

2019

Fiscal Year

Nursing Annual Report



Comprehensive Care and Research Center
ATLANTA

“I attribute my success to this;
I never gave nor took any excuse.”

—Florence Nightingale

A message from the Chief Nursing Officer (CNO)



Marsha Suber
Chief Nursing Officer (CNO)

It is a privilege to share the fiscal year (FY) 2019 Nursing Annual Report for Cancer Treatment Centers of America® (CTCA), Atlanta which highlights the excellent work you, our over 300 nurses, contributed to while continuing to deliver high-quality care in a safe environment. Throughout the year, we focused on excelling safety, culture, community involvement and bringing frontline nurses to the table while developing new opportunities to better the patient experience.

First and foremost, our nursing team remained dedicated to providing the best possible care in the safest environment. We continued to offer critical care support for staff onsite and implemented a code sepsis to improve care, drastically increasing compliance from August 2018 to April 2019.

We also recommitted ourselves to not just a Magnet journey, but a Magnet culture. Through our shared governance model, we saw reinvigoration and tremendous engagement. At CTCA®, we believe in encouraging our nurses to flourish as professionals through autonomy, decision making at the bedside, involvement in determining the nurse work environment, education and promotion of leadership.

Spotlighting all of the wonderful things our team does was another focus. Our nurses go above and beyond their regular duties all the time, which is why 12 were named DAISY Award winners. Many were also nominated for AJC Nursing Excellence Awards and March of Dimes Nurse of the Year Awards. To further honor our nurses, we also created a display in the Lobby to highlight our 55+ certified nurses and award winners.

And through all this, we've made time to get out in the community. More than 20 of our Stakeholders volunteered their time to inspire the 2,500 student attendees at the Coweta Works Career Expo. We also partnered with the University of West Georgia and CEU Creations to host a Healthcare Oncology Symposium, discussing the latest trends in healthcare oncology, such as implementing evidence-based practice, self-care for professionals, genomics and compassion fatigue.

This year, your accomplishments have truly made an impact and exceeded the remarkable work you already do. Being a nurse is a true calling and we know the dedication, compassion and hard work that is required for it. Thank you for making a difference 365 days a year, 24 hours a day. I am incredibly proud to work with all of you and I know one thing is true – that each of you are the heart of the Mother Standard® of care.

A message from the Regional President



**Jonathan Watkins, MPA,
FACHE**

Regional President
CTCA Atlanta

At Cancer Treatment Centers of America, Atlanta, we are focused on providing an unrivaled care experience, one patient at a time. That means we treat patients like family – a guiding principle we call the Mother Standard® of care. You, our over 300 nurses who serve patients and their families, bring this care to life through everything you do and everyone you touch.

As a nurse, you are called to fulfill a greater purpose. Not only do you deliver exceptional care at the bedside, but you go the extra mile to better the patient experience. You continue to develop as leaders and specialists by attaining degrees and national certifications. You develop and drive purposeful initiatives and advance the nursing capability across clinical areas by sharing innovative ideas in committees, councils and newly established shared governance. And you do it all within a demanding oncology environment.

On behalf of the entire hospital and organization, I want to thank you for choosing the purpose-filled path you have; for your service and sacrifice; and for the many ways you make a difference in the lives of patients, caregivers and each another.

I look forward to walking side-by-side with you on the Journey to Magnet Excellence®.

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CTCA Nursing Philosophy

NURSING VISION

To nurture the culture that sustains our national recognition as a premier provider of nursing practice in an environment of caring, healing, and hope.

NURSING MISSION

CTCA Nurses deliver the Mother Standard® of care. We are highly competent professionals who exceed the standards of nursing practice. Our empowering environment supports teamwork, stakeholder engagement, professional development, autonomy, and work-life balance.

NURSING VALUES

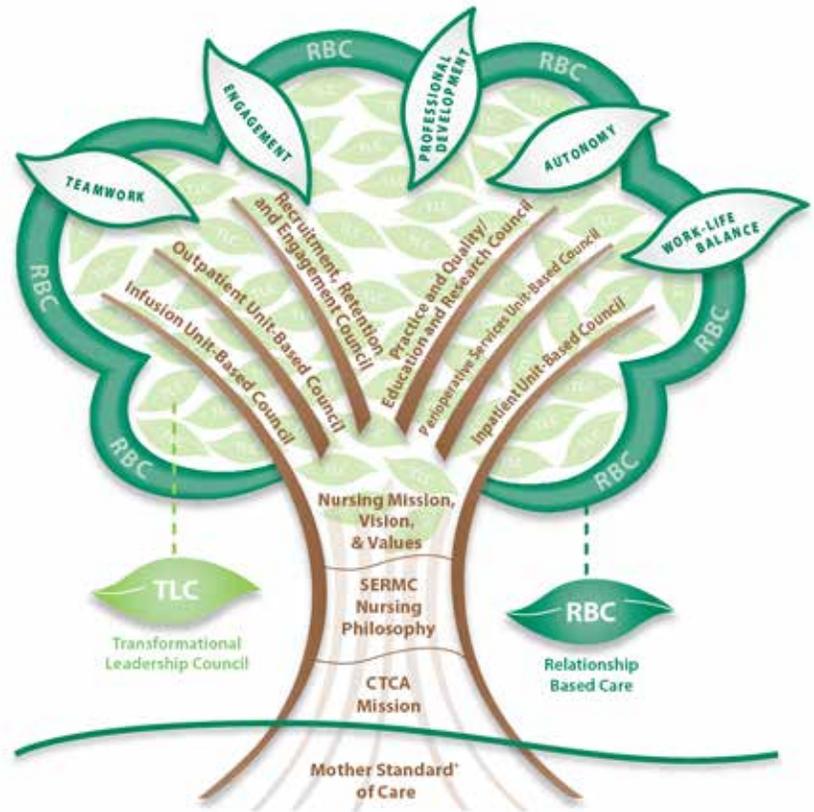
We whole-heartedly embrace the CTCA values of: Hopeful, Compassionate, Empowering, Ethical, Responsive, Innovative, and Team-spirited while exhibiting respect for patients, caregivers, and all CTCA Stakeholders.

MOTHER STANDARD® OF CARE

The patient-focused guiding principle upon which CTCA® was founded, which ensures patients that they'll be cared for with the same warmth, unconditional support, and respect we would extend to our own mothers, fathers, sisters, brothers or other loved ones.

Empowered for Excellence (E2) Nursing Professional Practice Model

Plant a tree in solid ground, nourish it with sunlight, refresh it with a gentle rain and it will grow strong. With winding branches stretched toward the clouds, beautiful and verdant leaves to grace each bough, the tree becomes a place to tie a child's swing, a spot for shade, a shelter from the north wind. As time goes by, the tree's roots spread and burrow deep. Storms arise – the tree bends but it does not break. Once the harsh seasons pass, new buds appear. From the greens of April to the ambers of autumn, the solid tree reminds us of our capacity to deal with the changes and problems that surround us. It inspires us to hold onto hope and persevere when faced with any challenge.



CTCA Atlanta nurses may recognize these lovely words as they are used to describe the significance of the CTCA tree-boy-dog graphic, which served as the inspiration for the design of the Empowered for Excellence (E2) Nursing Professional Practice Model (PPM) graphic.

The Mother Standard® of care serves as its “roots,” placing the stakeholder-patient relationship at the center of all practices through one-on-one interactions, treatments, clinical innovation and delivery of a fully focused team of experts for every visit. Relationship-based care (RBC) is the theoretical structure. Born out of Jean Watson’s Caring Theory, RBC supports a culture of caring and healing focused on patient and family. Caregivers work effectively as a team to provide RBC values around three relationships: the nurse with self, with colleagues, and with patients and families.

The CTCA Atlanta Mission and Nursing Mission serve as our PPM’s “trunk” to support our nursing practice. Unit Based Councils (UBCs) emerge from the foundation and Hospital Based Councils (HBCs) serve as branches in order to sustain nursing excellence. The Transformational Leadership Council (TLC) embodies all nursing councils to promote coordination, shared decision-making, and accountability for nursing practice through empowering nurses at all levels throughout CTCA Atlanta. Our nursing excellence flourishes as a result of professional practice standards: teamwork, engagement, professional development, work-life balance, and autonomy.



