

## Winchester Medical Center CEO: Mark H. Merrill CNO: Anne Whiteside

NEAP Presentation Date: December 15, 2015

= Underperformance (less than the comparative cohort mean/median) = Outperformance (greater than the comparative cohort mean/median) = Equal to the comparative cohort mean/median (Underperformance for Magnet) = Data pooled by the vendor = Data not reported/collected

= No Benchmark = Insufficient Sample Size

Unit / Dept   Code						RN Sati	sfaction	
1002   5 Gastrointestional Unit		Unit Name	Director	Manager	JSSR Autonomy	-		
103   Medical Telemetry   Jennifer Riggleman MSN 12 years   Anbei Dusing BSN 3 yr   100%	101	5 Medical	Jennifer Riggleman MSN 12 years	Angela Lambert BSN 2 yr	0%	0%	0%	0%
104   4 Surgical   Jennifer Riggleman MSN 12 years   Anne Riser MSN 1 yr   0%   100%	102	5 Gastrointestional Unit	Jennifer Riggleman MSN 12 years	Jessie Burns BSN 3 yr	0%	0%	0%	100%
106 Orthopedics	103	Medical Telemetry	Jennifer Riggleman MSN 12 years	Robbie Dusing BSN 3 yr	100%	0%	100%	100%
108   Surgical Telemetry   Dennifer Riggleman MSN 12 years   Dori Brown BSN 5 yr   DOS   DNS   DOS   DNS   DOS   DNS	104	4 Surgical	Jennifer Riggleman MSN 12 years	Anne Riser MSN 1 yr	0%	100%	100%	100%
110   Neurology Unit   Jennifer Riggleman MSN 12 years   Sonja Sine BSN 2 mo   100%   0%   0%   0%   100%   100%   111   Step Down   Janet Nordling MSN 1 year   Nicole Ryder BSN 1 yr   0%   0%   0%   0%   100%   112   CC1 Pulmonary Special Care Unit   Janet Nordling MSN 1 year   Nicole Ryder BSN 1 yr   0%   0%   0%   0%   100%   113   CC2 Medical-Surgical Intensive Care Unit   Janet Nordling MSN 1 year   Nicole Ryder BSN 1 yr   0%   0%   0%   0%   0%   100%   114   CC3 Coronary Care Unit   Janet Nordling MSN 1 year   Nicole Ryder BSN 1 yr   0%   0%   0%   0%   0%   100%   100%   115   CC4 Cardio-Vascular Surgical Intensive Care Unit   Janet Nordling MSN 1 year   Nicole Ryder BSN 1 yr   0%   0%   0%   0%   100%   100%   116   100%	106	Orthopedics	Jennifer Riggleman MSN 12 years	Karen Peddle BSN 3 yr	0%	0%	100%	0%
111   Step Down	108	Surgical Telemetry	Jennifer Riggleman MSN 12 years	Lori Brown BSN 5 yr	0%	0%	0%	100%
112   CC1 Pulmonary Special Care Unit   Janet Nordling MSN 1 year   Nicole Ryder BSN 1 yr   0%   0%   0%   0%   100%	110	Neurology Unit	Jennifer Riggleman MSN 12 years	Sonja Sine BSN 2 mo	100%	0%	0%	100%
113   CC2 Medical-Surgical Intensive Care Unit   Janet Nordling MSN 1 year   Nicole Ryder BSN 1 yr   OK   OK   OK   OK   100%	111	Step Down	Janet Nordling MSN 1 year	Katrina Minter BSN 6 mo	0%	0%	0%	100%
114   CC3 Coronary Care Unit	112	CC1 Pulmonary Special Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr	0%	0%	0%	100%
115   CC4 Cardio-Vascular Surgical Intensive Care Unit   Janet Nordling MSN 1 year   Nicole Ryder BSN 1 yr   10%   0%   100%   100%   118   Labor and Delivery   Janet Nordling MSN 20 yr   Betts Braithwaite BSN 8 yr   100%	113	CC2 Medical-Surgical Intensive Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr	0%	0%	0%	100%
118   Labor and Delivery   Janet Nordling MSN 20 yr   Beth Braithwaite BSN 8 yr   100%   100%   100%   100%   110%   1109   11	114	CC3 Coronary Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr	0%	0%	0%	100%
119   Mother-Baby   Janet Nordling MSN 20 yr   Michelle Heishman BSN 1yr   100%   100%   100%   100%   120   Neonatal Intensive Care Unit   Janet Nordling MSN 20 yr   Sharon Rigney-Dodson BSN 8 yr   100%   100%   100%   100%   100%   100%   122-125   Operating Room   vacant   Vacant/Unspecified   0%   0%   0%   0%   0%   100%   122-125   Operating Room   vacant   Vacant/Unspecified   0%   0%   0%   0%   0%   100%   100%   122-128   Behavior Health   Melissa Brooks MSN 2 yr   Vacant/Unspecified   0%   0%   0%   0%   0%   100%   0%	115	CC4 Cardio-Vascular Surgical Intensive Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr	0%	0%	0%	100%
