

A group of healthcare professionals, including nurses and a doctor, are seated around a large wooden conference table in a meeting room. They are engaged in a discussion, with some looking at documents and others looking towards the center of the table. A small vase with white flowers sits on the table. The room has a bulletin board with various notices and a door in the background.

**Beaumont**

***Beaumont Grosse Pointe  
2016 Nursing Annual Report***



*Anne M. Stewart, MBA, BSN, RNC, NE-BC  
Vice President and Chief Nursing Officer*

Dear Nursing Colleagues,

I would like to personally thank you for your continued hard work and dedication to our patients and their families at Beaumont, Grosse Pointe.

2016 was a very busy and exciting year for us. As we continued to grow patient volumes, we introduced new programs and services to improve our patient care and impact the overall health and well-being of our patients and our community.

Our 2016 Annual Report is designed to highlight many of our accomplishments throughout the year. Please take a moment to reflect back on some of our key milestones:

- Submission of our application for Magnet designation on December 22, 2016
- Introduction of Patient and Family Centered Care as our care model
- The selection of the Beaumont Health Nursing Professional Practice Model
- Advances made in technology such as the full implementation of webscheduler and ranking in the U.S. News & World Report "Most Connected" hospital 2015-2016
- Nurse led initiative of no blood draws from central catheters with significant improvement in our CLABSI rates
- Distinctions of honors, such as the Re-designation as a Joint Commission Primary Stroke Center; Corazon Cardiac Cath Lab Accreditation; designated Baby Friendly Hospital; Level III Trauma Certification
- 2016 Vizient Quality Leadership Award winner; recognized as "high performing" in three medical specialties (Geriatrics, Orthopedics and Pulmonology) by U.S. News & World Report, 2016-2017 ranked #15 in Michigan, #9 in Metro Detroit
- The stellar staff we have recognized through the following: Nightingale Award, Daisy Award, Rose Award, Sister Lucretia Award, Denise Fanelli Leadership Award and the Eagle Eye Award.
- Nursing in the Community, nurse led initiatives like Mittens for Detroit sponsored by the Professional Nurse Council; flu shots at the DAC; B/P checks by the Stroke Champions
- 2 Nurse led research studies with poster presentation

We have an exceptional, professional, talented, compassionate and dedicated nursing team. We're looking forward to an equally promising 2017 through your partnership and our continued quest to achieve nursing excellence.

Sincerely,

*Anne M. Stewart*



*The Beaumont Nurse Professional Practice Model illustrates the integration of nursing practice with the mission, vision, philosophy and values that embody the spirit of Beaumont Nurses.*



## *Our Mission*

- We will provide compassionate quality care to our patients, their families and co-workers utilizing evidence-based practice and respectful communication

*What Is  
Beaumont  
Grosse Pointe  
Nursing?*

## *Our Vision*

- Nursing will foster a professional environment to practice their passion and to be leaders in exceptional patient care and service excellence

## *Our Strategy*

- Differentiate Beaumont on the basis of nursing expertise, caring, compassion and professionalism. Strive to achieve consistent nursing practice across the system.



# The Professional Practice Model

The development of the Professional Practice Model (PPM) was conducted over a 2-day retreat attended by 275 Beaumont Health Nurses.

Nurses were assigned to a group, and each group discussed and came to a consensus about the top five values for the group.

The consensus of the 275 nurses at the retreat was that Beaumont Nurses should promote the following five values:

1. Advocacy
2. Caring
3. Healing Environment
4. Professional Practice
5. Safety

The following 21 BGP Nurse Representatives participated at the retreat:

- Patricia Ackley, BSN, RN—Assistant Nurse Manager, 3W
- Linda Amato, RN—Clinical Nurse, CCU
- Craig Eckenrode, BSN, RN—Care Manager, Care Management
- Angela Falzarano, MSN, RN-BC—Clinical Nurse Specialist, Nursing Ed
- Sundara Ganti, BSN, RN—Clinical Nurse, Emergency
- Emily Gross, BSN, RN—Clinical Nurse, 2S
- Meredith Janas, RN—Clinical Nurse, CCU
- Geraldine Kalkman, RN, C-EFM—Clinical Nurse, Family Birth Center
- Heidi Kemper, MSN, RN, Assistant Nurse Manager, Cath Lab and Interventional Radiology
- Ross Markesino, BSN, RN—Clinical Nurse, 3SE
- Jessica McCullum, RN—Clinical Nurse, 3SE
- Ashlee Owens, BSN, RN—Clinical Nurse, 3W
- Marie Boyle Reinman, BSN, RN—Director, Critical Care and H & V
- Ruth Roberts, MSN, RN, CPAN, - Nursing Ed Specialist, Surgical Services
- Alexis Rogers, BSN, RN, ONC—Assistant Nurse Manager, 3SE
- Mary Smith, BSN, RN—Clinical Nurse, Radiology Breast Center
- Anne Stewart, MBA, BSN, RN, NE-BC—Chief Nursing Officer, Administration
- Michelle Urban, RN—Clinical Nurse, Critical Care Stepdown
- Shannon Valls, BSN, RN—Clinical Nurse, Emergency Center
- Randy Whitney, MSA, BSN, RN, NE-BC—Director of Professional Practice, Nursing Ed
- Linda Witt, MA, BSN, RN ONC—Director, Surgical Services



# Hospital Highlights



## BEAUMONT GROSSE POINTE

Beaumont, Grosse Pointe is a 280-bed hospital located in the heart of Grosse Pointe. Opened in 1945 by the Sisters of Bon Secours, it was acquired by Beaumont Health System in October 2007. Beaumont, Grosse Pointe offers medical, surgical, emergency, obstetric and critical care services.

### 2016 Nursing Statistics

Total RN Staff: 631  
 BSN: 339 (54%)  
 MSN: 40 (6%)  
 DNP(c): 2  
 Certifications: 126

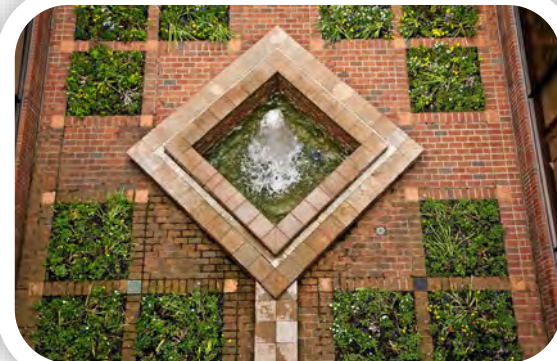
### 2016 Key Hospital Statistics

#### Services

Discharges: 12,305  
 Births: 748  
 Surgeries: 7,953  
 EC Visits: 48,044

#### People

Employees: 1,750  
 Physicians: 824  
 Volunteers: 293



# Transformational Leadership

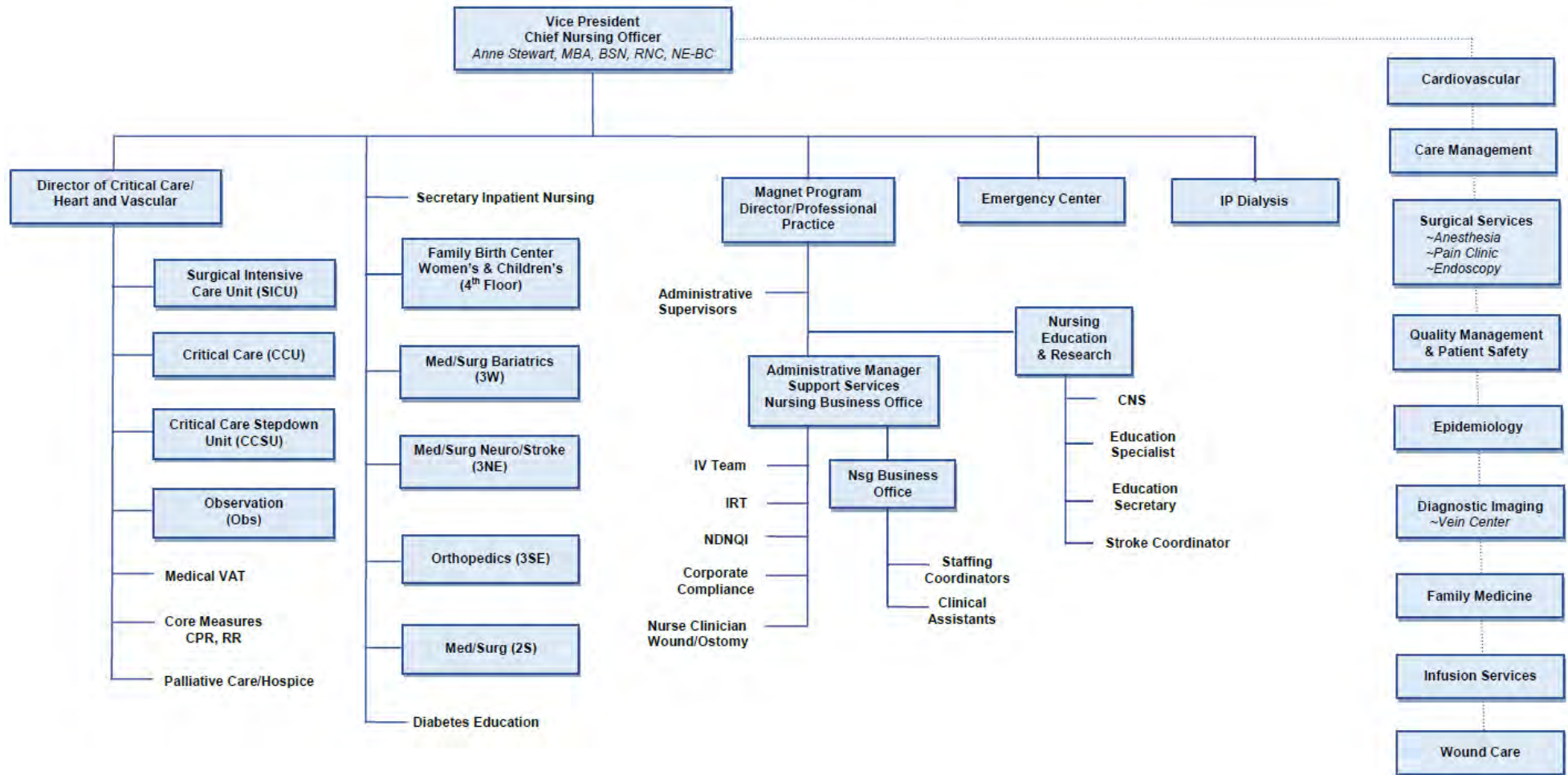


Beaumont nursing leadership has a strong vision for the future when it includes support in the area of Quality Care, Patient Safety, Service, Finance & Growth, People & Systems, Research & Education. The organization empowers the direct care nurse involvement through shared decision making. As a result, nurses feel that nursing leadership supports their practice.



