter period of time. These changes will be evaluated on an ongoing basis.



## Nursing Professional Practice Council

The Nursing Professional Practice Council includes nurses from inpatient and outpatient settings. It works to align our approach to care with evidence-based practice and guides policy creation and change accordingly. This council promotes organizational collaboration and strong interdisciplinary partnerships and empowers nurses to make decisions based on current literature, collaboration, communication and technology.

### 2014 Outcomes:

- Restructured entire council membership, meetings and participation through use of internal social media
- Highly involved in adoption of Nursing Reference Center for hospital nursing policy and procedure manuals
- Worked toward consolidating common nursing policies and procedures into one system-based resource to standardize nursing practice across all campus locations

## Nursing Outpatient Clinical Council

The Nursing Outpatient Clinical Council provides a venue for communication and review of changes in nursing practice, policies, and procedures and promotes the use of the Professional Practice Model and evidence-based practice guidelines to ensure quality outpatient nursing care. This Council supports collaboration across the Ambulatory Clinics and other nursing or hospital based councils. In this forum, nurse leaders query staff about nursing practice or policy issues/concerns and provide feedback about Nursing Services activities, events and personnel changes.

### 2014 Outcomes:

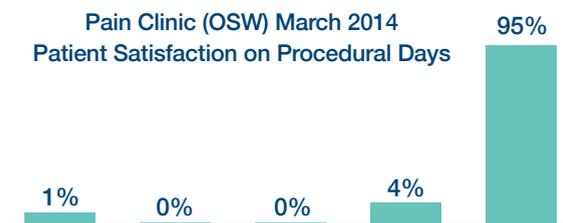
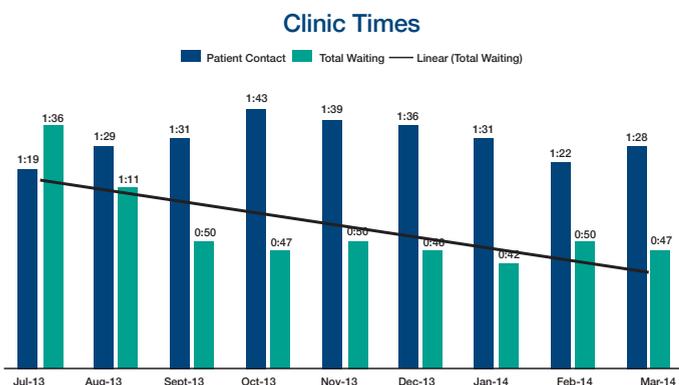
- Included Mock Codes and IV insertions in annual competencies
- Implemented new pain scale to provide a consistent approach to outpatient pain management
- Developed order sets using evidence-based practice
- Created fall prevention brochure
- Modified treatment of diabetic hypoglycemia based on Nephrology recommendation to change from use of orange juice to apple juice to prevent secondary hyperkalemia

# Nursing Services Quality Improvement Council

The Nursing Services Quality Improvement Council provides a structure to support a culture of continuous quality improvement and safety. Through leadership, individual accountability and evaluation of nursing services performance, this council is able to promote evidence based quality patient care. Collaboration with other nursing hospital-based councils determines appropriate actions to be implemented to achieve organizational goals in keeping with our mission and vision.

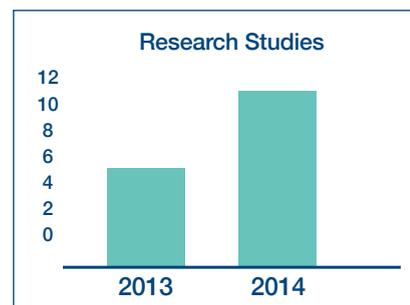
## 2014 Outcomes:

- Nurses redesigned flow of patient through clinic to shorten wait time and improve patient satisfaction scores.