120   Neonatal Intensive Care Unit   Janet Nordling MSN 20 yr   Sharon Rigney-Dodson BSN 8 yr   100%   100%   100%   100%   121   Pediatrics   Janet Nordling MSN 20 yr   Sharon Rigney-Dodson BSN 8 yr   100%   100%   100%   100%   100%   100%   100%   100%   100%   100%   100%   100%   122-125   Joperating Room   vacant   Vacant/Linspecified   0%   0%   0%   0%   0%   0%   127-128   Behavior Health   Melissa Brooks MSN 2 yr   Vacant/Unspecified   0%   0%   0%   100%   0%   129   Rehabilitation   Betty Hardesty NOT A NURSE   Ramon Shanholtz BSN 4 yr   0%   0%   0%   0%   0%   0%   100%   131-133,138   Chronic Disease Resource Center   Jessica Watson MSN 2 yr   Vacant/Unspecified   100%   0%   100%   100%   100%   134,137   Emergency Department   Desiree Brunelle MSN 7 yr   Jennifer Murray BSN 3 yr   100%   100%   100%   100%   140   Interventional and imaging Radiology   Jeff Behneke BSN 2 yr   Vacant/Unspecified   100%   0%   100%   100%   100%   144   Post Anesthesia Care Unit   vacant   Kristy Richardson MSN   148   Post Anesthesia Care Unit   vacant   Kristy Richardson MSN   0%   0%   0%   0%   100%   144,149-151   Cardiac Cath Lab / Cath Holding   Jeff Behneke BSN 2 yr   Jonathon Edmondson NOT A NURSE   0%   0%   0%   0%   0%   154   Surgi-Center   Julie Miller AD N 3 mo   Vacant/Unspecified   0%   0%   0%   0%   0%   0%   155   START Clinic   vacant   Kristy Richardson MSN   0%   0%   0%   100%   158   Home Health   Patty Klinefelter MSN 10 yr   Vacant/Unspecified   0%   0%   0%   100%   159   Float Pool   Kammie Niggleman MSN 12yr   Susan Clark MSN 6 yr   100   100%   100	118	Labor and Delivery	Janet Nordling MSN 20 yr	Beth Braithwaite BSN 8 yr	100%	0%	100%	100%
121   Pediatrics   Janet Nordling MSN 20 yr   Sharon Rigney-Dodson BSN 8 yr   100%   100%   100%   100%   122-125   Operating Room   vacant   Vacant/Unspecified   0%   0%   0%   0%   0%   0%   0%   0	119	Mother-Baby	Janet Nordling MSN 20 yr	Michelle Heishman BSN 1yr	100%	100%	100%	100%
122-125   Operating Room	120	Neonatal Intensive Care Unit	Janet Nordling MSN 20 yr	Sharon Rigney-Dodson BSN 8 yr	100%	0%	100%	100%
127-128   Behavior Health   Melissa Brooks MSN 2 yr   Vacant/Unspecified   0%   0%   100%   0%   129   Rehabilitation   Betty Hardesty NOT A NURSE   Ramon Shanholtz BSN 4 yr   0%   0%   0%   0%   0%   0%   100%   100%   131-133,138   Chronic Disease Resource Center   Jessica Watson MSN 2 yr   Vacant/Unspecified   100%   0%   100%   100%   100%   134,137   Emergency Department   Desiree Brunelle MSN 7 yr   Jennifer Murray BSN 3 yr   100%   100%   100%   100%   100%   140   Interventional and imaging Radiology   Jeff Behneke BSN 2 yr   Vacant/Unspecified   100%   100%   100%   100%   100%   140   Jennifer Riggleman MSN 12 years   Sharon Kline BSN 7 yr   100%   100%   100%   100%   100%   144   Post Anesthesia Care Unit   vacant   Kristy Richardson MSN   0%   0%   0%   0%   0%   144,149-151   Cardiac Cath Lab / Cath Holding   Jeff Behneke BSN 2 yr   Jonathon Edmondson NOT A NURSE   0%   0%   0%   0%   0%   150	121	Pediatrics	Janet Nordling MSN 20 yr	Sharon Rigney-Dodson BSN 8 yr	100%	100%	100%	100%
129   Rehabilitation   Betty Hardesty NOT A NURSE   Ramon Shanholtz BSN 4 yr   0%   0%   0%   0%   100%   131-133,138   Chronic Disease Resource Center   Jessica Watson MSN 2 yr   Vacant/Unspecified   100%   100%   100%   100%   100%   134,137   Emergency Department   Desiree Brunelle MSN 7 yr   Jennifer Murray BSN 3 yr   100%   100%   100%   100%   100%   100%   100%   1400%   1400%   1400%   1400%   1400%   147   147   147   147   147   147   148	122-125	Operating Room	vacant	Vacant/Unspecified	0%	0%	0%	0%
131-133,138   Chronic Disease Resource Center   Lessica Watson MSN 2 yr   Vacant/Unspecified   100%   0%   100%	127-128	Behavior Health	Melissa Brooks MSN 2 yr	Vacant/Unspecified	0%	0%	100%	0%
134,137   Emergency Department   Desiree Brunelle MSN 7 yr   Jennifer Murray BSN 3 yr   100%   100%   100%   100%   100%   140   Interventional and imaging Radiology   Jeff Behneke BSN 2 yr   Vacant/Unspecified   100%	129	Rehabilitation	Betty Hardesty NOT A NURSE	Ramon Shanholtz BSN 4 yr	0%	0%	0%	0%
140   Interventional and Imaging Radiology   Jeff Behneke BSN 2 yr   Vacant/Unspecified   100%   0%   100%   100%   100%   147   Oncology   Jennifer Riggleman MSN 12 years   Sharon Kline BSN 7 yr   100%	131-133,138	Chronic Disease Resource Center	Jessica Watson MSN 2 yr	Vacant/Unspecified	100%	0%	100%	100%
