It is a privilege to present the 2017 Nursing Annual Report for Cancer Treatment Centers of America® (CTCA) at Southeastern Regional Medical Center (Southeastern). This report reflects the work of more than 300 talented nurses who are unwavering in their commitment to achieve excellence. Each and every day, nurses are leading the way as clinicians, advocates, educators, mentors and researchers — improving health care and ultimately outcomes in quality, safety and the patient experience — thus the theme of our 2017 Nursing Annual Report, Nurses Leading the Way. It is an incredibly exciting time for nursing!

This year we celebrated many achievements, including the acceptance of our application to the American Nurses Credentialing Center (ANCC) Magnet Recognition Program® and the kickoff of our formal Journey to Magnet Excellence®. Through unit-based councils and hospital-based councils, we evolved shared governance to strengthen the voice and engagement of nursing staff in improving care and practice. The percentage of specialty certified nurses and nurses enrolled in Bachelor of Science in Nursing (BSN) programs continued to increase at an impressive rate. Significant work has been done to enhance quality of care, as evidenced by our reduction in central line-associated bloodstream infections (CLABSIs), catheter-associated urinary tract infections (CAUTIs), hospital-acquired pressure injuries (HAPIs), falls with injury and many other clinical indicators.

The 2017 Nursing Annual Report, covering July 2016 - June 2017, has been organized into four distinct sections representing the components that comprise the foundation of the Magnet Recognition Program®. These components are: transformational leadership, structural empowerment, exemplary professional practice, and new knowledge, innovations and improvements. The compassion evident in the care our nurses deliver every day at Southeastern is truly amazing. This report is intended to celebrate and recognize their achievements during the past year. I am honored to lead a team of skilled nurses who are deeply dedicated to their patients and the profession of nursing.

My sincere thanks,

MaryClaire Dangel-Palmer, MSN, APRN, FACHE, CRNA
Vice President Patient Care Services and Chief Nursing Officer
At Southeastern, we are dedicated to providing our patients with the best possible health care experience, delivered daily through the Mother Standard® of care.

Your dedication to healing body, mind and spirit that you provide each day makes patients feel they are in truly capable hands during their time they spent with us. You continue to acquire a growing number of advanced degrees and national certifications, and actively share your ideas for opportunities to improve our care for current and future patients. Your dedication to quality outcomes, evidence-based nursing practice, and team-spirited contributions to our patients helps establish CTCA® as a premier oncology center.

Because of our shared decision-making practices, our nurses listened, influenced and helped to shape the care provided to patients and their families. Our journey towards excellence is just that – a journey that we are committed to continually improving what we do in response to the ever-changing needs of those we serve.

I want to thank each of you for your unwavering commitment to our patients and the vital role you play each day in ensuring they receive the very best care possible. Your talents, skills and compassion bring hope to our patients and caregivers. It is amazing to see the healing that takes place within our walls thanks to your leadership and professionalism.

Sincerely,

Anne Meisner, MSN, RN
President and Chief Executive Officer
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Mother Standard® of Care
The patient-focused guiding principle upon which Cancer Treatment Centers of America® (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.

Nursing Mission
CTCA® at Southeastern nurses deliver the Mother Standard® of care.
We are highly competent professionals who exceed standards of nursing practice.
Our empowering environment supports teamwork, Stakeholder engagement, work-life balance and professional development.

Nursing Vision
Our vision is to be nationally recognized as the provider of premier nursing care in an environment of healing and hope.

Nursing Values
We embody CTCA values with energy, integrity and positivity, exhibiting respect for patients, fellow nurses and all CTCA Stakeholders.
E² Nursing Professional Practice Model

A professional practice model is one that displays the driving forces of a nursing profession and influences how practice is defined and delivered. The CTCA tree-boy-dog graphic served as the inspiration for the design of the Empowered for Excellence (E²) Nursing Professional Practice Model (PPM) graphic for CTCA.