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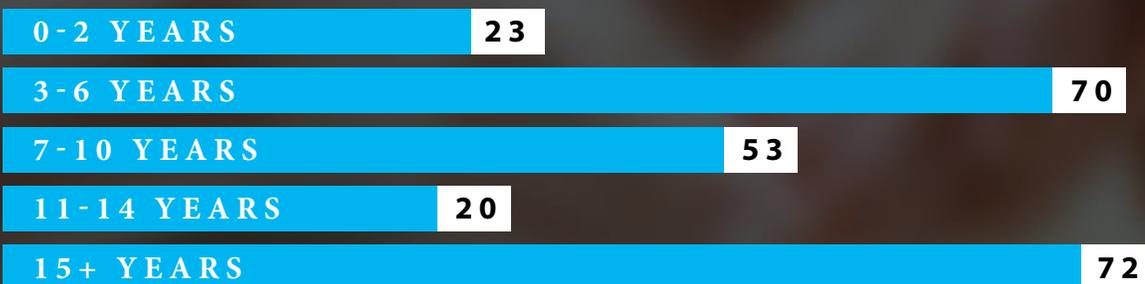
Nursing by the Numbers

Department	Average Years of RN Experience	Percent of BSN
2nd Floor Inpatient	7.8	74%
ASURE Inpatient Surgical	2.7	83%
House Supervisors	10	50%
Imaging	12	50%
Infusion Center	11.5	86%
Intensive Care Unit (ICU)	8.5	73%
Intermediate	8.4	70%
Nursing Administration	24.9	100%
Outpatient Clinics	13	64%
Supportive Care & Cardiology	19.2	50%
Pain Management	19	80%
Peri-Operative	15.1	61%
Radiation	4.3	67%
Urgent Care	7.7	80%
Wound Care	28.5	100%

Overall Average Years of RN Experience:

**12
YEARS**

Frontline RNs Years of RN Experience



CTCA Atlanta - Nursing Strategic Plan FY19

Our strategic plan illustrates a vision for nursing and lists the goals nurses would like to accomplish in the coming years. Nurse leaders and nursing council chairpersons/co-chairs participated in creating the nursing strategic plan. These Stakeholders were able to share feedback and ideas for improving patient care by strengthening nursing practice in several key areas.

Operational Category	Nursing Goal	Nursing Objectives
INNOVATE	Advance Professional Development	<p>Increase RN educational preparation to BSN or higher by 2% annually.</p> <p>Increase nursing specialty certification by 2% annually.</p>
	Advance Nursing Research and Evidence-Based Practice	<p>Demonstrate innovations in nursing practice through the support of one new Institutional Review Board (IRB) submission per year.</p> <p>Support the dissemination of knowledge generated through nursing research and evidence-based project implementation by presenting two posters or presentations per year at nationally recognized conferences.</p>
COMMIT TO QUALITY	Enhance Clinical Excellence	<p>Elevate performance on selected nurse-sensitive clinical indicators (i.e., falls with injury, hospital acquired pressure injuries stage 2 and greater, CLABSI, CAUTI) to outperform national benchmarks and organizational targets.</p> <p>Meet or exceed established targets for patient satisfaction.</p>
ENGAGE	Strengthen Nurse Engagement	<p>Outperform the mean scores on national benchmarks for RN satisfaction.</p> <p>Recruit and retain top-quality nursing staff.</p> <p>Improve nurse engagement as evidenced by increasing OHI nursing score by 2%.</p>
GROW	Strengthen Nurse Reputation	<p>Demonstrate the value nursing brings to the patient, the organization and the community by meeting all Magnet Sources of Evidence (SOEs).</p>

Nursing Excellence Team



Marsha Suber, BSN, MBA-HA, RN

Vice President Oncology Services
and Chief Nursing Officer



Gloria Barnes, MSN, RN

Director of Quality and Risk



Amy Blackmon, BSN, MBA-HCA, RN

Director of Nursing



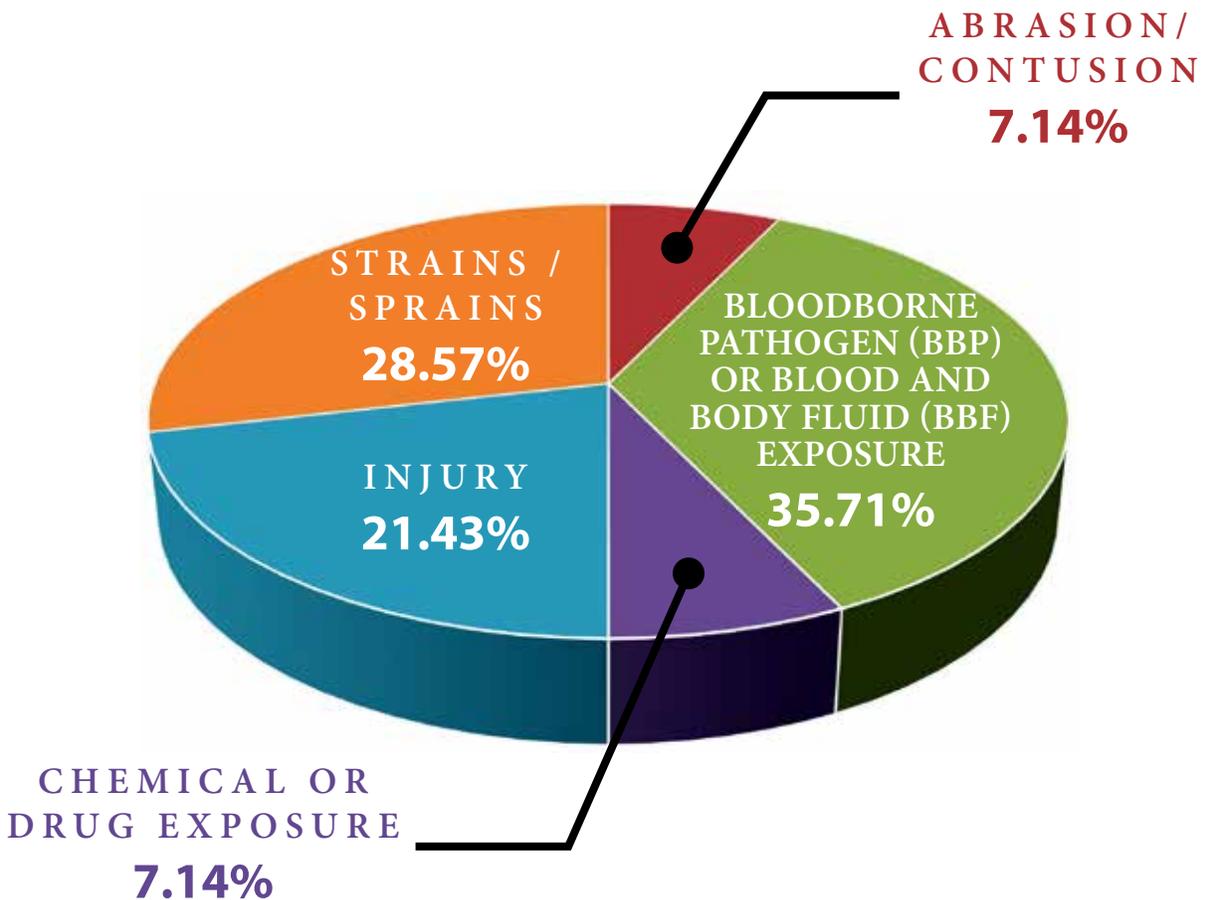
Regina Brigman-Lake, MSN, RN

Director of Perioperative Services

Nursing Safety by the Numbers

In FY2019, CTCA Atlanta recorded 14 nursing injuries. Injuries are tracked and analyzed for trends. This analysis is then used to identify opportunities to improve the safety of our care. Once identified, the Practice and Quality Council works across the organization to gather resources which will prevent further events.