147   Oncology   Jennifer Riggleman MSN 12 years   Sharon Kline BSN 7 yr   100%   100%   100%   100%   148   Post Anesthesia Care Unit   vacant   Kristy Richardson MSN   0%   0%   0%   0%   0%   0%   0%   0	134,137	Emergency Department	Desiree Brunelle MSN 7 yr	Jennifer Murray BSN 3 yr	100%	100%	100%	100%
147   Oncology   Jennifer Riggleman MSN 12 years   Sharon Kline BSN 7 yr   100%   100%   100%   100%   100%   148   Post Anesthesia Care Unit   vacant   Kristy Richardson MSN   0%   0%   0%   0%   0%   0%   0%   0	140	Interventional and Imaging Radiology	Jeff Behneke BSN 2 yr	Vacant/Unspecified	100%	0%	100%	100%
148   Post Anesthesia Care Unit   Vacant   Kristy Richardson MSN   0%   0%   0%   0%   0%   144,149-151   Cardiac Cath Lab / Cath Holding   Jeff Behneke BSN 2 yr   Jonathon Edmondson NOT A NURSE   0%   0%   0%   0%   0%   0%   0%   0			Jennifer Riggleman MSN 12 years	Sharon Kline BSN 7 yr	100%	100%	100%	100%
144,149-151         Cardiac Cath Lab / Cath Holding         Jeff Behneke BSN 2 yr         Jonathon Edmondson NOT A NURSE         0% <t< td=""><td>148</td><td>Post Anesthesia Care Unit</td><td></td><td>Kristy Richardson MSN</td><td>0%</td><td>0%</td><td>0%</td><td>0%</td></t<>	148	Post Anesthesia Care Unit		Kristy Richardson MSN	0%	0%	0%	0%
152   Endoscopy   Julie Miller AD N 3 mo   Katrina Swartz BSN   0%   0%   0%   0%   100%	144,149-151	Cardiac Cath Lab / Cath Holding	Jeff Behneke BSN 2 yr	Jonathon Edmondson NOT A NURSE			0%	100%
156 AM Admission vacant Kristy Richardson MSN 0% 0% 100% 0%  157 START Clinic vacant Kristy Richardson MSN 0% 0% 100% 0%  158 Home Health Patty Klinefelter MSN 10 yr Vacant/Unspecified  159 Float Pool Kammie Riggleman MSN 12yr Susan Clark MSN 6 yr  NOTE: Units with no benchmark or insufficient sample size are not counted in the denominator Unit wath passed on RN Satisfaction Naming  TIL # of Units Reported (required to report)  29 29 29 29			Julie Miller AD N 3 mo	Katrina Swartz BSN	0%	0%	0%	0%
156 AM Admission vacant Kristy Richardson MSN 0% 0% 100% 0%  157 START Clinic vacant Kristy Richardson MSN 0% 0% 100% 0%  158 Home Health Patty Klinefelter MSN 10 yr Vacant/Unspecified  159 Float Pool Kammie Riggleman MSN 12yr Susan Clark MSN 6 yr  NOTE: Units with no benchmark or insufficient sample size are not counted in the denominator Unit wath passed on RN Satisfaction Naming  TIL # of Units Reported (required to report)  29 29 29 29			Julie Miller AD N 3 mo	Vacant/Unspecified				
157 START Clinic vacant Kristy Richardson MSN 0% 0% 100% 0%  158 Home Health Patty Klinefelter MSN 10 yr Vacant/Unspecified 159 Float Pool Kammie Riggleman MSN 12yr Susan Clark MSN 6 yr 100%  NOTE: Units with no benchmark or insufficient sample size are not counted in the denominator Unit Name based on RN Satisfaction Naming 15 14 20  Unit Name based on RN Satisfaction Naming 29 29 29 29 29			vacant				100%	0%
159 Float Pool Kammie Riggleman MSN 12yr Susan Clark MSN 6 yr  NOTE: Units with no benchmark or insufficient sample size are not counted in the denominator Unit Name based on RN Satisfaction Naming  TIL # of Units Reported (required to report) 29 29 29 29	157	START Clinic	vacant	Kristy Richardson MSN	0%	0%	100%	0%
159 Float Pool Kammie Riggleman MSN 12yr Susan Clark MSN 6 yr  NOTE: Units with no benchmark or insufficient sample size are not counted in the denominator Unit Name based on RN Satisfaction Naming  TIL # of Units Reported (required to report) 29 29 29 29								
Unit Name based on RN Satisfaction Naming TTL # of Units Reported (required to report) 29 29 29 29	159	Float Pool						
Unit Name based on RN Satisfaction Naming TTL # of Units Reported (required to report) 29 29 29 29	NOTE: Units	with no benchmark or insufficient sample size are	not counted in the denominator	# of Units Exceeding Mean	10	5	14	20
		**						
If PG Mean for NSI's = 0, unit is designated Outperform if Mean = 0 % of Units Exceeding Mean 34% 17% 48% 69%			Mean = 0	% of Units Exceeding Mean		17%	48%	69%