The Mother Standard of care serves as its “roots,” placing the nurse-patient relationship at the center of all practices including 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 the patient and family. Caregivers work effectively as a team to provide RBC values around three relationships: the nurse with self, nurse with peers, and nurse with patients and families. The CTCA 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 Southeastern. Our nursing excellence flourishes as a result of our professional practice standards: teamwork, engagement, professional development, work-life balance and autonomy.
Delivery of Care Models

Our Empowered for Excellence (E2) Professional Practice Model (PPM) sets the theoretical framework for our care delivery system, in which we have two distinct delivery of care models.
NURSING BY THE NUMBERS
at Southeastern

<table>
<thead>
<tr>
<th>Department</th>
<th>Average Years of RN Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>2nd Floor Inpatient</td>
<td>6.2</td>
</tr>
<tr>
<td>Intermediate</td>
<td>7.5</td>
</tr>
<tr>
<td>Intensive Care Unit (ICU)</td>
<td>7.3</td>
</tr>
<tr>
<td>Advanced Surgical Recovery (ASURE) Unit</td>
<td>6.4</td>
</tr>
<tr>
<td>Stem Cell Unit</td>
<td>19</td>
</tr>
<tr>
<td>Infusion Center</td>
<td>8.6</td>
</tr>
<tr>
<td>Observation Unit</td>
<td>10.6</td>
</tr>
<tr>
<td>Urgent Care</td>
<td>3.8</td>
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<tr>
<td>Outpatient Clinics</td>
<td>13</td>
</tr>
<tr>
<td>Recovery</td>
<td>14.8</td>
</tr>
<tr>
<td>Surgery</td>
<td>13.4</td>
</tr>
<tr>
<td>House Supervisors</td>
<td>12.5</td>
</tr>
<tr>
<td>Supportive Care</td>
<td>14.2</td>
</tr>
<tr>
<td>Imaging</td>
<td>17</td>
</tr>
<tr>
<td>Wound Care</td>
<td>26</td>
</tr>
</tbody>
</table>

Frontline RNs Years of RN Experience

- < 2 years: 34 RNs
- 3-6 years: 61 RNs
- 7-10 years: 19 RNs
- 11-14 years: 69 RNs
- 15+ years: 77 RNs
Nursing Strategic Plan 2018

Our strategic plan illustrates a vision for nursing and lists the goals Southeastern 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.

<table>
<thead>
<tr>
<th>Operational Category</th>
<th>Nursing Goal</th>
<th>Nursing Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Innovate</td>
<td>Advance Professional Development</td>
<td>Increase RN educational preparation to BSN or higher by 2% annually. Increase nursing specialty certification by 2% annually. Increase number of chemotherapy RN providers that are certified in oncology nursing (OCN) by 2% per year.</td>
</tr>
<tr>
<td></td>
<td>Advance Nursing Research and Evidence-Based Practice</td>
<td>Demonstrate innovations in nursing practice through the support of two new Institutional Review Board (IRB) submissions per year. Support the dissemination of knowledge generated through nursing research and evidence-based project implementation to internal and external audiences.</td>
</tr>
<tr>
<td>Commit to Quality</td>
<td>Enhance Clinical Excellence</td>
<td>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. Meet or exceed established targets for patient satisfaction.</td>
</tr>
<tr>
<td>Engage</td>
<td>Strengthen Nurse Engagement</td>
<td>Outperform the mean or median scores on national benchmarks for RN satisfaction. Recruit and retain top-quality nursing staff. Implement programs for nurse mentoring and succession planning.</td>
</tr>
<tr>
<td>Grow</td>
<td>Strengthen Nursing Reputation</td>
<td>Demonstrate the value nursing brings to the patient, the organization and the community by meeting all Magnet Sources of Evidence (SOEs).</td>
</tr>
</tbody>
</table>
SENIOR NURSING LEADERSHIP

MaryClaire Dangel-Palmer, MSN, APRN, FACHE, CRNA
Vice President Patient Care Services and Chief Nursing Officer

Gloria Barnes, MSN, RN
Assistant Vice President Quality and Risk

Amy S. Blackmon, BSN, MBA-HCA, RN
Director of Nursing

Regina Brigman-Lake, MSN, RN, CNOR
Director of Perioperative Services

Shanna Ramsey-Haynes, DNP, APRN, ACNS-BC, RN-BC
Director of Magnet Program and Education

Marsha Suber, BSN, MBA-HA, RN
Assistant Vice President Oncology Patient Care Services
NURSING SAFETY
By the Numbers

In fiscal year 2017 (FY17), Southeastern recorded 27 nursing injuries. Injuries are tracked and analyzed for trends. This analysis is then used to identify opportunities to improve Stakeholder safety.
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. Southeastern 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, 2019, 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.