Injury	Rate	Number
Abrasion/Contusion:	7.14%	1
Bloodborne Pathogen (BBP) or Blood and Body Fluid (BBF) Exposure:	35.71%	5
Chemical or Drug Exposure:	7.14%	1
Sharps Stick:	21.43%	3
Strains/Sprains	28.57%	4



Magnet News

Journey to Magnet Excellence

Magnet Application Accepted May 2016

The Magnet Recognition Program recognizes health care organizations for high-quality patient care, nursing excellence, and innovations in professional practice. Less than eight percent of hospitals in the U.S. have earned the coveted honor for Magnet designation. CTCA Atlanta is excited to announce that our Magnet application has been accepted by the American Nurses Credentialing Center (ANCC), officially putting us on the Journey to Magnet Excellence®! The application is the first phase of a three-step process. The bar for Magnet standards is the highest in nursing and the process itself is extremely rigorous. The next formal step in the process occurs April 1, 2020, when we submit our full document consisting of 75 detailed examples that illustrate how we meet or exceed each of the standards in the Magnet model. After our full document is submitted and accepted, the last step will be a site visit from ANCC appraisers.

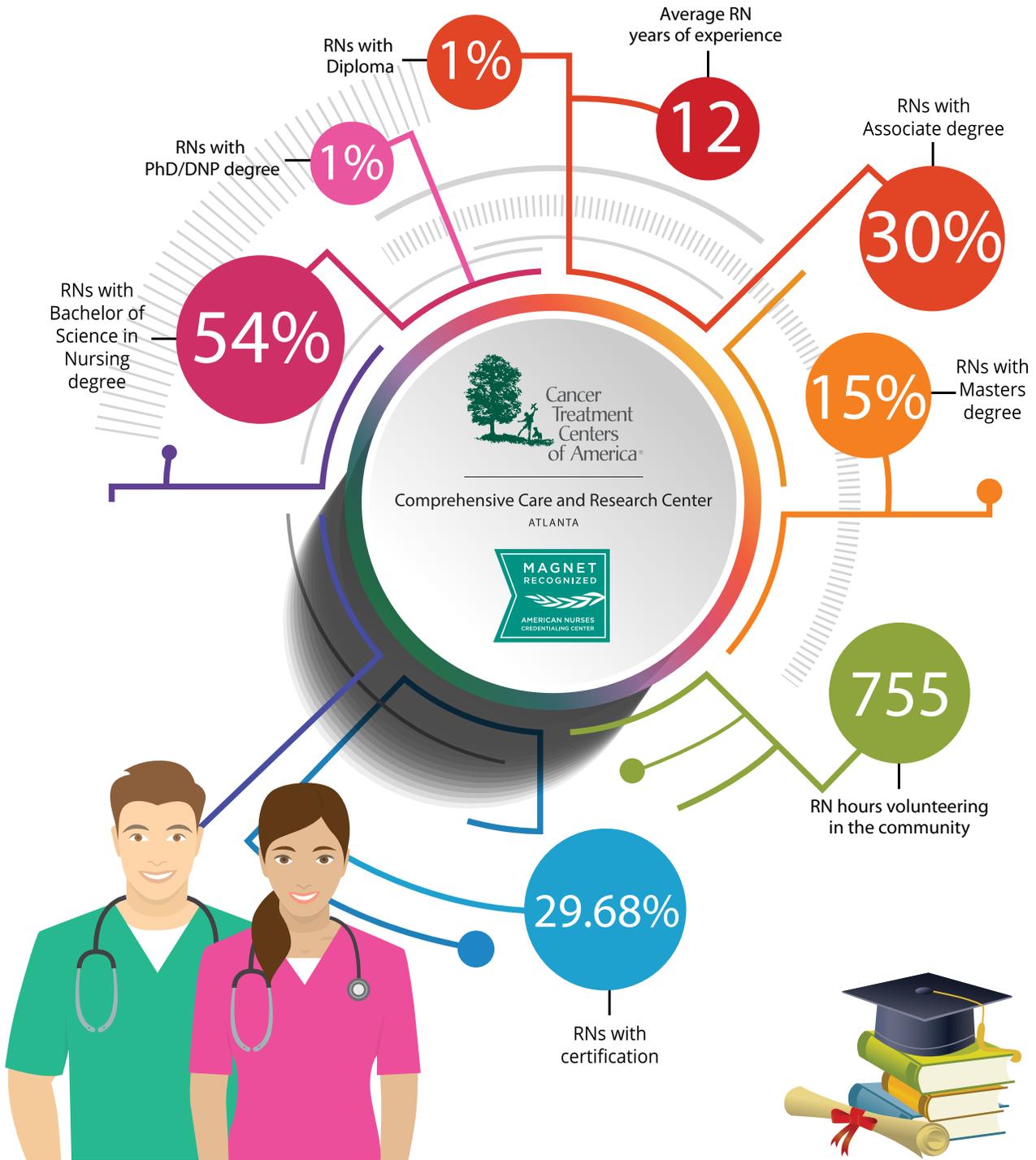
2018 ANCC National Magnet Conference

In October 2018, 5 members of the CTCA Atlanta nursing team attended the American Nurses Credentialing Center (ANCC) National Magnet Conference in Denver, Colorado. Those in attendance included: Shanna Ramsey, Kelly Cooper, Michelle Hamilton, Amy Blackmon and Regina Brigman-Lake.



Nurse Achievements

The visionary goal at CTCA Atlanta is to have 80 percent of all levels of RNs achieve a Bachelor of Science (BSN) or higher. In FY19, nurses pursuing advanced degrees raised the percentage of CTCA Atlanta nursing stakeholders holding BSN degrees or higher to 69%.



RN to BSN Program Partnerships

Through the Education Department, CTCA Atlanta has partnership agreements with several institutions to help nurses earn their BSNs. The organizations involved are varied geographically and include online and classroom learning opportunities. These RN to BSN program partnerships include tuition reductions for stakeholders:

Ashford University
Aspen University
Brenau University
Brewton Parker College
Capella University
Chamberlain College
Columbus State University
Grand Canyon University
Herzing University
Indiana Wesleyan University
Point University
Southern New Hampshire University
Strayer University
University of Alabama- Huntsville
University of Phoenix
University of West Georgia
Walden University
Western Governors University

2019 Clinical Ladder Achievements

In effort to provide an avenue for personal and professional growth of nurses, CTCA Atlanta implemented a Clinical Ladder Program for RNs in FY17. The clinical ladder is designed specifically for clinical RNs who work with patients in inpatient, surgical, and ambulatory settings. The program aims to recognize and reward nurses who demonstrate clinical excellence at the bedside, the achievement of positive patient outcomes, and leadership in their service area. The model has three levels (RN II through IV) that describe key competencies and accountabilities.

The Nursing Practice, Quality, Education, & Research Council \ approved the following 17 Nurses for the Clinical Ladder Program of 2019! Congratulations are in order for the following nurses! Job well done! Please thank them for their positive nursing contributions to both our patients and the Cancer Treatment Centers of America!

Thank you to all the nursing staff who helped validate these nurses contributions! We have a fantastic group of dedicated RN's at our center!

LEVEL II:

Amani Elghoroury, RN, Level II
Cindy Pabon, RN, Level II
Winifred Tisdale, RN, Level II

LEVEL III:

Kelly Horne, RN, Level III
Janell Fenn, RN, Level III
Steve Craig, RN, Level III
Sherry Hopkins, RN, Level III
Marion (Liz) Green RN, Level III
Melanie Russell, RN, Level III
Kedra Phillips-Flippin, RN, Level III
Christina Grooms, RN, Level III
Heidi Kapusta, RN, Level III
Sarah Wallace, RN, Level III
Winifred Tisdale, Level III

LEVEL IV:

Stephanie Bunch, RN, Level IV
Beth Culpepper, RN, Level IV
Christie Hopkins, RN, Level IV
Shelley Paluch, RN, Level IV

Accomplishments Achieved by 2019 Clinical Ladder Nurses

CONTACT HOURS

- Total of 648 hours continuing education
- Average per Nurse was 38.15 hours per year
- Georgia Nursing requires 15 Contact Hours per year

VOLUNTEER HOURS

- Total of 755.22 hours volunteered within our Community
- Average per Nurse was 44.42 hours per year
- These nurses contributed their personal time to better 34 Volunteer Organizations within Georgia

STUDENT PRECEPTORSHIP

- Total of 22 new employees were oriented and educated by this group of nurses.