Nurse	Nurse-Sensitive Clinical Indicators (NSI)											
CAUTI	CLABSI	Falls w/Injury	HAPU2+									
0%		43%	43%									
63%	63%	57%	86%									
88%	75%	71%	43%									
0%	0%	43%	71%									
75%	88%	71%	100%									
50%	63%	29%	86%									
50%	88%	14%	86%									
63%	75%	86%	86%									
63%	75%	57%	100%									
63%	100%	71%	100%									
75%	88%	71%	71%									
75%	88%	100%	100%									
88%		0%	0%									
0%	0%	86%	100%									
50%	63%	100%	86%									
		29%										
75%		43%	71%									
		71%										
63%	63%	29%	86%									
		43%										
		29%										
		29%										
		29%										
		29%										
11	12	11	14									
17	12	24	17									
65%	86%	46%	82%									
05%	00%	40%	02%									

Careful Listening	Courtesy and Respect	Patient Education	Patient Engagement/P t-Centered Care	Responsivene ss	Safety
	13%	0%	0%		75%
	0%	13%	13%		63%
	25%	25%	25%		63%
	38%	63%	38%		75%
	38%	50%	63%		38%
	25%	50%	50%		50%
	25%	100%	100%		0%
63%	75%	88%	75%		
03%	75%	63%	50%	63%	50%
38%		50%		38%	75%
	750/	0.007	500/		000/
	75%	38%	63%		88%
	50%			88%	
	75%			75%	
100%	75%	100%		100%	100%
2	3	5	4	4	7
3	11	12	10	5	11
67%	27%	42%	40%	80%	64%

		Tot	als		
RN Satisfaction	Nurse-Sensi Clinical Indic (NSI)		Patient Satisfaction	Ali	
0%	0%	1	25%	₩	9%
25%	100%	Ŷ	25%	4	50%
75%	75%	4	25%	1	58%
75%	25%	4	50%	1	50%
25%	100%	1	25%	4	50%
25%	50%	4			38%
50%	50%	4	0%	1	33%
25%	100%	4			63%
25%	100%	4			63%
25%	100%	4			63%
25%	100%	4			63%
25%	100%	4			63%
75%			50%	4	63%
100%	33%	1			71%
75%	50%	4	100%	4	75%
100%	75%	1	50%	4	75%
0%					0%
25%	0%	1			20%
0%	67%	1			29%
75%					75%
100%	100%	1	25%	全	67%
75%					75%
100%	75%	4	75%	1	83%
0%	0%	1			0%
25%			50%	4	33%
0%	0%	1	100%	-	29%
25%	0%	1	100%	-	56%
25%	0%	1			20%
25%	0%	1			20%

## RN Satisfaction Notes Vendor: NDNQI

Benchmark: All Hospitals Measurement Timeframe: 2015

Survey Type: Job Satisfaction Scales-R

## Nurse Sensitive Indicator Notes

Vendor: NHSN (CAUTI, CLABSI); NDNQI (Falls, HAPU)

Benchmarks: CAU\_Mean (NHSN), CLAB\_Mean (NHSN), All Hospitals (Falls, HAPU)

Measurement Timeframe: 2013Q4 - 2015Q3

2013Q3 Falls/HAPU data excluded to align with timeframe for CAUTI/CLABSI data

NICU CLABSI data excluded due to multiple conflicting records

Units NURSERY, PULM/REN, SURG, and Infusion Center have data but are not listed on the Leader Crosswalk and not reflected on this summary

## Patient Satisfaction Notes Vendor: NRC

Benchmark: NRC Average

Measurement Timeframe: 2013Q4 - 2015Q3

	CLABSI	Falls w/Injury	HAPU2+	Careful Listening	Courtesy and Respect	Patient Education	Engagement/P t-Centered Care	Responsivene ss	Safety	RN Satisfaction	Clinical India (NSI)		
		43%	43%		13%	0%	0%		75%	0%	0%	1	
	63%	57%	86%		0%	13%	13%		63%	25%	100%	1	
	75%	71%	43%		25%	25%	25%		63%	75%	75%	4	
	0%	43%	71%		38%	63%	38%		75%	75%	25%	÷	
	88%	71%	100%		38%	50%	63%		38%	25%	100%	1	
	63%	29%	86%							25%	50%	1	
	88%	14%	86%		25%	50%	50%		50%	50%	50%	4	
	75%	86%	86%							25%	100%	1	ı
	75%	57%	100%							25%	100%	♦	ı
	100%	71%	100%							25%	100%	- I	
	88%	71%	71%							25%	100%	-	ı
	88%	100%	100%							25%	100%	♦	Į
					25%	100%	100%		0%	75%			L
		0%	0%							100%	33%	全	l
	0%	86%	100%	63%	75%	88%	75%			75%	50%	4	L
_	63%	100%	86%			63%	50%	63%	50%	100%	75%	1	Ļ
										0%			ļ
		29%								25%	0%	1	ļ
		43%	71%							0%	67%	4	ļ
										75%	<u> </u>		ı
		71%		38%		50%		38%	75%	100%	100%	全	Į
										75%	<u> </u>	_	1
	63%	29%	86%		75%	38%	63%		88%	100%	75%	-	L
		43%								0%	0%	企	ļ
					50%			88%		25%			Ļ
		29%			75%			75%		0%	0%	企	Ļ
		29%		100%		100%		100%	100%	25%	0%	1	
		29%								25%	0%	1	Ŧ
		29%								25%	0%	Ŷ	Ŧ
													Į
													Ŧ
	12	11	14	2	3	5	4	4	7				
	14	24	17	3	11	12	10	5	11	]			