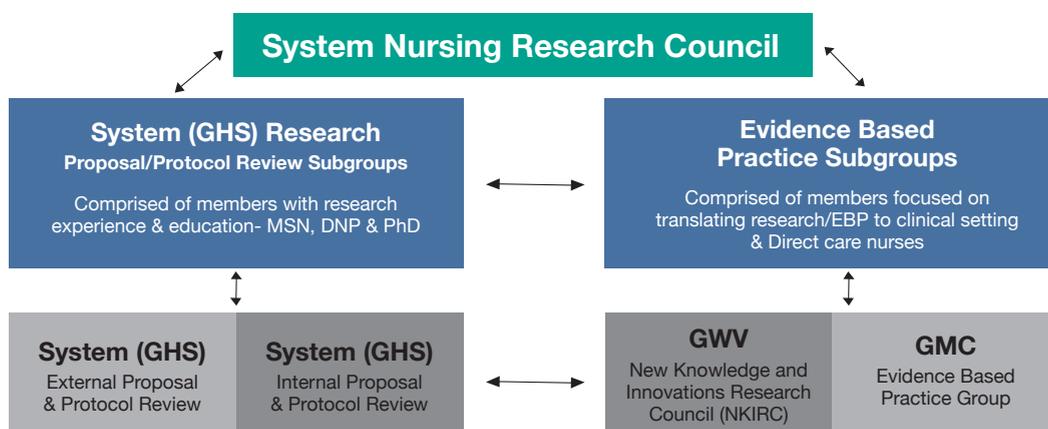
# Nursing Research Council

The Nursing Research Council (NRC) is a collaborative committee for direct care nurses and nurse researchers to develop and advance nursing research and evidenced-based practice (EBP). Direct care nurses are encouraged to work with nurse researchers to identify practice questions and facilitate change in process, policy and everyday nursing practice. Nurse researchers mentor direct care nurses to develop proposals, which are brought before the Geisinger Institutional Review Board for approval. The NRC focuses on safe and ethical research development, nurses' competencies to conduct EBP and research projects, and the dissemination of information and findings surrounding the research projects.

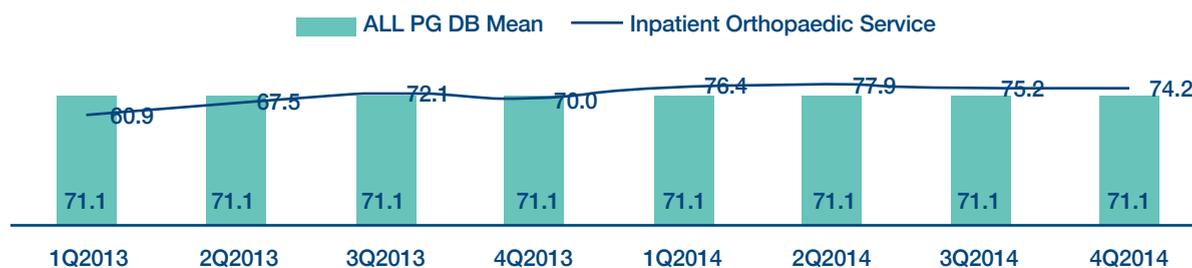


## 2014 Outcomes:

- Redesigned council to promote EBP projects and proposals to explore nursing practice questions
- Developed multiple electronic communication methods to include internal members and university faculty members
- Chose Johns Hopkins Model of EBP to serve as guidelines for EBP projects
- Organized a successful Nursing Research Conference, "EBP: Translating Nursing Research into Practice," which was held in October 2014 in the Hood Center for Health Research and featured two nationally known nurse researchers as keynote speakers
- Increased number of nursing research studies at GMC (see research studies graph above)



## CAHPS Pain Management Domain Inpatient Orthopaedic Services with Press Ganey Benchmark 2013-2014



## Nursing Retention and Communication Council

The Nursing Retention and Communication Council (NRCC) involves inpatient and outpatient direct care nurses in retaining, networking, communicating and enhancing relations between Nursing, Human Resources and Public Relations. These activities serve to reinforce the status of nursing in professional relationships and retain experienced, competent nurses. The NRCC is comprised of two subdivisions: Healthy Work Environment (HWE) and Patient Experience.

### 2014 Outcomes (HWE):

- Designed monthly posters relating to a positive work environment and provided them to each nursing unit
- Planned and organized Nurse's Week activities
- Reviewed and revised related online education
- 13 Nurses week abstracts accepted and displayed

### 2014 Outcomes (Patient Experience):

- Worked with orthopaedics to improve patient pain management (see graph below)

## Nursing Leadership Council

The Nursing Leadership Council consists of the inpatient operations managers and other key leadership. The council reviews regulatory changes and oversees implementation of these changes. This group also manages resources to ensure safe care to all patients.

### 2014 Outcomes:

- Converted to worked hour statistic staffing model
- Changed to KRONOS time keeper
- Maintained time policies and adjusted as needed
- Demonstrated fiscal responsibility with challenges of healthcare reimbursement

## Magnet Council

As Geisinger Medical Center (GMC) continues on the journey to re-designation, the Magnet Council works to provide education and promote the advancement of the nursing profession by integration of the professional practice model into daily practice. Council membership includes nurses from inpatient and outpatient areas who recognize the daily excellence provided by nursing during interactions with staff.