2016 ANCC National Magnet Conference

In October 2016, six members of the Southeastern nursing team attended the American Nurses Credentialing Center (ANCC) National Magnet Conference in Orlando, FL. Those in attendance included:

- Shanna Ramsey-Haynes, DNP, APRN, ACNS-BC, RN-BC, Director of Magnet Program and Education
- Amy Blackmon, BSN, MBA-HCA, RN, Director of Nursing
- Deborah Robichaux, MBA, BSN, RN, CCRN, CEN, Manager of Urgent Care and Specialty Clinics
- Christie Hopkins, BSN, RN, Supervisor of Hematology Clinic
- Lauren Nelms, BSN, RN, 2nd Floor Charge Nurse
- Amy Gentry, RN, 3rd Floor Charge Nurse
Eight Southeastern Nurses Earn Advanced Degrees

The visionary goal at Southeastern Regional Medical Center is to have 80 percent of all levels of registered nurses achieve a BSN or higher by the end of 2020. In FY17, eight nurses earned advanced degrees, raising the percentage of Southeastern nursing Stakeholders holding BSN degrees or higher to 62 percent.

BSN
- Ashley Woodie, BSN, RN
- Tina Davis, BSN, RN
- Amy Byrd, BSN, RN
- Monique Lamar, BSN, RN

MSN
- Angelisse Martinez, MSN, RN
- Myrtle Davenport, MSN, RN, OCN
- Maafia Osei-Cheremeh, MSN, RN

DNP
- Kathy Castille-Aliffi, DNP, APRN-BC, NP-C

Percent of Nurse Leaders with BSN or Higher: 100%

RN to BSN Program Partnerships

Through the Education Department, Southeastern 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
- Brenau University
- Chamberlain College
- Columbus State University
- Herzing University
- Grand Canyon University
- Southern New Hampshire University
- Strayer University
- University of Phoenix
- Walden University
- Western Governors University
2017 Clinical Ladder Achievements

In an effort to provide an avenue for personal and professional growth of nurses, Southeastern 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. Congratulations to the following nurses for being awarded levels in 2017!

**Level II**
- Amani Elghoroury, BSN, RN - 2nd Floor Inpatient
- Alicia Lasocha, BSN, RN, CCRN – ICU/IMCU Charge Nurse
- Sherry Hopkins, RN - Pain Management
- Liz Green, BSN, RN - Infusion
- Melanie Russell, RN - Pain Management

**Level III**
- Stephanie Bunch, BSN, RN, CWON - Wound Care
- Janell Gamble, BSN, RN - Perioperative Services
- Laurie Plath, BSN, RN - Outpatient Clinic
- Ruth Gethers-Simil, BSN, RN - Outpatient Clinic
- Lauren Nelms, BSN, RN - 2nd Floor Inpatient Charge Nurse
- Sharon Kimmel, BSN, RN - Outpatient Clinic
- Kelly Horne, BSN, RN, CNOR - Perioperative Services
- Mary Grace Nueba, BSN, RN, CCRN - House Supervisor
- Beth Culpepper, BSN, RN, CWON, CFCN, CCCN - Wound Care
- Sara Wallace, BSN, RN - Perioperative Services
- Angie Burton, BSN, RN - Perioperative Services
- Lori Felde, BSN, RN - Perioperative Services
Southeastern 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 2017.
NATIONALLY CERTIFIED REGISTERED NURSES by Specialty