# Nursing Services Grosse Pointe

## Organizational Chart



# Leader Retreat/Strategic Plan

## **Focus on the Patient in Front of Us... Always** ***Building Our Relationship-Based Culture***

The 2017 Leadership Retreat was on December 5, 2016 at St. Joan of Arc Church in St. Clair Shores. The day included:

- A Year In Review
- Administrative Updates
- Magnet Journey
- Strategic Planning Session
- Taking Care Of Our Financial Selves



2016 was a milestone year. In addition to the Nurse Leaders for BGP, the following clinical nurses participated in the leader retreat...

Sundara Ganti, EC	Zoe Bates, FBC
Geraldine Kalkman, FBC	Gina Czerny, 3SE
Pattie Kaminski, CCU	Megan Dara, CCSU
Judy Thueme, 2S	Katie O'Callaghan, OR
Linda Amato, PNC Chair	Shelby Wouters, CCSU

This was the first year to have clinical nurses participation in the retreat.

The Strategic Goals for 2016 were identified.  
The strategic priorities include...

- Transformational Leadership/Employee Engagement
- Structural Empowerment/Employee Engagement
- Exemplary Professional Practice/Quality and Safety
- New Knowledge, Innovation & Research
- Empirical Outcomes
- Family Presence
- Bedside Shift Report



# Leadership Accomplishments

## Family Birth Center/Women's & Children's Services...

- Day nurses rotated to midnights to strengthen new nurse's skills & NBN.

## 3SE...

- Team Leader for midnight support
- Try staff relaxation area to be used at break time
- Microwave in break room

## 3W...

- Journal Club—UPC first meeting 5/11
- Dynamaps in every room

## 2S...

- Dimmed lights 1000-1200 and 1400-1600

## Surgical Services...

- Change APS packet of info sent to patients
- Decrease conflicting info given to pt from dr/hospital

## Nursing Education...

- Nurses Week Poster Display

## Heart and Vascular...

- CON to state to do elective PCI

## CCSU...

- Installation of new Dynamaps—completed in all rooms
- Approval to order 1 Bair Hugger for CCSU

## CCU...

- Initiated monthly meetings at shift change between RN's and intensivist
- Trial Sizewise bariatric bed
- 'LIFESAVER' program to circle back to RN who initiates RRT

## Nursing Business Office/Internal Resource Team...

- IV Nurses no blood draw from central lines
- Admission Nurses scripting bedside report to new admissions

## Observation...

- Re-initiate Observe Unit Practice Council

## Emergency...

- Staff responded positively to new front end process
- In the process of establishing unit based council—established Shared Governance Council

## Miscellaneous...

- Lauren Swarthout was the first nurse approved for the 2016 Professional Ladder program



# Advancements and Promotions...



**Steve Apigo, BSN, RN**  
*Promoted to  
Director,  
Emergency Center*



**Patricia Ackley, BSN, RN**  
*Promoted to  
Administrative Manager  
3 West*



**Kelly Adams, MSN, RN,  
NE-BC**  
*Promoted to  
Administrative Manager  
CCU/Observation*



**Patricia Heitz, BSN, RNC-  
OB, C-EFM**  
*Promoted to ,  
Administrative Manager  
FBC/W & C*



**Kim Little, BSN, RN,  
NE-BC**  
*Promoted to  
Administrative Manager  
3 North East*



**Pam Lively, BSN, RN,  
NE-BC**  
*Promoted to  
Administrative Manager  
2 South*



**Charlotta Marion, BSN, RN**  
*Promoted to  
Administrative Manager  
Emergency Center*



**Alexis Rogers, BSN, RN**  
*Promoted to  
Administrative Manager  
3 South East*

# Advancements and Promotions Continued...



**Susan Wolka, BSN, RN,  
NE-BC**  
*Promoted to  
Administrative Manager  
Critical Care Step Down*



**Stewart Schumacher,  
BSN, RN**  
*Promoted to  
Administrative Manager  
PACU*



**Daniel Stahl, BSN, RN**  
*Promoted to  
Assistant Nurse Manager  
Critical Care Step Down*



**Mohammed Islam  
BSN, RN**  
*Promoted to  
Assistant Nurse Manager  
3 West*



Nursing leadership in collaboration with the PNC strives to empower nursing through expertise, caring, compassion and professionalism.



# Professional Nurse Council Model

## Mission Statement

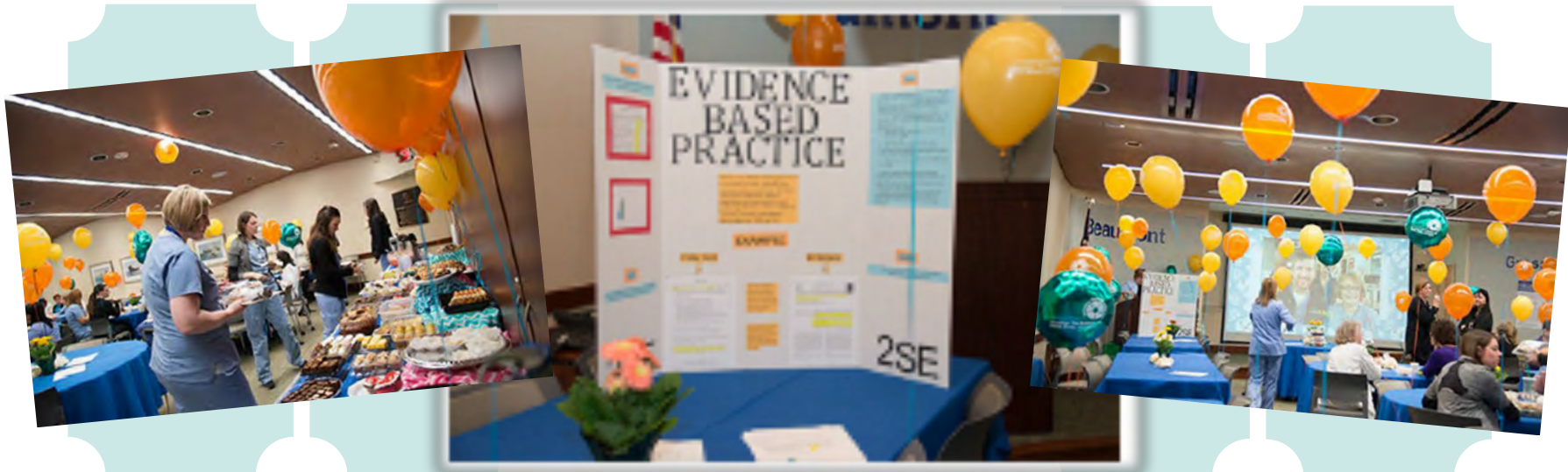
The Professional Nurse Council (PNC) members are Registered Nurses at Beaumont Hospital Grosse Pointe and represent all areas of Nursing. The PNC members serve in an advisory and decision making capacity to advise nursing leadership related to nursing practice, education and professional development, process improvement and operational issues.



# Professional Nurse Council Members

Linda Amato, RN—Chairperson, CCU, Clinical Nurse  
 Carol Lebioda, BSN, RN-BC—Chairperson-Elect, 3W, Clinical Nurse  
 Rowena Angeles, RN—Care Management, Clinical Nurse  
 Zoe Bates, RN, C-EFM—Family Birth Center, Clinical Nurse  
 Kelly Benoit, BSN, RNC-OB, C-EFM—Quality & Safety, Clinical Nurse  
 Lisa Bliss, RN-BC—Internal Resource Team, Clinical Nurse  
 Amanda Farnum, BSN, RN—Emergency Center, Clinical Nurse  
 Annette Gipperich, RN—2S, Clinical Nurse  
 Theresa Groner, RN, C-EFM—Family Birth Center, Clinical Nurse  
 Jerrica Harris, RN—Emergency Center, Clinical Nurse  
 Melissa Haezebrouck, BSN, RN—CCSU, Clinical Nurse  
 Amy Lowman, RN—Observation, Clinical Nurse  
 Julie Lynch, BSN, RN—3SE, Clinical Nurse  
 Jamie Meyers, BSN, RN—External Quality, Clinical Nurse

Jennifer Napier, RN— Radiology, Clinical Nurse  
 Melissa Pickett, RN—Endoscopy, Clinical Nurse  
 Deanna Pierce, BSN, RN—Observation, Clinical Nurse  
 Lisa Reiff, RN—Radiology, Clinical Nurse  
 April Rishel, BSN, RN—3W, Clinical Nurse  
 Jennifer Sams, RN, CCSU, Clinical Nurse  
 Mary Smith, BSN, RN—Breast Care Center, Clinical Nurse  
 April Wynsma, RN—Women's & Children's, Clinical Nurse  
 Marisa Engel, MSN, RNC-OB, C-EFM—CNS Family Birth  
 Ruth Roberts, MSN, RN, CPAN—Education Specialist, Surgical  
 Molly Brieden, BSN, RN, NE-BC—Administrative Mgr, IRT  
 Pam Lively, BSN, RN, NE-BC—Administrative Mgr, 2S  
 Randy Whitney, MSA, BSN, RN, NE-BC—Dir of Prof Practice





# Nightingale Nominees-2016

The Oakland University School of Nursing strives to recognize and honor the compassion, knowledge and initiative of outstanding nurses. Awards are given based on nurse's achievements and community and professional involvement.