### 2014 Outcomes:

- Submitted three Nightingale Award nominations; two were selected as finalists and one was selected as winner in the LPN category
- Increased activity in our community to provide education and create stronger connections to Geisinger Health System (GHS)
- Restructured council to increase productivity
- Attended a national conference where one art project and three abstracts were accepted for presentation
- Attended South Central Magnet Consortium meeting as a group

# Nursing Executive Council

The Nursing Executive Council (NEC) serves as the central axis for all shared governance councils. The NEC coordinates and guides the activities of each shared governance council and serves as a resource for council leadership. Through regularly scheduled meetings, communication and collaborative efforts, the NEC steers the practice of nursing, as outlined by the Nursing Strategic Plan.

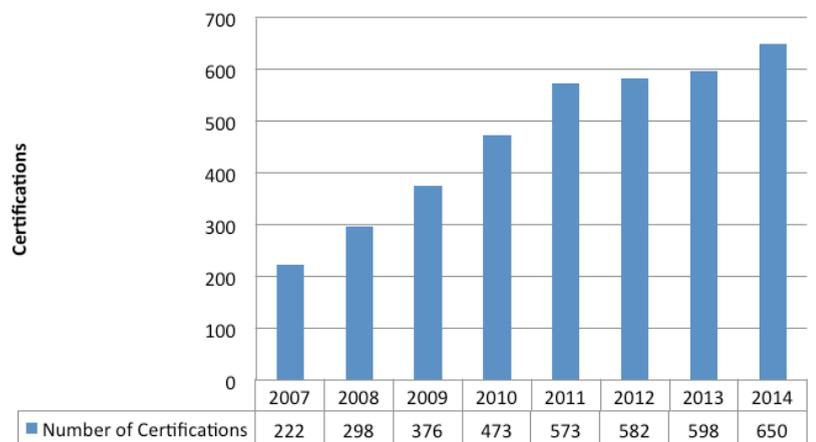
## 2014 Outcomes:

- Guided restructuring of shared governance councils
- Oversaw transition to electronic care plan process
- Collaborated with inpatient managers
- Incorporated Geisinger-Shamokin Area Community Hospital (G-SACH) into shared governance councils

## Professional certifications

Obtaining professional certification supports the Professional Practice Model and allows nurses to show their ongoing commitment to their patients and to their profession. Certification of the expert knowledge they have achieved in their specialty area of practice sends a message to patients that the nurses caring for them are committed to excellence.

Certification growth of direct care nurses:



From left to right: Judy Brokenshire, RN, CMSRN, CEP; Terri Bickert, DNP, RN, NE-BC, vice president of nursing, GHS; Jatina Gaugler RN, RN-BC; and Sandra Spickard, RN, CEP, CMSRN, attend the 2013 certification dinner.



From left to right: Deborah Templeton, Dr. Kenneth Wood, and Crystal Muthler at a planning meeting for Project HELP.

## Unit innovations

As healthcare continues to evolve, the environment in which care is provided and the processes through which nurses deliver care must change as well. GMC takes an innovative approach in both areas and nowhere is this more evident than in the newly opened medical surgical telemetry unit (BP5T). When creating BP5T, the unit manager worked with staff nurses to ensure that its design would include a selection of colors that promote relaxation and create a more comfortable environment for patients. As GMC plans additional renovations, direct care nurses from the unit will be involved in each step of the process.

Another innovative approach that GMC instituted in 2014 is Project HELP (Healthcare Enabled Logistics Program), which is led by Kenneth Wood, DO, chief medical officer, system clinical operations, GMC; Crystal Muthler, MHA, BSN, RN, NEA-BC, vice president of nursing, chief nursing officer, GMC; and Deborah Templeton, chief of care support services, GHS.

Project HELP involved redesigning process flows, rethinking the movement of materials and supplies from warehouse to patient bedside and, most assuredly, creating a new healthcare standard for integration between support services and inpatient care.

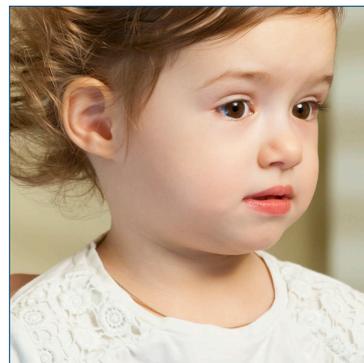
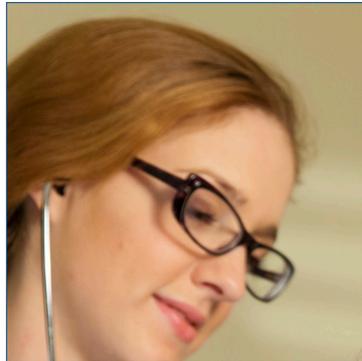
One key frontline component of Project HELP is the Care Support Assistant (CSA), who will enhance the way equipment, supplies and medication are delivered to the patient bedside. Having the support of the CSA will allow nurses to spend more time focusing on patient care, knowing they will have what they need, when and where they need it. This is an example of innovative thinking and interdisciplinary collaboration designed to improve patient care and outcomes.