TOTAL PRECEPTOR HOURS

- 1,307 hours of instruction and orientation was provided to new employees into our center by these nurses.
- This time-frame represents approximately 33 weeks of training for new CTCA employees

QUALITY IMPROVEMENT PROJECTS – 35 TOTAL

- Supply Focus Group, Sub-Committee of Unit Based Council, Organization of Supply Pyxis
- Pain Management SOAPP Score Initiative
- Discharge from Phase I to PACU to Inpatient, Low Air-Loss Mattress Efficacy

Infection Rates and Surgical Preparedness

- Improve Infusion Schedule through Set Scheduling
- Lithotomy Positioning and Proper Stirrup Placement
- SWI Procedure for Sterile Use of Flexible Cystoscope
- SWI Bacillus of Calmette-Guerin Administration
- Amend BCG Labels and Treatment to Properly Indicate Accurate Medication Dosage
- Administration Procedure for Intravesical Instillation of BCG
- Nozin Project: Using Nozin to De-Colonize the Nares for Breast Surgery Patients in order to Decrease Surgical Site Infections
- Patient Infection Prevention Outpatient Standard Work Instruction Set
- Cleaning Supplies and Equipment, Outbreak Investigation and Control, Transmission Based Precautions, and Isolation Precautions, Hepatitis Outbreak in Georgia 2018
- Rapid Response Team In-service Lunch and Learn
- Creation of BCG Orders and Labels from Non-Formulary to order Dose Labels due to BCG Shortage
- SWI for Bacillus Calmette Guerin Administration
- SERMC SWI for Time-Out Procedures
- Procedure for Sterile Use of Flexible Cystoscope
- Emerging Nurse Leader Development Program
- Sepsis/Code Sepsis SWI, Screening Tool Development, and educating current practice guidelines
- SWI Intrathecal Pump Implant Ordering
- Inservice on the use of RF Assure Detection System and an Adjunct Technology to use as a Supplement to Manual Counting at CTCA
- Patient Transportation Preoperatively Project
- Dr Durden's Instrument Set Development Project Documentation of CHG Prep/ Hibiclens in Preop
- Roaming In-service Prevention of Pressure Injuries
- PEG Tube Education Documentation

- Clarification of Order Set and Enhancement by Clinical Informatics, The Difference is in the Evidence-role of the Wound Care Nurse across the Hospital Continuum
- Negative Pressure Wound Therapy Case Study
- Port Room Growth Meeting, Order Entry Process RB&V, Port Room/Infusion Collaboration Project
- Oral Adherence Policy and Education Project Lunch and Learn
- Rapid Cycle Process Improvement Project
- Port Room, Cancer Committee Report Out
- Leadership Retreat 2019, Strategy, Planning, and Alignment for Outpatient Clinics
- Nursing Documentation Lunch & Learn
- RN Clinical Nurse Ladder Document Revision Review
- Enterprise Intrathecal Pump Medication Delivery during Hospitalization and Agreement Form

PARTICIPATION IN THE FOLLOWING CTCA COMMITTEES - 13 TOTAL

- Ethics Committee
- Outpatient Unit Based Clinic Council
- Infection Prevention Council
- Recruitment, Retention, & Engagement Hospital Based Council
- Practice Quality, Research & Education Hospital Based Council
- Infusion Services Based Council
- Communication & Engagement Champion
- Transformation Leadership Council
- Perioperative Unit Based Council
- Surgery Unit Based Council
- Wound, Ostomy Unit Based Council
- Joint Commission Prep, Readiness, and Response Committee
- Enterprise Transformational Nursing Leadership Council

PROFESSIONAL ORGANIZATION AFFILIATION - 12 TOTAL

- American Nurse Association
- Georgia Nurse Association
- American Society of Pain Management Nurses
- Oncology Nurse Society
- Wound, Ostomy, and Continence Nurses Society
- American Perioperative Nurse Society
- American Association of Critical Care Nurses
- Radiation Oncology Nurse Association
- Association for Professionals in Infection Control and Epidemiology
- Georgia Infection Prevention Network
- American Association of Critical Care Nurses
- Emergency Nurse Association

Celebrating Certified Nurses Day

CTCA Atlanta celebrated Certified Nurses Day by honoring our board-certified RNs who have made a commitment to themselves, their patients, and their profession by achieving national certification. Certification is the official recognition of achievement, expertise, and clinical judgment in a specialty area. It is a mark of excellence that requires continued learning and skill development to maintain. Congratulations to the following nurses who held board certification in the noted specialty area(s) of practice in FY 2018.

NEWNAN TIMES-HERALD
APRIL 10, 2019



PHOTO COURTESY CANCER TREATMENT CENTERS OF AMERICA

Cancer Treatment Centers of America recently unveiled a new digital display recognizing the hospital's nurses to commemorate Certified Nurses Day. Back row from left are, Kathy Collinsworth, Chad Perry, Steve Craig, Pam Brown and Barbara Searock; front, Marsha Suber, Deborah Robichaux, Kelly Cooper, Sherry Hopkins, Sara Batze, Allcia Lasocha, Lisa Hesser and Melanie Russell.

CTCA unveils new digital display honoring certified nurses

NTH STAFF REPORTS news@newnan.com

In honor of Certified Nurses Day, Cancer Treatment Centers of America

in Newnan hosted an event and ribbon-cutting ceremony to unveil a new digital display recognizing the unique contributions of the

hospital's certified nurses.

Celebrated internationally each year, Certified Nurses Day is dedicated to spotlighting certification

as a means to ensure high standards of patient care and to promote continued excellence in the nursing profession. Initially pro-

posed by the American Nurses Credentialing Center, Certified Nurses Day honors the birthday of the late Margretta "Gretta"

Madden Styles, who pioneered the first comprehensive study of nurse credentialing.



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Certifications, Awards and Recognition

ADVANCED PRACTICE PROVIDER:

Kalemah Woolfolk, ACNP-C
Sam Gebreyonas, ACNP-C
Charvette Shumaker, ACNP-C
Ben Baker, ACNP-C
Eddie Dankyi, ACNP-C
Tanisha O'Conner, ACNP-C
Lakietta Culkin-Taylor, ACNP-C
Angela Jenkins-Jacobs, PMHNP-BC, DNP
Jessica Issac, BMTCN, AOCNP
Advanced Practice Provider
Kalemah Woolfolk, ACNP-C
Sam Gebreyonas, ACNP-C
Charvette Shumaker, ACNP-C
Ben Baker, ACNP-C
Eddie Dankyi, ACNP-C
Tanisha O'Conner, ACNP-C
Lakietta Culkin-Taylor, ACNP-C
Angela Jenkins-Jacobs, PMHNP-BC, DNP
Jessica Issac, BMTCN, AOCNP

CLINICAL RESEARCH:

Becky Slawik, MSN, RN, CCRC

EDUCATION:

Lisa Messer, MSN, RN, OCN
Pamela Brown, BSN, RN, OCN

HOUSE SUPERVISOR:

Mary Grace Nueva, MSN, RN, CCRN
Sherry Hopkins, RN, OCN
Omar Ganzy, BSN, RN, CCRN, OCN
Alicia Lasocha, BSN, RN, CCRN

IMCU:

Christy Duffey, BSN, RN, OCN
Nichole Dinwiddie, BSN, RN, OCN

SUPPORTIVE CARE:

Tammy Johnson, BSN, RN-BC

PATIENT NAVIGATOR:

Barbara Searock, RN, OCN

PRECISION MEDICINE:

Amanda Woodward, MSN, RN, OCN

RN APPEALS:

Alissa Wolfe, BSN, RN, CEN

INFUSION:

Betty Chaffin, BSN, RN, OCN
Chad Perry, RN, OCN
Cheryl Grier, RN, CHPN
Danielle Harmon, BSN, RN, OCN
Dorothy Moody, RN, OCN
Kelly Cooper, BSN, RN, OCN
Latoya Griffin, BSN, RN, OCN
Liz Green, RN, OCN
Lori Parlman, RN, OCN
Monica Mitchell, BSN, RN, OCN, CRNI
Kristen Smith, BSN, RN, OCN
Brae Fannon, BSN, RN, OCN

MED-SURG:

Michelle Johnson-Monteith, BSN, RN-BC
Kim Crum, BSN, RN, OCN

CLINIC:

Renee Leidinger, BSN, RN, OCN
Tamara Johnson, BSN, RN, OCN
Christie Hopkins, MSN, RN, OCN
Bethany Storms, BSN, RN, CMSRN
Melanie Russell, RN, OCN
Quality Laura Craig, BSN, RN, CEN, OCN

HOUSE SUPERVISOR:

Mary Grace Nueva, MSN, RN, CCRN

SURGERY:

Cindy Juneau, RN, CNOR
Dana Dewberry, RN, CNOR
Kelly Home, BSN, RN, CNOR
Jill Mader, RN, CPAN, CAPA
Sara Baize, RN, OCN
Steve Craig, RN, BSN, CCRN

URGENT CARE:

Deborah Robichaux, BSN, MBA, RN, CEN, CCRN
Amber Reaves, RN, OCN

UTILIZATION MANAGEMENT:

Kathy Collinsworth, BSN, RN, OCN

WOUND CARE:

Beth Culpepper, BSN, RN, CWON, CN, CFCN
Stephanie Bunch, BSN, RN, CWON

National Nurses Week 2019 Celebrated May 6-10

CTCA Atlanta celebrated National Nurses Week, May 6-10, 2019, by recognizing the contributions and commitments nurses make and the vital role nurses play in quality patient care. The celebration was made possible thanks to the Recruitment, Retention, and Engagement Council (RREC), nursing leadership, and a variety of university partners and pharmaceutical companies.



Nurses Week 2019

CTCA has 400 Reasons to Celebrate!

Hosted By: Recruitment, Retention, and Engagement Council

5/6/2019	5/7/2019	5/8/2019	5/9/2019	5/10/2019
Day 1 Activities	Day 2 Activities	Day 3 Activities	Day 4 Activities	Day 5 Activities
Breakfast 0630-0830	Breakfast 0630-0830	Breakfast 0630-0830	Breakfast 0630-0830	Breakfast 0630-0830
Chick-Fil-a	Einstein Bagels	"Buffet"	Flying Biscuit	Panera Bread
Southeastern Clinic Conference Room	Southeastern Clinic Conference Room	Southeastern Clinic Conference Room	Back area of Dining Room	Southeastern Clinic Conference Room
Lunch 1130-1300	Lunch 1130-1300	Lunch 1100-1300	Star Wars Photo Event 1400-1600	Ken Scott Magic Show 1200-1230
Mellow Mushroom	Beirut	Olive Garden	Meet & Take Pics With Your Favorite Characters!	Southeastern Clinic Conference Room
Southeastern Clinic Conference Room	Southeastern Clinic Conference Room	Southeastern Clinic Conference Room	Southeastern Clinic Conference Room	Walking Magic Show 1400-1500
	Donna Rowe, Guest Speaker 12-1 (lunch served)			Infusion, Inpatient, Surgery
	Georgia Conference Room		Snack 1400-1600	Snack 1400-1600
			Newk's & Star Wars themed treats	Galley Gourmet Sweets and Treats
			Southeastern Clinic Conference Room	Southeastern Clinic Conference Room
Dinner 2030-2130	Dinner 1730-1830	Dinner 2030-2130	Dinner 2030-2130	Dinner 2030-2130
Geneva Catering	Publix Catering / Inservice 2nd floor conference room	Red Robin	Oink Joint	Tin Drum
2nd Floor Conference Room	Dinner 1830-1900	2nd Floor Conference Room	2nd Floor Conference Room	2nd Floor Conference Room
	Publix Catering / Inservice 2nd floor conference room			



#NursesWeek



2019 DAISY Awards

CTCA Atlanta is one of more than 2,300 healthcare organizations across the globe that presents DAISY Awards in recognition of nurses who demonstrate skillful, compassionate care, and go above and beyond to deliver an outstanding experience for patients and their families. DAISY Award recipients are nominated by stakeholders, patients, and families. Winners are recognized at a surprise ceremony in their unit and receive an award certificate, DAISY Award pin, and commemorative Healer's Touch hand-carved sculpture. In addition, a large celebratory banner is hung in the recipient's unit and stakeholders are treated to Cinnabon® cinnamon rolls at the ceremony. We congratulate our 2019 DAISY Award winners!



HISTORY OF THE DAISY AWARD

In 1999, the Daisy Foundation was established by the Barnes family to recognize the “above and beyond” care nurses provided to their son Patrick. At the age of 33, their son lost his battle with Idiopathic Thrombocytopenia. The one positive thing that emerged during his battle was the compassion and kindness extended to the family by the nurses. The Barnes family created the DAISY Award to recognize those caring nurses. The acronym DAISY stands for Diseases Attacking the Immune System, the disease that claimed the life of their son. The award created a medium to recognize extraordinary nursing care.

2019 DAISY Award Recipients



Morgan Robinson



Meredith Lawrimore



Hannah Smith



Aileen Alexander



Sara Wallace



Codi Rhear



Kelly Mitchell

Fifth Annual Inpatient Christmas Basket Campaign

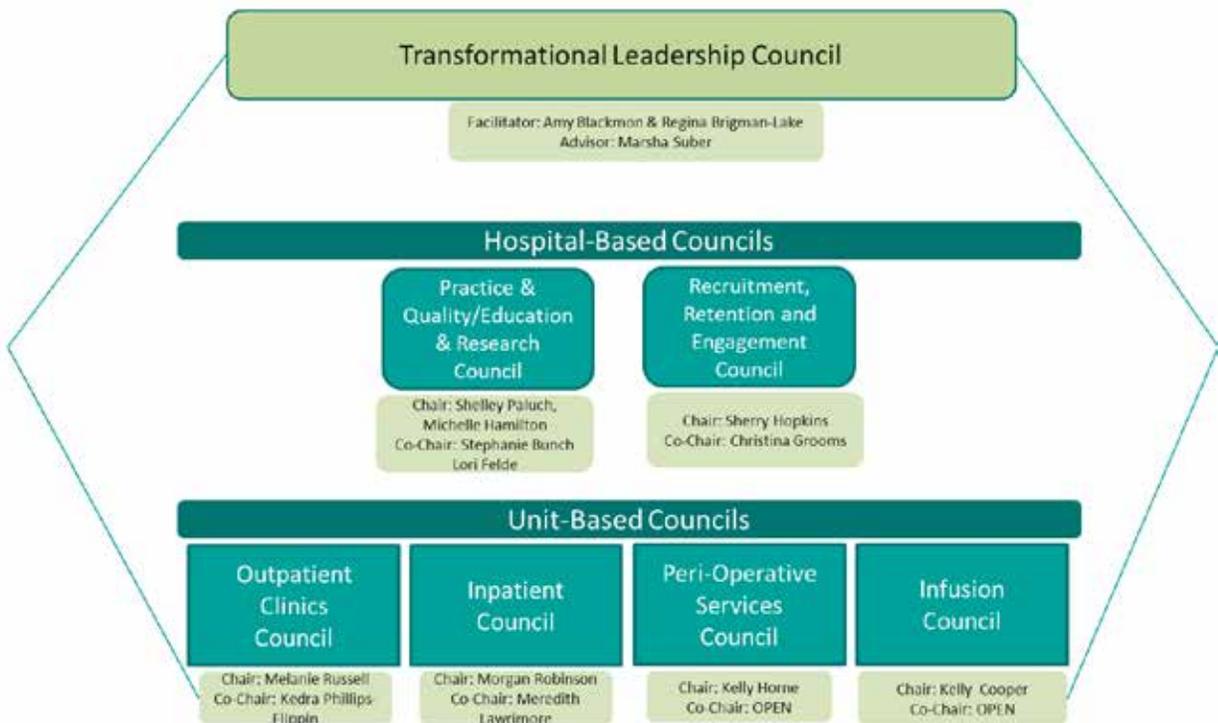
In 2014, the CTCA Atlanta inpatient team were looking for ways to give to patients during the holiday season. Based on stakeholder ideas, the Inpatient Unit Based Council initiated a Christmas basket campaign with the goal of ensuring that every patient that was in the building on Christmas day were blessed with a basket or gift. Due to the success of their efforts, 2018 marked the fifth year of the campaign. Christmas baskets were filled to the maximum capacity because of the abundance of donations from stakeholders. Donated items included books, puzzles, cards, blankets, neck pillows, gloves, hats, scarves, slippers, nail polish, lotion, and homemade cards. Over twenty volunteers and stakeholders arrived at 5:00 AM on Christmas morning to help spread holiday cheer. The patients and caregivers were overwhelmed with visitors who helped them celebrate despite the circumstances of being hospitalized or receiving treatment. Their visitors included Santa Claus, Mrs. Claus, Stakeholders, and Christmas carolers. There was singing, dancing, smiling, and tears of joy that radiated from patients as they received their Christmas baskets. Days and years after the event, the echo from the patients and caregivers is monumental "Our care comes from the best of the best!"