NOMINEE NAME	UNIT	CATEGORY
Aaron Achatz	2S	Staff Nurse Practice
Megan Burns	CCSU	Staff Nurse Practice
Kelly CeCe	Emergency Center	Emerging Leader
Beverley Gandolfi	Emergency Center	Staff Nurse Practice
Christina Hoffman	3W	Staff Nurse Practice
Patricia Ann Kaminski	CCU	Staff Nurse Practice
Mohamed Khalil	2S	Staff Nurse Practice
Brenda King	3SE	Staff Nurse Practice
Carol Lebioda	3W	Staff Nurse Practice
Kimberly Little	ANM – 2S	Emerging Leader
Lauren Misuraca	2S	Staff Nurse Practice
Barbara Sheppard	FBC	Staff Nurse Practice
Alyssa Troxel	CCSU	Staff Nurse Practice



# 2016 Daisy Award Winners

**T**he DAISY Award is a national program created by the Barnes family in memory of their son, to recognize the skill, care and compassion of nurses.

**T**he award also recognizes nurses who demonstrate exemplary service with a commitment to family centered care.

## 2016 Daisy Winners...

- 🌸 Elizabeth Handran, RN—Critical Care Stepdown
- 🌸 Krista Banner, BSN, RN—Observation
- 🌸 Lauren Howell, BSN, RN—Critical Care Stepdown
- 🌸 Nicole Vigneau, RN—2 South



# 2016 Rose Award Winner

In 2012 we initiated the ROSE Award for the Nursing Care Assistants. ROSE stands for Recognition of Outstanding Service Encounter. We wanted to recognize the outstanding patient care given by our Nursing Assistants, and give their co-workers a chance to let them know that their efforts toward being and doing the best for our patients has not gone unnoticed!



**Shelly Lewis, Observation**



# Recognitions:

## **DENISE FANELLI NURSING EXCELLENCE AWARD**

- This award is in memory and recognition of Denise Fanelli, who was Vice President of Nursing/ Operations of Bon Secours Hospital from 1991-1995. The award is granted to a registered nurse in recognition of outstanding leadership characteristics in the area of nursing practice.
- The 2016 Denise Fanelli Nursing Excellence award was granted to Linda Amato, RN, Critical Care Unit. Linda is the most consistently compassionate, dedicated, heartfelt, non-judgmental, patient/ family oriented nurse her nominator has ever worked with. Linda advocates for their patients in planning care, making informed decisions about treatments, and in preparing for the next phase of care whether that is a different unit, home or an extended care facility. She has excellent communication skills with the entire interdisciplinary healthcare team, patients, and families. She has been seen on numerous occasions gently explaining health information to those they care for. Linda has a soft demeanor that develops into trusting relationships with this nurse's patients and co-workers. She is a quiet leader who doesn't look for awards or kudos but finds self-satisfaction in doing the "right thing" in all situations. Linda is a great listener, someone you can share thoughts or experiences or even problems with in confidence.
- Linda participates and leads the Unit Practice Council, the stroke team, & the scheduling committee. Linda is in the process of obtaining her Clinical Ladder 3 RN status.
- Linda is always eager to discuss and learn any new ideas that our hospital can initiate for the betterment of our patients and employees. Linda encourages everyone in their area to bring forward ideas so this nurse can bring them forward to different committee meetings.
- Anyone that knows Linda knows she is a risk taker extraordinaire, has a professional nursing career at Beaumont (& formally Bon Secours) hospital for 30+ years, is an avid runner in various marathons and events in the community in addition to being a proud mother of 6 wonderful children.



## **SISTER LUCRETIA NURSING AWARD**

- Sister Lucretia served the physicians, staff, patients and families of Bon Secours Hospital for more than fifty years. When she retired the medical staff endowed an award in her name. The 2016 winner of this award was Patricia Heitz, BSN, RNC-OB, C-EFM.



# Nursing Scholars

## AUDREY N. KOTTENSTETTE NURSING SCHOLARSHIP

The Audrey N. Kottenstette Nursing Scholarship endowment was established in 1994 by Dr. and Mrs. Thaddeus Joos, daughter of Audrey Kottenstette. The first recipients were awarded in 1997. To date, there have been 32 recipients awarded.

The Awardee for the 2016 scholarship was:

**Tim Pierce**  
*2 South*

## ASSISTANCE LEAGUE SCHOLARSHIP AWARDEES:

Thirteen Grosse Pointe employees were awardees of the Assistance League Nursing Scholarship. Their names and the unit they work on are:

**Heather Byrd**  
*Emergency Center*

**Edmund Neumaier**  
*Palliative Care*

**Samuel Cezil**  
*Internal Resource Team*

**Tim Pierce**  
*2 South*

**Jamie Haksluato**  
*2 South*

**Caitlin Sheardy**  
*Emergency Center*

**Elizabeth Handran**  
*Critical Care Unit*

**Kristen Skoney**  
*Emergency Center*

**Meredith Janas**  
*Critical Care Unit*

**Michael Turonek**  
*Critical Care Stepdown Unit*

**Heather May**  
*Critical Care Stepdown Unit*

**Keri Wisniewski**  
*Critical Care Stepdown Unit*

**Adebukola Moshood**  
*Women's & Children's Unit*

## GROSSE POINTE AWARDS MARCO NURSING SCHOLARSHIP

A luncheon was held at the Country Club of Detroit to award the 2016 Francys D. Marco Nursing Scholarship recipients. Those able to accept the award were:

**Elizabeth Handran**  
*Critical Care Stepdown*

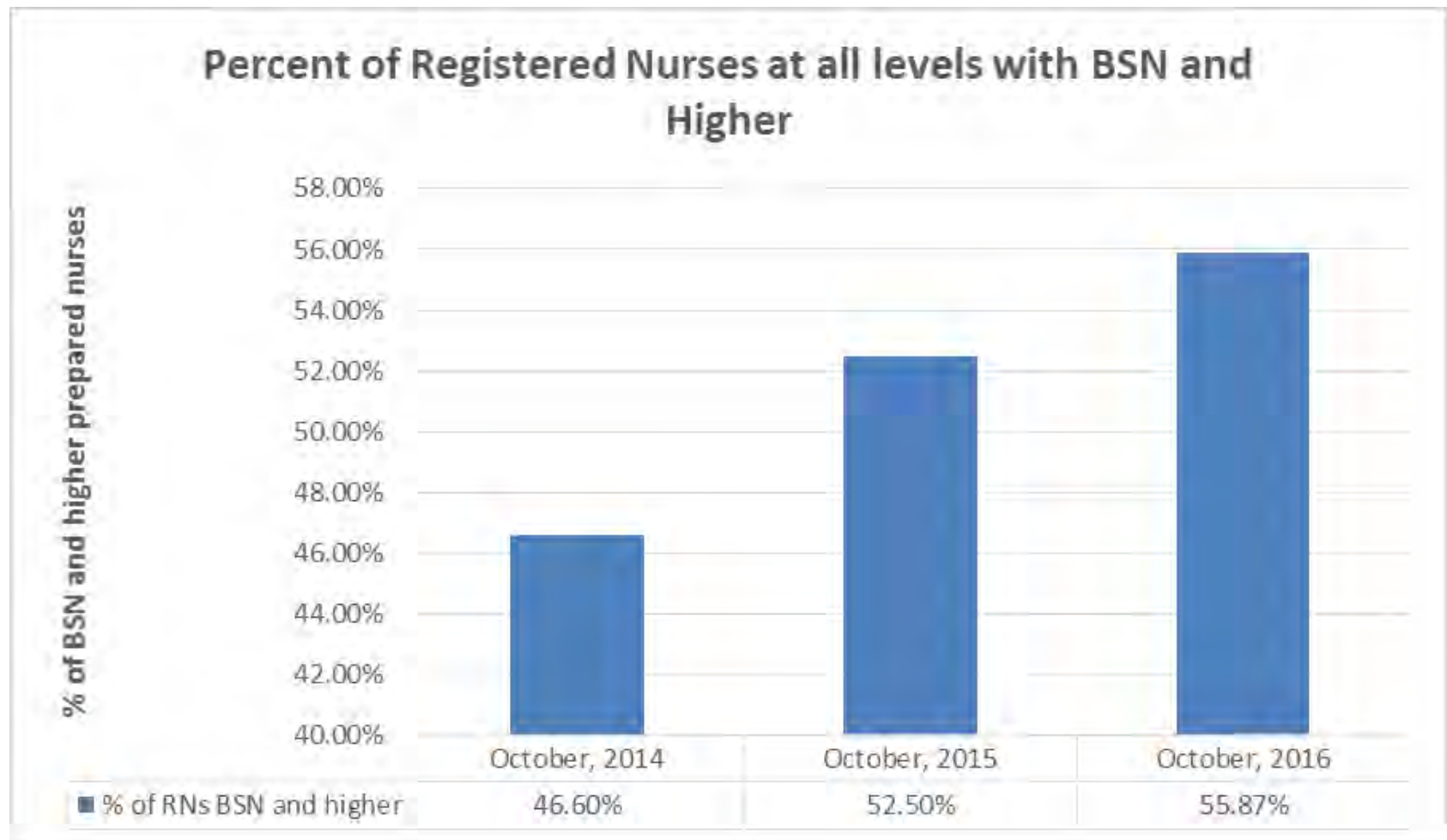
**Meredith Janas**  
*Critical Care*

**Edmund Neumaier**  
*Palliative Care*

**Kristen Skoney**  
*Emergency Center*

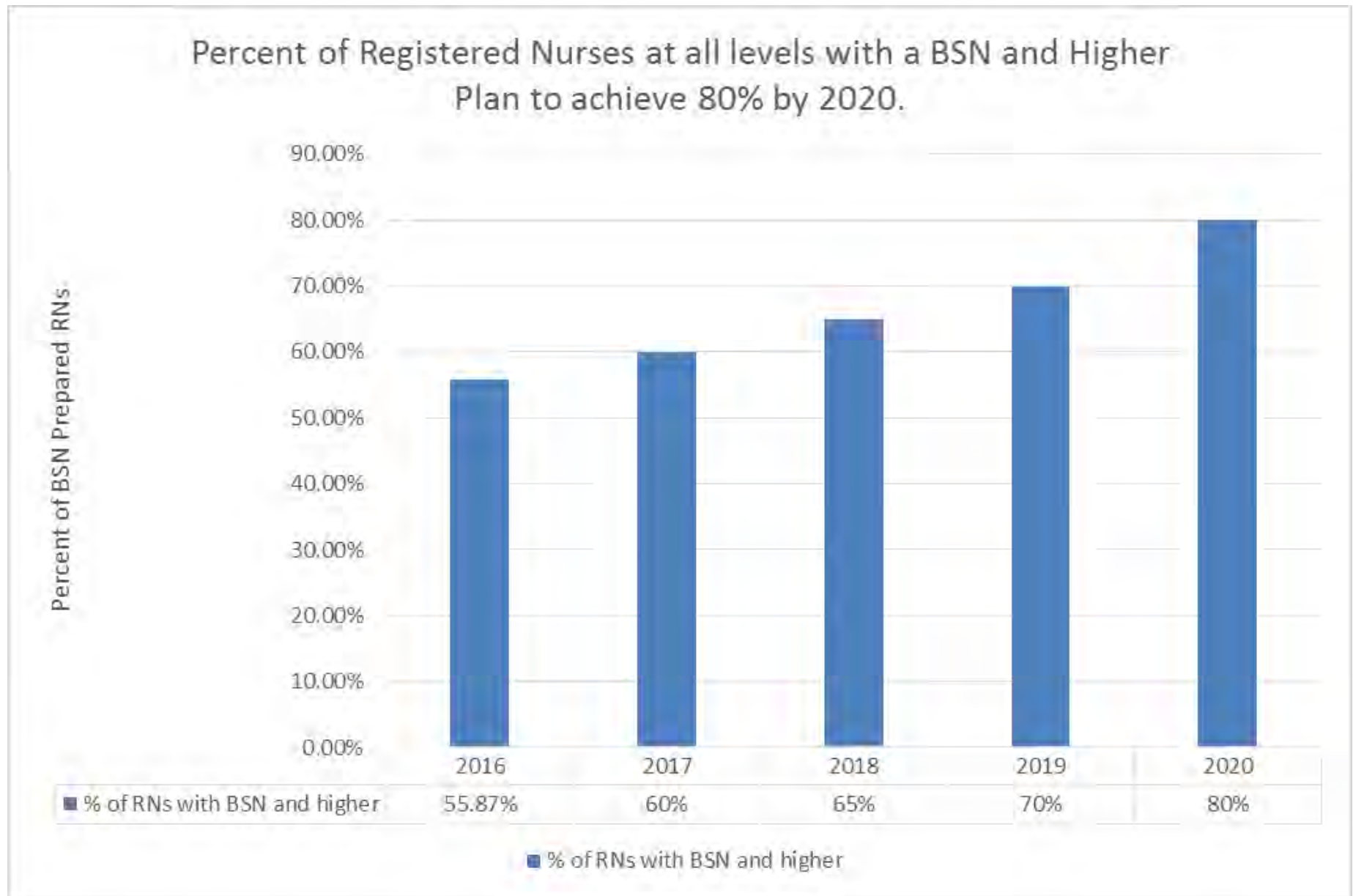
# Beaumont Grosse Pointe Current BSN Rates

BGP is committed to nurses' ongoing education and development. Nursing leadership set a goal to increase nurses at all levels with a BSN or higher degree by 4-10% each year. The wide variability in the goal is due to programs put in place by BGP and Beaumont Health, as the anticipated benefit of the new and enhanced tuition reimbursement will not be evident until 2019 and 2020. The goal set by nursing leadership for 2017 is 60% of nurses with a BSN or higher, with 80% of nurses holding a BSN or higher by 2020.





# Beaumont Grosse Pointe Goal for BSN Rates

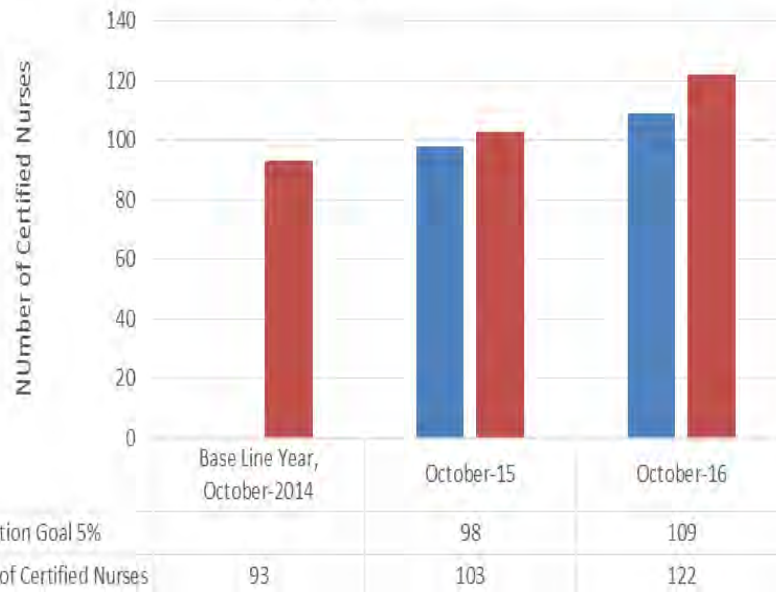


# Beaumont Grosse Pointe Certifications

Certification of nurses has been a goal of Beaumont Grosse Pointe (BGP) and various nursing departments for a number of years. Nursing certification validates the knowledge gained through professional education and experience, promoting quality patient care. Certified nurse's support the concepts of commitment, accountability, credibility and professionalism, and certification demonstrates leadership and strengthens professional and personal pride. Certified nurses are more confident in their clinical abilities, which in turn increases the patient's confidence in the care they receive. BGP nurses are certified in 29 different nursing specialty areas.

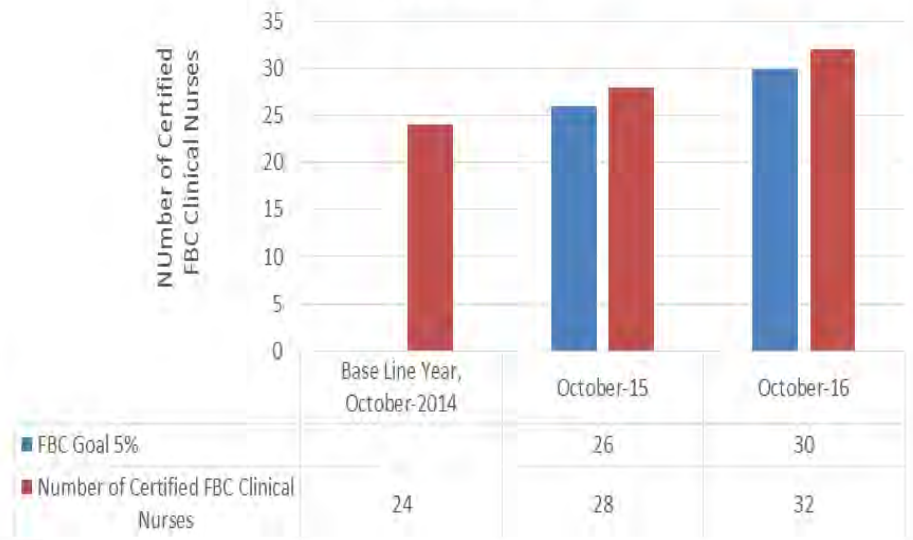
**Number of Certified Nurses at  
Beaumont Grosse Pointe Hospital**

Organization Results for Professional Nursing Certification  
2014-2016



**Number of Certified Nurses at  
Beaumont Grosse Pointe Family Birth center**

Family Birth Center Clinical Nurses  
Professional Nurse Certification  
2014-2016



# Exemplary Professional Practice



Exemplary professional practice requires a comprehensive understanding that nursing partners with interdisciplinary teams, patient's, families and the community to provide the best patient care.