## Joint accreditation

On December 6, 2013, the Center for Continuing Professional Development (CPD) at GMC attained joint accreditation. Now, the CPD department at Geisinger can offer Accreditation Council for Continuing Medical Education (ACCME), Accreditation Council for Pharmacy Education (ACPE), and American Nurses Credentialing Center (ANCC) credits for educational sessions. GMC was one of the first 17 hospitals in the country to achieve this accreditation and this prestigious accomplishment supports its ongoing commitment to education and knowledge for the staff. The advantage of this joint accreditation is that only one application is required for the multiple specialties to receive continuing education credits, making the process more efficient and streamlined.



## Exemplary Professional Practice



“Leaders become great, not because of their power, but because of their power to empower others.”

– John Maxwell

## Vantage International Take the Lead Award honors GHS nurse

Vantage International is committed to developing powerful, effective “everyday leaders” at all levels within organizations. They’ve coached, taught, facilitated, spoken and written about the game changing dynamic of “leading from every seat.” In 2013, Vantage International selected Nicole Blannard, RN, director of medical oncology operations, Geisinger Health System (GHS), as an honorable mention in their Take the Lead Award. The award recognizes everyday leaders who best demonstrate unwavering dedication to leading from his/her seat. Nicole began working at GHS in 2007 as a bone marrow transplant coordinator. As they acknowledged the many outstanding examples of everyday leaders in action at GHS, Leta Beam, president and chief executive officer of Vantage International, said she felt richly rewarded to see how effective this inaugural year of the Take the Lead Award had been at Geisinger.



From left to right: Leta Beam, president and CEO of Vantage International; Nicole Blannard, RN; and Susan Hallick, chief nursing officer, GHS.



## Magnet activities

The Magnet Council and Geisinger Medical Center (GMC) nurses are committed to the integration of nurses into the community. By providing education and promoting health in the community setting, nurses reach individuals in their environment and create a stronger connection to the entire Geisinger family.

Excellent examples of our nurses volunteering to care for the community include:

- Members of GMC’s Magnet Council provide healthcare information to the community at the Ferry Street Grower’s Market on the third Saturday of each month. Topics have included: ticks and Lyme disease, bicycle safety, skin protection and sunscreen and poison ivy recognition

As we integrate with Geisinger-Shamokin Area Community Hospital (G-SACH), we are incorporating their community into our efforts to provide professional care in their local area.

- On May 23, 2014, several nurses from GMC and G-SACH marched proudly in the Shamokin Anthracite Parade. They distributed treats, along with Pennsylvania Department of Transportation “Yellow Dot” pamphlets, to promote travel safety in the community.
- October 29, 2014, was an opportunity to share treats with the community of Danville along with the same “Yellow Dot” education that was provided at the Shamokin parade. The float, which was constructed by volunteers from nursing leadership and the direct care nurses, received fifth place in the small float division and drew many positive comments from the crowd, who enjoyed seeing our nurses in the community.



## Magnet excitement event at G-SACH

On August 6, 2014, a Magnet excitement event was held at G-SACH. Welcoming G-SACH to GHS, sharing the Magnet culture, and networking with the staff at this location was a fun way to mentor and educate their nurses. G-SACH Nursing Council and G-SACH nurse educators decorated the cafeteria for the approximately 80 nurses who attended this event. Gale Shalongo and Magnet champions from GMC and G-SACH were available to educate the staff about Magnet and the Professional Practice Model. In addition, posters with interesting facts about the system nurse leaders and G-SACH operations managers were hung on the cafeteria wall along with pictures of G-SACH certified nurses. Shoeboxes from G-SACH units were combined with shoeboxes from the Danville campus and displayed so that employees could see the art project that was to be exhibited at the National Magnet conference in Texas in October 2014.

## Decreasing our environmental footprint

Recycling is the right thing to do. It not only lessens the health system's environmental footprint for this generation and for generations to come, but also it decreases expenses related to hauling waste to local landfills.

The expanded OR recycling program at GMC started about four years ago as a grass roots conversation between OR nurses following their attendance at a national conference. About that same time, the health system developed a sustainability program and a collaborative effort to develop a recycling plan for the OR began. The interdisciplinary "Green Team" included OR nursing staff, OR Environmental Services and the Sustainability Program.

The "Green Team" began a major greening effort of the OR with a timetable that they developed, as soon as a recycling vendor was secured. The plan was to begin slowly and build upon past successes. The first effort was to recycle alkaline batteries. The second wave was to recycle blue (sterilization) wrap (plastic #5). As the nursing staff adjusted their practice to separate recyclables, their efforts have showed in the data. In 2014, more than 10 tons of blue wrap was diverted from the landfill to recycling.