## WalleyHealth | Winchester | Winchester | Medical Center

## Winchester Medical Center CEO: Mark H. Merrill CNO: Anne Whiteside

# Health Linx

## NEAP Presentation Date: December 15, 2015



Unit / Dept Code	Unit Name	Director	Manager	RN Satisfaction	Nurse-Sensit Clinical Indica (NSI)	Patient Satisfactio	n	All	
129	Rehabilitation	Betty Hardesty NOT A NURSE	Ramon Shanholtz BSN 4 yr	0%	67%	4			29%
134,137	Emergency Department	Desiree Brunelle MSN 7 yr	Jennifer Murray BSN 3 yr	100%	100%	1	25%	Ť	67%
111	Step Down	Janet Nordling MSN 1 year	Katrina Minter BSN 6 mo	25%	100%	1			63%
112	CC1 Pulmonary Special Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr	25%	100%	4			63%
113	CC2 Medical-Surgical Intensive Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr	25%	100%	4			63%
114	CC3 Coronary Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr	25%	100%	4			63%
115	CC4 Cardio-Vascular Surgical Intensive Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr	25%	100%	4			63%
120	Neonatal Intensive Care Unit	Janet Nordling MSN 20 yr	Sharon Rigney-Dodson BSN 8 yr	75%	50%	4	100%	4	75%
121	Pediatrics	Janet Nordling MSN 20 yr	Sharon Rigney-Dodson BSN 8 yr	100%	75%	1	50%	4	75%
119	Mother-Baby	Janet Nordling MSN 20 yr	Michelle Heishman BSN 1yr	100%	33%	1			71%
118	Labor and Delivery	Janet Nordling MSN 20 yr	Beth Braithwaite BSN 8 yr	75%			50%	4	63%
140	Interventional and Imaging Radiology	Jeff Behneke BSN 2 yr	Vacant/Unspecified	75%					75%
144,149-151	Cardiac Cath Lab / Cath Holding	Jeff Behneke BSN 2 yr	Jonathon Edmondson NOT A NURSE	25%			50%	4	33%
147	Oncology	Jennifer Riggleman MSN 12 years	Sharon Kline BSN 7 yr	100%	75%	4	75%	1	83%
103	Medical Telemetry	Jennifer Riggleman MSN 12 years	Robbie Dusing BSN 3 yr	75%	75%	4	25%	1	58%
102	5 Gastrointestional Unit	Jennifer Riggleman MSN 12 years	Jessie Burns BSN 3 yr	25%	100%	1	25%	4	50%
104	4 Surgical	Jennifer Riggleman MSN 12 years	Anne Riser MSN 1 yr	75%	25%	4	50%	1	50%
106	Orthopedics	Jennifer Riggleman MSN 12 years	Karen Peddle BSN 3 yr	25%	100%	1	25%	4	50%
108	Surgical Telemetry	Jennifer Riggleman MSN 12 years	Lori Brown BSN 5 yr	25%	50%	4			38%
110	Neurology Unit	Jennifer Riggleman MSN 12 years	Sonja Sine BSN 2 mo	50%	50%	4	0%	Ť	33%
101	5 Medical	Jennifer Riggleman MSN 12 years	Angela Lambert BSN 2 yr	0%	0%	1	25%	4	9%
131-133,138	Chronic Disease Resource Center	Jessica Watson MSN 2 yr	Vacant/Unspecified	75%					75%
154	Surgi-Center	Julie Miller AD N 3 mo	Vacant/Unspecified	25%	0%	1	100%	4	56%
152	Endoscopy	Julie Miller AD N 3 mo	Katrina Swartz BSN	0%	0%	1	100%	4	29%
159	Float Pool	Kammie Riggleman MSN 12yr	Susan Clark MSN 6 yr						
127-128	Behavior Health	Melissa Brooks MSN 2 yr	Vacant/Unspecified	25%	0%	1			20%
158	Home Health	Patty Klinefelter MSN 10 yr	Vacant/Unspecified						
156	AM Admission	vacant	Kristy Richardson MSN	25%	0%	1			20%
157	START Clinic	vacant	Kristy Richardson MSN	25%	0%	1			20%
122-125	Operating Room	vacant	Vacant/Unspecified	0%					0%
148	Post Anesthesia Care Unit	vacant	Kristy Richardson MSN	0%	0%	1			0%

NOTE: Units with no benchmark or insufficient sample size are not counted in the denominator

Unit Name based on RN Satisfaction Naming

If PG Mean for NSI's = 0, unit is designated Outperform if Mean = 0

## RN Satisfaction Notes

Vendor: NDNQI Benchmark: All Hospitals Measurement Timeframe: 2015 Survey Type: Job Satisfaction Scales-R

### Nurse Sensitive Indicator Notes

Vendor: NHSN (CAUTI, CLABSI); NDNQI (Falls, HAPU)

Benchmarks: CAU\_Mean (NHSN), CLAB\_Mean (NHSN), All Hospitals (Falls, HAPU)

Measurement Timeframe: 2013Q4 - 2015Q3

2013Q3 Falls/HAPU data excluded to align with timeframe for CAUTI/CLABSI data

NICU CLABSI data excluded due to multiple conflicting records

Units NURSERY, PULM/REN, SURG, and Infusion Center have data but are not listed on the Leader Crosswalk and

not reflected on this summary

#### **Patient Satisfaction Notes**

Vendor: NRC

Benchmark: NRC Average

Measurement Timeframe: 2013Q4 - 2015Q3

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	Patient		
s	Satisfaction	1	All
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## Winchester Medical Center CEO: Mark H. Merrill