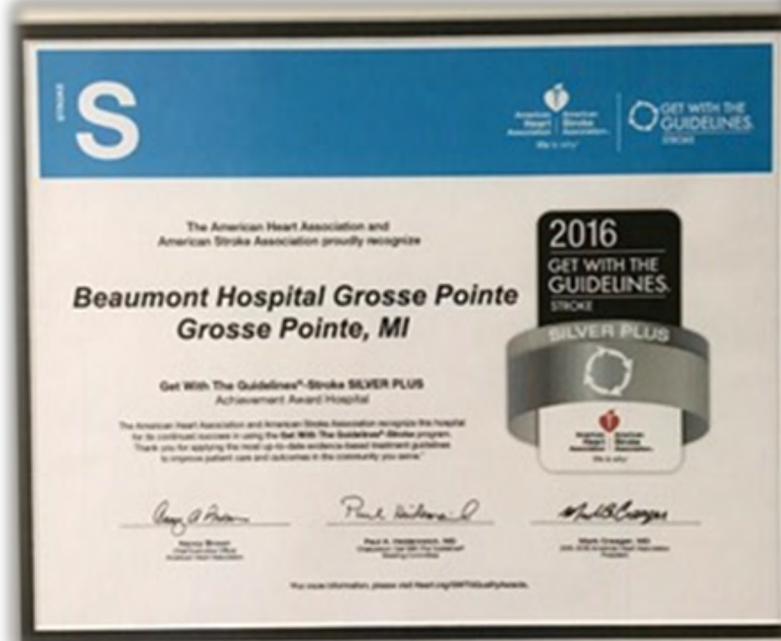
## **"STROKE RE-CERTIFICATION"**

Beaumont Grosse Pointe received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Silver Plus Quality Achievement Award in May, 2016. The award recognizes the hospital's commitment and success in ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.



# Joint Commission Recertification:

Beaumont Grosse Pointe received another recertification for Advanced Primary Stroke Center from the Joint Commission and the American Heart Association/American Stroke Association in November, 2016. By adhering to the very specific set of treatment guidelines, Beaumont Grosse Pointe has clearly made it a priority to deliver high quality care to all patients affected by stroke. The certification provides us with the opportunity to highlight the exceptional stroke care we provide as well as to continually strive to advance our care even further for stroke patients in our community.



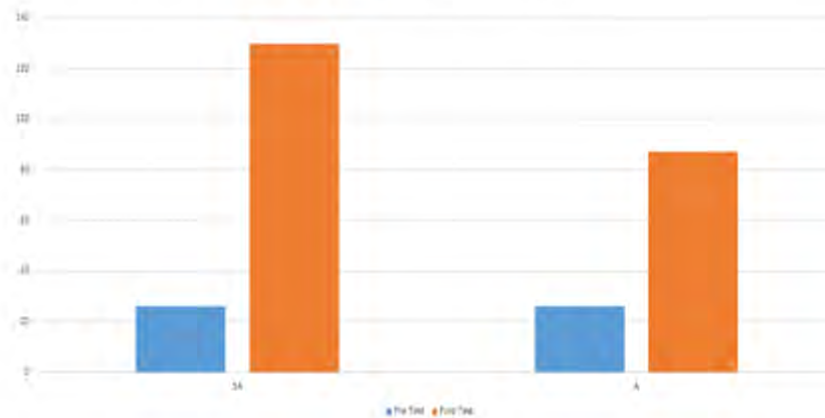


# Virtual Dementia Tour

The Virtual Dementia Tour (VDT) is the original and ground-breaking, evidenced-based and scientifically proven method of building a greater understanding of dementia using patented sensory tools and instruction based on research conducted by a geriatric specialist. During a Virtual Dementia Tour experience, trainer facilitators guide participants through common everyday tasks and exercises while outfitted with patented devices that alter their senses. The Tour enables caregivers to experience for themselves the physical and mental challenges those with dementia face and use the experience to provide better person-centered care. Person-Centered Care, a Beaumont Health Initiative is at the center of the VDT. The program uses physical restrictions, like gloves, glasses, flashing lights, loud noises, and confusing instructions to simulate what a person who is experiencing dementia feels.



Do you understand the emotional needs of our elders with dementia?



This has opened my eyes to how patients with dementia experience life differently.

Give patient more time to complete task. Give one task at a time with easy, clear instructions.

I will make sure the patients feel safe. That will be my highest objective.

# Patient Satisfaction

## Patient and Family-Centered Care

The overall theme of the care provided at BGP is Patient and Family-Centered Care. BGP supports a collaborative environment for patients, their families and their partners in care during hospitalization by encouraging and supporting the presence and participation of persons who play a significant role in the patient's physical and emotional care.

BGP invites, encourages and embraces families and partners in care as valued members of the healthcare team, across the continuum of care. While supporting the presence of families and partners in care in the hospital setting, BGP also honors the presence of families and partners in care in its ambulatory centers, home healthcare, rehab centers and all areas.



The key concepts of Patient and Family-Centered Care are:

- Dignity and Respect
- Information Sharing
- Participation
- Collaboration

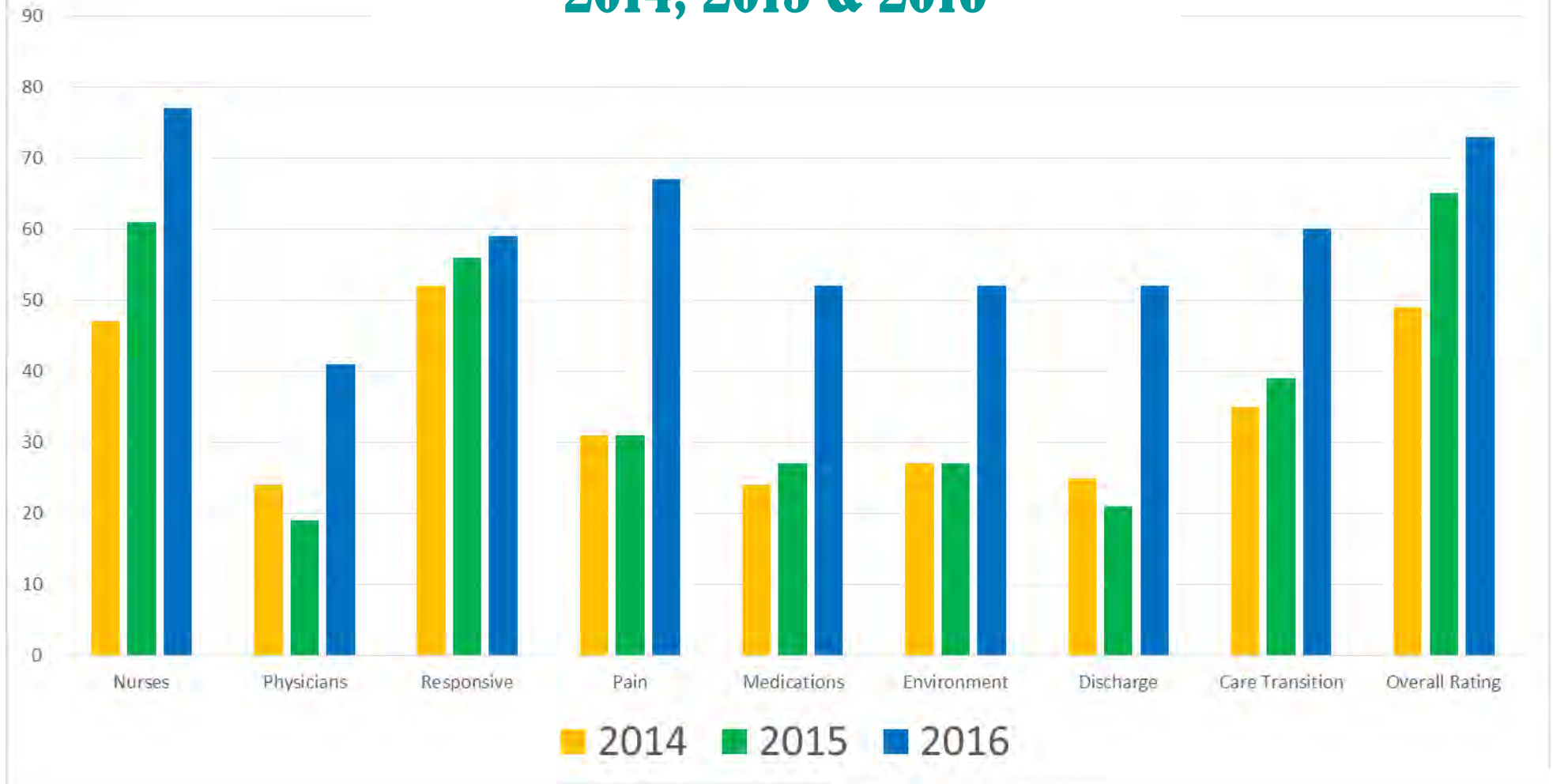
Examples of how clinical nurses support Patient and Family-Centered Care include:

- Encouraging family presence, including children and partners in care
- Overnight stays
- Cultural considerations
- End of Life considerations
- Family presence during resuscitation/codes