Hospital Based Council Achievements in FY19

The Nursing Shared Leadership Council (NSLC) structure consists of councils at both the Nursing Department Hospital Wide and Patient Care Unit Based levels. All councils report to the Transformational Leadership Council (TLC) on a monthly basis, which oversees all aspects of nursing practice. All staff nurse chairpersons from the hospital wide councils report progress and outcomes to TLC. The NSLC provides nurses at all levels with a forum to actively support and effectively operationalize the Practice along with the mission and values of the organization.

Atlanta Council Structure



PRACTICE, QUALITY, EDUCATION AND RESEARCH COUNCIL

- In FY19, the Practice & Quality and Education & Research councils merged to become one.
- Formed a team to review nursing documentation in multiple areas and included a component of compliance with lunch and learns for education on the legal aspects of nurse documentation.
- Began the creation of a hospital wide nursing journal
- Began investigating possible research projects addressing avoidance of nurse burnout
- Assisted the enterprise team in the development and implementation of an enterprise clinical ladder

RECRUITMENT, RETENTION AND ENGAGEMENT COUNCIL

- Planned and executed wonderful activities celebrating National Nurses' Week
- Added Talent representatives and recruiters to the council for input around nurse recruitment and retention
- Developed and revealed a dedicated area in the hospital's gallery celebrating nursing. The monitor scrolls 24/7 with highlights of various awards and recognition of nurses.

Accreditations, Certifications, and Awards



Accreditation with Commendation Award by the American College of Surgeons (ACoS) Commission on Cancer (COC), awarded in 2016. This accreditation is a voluntary commitment by a cancer program. Accredited programs must show that 1) its patients have access to the full scope of services required to diagnose, treat, rehabilitate and support patients with cancer and their families, and 2) it continually evaluates performance and takes proactive corrective action when necessary, reaffirming its commitment to provide the highest quality cancer care.



National Accreditation Program for Breast Centers (NAPBC®), awarded in 2016 for a three-year accreditation for the hospital's breast program. The NAPBC has established 27 standards that breast centers must meet to assure all patients with breast disease receive the highest quality of care.



Joint Commission, accredited with Full Standards Compliance. This accreditation is awarded to health care organizations that demonstrate satisfactory compliance with applicable Joint Commission standards in all performance areas.



Quality Oncology Practice Initiative (QOPI®) Certification Program, an affiliate of the American Society of Clinical Oncology (ASCO), awarded to CTCA Atlanta in 2016 for meeting the highest standards of quality cancer care.



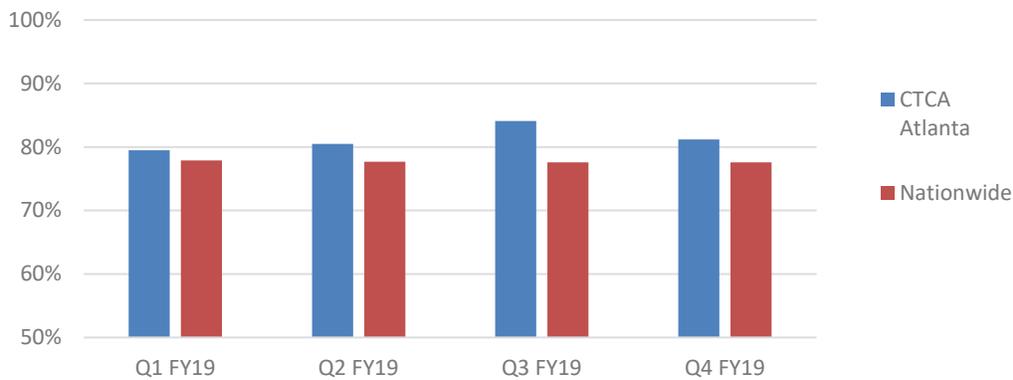
College of American Pathologists Laboratory Accreditation Program accredits the entire spectrum of laboratory test disciplines with the most scientifically rigorous customized checklist requirements. The CAP's peer-based inspector model provides a unique balance of regulatory and educational coaching supported by the most respected worldwide pathology organization. The Laboratory Accreditation Program inspects a variety of laboratory settings from complex university medical centers to physician office laboratories, and covers a complete array of disciplines and testing procedures. Meet CLIA regulatory requirements (specific to laboratories subject to US regulations). Ensure compliance through the guidance of the most comprehensive scientifically endorsed laboratory standards. Maintain accuracy of test results and ensure accurate patient diagnosis. Increase the value they bring to organizations, customers, patients. Peer-based inspection model uses teams of practicing professionals qualified through a CAP training program. On-site inspections occur every two years using CAP accreditation checklists to assess compliance with program requirements. The CAP accredits laboratories performing testing on specimens from human beings or animals, using methodologies and clinical application within the expertise of the program. Laboratories must be appropriately licensed to perform testing when required by law.

Patient Satisfaction

Cancer Treatment Centers of America (CTCA), Atlanta participates in and monitors our ratings on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey, which is an instrument and data collection methodology for measuring inpatients' perceptions of care during their hospital experience. HCAHPS scores are an important indicator of the overall quality of a hospital and the overall satisfaction of the patients who were treated there. HCAHPS scores are represented in terms of a top box frequency score, which reflects the frequency (percentage) of survey respondents that gave the highest possible response to a question (Yes, Definitely Yes, Always). Through Press Ganey®, a nationally recognized, independent, third-party vendor, surveys are administered to 100% of eligible inpatients by mail within 1-2 weeks post-discharge. A reminder letter is sent to non-responders 21 days after the initial survey was sent. Patient responses must be collected within six weeks following the date of the initial survey. Patients cannot be surveyed more frequently than once per calendar month. The charts below display HCAHPS top box frequency scores for questions focused on Careful Listening, Responsiveness, and Patient Education for CTCA Atlanta, compared to the National average for Fiscal Year (FY) 2019 (July 1, 2018-June 30, 2019).