## CNO: Anne Whiteside



#### NEAP Presentation Date: December 15, 2015



NEAF FIESEIILA	tion bate. Determber 15, 2015
	= Underperformance (less than the comparative cohort mean/median)
	= Outperformance (greater than the comparative cohort mean/median)
	= Equal to the comparative cohort mean/median (Underperformance for Magnet)
	= Data pooled by the vendor
	= Data not reported/collected
	= No Benchmark
	= Insufficient Sample Size

Unit / Dept Code	Unit Name	Director	Manager	RN Satisfaction	Nurse-Sensitive Clinical Indicators (NSI)		Patient Satisfaction	n	All
158	Home Health	Patty Klinefelter MSN 10 yr	Vacant/Unspecified			П			
159	Float Pool	Kammie Riggleman MSN 12yr	Susan Clark MSN 6 yr						
147	Oncology	Jennifer Riggleman MSN 12 years	Sharon Kline BSN 7 yr	100%	75%	4	75%	1	83%
120	Neonatal Intensive Care Unit	Janet Nordling MSN 20 yr	Sharon Rigney-Dodson BSN 8 yr	75%	50%	4	100%	4	75%
121	Pediatrics	Janet Nordling MSN 20 yr	Sharon Rigney-Dodson BSN 8 yr	100%	75%	1	50%	4	75%
131-133,138	Chronic Disease Resource Center	Jessica Watson MSN 2 yr	Vacant/Unspecified	75%		П			75%
140	Interventional and Imaging Radiology	Jeff Behneke BSN 2 yr	Vacant/Unspecified	75%					75%
119	Mother-Baby	Janet Nordling MSN 20 yr	Michelle Heishman BSN 1yr	100%	33%	1			71%
134,137	Emergency Department	Desiree Brunelle MSN 7 yr	Jennifer Murray BSN 3 yr	100%	100%	1	25%	1	67%
111	Step Down	Janet Nordling MSN 1 year	Katrina Minter BSN 6 mo	25%	100%	1			63%
112	CC1 Pulmonary Special Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr	25%	100%	4			63%
113	CC2 Medical-Surgical Intensive Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr	25%	100%	4			63%
114	CC3 Coronary Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr	25%	100%	4			63%
115	CC4 Cardio-Vascular Surgical Intensive Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr	25%	100%	4			63%
118	Labor and Delivery	Janet Nordling MSN 20 yr	Beth Braithwaite BSN 8 yr	75%			50%	4	63%
103	Medical Telemetry	Jennifer Riggleman MSN 12 years	Robbie Dusing BSN 3 yr	75%	75%	4	25%	T	58%
154	Surgi-Center	Julie Miller AD N 3 mo	Vacant/Unspecified	25%	0%	1	100%		56%
102	5 Gastrointestional Unit	Jennifer Riggleman MSN 12 years	Jessie Burns BSN 3 yr	25%	100%	1	25%	4	50%
104	4 Surgical	Jennifer Riggleman MSN 12 years	Anne Riser MSN 1 yr	75%	25%	4	50%	T	50%
106	Orthopedics	Jennifer Riggleman MSN 12 years	Karen Peddle BSN 3 yr	25%	100%	1	25%	4	50%
108	Surgical Telemetry	Jennifer Riggleman MSN 12 years	Lori Brown BSN 5 yr	25%	50%	4			38%
110	Neurology Unit	Jennifer Riggleman MSN 12 years	Sonja Sine BSN 2 mo	50%	50%	4	0%	P	33%
144,149-151	Cardiac Cath Lab / Cath Holding	Jeff Behneke BSN 2 yr	Jonathon Edmondson NOT A NURSE	25%			50%	4	33%
129	Rehabilitation	Betty Hardesty NOT A NURSE	Ramon Shanholtz BSN 4 yr	0%	67%	4			29%
152	Endoscopy	Julie Miller AD N 3 mo	Katrina Swartz BSN	0%	0%	1	100%		29%
127-128	Behavior Health	Melissa Brooks MSN 2 yr	Vacant/Unspecified	25%	0%	1			20%
156	AM Admission	vacant	Kristy Richardson MSN	25%	0%	1			20%
157	START Clinic	vacant	Kristy Richardson MSN	25%	0%	1			20%
101	5 Medical	Jennifer Riggleman MSN 12 years	Angela Lambert BSN 2 yr	0%	0%	1	25%	4	9%
122-125	Operating Room	vacant	Vacant/Unspecified	0%					0%
148	Post Anesthesia Care Unit	vacant	Kristy Richardson MSN	0%	0%	1			0%

NOTE: Units with no benchmark or insufficient sample size are not counted in the denominator

Unit Name based on RN Satisfaction Naming

If PG Mean for NSI's = 0, unit is designated Outperform if Mean = 0

## RN Satisfaction Notes

Vendor: NDNQI Benchmark: All Hospitals

Measurement Timeframe: 2015 Survey Type: Job Satisfaction Scales-R

### Nurse Sensitive Indicator Notes

Vendor: NHSN (CAUTI, CLABSI); NDNQI (Falls, HAPU)

Benchmarks: CAU\_Mean (NHSN), CLAB\_Mean (NHSN), All Hospitals (Falls, HAPU)

Measurement Timeframe: 2013Q4 - 2015Q3

2013Q3 Falls/HAPU data excluded to align with timeframe for CAUTI/CLABSI data

NICU CLABSI data excluded due to multiple conflicting records

Units NURSERY, PULM/REN, SURG, and Infusion Center have data but are not listed on the Leader Crosswalk and

not reflected on this summary

## Patient Satisfaction Notes

Vendor: NRC

Benchmark: NRC Average

Measurement Timeframe: 2013Q4 - 2015Q3

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	1	71%
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## Winchester Medical Center CEO: Mark H. Merrill CNO: Anne Whiteside