# HCAHPS Beaumont Grosse Pointe

## HCAHPS By Discharge Date

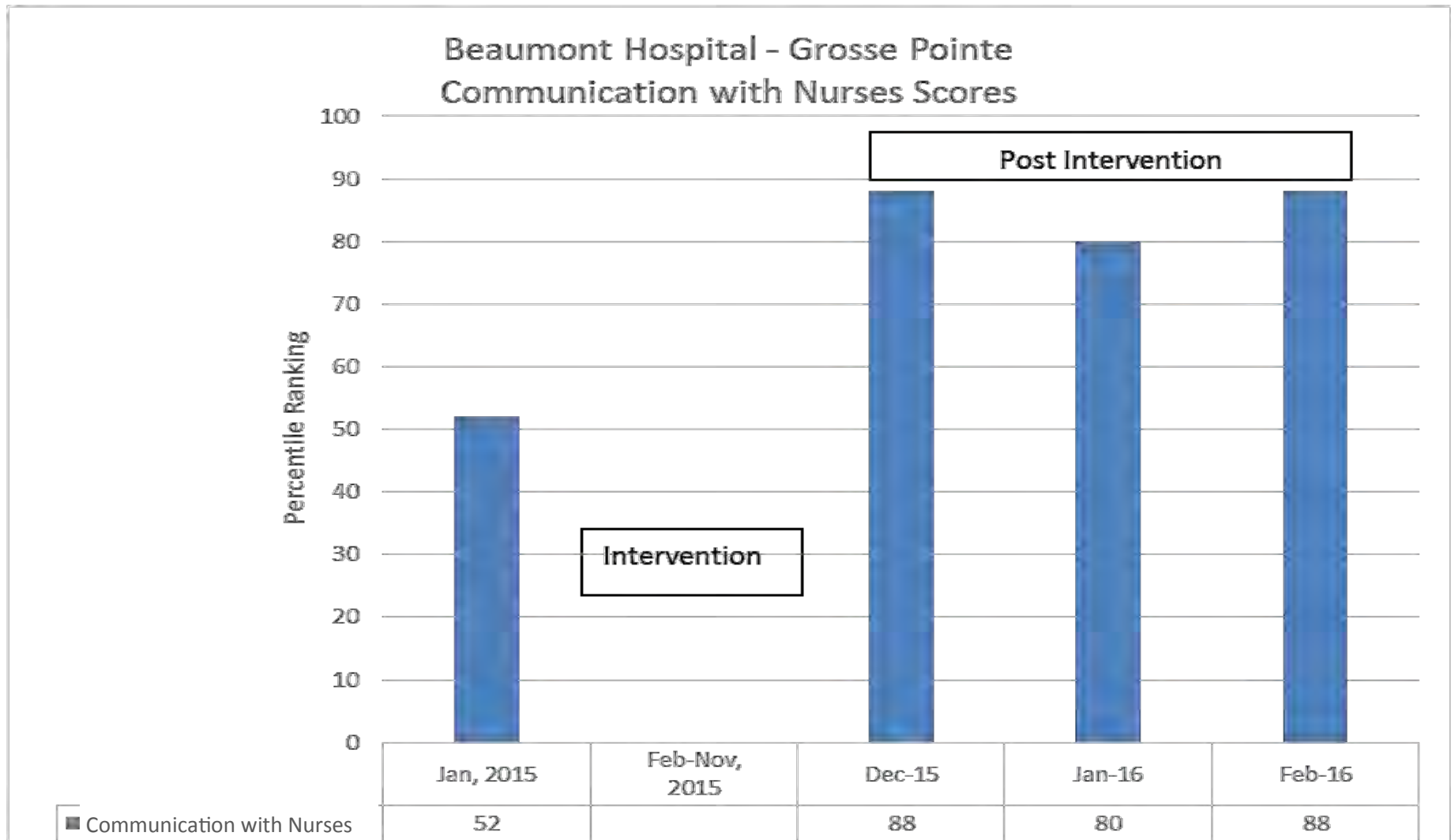
### 2014, 2015 & 2016



**Patient and Family-Centered Care Assisted in Improving Beaumont Grosse Pointe Customer Satisfaction Scores**

# COMMUNICATION WITH NURSES

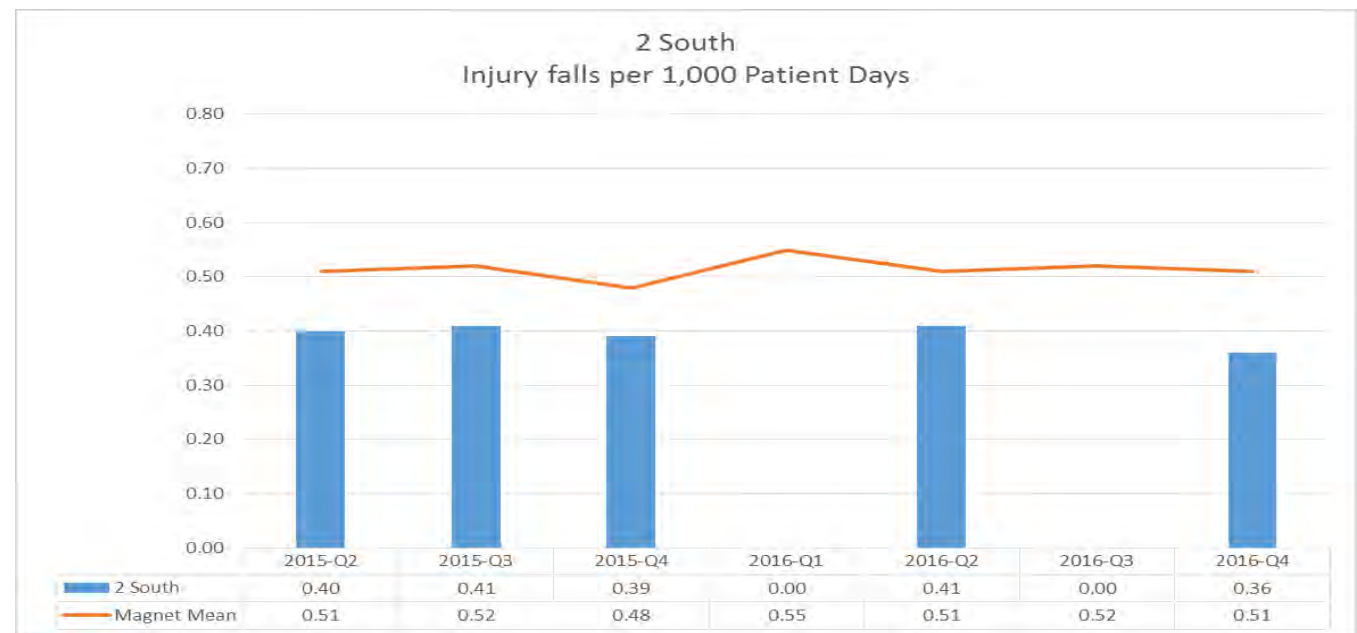
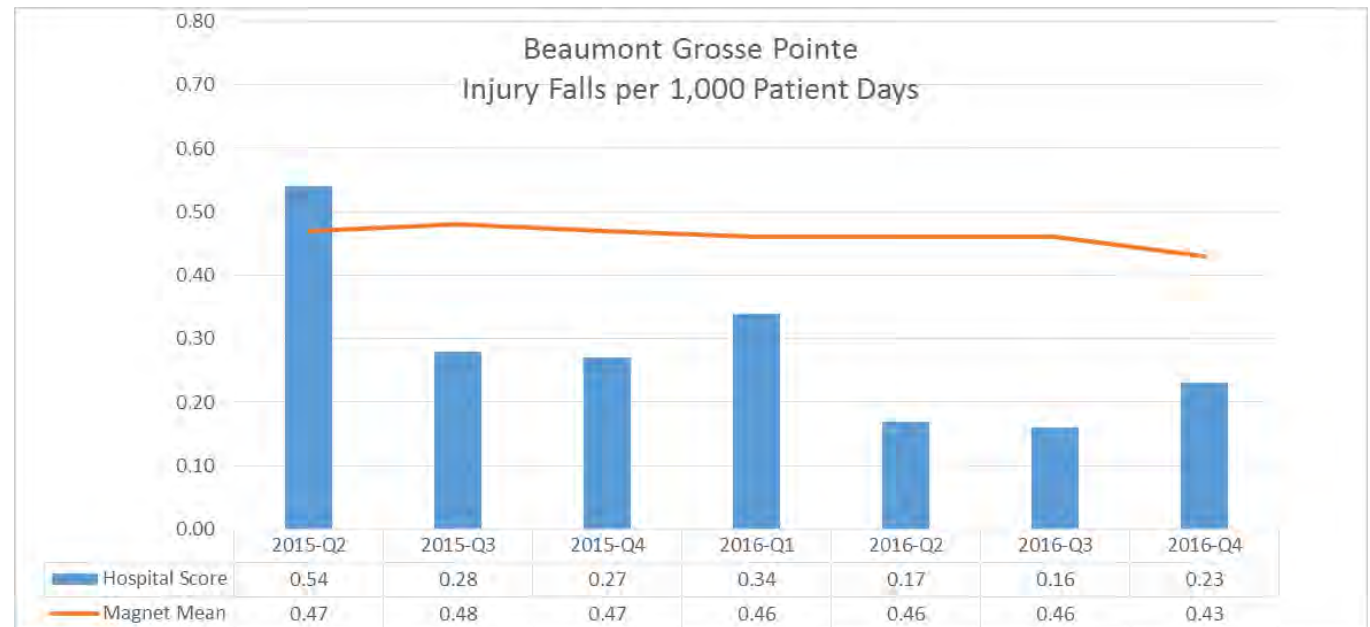
Clinical nurses successfully changed clinical practice by implementing the Professional Practice Model. This clinical practice change of implementing bedside shift report at BGP resulted in an increase in the Inpatient HCAHPS patient satisfaction percentile ranking for “Communication with Nurses.” The percentile ranking increased from 52% in January 2015 to 88% in February 2016, and it remained above the benchmark in 2016.