Working with two vendors in 2014, OR nurses collected and diverted single use devices (SUDs) from red collection bins to recycling bins, accounting for about five tons of SUDs that were sent for recycling. Toward the end of 2014, the OR recycling program was further expanded to include card stock and other recyclable plastic (#1-7). In January 2014, 189 pounds were directed away from the landfill to recycling.



From left to right: Donna Brubaker, RN; Irina Hilbert, SA; Amanda Yost, SA; and Edwin Miller, SA.

## 2014 Nurse Excellence Award winners:

Each year during Nurses Week, Geisinger recognizes outstanding nurses through the Nurse Excellence Program. The purpose is to recognize and encourage excellence in the provision of nursing care (direct and indirect) by Geisinger nurses. Those who are eligible for nominations are biweekly paid RNs and LPNs. Nominees must have one-year minimum experience working at present level in nursing and have a current, satisfactory performance appraisal. Exempt nursing personnel, such as operations managers, also are eligible.

Nurse Excellence Award winners were announced at a ceremony held on May 5, 2014.

### Exemplary Professional Practice Award

Geisinger presented Angela Huttenstine, RN, CMSRN, General Surgery, with the 2014 Exemplary Professional Practice Award because she truly exemplifies the qualities of a Magnet Nurse. Geisinger also submitted Angela's nomination for the national Magnet Nurse of the Year award.



From left to right: Crystal Muthler, CNO, GMC; Angela Huttenstine, RN, CMSRN; and Terri Bickert, DNP, RN, NEA-BC, vice president of nursing, GHS.



#### RN Winners

Sharon Mordan, GMC  
 Tammy Ney, GMC  
 Kethy Budzyn, GMC  
 Barbara Snyder, GMC  
 Jean Quinn, GMC  
 Dianna Lutz, G-SACH  
 Barbara Flick, GMC  
*Pictured with  
 Crystal Muthler, CNO of GMC*



#### LPN Winners

Janet Hoffman, GMC  
 Barbara Fura, GMC  
*Pictured with  
 Crystal Muthler, CNO of GMC*



#### Partners in Excellence Winners

Donald Phillips, GMC  
 Delores Savitski, GMC  
*Pictured with  
 Crystal Muthler, CNO of GMC*



#### RN Advanced Practice Clinical Winner

Meghan Spiegel, GMC  
*Pictured with  
 Crystal Muthler, CNO of GMC*



#### RN Advanced Practice Leadership Winner

Barbara Thomas, GMC  
*Pictured with  
 Crystal Muthler, CNO of GMC*



## Nightingale Awards of Pennsylvania

Each fall in Harrisburg, nurses from nine different classifications are honored with the Nightingale Award of Pennsylvania. This year was special because it was the 25th anniversary of the program and Geisinger had two finalists and, ultimately, one winner. The prestigious award is given in recognition of the nominee's exemplary contributions to

the nursing profession. Geisinger's two finalists were Susan M. Hallick, RN, BSN, MHA, NEA-BC, executive vice president and chief nursing officer, GHS, in the executive nursing administration category, and Janet Hoffman, LPN, Hemodialysis, GMC, in the clinical practice LPN category. Janet was honored with the award in her category.

## Employee of the Month and Quarterly Team Awards

Geisinger supports the recognition of nursing excellence throughout the year. Employees of the Month and Quarterly Team awards have included many outstanding nurses who were recognized by their coworkers and patients.

### Nurses selected as Employee of the Month:

- September 2014 - **Susan Lamont, RN**, GMC wellness and occupational health team leader
- August 2014 - **Diane Blackwell, BSN, RN**, GMC AP5
- May 2014 - **Greta Rosler, RN**, operations manager, GMC BP6
- May 2014 - **Sharon Hartzell, LPN**, GMC Woodbine
- March 2014 - **Lisa Kegel, RN**, GMC Labor and Delivery
- March 2014 - **Sharon Salosky**, GMC Psychiatry
- February 2014 - **Deborah Tanner, RN**, GMC Woodbine
- February 2014 - **Kimberly Green, RN**, GMC Children's 3
- January 2014 - **Brandy McGee**, GMC Aesthetics and Cosmetic Surgery

### Quarterly Team Awards for Nursing

- GMC PICU
- GMC OR Urology/GYN
- Geisinger-Ophthalmology Shamokin
- Geisinger-Shamokin Clinic
- GMC Vascular Access Team

## Professional Practice Model

Jean Watson's Nurse Caring theory is the basis of the Professional Practice Model (PPM) at Geisinger. This year, many staff members had the opportunity to meet Dr. Watson at the National Magnet Conference where she presented her theory and the application of her caring model. The chance to meet and listen to the person whose theories we discuss and teach helps our nurses connect the theory to the practice of nursing. This connection shows in their daily interactions with patients.