#### NEAP Presentation Date: December 15, 2015

= Underperformance (less than the comparative cohort mean/median) = Outperformance (greater than the comparative cohort mean/median) = Equal to the comparative cohort mean/median (Underperformance for Magnet) = Underperformance (data not reported/collected)





			RN Satisfaction			Nurse-Sensitive Clinical Indicators (NSI)			Patient Satisfaction					lotals					
Unit / Dept Unit Name	Director	Manager	JSSR Autonomy	JSSR Nursing Admin	JSSR Prof Dev Oppty	JSSR RN-RN Interaction	CAUTI	CLABSI	Falls w/Injury	HAPU2+	Careful Listening	Courtesy and Respect	Patient Education	Patient Engagement/Pt- Centered Care	Responsiveness	Safety		NSI	Patient Satisfaction
Code				20	15	-	2013Q4 2014Q1 2014Q2 2014Q3 2014Q4 2015Q1 2015Q2 2015Q2 2015Q3	2014Q1 2014Q2 2014Q2 2014Q3 2014Q3 2015Q2 2015Q2 2015Q2	7rend 2013Q4 2014Q2 2014Q3 2014Q3 2014Q4 2015Q1 2015Q2 2015Q2 2015Q3 7rend	2013Q4 2014Q1 2014Q2 2014Q3 2014Q4 2015Q1 2015Q2 2015Q2 2015Q3 Trend	2013Q4 2014Q1 2014Q2 2014Q3 2014Q3 2015Q1 2015Q1 2015Q2 2015Q3	2013Q4 2014Q1 2014Q2 2014Q3 2014Q4 2015Q1 2015Q2 2015Q3	2013Q4 2014Q2 2014Q2 2014Q3 2014Q4 2015Q1 2015Q2 2015Q3 7rend	2013Q4 2014Q1 2014Q2 2014Q3 2014Q4 2015Q1 2015Q2 2015Q3 Trend	2013Q4 2014Q1 2014Q2 2014Q3 2014Q4 2015Q1 2015Q2 2015Q2 2015Q3	2013Q4 2014Q1 2014Q2 2014Q3 2014Q4 2015Q1 2015Q2 2015Q2 2015Q3	2013Q4	2014Q3 2015Q1 2015Q2 2015Q2	Trend 2013Q4 2013Q4 2013Q4 2014Q2 2014Q2 2014Q4 2015Q1 2015Q1 2015Q2 2015Q2 2015Q2 Trend
101 5 Medical	Jennifer Riggleman MSN 12 years	Angela Lambert BSN 2 yr					H H	<b>&gt;</b>	- 3	全		4	=			4	1 0 2	0 0 1 2 0	1 1 1 0 2 0 1 1
102 5 Gastrointestional Unit	Jennifer Riggleman MSN 12 years	Jessie Burns BSN 3 yr					1		全				4	- 5		4	2 2 1	4 3 3 4 1	1 1 2 0 1 1 1 0
103 Medical Telemetry	Jennifer Riggleman MSN 12 years	Robbie Dusing BSN 3 yr					1		4			4	<b>₽</b>	·		金	2 3 3	3 3 2 4 1	2 1 0 1 2 2 1 2 T
104 4 Surgical	Jennifer Riggleman MSN 12 years	Anne Riser MSN 1 yr						<b>&gt;</b>	<b>⇒</b>	1		1	4	全 金			1 1 1	0 2 1 2 0	1 2 1 2 4 3 1 3 1
106 Orthopedics	Jennifer Riggleman MSN 12 years	Karen Peddle BSN 3 yr					1		술 열			1	3			4	2 4 3	2 4 4 4 2	T 3 3 2 1 0 2 3 1 4
108 Surgical Telemetry	Jennifer Riggleman MSN 12 years	Lori Brown BSN 5 yr					1		\$								2 4 2	2 3 1 2 1	₩
110 Neurology Unit	Jennifer Riggleman MSN 12 years	Sonja Sine BSN 2 mo						<u> </u>	<b>수</b>	-		4	Ŷ	4		4	0 4 3	3 2 3 2 1	3 1 1 0 3 1 3 2 👚
111 Step Down	Janet Nordling MSN 1 year	Katrina Minter BSN 6 mo							全 4	全							1 4 4	3 2 3 4 2	
112 CC1 Pulmonary Special Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr							\$ <b>1</b>								3 3 2	2 4 4 3 1	₩
113 CC2 Medical-Surgical Intensive Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr						<u> </u>	⇒   4	,							4 3 4	3 3 3 4 1	₩
114 CC3 Coronary Care Unit	Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr							4	4							3 4 4	3 3 2 2 2	4
115 CC4 Cardio-Vascular Surgical Intensive Care	Unit Janet Nordling MSN 1 year	Nicole Ryder BSN 1 yr					9	}	<b>全</b>								4 4 3	2 4 4 4 2	\$
118 Labor and Delivery	Janet Nordling MSN 20 yr	Beth Braithwaite BSN 8 yr										4	J			$\Rightarrow$			3 2 3 2 2 2 2 2
119 Mother-Baby	Janet Nordling MSN 20 yr	Michelle Heishman BSN 1yr					1										0 1 1	1 1 1 1 1	
120 Neonatal Intensive Care Unit	Janet Nordling MSN 20 yr	Sharon Rigney-Dodson BSN 8 yr							<b>→</b>		4			3			2 2 2	2 2 2 2 0	2 4 4 4 3 2 1 4
121 Pediatrics	Janet Nordling MSN 20 yr	Sharon Rigney-Dodson BSN 8 yr					1		全	)			- 5	·	4		1 3 4	3 3 2 4 2	1 3 3 3 1 1 3 2 2 4 4 5 T 1 3 2 2 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
122-125 Operating Room	vacant	Vacant/Unspecified																	
127-128 Behavior Health	Melissa Brooks MSN 2 yr	Vacant/Unspecified							1	•							0 0 1	0 0 1 0	
129 Rehabilitation	Betty Hardesty NOT A NURSE	Ramon Shanholtz BSN 4 yr						·	全	4							3 2 2	2 1 1 3 0	₩
131-133,138 Chronic Disease Resource Center	Jessica Watson MSN 2 yr	Vacant/Unspecified																	
134,137 Emergency Department	Desiree Brunelle MSN 7 yr	Jennifer Murray BSN 3 yr							4	•	1	•	4		1	· 4	0 0 1	1 1 1 1	T 2 2 0 1 2 4 3 2 T
140 Interventional and Imaging Radiology	Jeff Behneke BSN 2 yr	Vacant/Unspecified																	
147 Oncology	Jennifer Riggleman MSN 12 years	Sharon Kline BSN 7 yr					9		全 	, III		1 1 2	Î	·			2 3 3	1 2 3 2 2	2 2 3 2 4 2 2 4 T
148 Post Anesthesia Care Unit	vacant	Kristy Richardson MSN							1	•							0 0 0	0 1 1 1	
144,149-151 Cardiac Cath Lab / Cath Holding	Jeff Behneke BSN 2 yr	Jonathon Edmondson NOT A NURSE											»						2 1 2 1 1 2 0 2
152 Endoscopy	Julie Miller AD N 3 mo	Katrina Swartz BSN							9				<b>&gt;</b>				0 0 0	0 1 1 0	1 0 2 2 2 2 2 2 0
154 Surgi-Center	Julie Miller AD N 3 mo	Vacant/Unspecified							9								0 0 0	0 0 1 1	T 4 4 4 4 4 4 4 4 F
156 AM Admission	vacant	Kristy Richardson MSN							全								0 0 0	0 0 1 1	全
157 START Clinic	vacant	Kristy Richardson MSN							9								0 0 0	0 0 1 1	
158 Home Health	Patty Klinefelter MSN 10 yr	Vacant/Unspecified																	
159 Float Pool	Kammie Riggleman MSN 12yr	Susan Clark MSN 6 yr																	
NOTE: Units with no benchmark or insufficient sample siz	e are not counted in the denominator	# of Units Exceeding Mean	10	5	14	20	11111	1 2 2 8 0 2	1,012,103	0 2 1 3 2 2 4 7 5			m = 101010 = 101				32 47 46	37 45 47 54 19	□ 21 22 23 15 25 23 21 22      □     □ 21 22 23 25 25 25 25 25 25 25 25 25 25 25 25 25
Unit Name based on RN Satisfaction Naming		TTL # of Units Reported (required to report)	29	29	29	29	7 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	4 4 4 4 4 4 4 4	444444	0.00000	777787777	24255444	2222222	00000000	w 4 4 w w w w 4	111111111111111111111111111111111111111	52 47 40	55 .7 54 15	
If PG Mean for NSI's = 0, unit is designated Outperf	form if Mean = 0	% of Units Exceeding Mean		17%	48%	69%	59% 59% 59% 53% 165%	86% 11% 17% 186% 16% 179% 179%	54% 46% 46% 57% 71%	71% 88% 71% 71% 16% 165% 1	67% 67% 67% 67% 100% 100%	45% 145% 145% 17% 15% 16%	5.0% 5.0% 5.0% 5.0% 5.0% 5.0%	50% 50% 50% 50% 10% 50%	80% 80% 60% 60% 60% 80% 80%	73% 64% 15% 15% 13% 13% 14% 14% 14%			