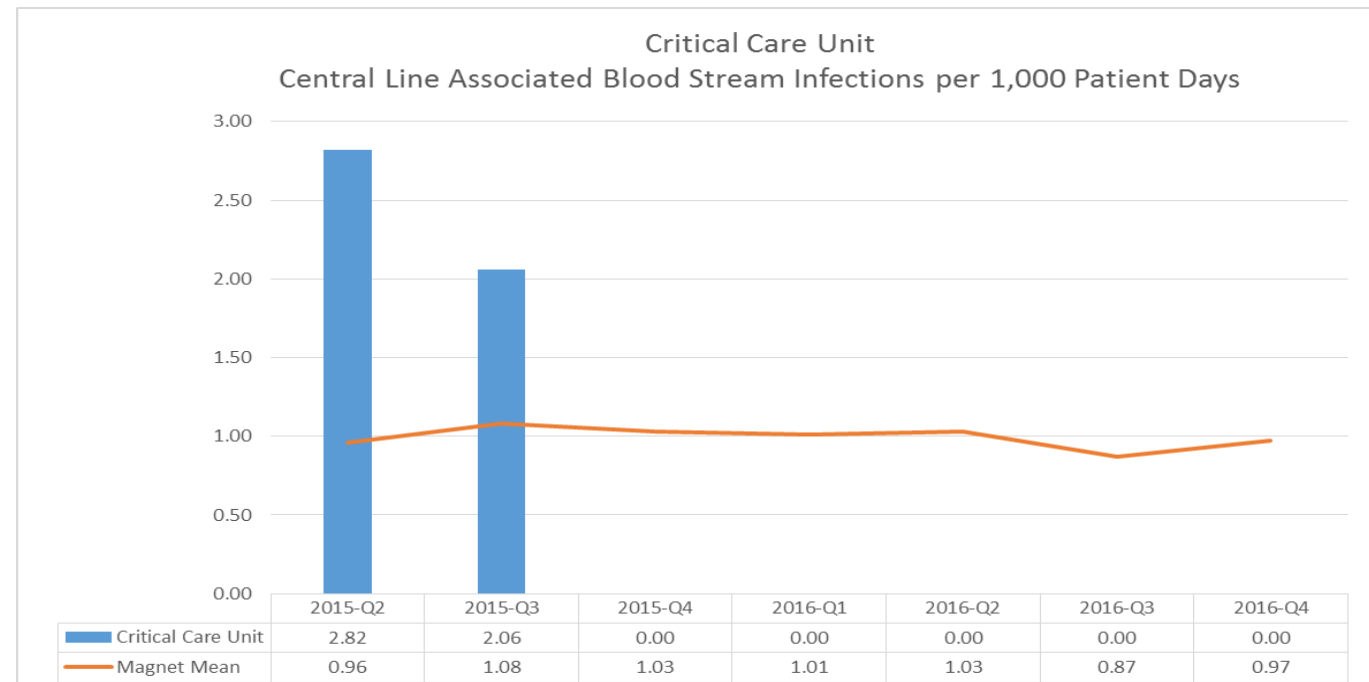
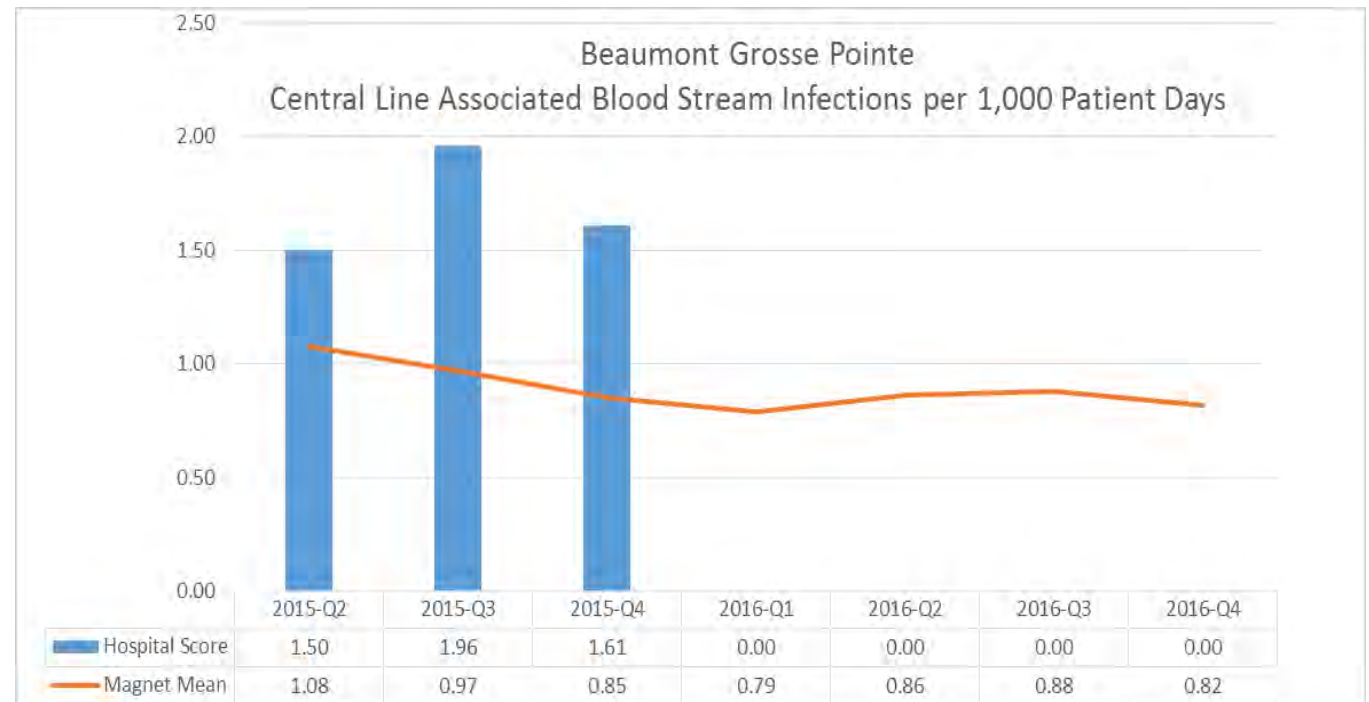
# Nurse Sensitive Indicators: (Falls with Injury)

Clinical Nursing has been working very diligently to decrease the number of falls with injuries to our patients at Grosse Pointe. Many activities are used to prevent patients from falling such as, hourly rounding, chair alarms, video monitoring, fall precautions and bedside shift report. As you review the graphs, the hospital rates are below the magnet mean in 6 of the last 7 quarters and 2 Souths' rate has been under the magnet mean in 7 out of 7 quarters.



# Nurse Sensitive Indicators: (CLABSI per 1000 Central Line Days)

Clinical Nursing and especially the Clinical Nurses in the Critical Care units began initiatives to decrease the Central Line Associated Blood Stream Infections throughout the hospital. Examples of some of the initiatives include, scrub the hub, questioning the use of every central line and eliminate drawing blood from the central line. As you review the graphs the hospital rates are below the magnet mean in 4 of the last 7 quarters and the critical care unit rate has been under the magnet mean in 5 out of 7 quarters.



## Awards and Recognitions:





# New Knowledge/Innovation/Improvements...

## Research:

### **Title: Further Understanding Nurses' Compliance with the Bar Code Medication Administration System, a Replication Study:**

This research will compare nurses from high BCMA compliance unit to nurses from lower BCMA compliance units on demographic information, nurses work arounds, nurse satisfaction, culture of safety and incidence of medication errors. (Principal Investigator: Margaret A. Harris, PhD, RN)

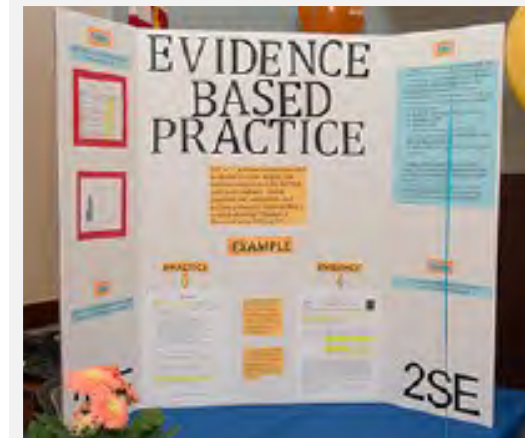


### **Title: Evaluating Registered Nurses' Knowledge Regarding Evidence-Based Practice in Medical Nursing Nurses in a Community Hospital:**

Beaumont Grosse Pointe (BGP) has three medical surgical units, all of which have Unit Practice Councils (UPC) at various levels of development. The UPCs are the shared governance model that is used at BGP. The UPCs meet once a month to plan activities that support the unit. They review issues such as patient care issues, education needs and general unit operations. These are staff led councils that meet independent of Nursing Leadership.

The 2 South UPC is an active council that meets monthly and has input into the operation of the unit. The 3 South East UPC is less active and has been re-invigorated with a new chairperson leading it since June 2016. The 3 West UPC is very active and functions on its own with little assistance from Nursing Leadership.

In addition to the normal functions of a UPC, this council has a Journal Club.



The purpose of this study was to determine whether 3 West had a greater knowledge of evidence-based practice (EBP) due to its more active UPC. The premises of the investigators were that 3 West would have the highest knowledge of EBP, followed by 2 South, and that 3 South East would have the lowest knowledge.

(Principal Investigators: Randy G. Whitney, MSA, BSN, RN, NE-BC and Anne M. Stewart, MBA, BSN, RN, NE-BC)



# New Knowledge/Innovation/Improvements...

## Poster Presentation:

The following posters were presented at the 1st Annual Beaumont Health Research and Evidence-Based Conference.