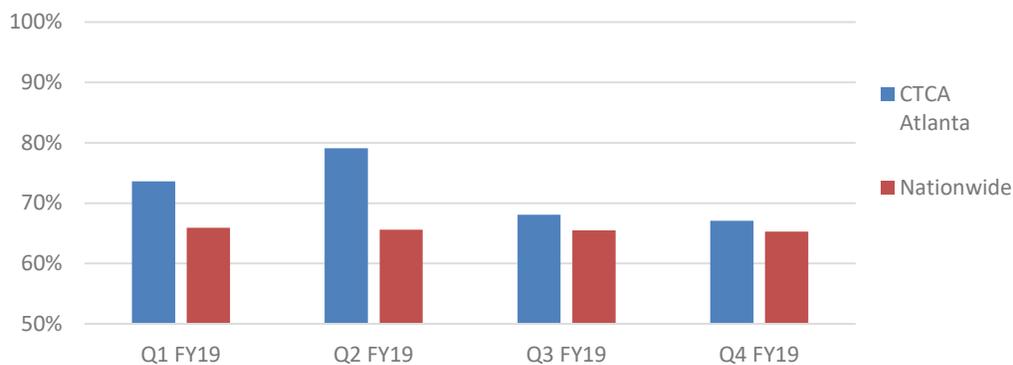
CAREFUL LISTENING

Patients who reported that their nurses ALWAYS listened carefully to them.



RESPONSIVENESS

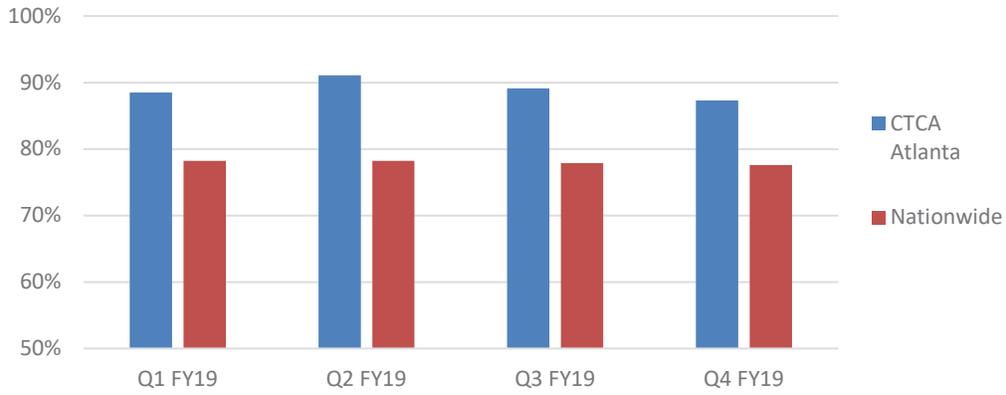
Patients who reported that they ALWAYS received help as soon as they wanted it.



Patient Satisfaction (cont'd)

PATIENT EDUCATION

Patients who reported that staff ALWAYS explained about new medications before they were given.



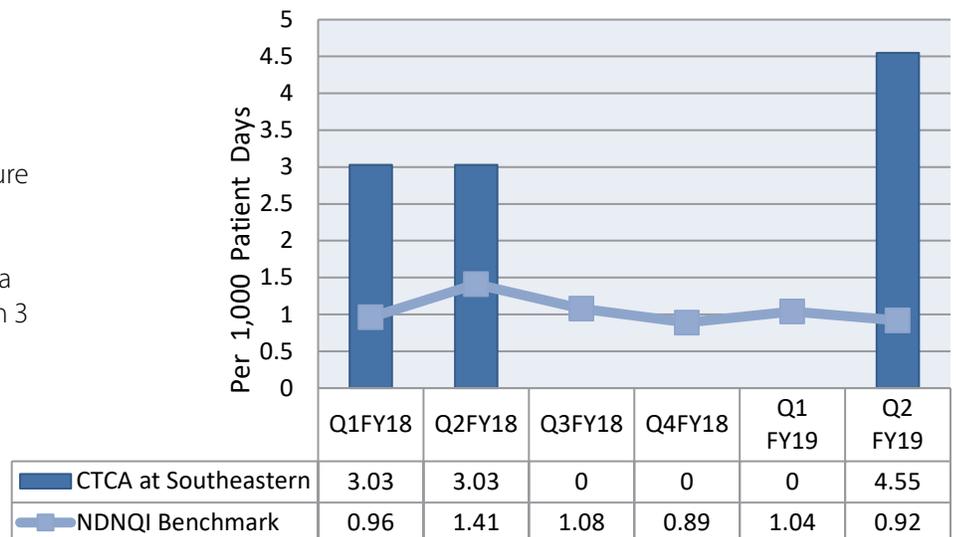
Nurse Sensitive Clinical Indicators

Nurse-sensitive clinical indicators reflect the impact of nursing care on patient outcomes. Patient outcomes that are determined to be nurse sensitive include, but are not limited to, hospital-acquired pressure injuries, patient falls with injury, catheter-associated urinary tract infections (CAUTIs), and central line associated blood stream infections (CLABSIs). CTCA Atlanta submits data for these nurse-sensitive clinical indicators to the National Database of Nursing Quality Indicators (NDNQI) and the National Healthcare Safety Network (NHSN) for national comparison and benchmarking. In order to deliver high quality care, nurses need to know how to assess the effectiveness of the care they provide. By tracking nurse sensitive outcomes and comparing the outcomes to national benchmarks, nurses can objectively evaluate the quality and efficacies of the care provided and implement evidence-based practices that result in improvement.

HOSPITAL-ACQUIRED PRESSURE INJURIES

Based on the latest research on pressure injuries and updated clinical description, the name is now hospital acquired pressure injuries (HAPIs). The following graph illustrates hospital incidence of pressure injuries stage two or greater. CTCA Atlanta outperforms the NDNQI average scores in 3 out of 6 quarters.

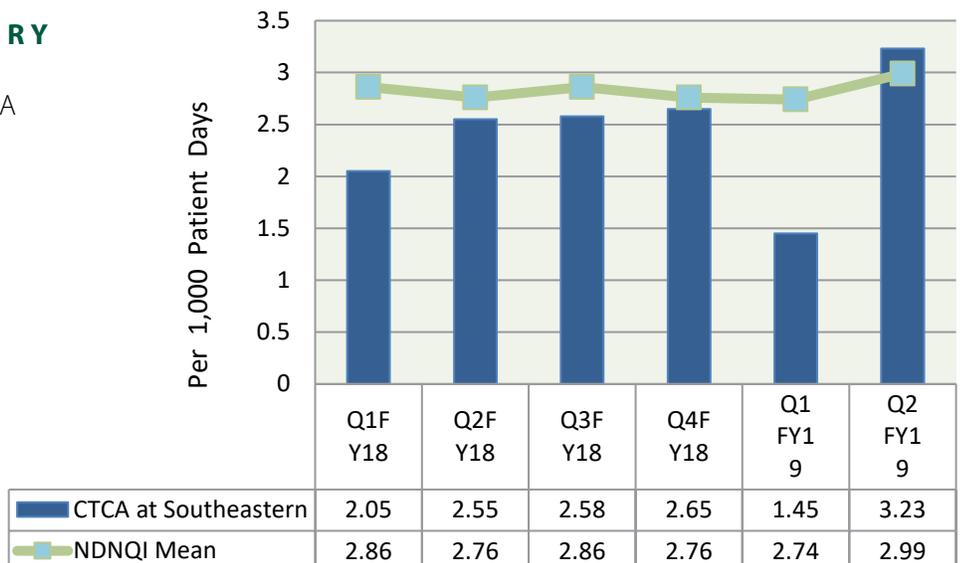
Note: The goal is to be below the benchmark line.



PATIENT FALLS WITH INJURY

The following graph illustrates hospital incidence of patient falls with injury. CTCA Atlanta outperforms the NDNQI average scores in 5 out of 6 quarters.

Note: The goal is to be below the benchmark line.



New Knowledge, Innovations, and Improvements

CODE SEPSIS

To bring critical care to septic patients more rapidly, a Code Sepsis team was implemented to assist nurses in delivering early goal directed therapy. Should a patient screen positive on the sepsis screen, nurses then activate the code sepsis. The House Supervisor, Respiratory Therapist, and provider for the area will respond when the Code Sepsis is called. Mock code sepsis drills were practiced throughout the units in August to prepare pertinent responders. Code Sepsis went live in September 2018. Allowing additional assistance at the patient bedside ensures cultures are collected, antibiotics are administered, and patients are evaluated faster leading to a faster recovery.