## RN Satisfaction Notes

Vendor: NDNQI

Benchmark: All Hospitals

Measurement Timeframe: 2015

Survey Type: Job Satisfaction Scales-R

## Nurse Sensitive Indicator Notes

Vendor: NHSN (CAUTI, CLABSI); NDNQI (Falls, HAPU)
Benchmarks: CAU\_Mean (NHSN), CLAB\_Mean (NHSN), All Hospitals (Falls, HAPU)

Measurement Timeframe: 2013Q4 - 2015Q3

2013Q3 Falls/HAPU data excluded to align with timeframe for CAUTI/CLABSI data

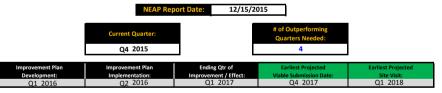
NICU CLABSI data excluded due to multiple conflicting records

Units NURSERY, PULM/REN, SURG, and Infusion Center have data but are not listed on the Leader Crosswalk and not reflected on this summary

## Patient Satisfaction Notes

Vendor: NRC Benchmark: NRC Average

Measurement Timeframe: 2013Q4 - 2015Q3



<sup>\*\*</sup> Patient Sat and NSI's only. RN Satisfaction is an outlier and is facility specific due to being annual in nature and not having the lead time constraint associated with Patient Satisfaction and Nurse Sensitive Indicators.