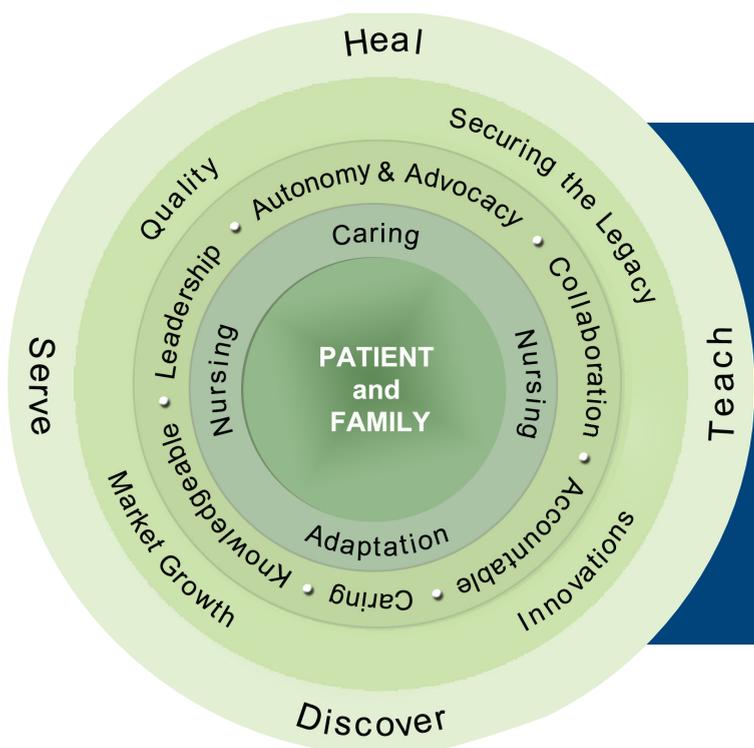
In November 2014, G-SACH presented education about the Professional Practice Model (PPM) in a lunch and learn format. Each section of the PPM was separated and explained to help staff members understand the overall concept and its application to their daily interactions with patients. Many questions were answered and the staff stated that, after the session, they had a better understanding of how PPM connected to patient care.



Sarah Evans, RN; Dr. Jean Watson; and Christy Sands, RN.



Heather Yost, RN; Deb Long, RN; Chris Chuma, RN; and Gale Shalongo, RN, review the Professional Practice Model at G-SACH.





# Geisinger Health System wins 2013 National Pink Glove Dance Competition

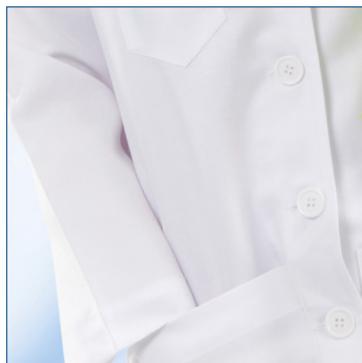
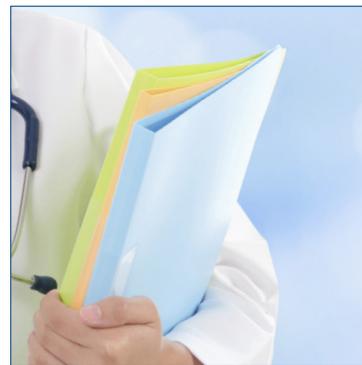
DANVILLE, Pa., Nov. 15, 2013 – The campaigning is done, the last vote is in and the winner of Medline Industries, Inc.'s third annual national Pink Glove Dance video competition is Geisinger Health System (GHS) in Danville, Pa. The Pink Glove Dance unites 80,000 clinicians, survivors and communities throughout North America in a fun and memorable way to support breast cancer awareness and prevention – all through the spirit of dance.

Thanks to record number 95,623 votes cast for GHS's video, the health system will receive a \$25,000 donation from Medline to its breast cancer charity of choice: the American Cancer Societies of Central and Northeastern PA. Geisinger also donated \$2,500 to The Pennsylvania Breast Cancer Coalition, as part of their participation in the competition, contributing to the nearly \$1 million participants raised for breast cancer education and early detection.

“Each year, 4,500 new patients come to Geisinger for expert cancer care. Through this donation to the American Cancer Society, we can ensure that these patients, and all cancer patients in central and northeast Pa., have better access to transportation to and from their appointments,” said Susan M. Hallick, RN, BSN, MHA, NEA-BC, executive vice president and chief nursing officer, GHS. “It is truly an honor to have been a part of the Pink Glove Dance and to see our employees and community members give back to the communities we serve.”



New Knowledge,  
Innovations  
and Improvements



“I attribute my  
success to this:  
I never gave  
or took any  
excuse.”