### The Effects of Implementing an Early Mobility Protocol on a Critical Care Step-Down Unit

(Michelle Jahn, PT, Michelle Sucharski, PT, Manjula Amarnath, Director of PT/OT and Sue Wolka, BSN, RN)

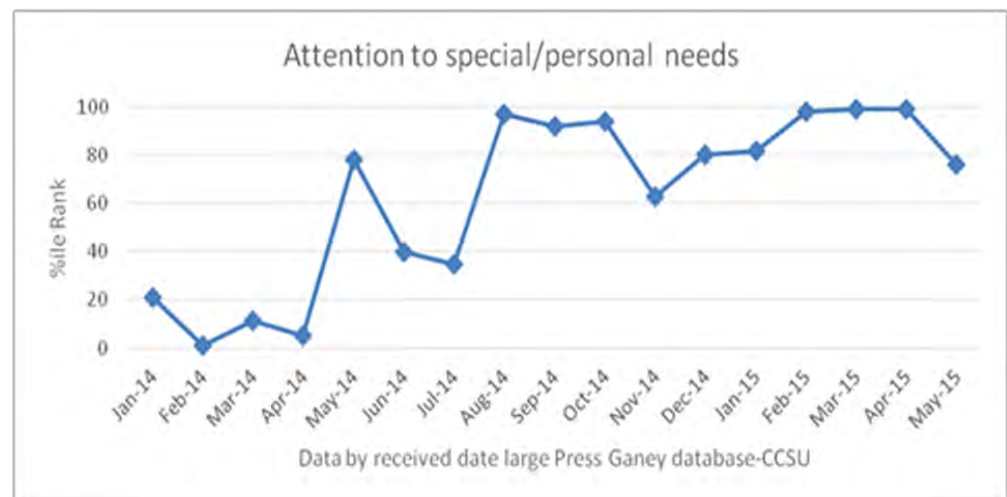
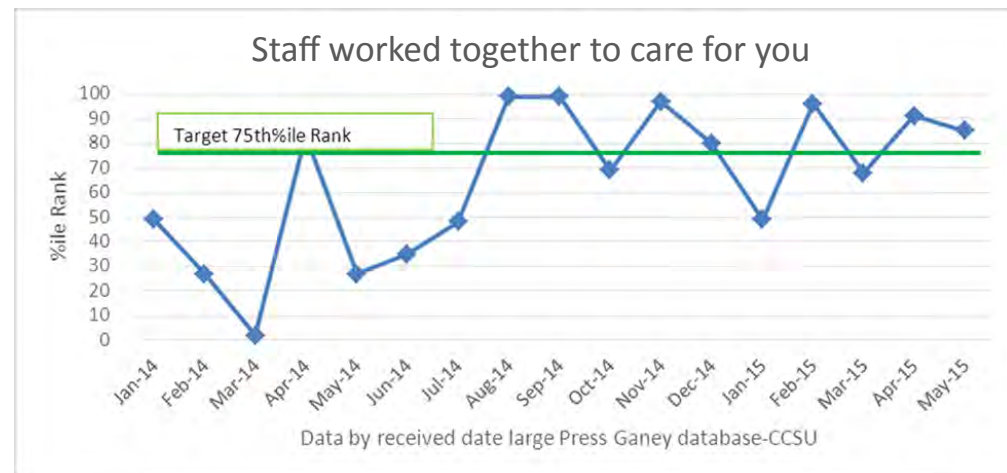
#### Introduction & Purpose:

On an average nursing floor, the typical patient is found to be stagnate in bed approximately 20 out of 24 hours a day regardless of previous functional level (Brown, 2009). Lack of mobility has detrimental effects on every major organ system. Functional decline has been found to be the leading complication in hospitalization of the elderly, with functional decline and deconditioning found to be present after just 72 hours of bed rest (Kleinpell, Fletcher, & Jennings, 2008). Keeping patients in bed and not mobilizing them impedes their recovery.

The purpose of this initiative was to see if implementation of an early mobility program could reduce the length of stay and improve outcomes for the Progressive Care patient population. Early mobility is generally defined as a progressive mobility program prescribed for a patient upon admission, utilizing evidenced-based general patient mobility protocols. For the purpose of this study, early mobility will be defined as a progressive mobility program that is individually prescribed for a patient upon admission to the Progressive Care Unit.

*(CCSU has seen an improvement in the overall pt satisfaction scores. In March 2014, the scores for both "Staff worked together to care for you" & "Attention to special/personal needs" were near zero.*

*Throughout the implementation phase and beyond, both of these scores have demonstrated already improvement and have been sustained above the target threshold.)*



# New Knowledge/Innovation/Improvements...

## Poster Presentation:

### DC 1-2-3: Improving Patient Knowledge On Discharge Resulting In Increased Customer Satisfaction

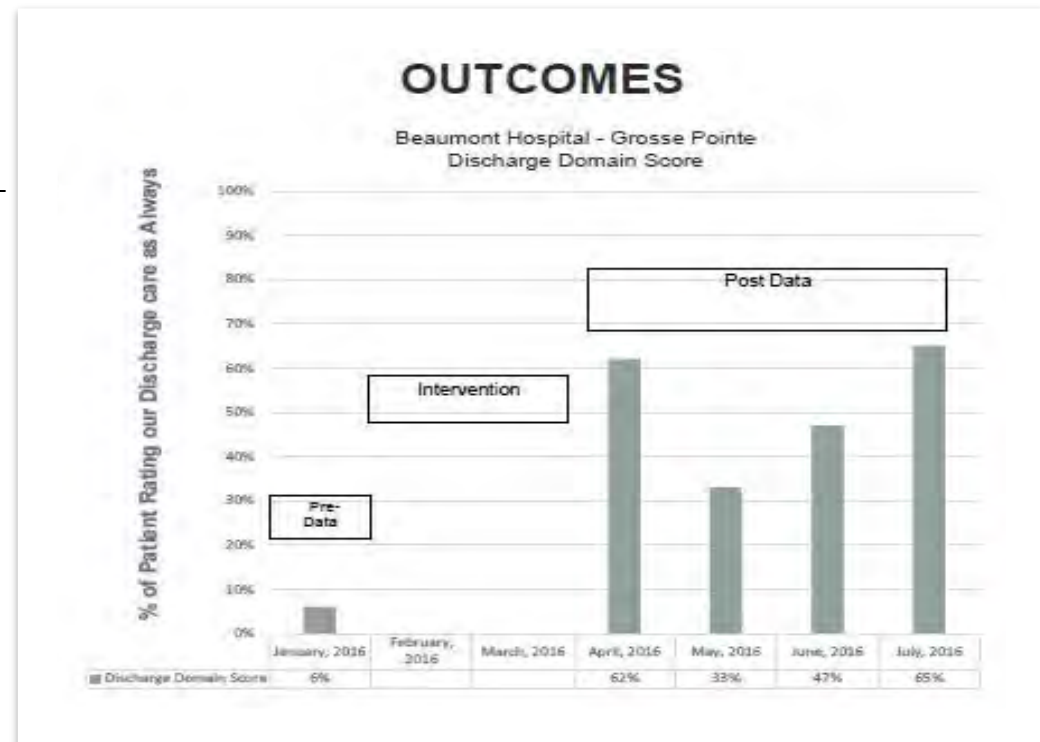
#### Introduction & Purpose:

At Beaumont Hospital Grosse Pointe, it was determined by staff that patients and families who were being discharged from the hospital were ill prepared for their care needs at home. There was no consistent discharge process.

- The After Visit Summary (AVS), was long and complicated.
- Grosse Pointe was ranked in the 6th percentile of all hospitals in the data base.
- 94% of all hospitals were doing better than Grosse Pointe.

In February 2016, a multidisciplinary team comprised of both bedside caregivers and leaders from nursing, pharmacy, care management, respiratory therapy and volunteers services met to discuss the role of each discipline in the discharge process. Although the bedside Registered Nurse is the last one to complete the discharge, many disciplines impact the patient's preparation for care after discharge.

- Each discipline was asked to identify three items that they will complete and review with the patient and family prior to discharge.
- A checklist was created for all disciplines to complete before the patient could be discharged.
- The RN was the gatekeeper of the form to ensure that all discharge elements were complete.
- Pharmacy provided "medication cards" for all new medication which would be reviewed by the nurse prior to administration and again at discharge.
- Theme of 3—"Keep It Simple"
  - 1) Name: DC 1-2-3
  - 2) Began: 3/30/16
  - 3) Piloted: 3 Units



# What We Are Most Proud Of...

The CCU UPC championed the introduction of Patient and Family-Centered Rounds. These multidisciplinary rounds occur on a daily basis in the CCU at 1000 and are led by the intensivist and attended by those on our team who contribute to the care of our patients.

March 2016, we moved in to our new unit located in the North East side near CCSU and overlooking the Healing Garden. It is such a beautiful place that the patients and their relatives are amazed by the view of the garden.

Formulation of the quarterly evidence-based journal club. This is open to all RN staff and promotes applying evidence-based knowledge to the nursing practice. This group diligently strives to improve the work life of 3 West staff and enhance patient outcomes.

Interventional Heart & Vascular received the State CON to do Elective PCI in December of 2016. We did our first elective case on December 8th. It is not only great for the department and the hospital, but it is much better care for our patients in terms of standard of care and continuity..

One of the things I am most proud of as a nurse in Breast Imaging is how we take care of our patients as expeditiously and compassionately as possible.

2016 was a year for transition and growth within Surgical Services. Endoscopy performed over 4600 inpatient and outpatient procedures this year, exceeding budgeted volumes for growth.

If you ask any of Critical Care Step-Down Unit's staff members what they are most proud of as a unit, without hesitation they will reply it is their teamwork.