ONCOLOGY NURSING SYMPOSIUM

CTCA Atlanta hosted its 3rd Annual Oncology Nursing Symposium at University of West Georgia in Newnan on July 26, 2019. Topics covered at the Symposium included Patient Perspective through Music, Clinical Research, Caring for The Oncology Patient, Implicit Bias in Healthcare and Survivorship (Growth for Patient). Approximately 45 attendees, including nurses, social workers, case managers from CTCA Atlanta and the surrounding community, gathered to learn additional information and resources to provide the best care for oncology patients.

CRITICAL CARE COURSE

From March through May 2019, the Education Department hosted Critical Care training for the CTCA Atlanta Nurses. The curriculum offered weekly lectures from subject matter experts in the various critical care specialties. The robust curriculum encompassed Comfort & Sedation, Ethical Issues, Cardiovascular System, Hemodynamics, Shock & Sepsis, Respiratory Management, Endocrine System, Gastrointestinal System, Acute Renal Injury, Pharmacology, and Dysrhythmia to include EKG rhythm strip interpretation. Outside vendors were invited as well, to include Rotoprone bed therapy and Flotrac hemodynamic monitoring system. All CTCA nurses were invited and encouraged to come.

HEPARIN TRANSITION

In January of 2019, nursing met to review the evidence behind transitioning away from heparin flushes when deaccessing patient ports or at the completion of treatment for patients with PICC lines. Following current recommendations from the Infusion Nursing Society and the Oncology Nursing Society, the decision was made to move to saline flushing only. An educational plan was developed for inpatient and outpatient nurses regarding the change in practice along with the push-pause flushing technique needed to ensure patency of patient lines. Patient education handouts were created to assure patients that the CTCA Atlanta nursing team was implementing evidence-based practice with their safety in mind.

CLABSI WORK

Partnered with Quality and Infection Prevention, Nursing recognized an increase in the number of central line associated blood stream infections in our oncology patients. To decrease infection rates, education collaborated with infection prevention to incorporate hands on skills for sterile procedure related to port access and deaccess, along with central line dressing changes. These skills were practiced during the Nursing Skills Fair to ensure all nurses received the vital knowledge and training. Additionally, point prevalence rounds were started to evaluate central line bundle compliance. Education and Infection Prevention began rounding in patient rooms on inpatient units regularly to check central line dressing intactness, dates on dressings and tubing, and alcohol caps on appropriate tubing sites. Real time education regarding central line compliance is provided to nurses as needed.

Another effort to decrease central line associated blood stream infections includes coordinating a team to develop creative ways to stop patients from leaving the facility with their ports accessed. Reminder signs and tent cards were created at various exit locations around departments as well as education for nursing teams to regularly ask patients if they are a returning appointment and need for their port to remain accessed. This decreased the number of patients leaving the facility with ports still accessed unnecessarily.

Due to implementation of these initiatives, compliance rates have increased, and central line associated blood stream infections have decreased.

PCT SKILLS FAIR

In November 2018, CTCA Atlanta held its first designated PCT/MA Skills Fair. The skills fair offered both inpatient and outpatient PCT/MA's a comprehensive review and simulation practice of vital signs, intake and output recording and documentation, accurate application of telemetry leads, obtaining accurate weight with the bed scale, donning/doffing PPE, various isolation precautions standards, chemotherapy precautions, correct use of hooyer lift, hover mat, safe patient transfers utilizing gait belt and walkers, fall precautions, and more! It was a great time to review and mingle with one another!

PHLEBOTOMY TRAINING

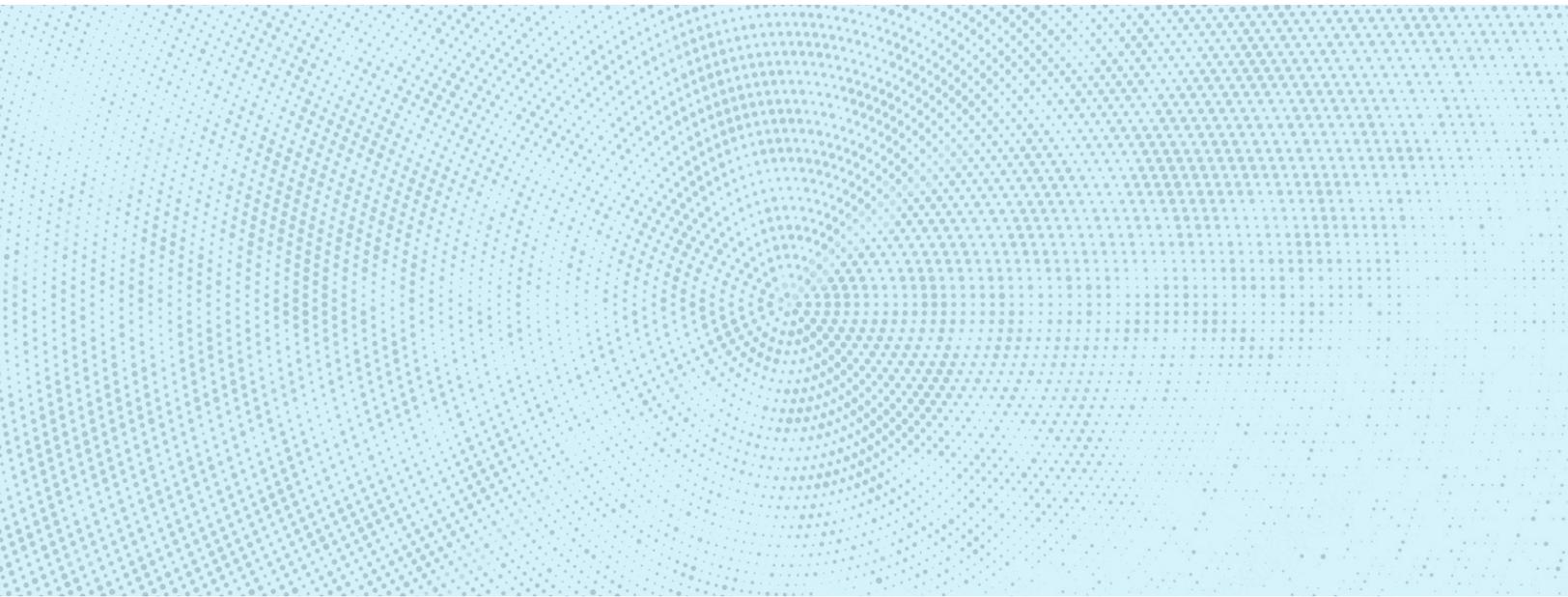
By popular request, phlebotomy training was offered utilizing our new simulation arm that has veins and imitation blood! The training was held in March 2019 and encompassed 45 sessions to accommodate 1:1 training of 90 people. A comprehensive overview of venipuncture was offered to include anatomy, venipuncture technique, order of draw, hard sticks, correct labeling of tubes, and more. Hands-on practice ensued. It was a fun time of learning, problem solving, and bonding!

MENTORING PROGRAM

In January 2018, CTCA Atlanta introduced the Mentor program to the nursing team. Applications for mentors and mentees were distributed for nurses and PCTs in nursing school to partner current and future nurses with nursing managers, directors, or department leads for professional growth, development, and knowledge sharing. Mentoring sessions were conducted throughout March for both mentors and mentees discussing the differences between a precepting and mentoring relationship. Program goals and requirements were also reviewed. Eight mentor/mentee relationships were established with monthly meetings for goal establishment and attainment. Quarterly progress reports completed show activities towards reaching each goal to ensure progression. Nurses are awarded points towards their Clinical Ladder for participating in the Mentor Program.

WOUND CARE INSERVICE

In May 2019 our wound care nurse, Stephanie Bunch, held a lunch-and-learn in-service to the inpatient RN's. Topics covered included correct monitoring of the VAC/Negative Pressure Wound Therapy (NPWT) machine, standard of care of a patient on NPWT, troubleshooting, documentation, and discharge instructions. Various types of machines were introduced and reviewed. Competencies that were educated include understanding of NPWT indications, limitations, precautions, assessment, set-up, canister change out, disposal, settings for pressure, and patient education.



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