– Florence Nightingale

## Past and present research projects at GMC

Geisinger Medical Center (GMC) promotes clinically significant nursing studies to support its tradition of excellent patient care and is fortunate to have the support of Susan Hallick, chief nursing officer, Geisinger Health System (GHS), and Crystal Muthler, chief nursing officer, GMC, in championing quality and innovation for all nurses. Their support is demonstrated by the addition of Mary Margaret West, PhD, RN, director of system nursing research, who partners with Adele Spegman, PhD, RN, nursing research, and Terri Bickert, DNP, RN, NE-BC, vice president of nursing, to promote and assist with research development.

### Current and closed research projects at GMC:

#### 2014

- Smithgall, Lisa; West, M. M.; Rosler, Greta: Evaluation of Nurse Leader Competency in a Rural Health System Following Implementation of a Nursing Leadership Course
- West, Margaret Mary: READI (Readiness Evaluation And Discharge Interventions: Implementation as a Standard Nursing Practice for Hospital Discharge)
- Evans, Sarah; Spegman, Adele: The Effects of Cryotherapy on Pain Management of Orthopaedic Patients with Total Knee Replacement
- Denise Venditti, MSN RN: The Relationship Between Nurse Staffing and Patient Satisfaction in Medical-Surgical Units
- Gratti, Molly: Infection PreCAUTION: Implementation of Nurse-Driven Foley Removal Protocol
- Henninger, Debra: Time Track Data: Describing the Role of the Clinical Research Nurse
- West, Margaret; Berger, Katie: Survey of Oncology Nurses' Perceptions Regarding Obstacles and Supportive Behaviors at the End of Life
- Wands, Brenda; Minzola, Debra: Relationship of Tympanic and Temporal Temperature Modalities to Core Temperature in Pediatric Surgical Patients
- Spegman, Adele; Vogel, Victor; Huber, Mary Ann; McDermott, Betsy; Sabotchick, Lori: Health Behaviors Among Breast Cancer Survivors in Central Pennsylvania
- Tanner, Dennis: Learning Method Preferences of Generational Nurses Working on a Psychiatric Unit in Receiving Continuing Education

- Yoder, Alonda; Spegman, Adele: Use of Peppermint Oil Essence on Post-Surgical Urinary Retention

#### 2013

- Freeze, Lynn; Johal, Amitpal: Efficacy of Probiotics for the Prevention of Clostridium Difficile in Patients With Inflammatory Bowel Disease
- Wary, Andrea; Toomey, Caroline: Using Appreciative Inquiry to Identify Values Associated with Excellence, Ethics, and Engagement in a Hospital Work Environment
- Stoudt, Rebecca; Feirick, Merry Joy; Gavel, Theodore; Kelly, Daniel; Lobb, Robin; Scholtis, Michael; Williamson, Katheryn: Upper Airway Injury: Use of Glidescope Versus Direct Laryngoscopy for Endotracheal Intubations. (expedited approval 12/2013)
- Spegman, Adele, Coles, Rebecca: Self-Perception of Skill in Therapeutic Relationship: Development in the Clinical Setting
- Spegman, Adele, DiMattio, Mary Jane: Work Settings and Career Trajectory of the Registered Nurse in a Tertiary, Rural Health System: Influence of Nurse Characteristics and Practice Environment
- Spegman, Adele, Anselmo, Charlene; McFadden, Ann; Snyder, Michele; Worhach, Stephanie: Clinicians' Experiences Providing Care to Pregnant Incarcerated Women
- Spegman, Adele; Shelbi McGraw: Differences of Nursing Care for Singleton Births Compared to Multiple Births

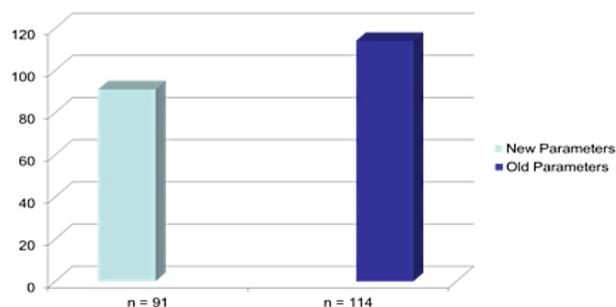
## Additional nursing innovations

Geisinger nurses have a long history of improving nursing practice and providing quality patient care through innovations in many settings. For example, direct care nurses from the adult intensive care unit shared their experiences with patient alarm monitoring systems and alarm fatigue. In an attempt to lower the amount of alarms, they chose to turn off a large number of the “arrhythmia yellow” alarms due to their unlikelihood to notify practitioners to life-threatening conditions.

*No adverse events were linked to newly configured alarm parameters.*

## Additional nursing innovations

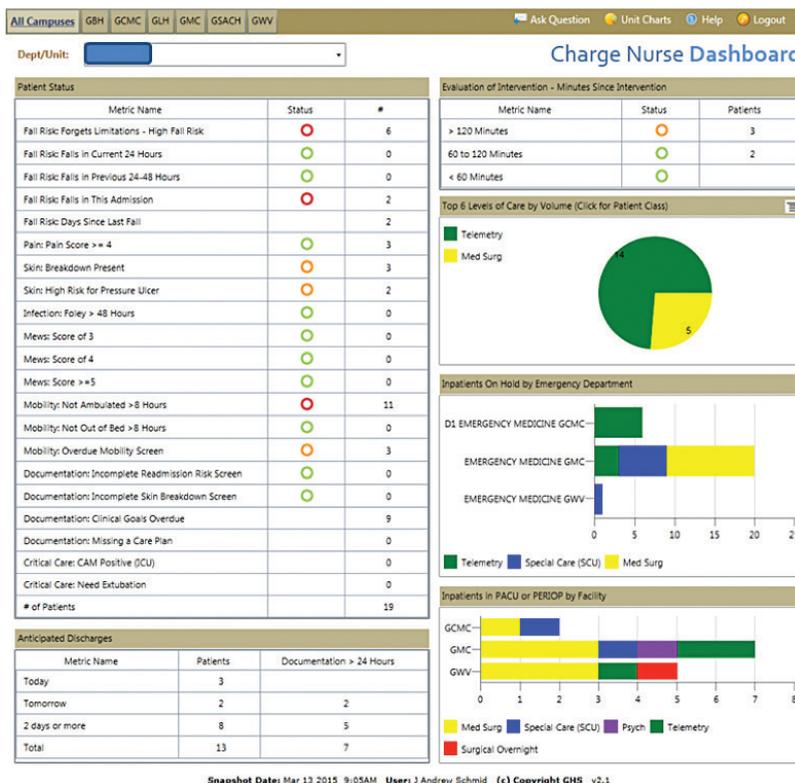
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Another example of nursing innovations is the Charge Nurse Dashboard. The Charge Nurse Dashboard is an IT tool that was developed as a support to the electronic health record (EHR), intended for use by inpatient unit charge nurses. The implementation of the dashboard coincides with restructuring of the role of the unit charge nurse to become more of an advocate for quality, safety and patient flow.

The data provided on the dashboard is near real time and provides an opportunity for the charge nurse to better understand his/her unit’s quality opportunities in a brief amount of time. The reports within the dashboard are interactive and offer the opportunity for the charge nurse to drill down to specific individual patients within each category. Data on the dashboard includes the status of patient falls, pain, skin integrity, MEWS, mobility progression, documentation, CAM ICU, extubation, ED/PACU holds of inpatients and expected discharges.



## Nursing research conference

The annual Nursing Research Conference, Evidence Based Practice: Translating Nursing Research into Practice was held October 24, 2014, at the Henry Hood Center for Health Research. More than 120 nurses attended to watch nurse research experts present evidence-based practice (EBP) projects and techniques. Expert presenters from external facilities included Susan Shapiro, PhD, RN, from Emory Healthcare, and Beth Ely, PhD, RN, from the Children’s Hospital of Philadelphia. This education helped staff nurses learn the process of applying EBP in their daily practice to improve patient outcomes.

## Kronos

GHS recently implemented a time and attendance system called Kronos. Imbedded in the system are the Joint Commission’s Healthcare Worker Fatigue Guidelines. With Kronos, nurses are involved in staffing and scheduling based on established guidelines. This approach helps increase nursing efficiency and productivity by ensuring that nurses have the opportunity to participate in their own work schedules while maintaining quality patient care. The new system also assists with patient safety by increasing awareness of scheduling practices and potential nursing fatigue. Kim Kuhn, BSN, RN, is leading the program.

# Geisinger Health System nursing vision and mission

## Mission

To sustain a healthy work environment in which nurses excel in patient care (Heal), education (Teach), innovation (Discover) and community service (Serve).

## Vision

To secure and enhance the Geisinger Family through a balance of professional growth and development and the recruitment of new leaders; promote quality through care delivery innovations, evidence-based nursing practice and nursing research; and advance market leadership through the integration of new organizations and the associated new family members (leaders and staff) into our system to enhance the health and wellness of the nursing and external communities.

- The vision will be actualized through transformational leadership, structural empowerment through shared governance and education, and exemplary and innovative professional practice focused on meeting the care needs of our patients and communities.
- Nursing Services is instrumental in leading increased quality process reliability.
- The Geisinger Nursing philosophy supports a creative atmosphere of inquiry and accountability to transform nursing practice and embed innovation.





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