**Oncology Certified Nurse (OCN)**
Lisa Hesser, MSN, RN, OCN
Tamara Johnson, BSN, RN, OCN
Kimberly Dunn, RN, OCN
Myrtle Davenport, BSN, RN, OCN
Kathy Collinsworth, BSN, RN, OCN
Barbara Searock, RN, OCN
Omar Ganzy, BSN, RN, CCRN, OCN
Debbie Holt, RN, OCN
Lori Parkman, RN, OCN
Chad Perry, RN, OCN
Monica Mitchell, BSN, RN, OCN, CRNI

**Critical Care Registered Nurse (CCRN)**
Omar Ganzy, BSN, RN, CCRN, OCN
Geremy Wooten, BSN, RN, CCRN
Mary Grace Nuega, BSN, RN, CCRN
Alicia Lasocha, BSN, RN, CCRN
Deborah Robichaux, BSN, RN, CEN, CCRN

**Certified Nurse Operating Room (CNOR)**
Kelly Horne, BSN, RN, CNOR
Dana Dewberry, RN, CNOR
Cindy Juneau, RN, CNOR
Regina Brigman-Lake, MSN, RN, CNOR

**Certified Emergency Nurse (CEN)**
Laura Craig, BSN, RN, CEN
Alissa Wolfe, BSN, RN, CEN
Deborah Robichaux, BSN, RN, CEN, CCRN

**Certified Medical-Surgical RN (CMSRN/RN-BC)**
Teresa Foust, MSN, CMSRN, ACNS-BC
Bethany Crenshaw, BSN, RN, CMSRN
Shanna Ramsey, DNP, APRN, ACNS-BC, RN-BC

**Certified Pain Management RN**
Tammy Johnson, BSN, RN-BC

**Certified Registered Nurse of Infusion (CRNI)**
Monica Mitchell, BSN, RN, OCN, CRNI

**Certified Radiology Nurse (CRN)**
Mark Gradolph, BSN, RN, CRN

**Certified Hospice and Palliative Nurse (CHPN)**
Cheryl Grier, RN, CHPN

**Certified Wound Ostomy Nurse (CWON)**
Stephanie Bunch, BSN, RN, CWON
Beth Culpepper, BSN, RN, CWON, CCCN, CFCN

**Certified Foot Care Nurse (CFCN); CCRN Certified Continence Care Nurse (CCCN)**
Beth Culpepper, BSN, RN, CWON, CCCN, CFCN

**Certified Professional in Patient Safety (CPPS)**
Lynne Baker, BSN, RN, CPPS

**Certified Professional in Healthcare Quality (CPHQ)**
Donise Musheno, MSN, RN, CPHQ, NE-BC

**Adult Health Clinical Nurse Specialist (ACNS-BC)**
Shanna Ramsey, DNP, APRN, ACNS-BC, RN-BC
Teresa Foust, MSN, CMSRN, ACNS-BC

**Certified Clinical Research Coordinator (CCRC)**
Becky Slawik, MSN, RN, CCRC
Southeastern celebrated National Nurses Week, May 8-12, 2017, 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.

Sponsors provided breakfast, lunch and dinner all week long for Southeastern nurses and nursing assistive personnel. Stakeholders were given a tote bag packed with goodies and a heartfelt letter of appreciation from MaryClaire Dangel-Palmer, CNO and Vice President of Patient Care Services.
Southeastern is one of more than 2,300 health care 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 FY 2017 DAISY Award winners!

- Cheryl Grier, RN, CHPN, Infusion
- Ruth Gethers- Simil, BSN, RN, Outpatient Clinic
- Lisa Irvin, BSN, RN, 2nd Floor Inpatient
- Pamela Slepko, RN, Outpatient Clinic
- Jenna Coffelt, BSN, RN, ASURE
- Lisa Wade, LPN, Discharge Planner
- Geremy Wooten, BSN, RN, CCRN, ICU
- Kim Randolph, MSN, APRN, Nurse Practitioner

**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.
Southeastern nurses are committed to participating in and contributing to community events. Throughout the year, nurses gave their time to help others in the community. Some of the events and activities nurses participated in are listed below:

- Prevent Aggressively Coweta
- Making Strides Against Breast Cancer Walk, American Cancer Society
- Light the Night Walk, Leukemia & Lymphoma Society
- Purple Stride 5K, Pancreatic Cancer Action Network
- Putting on the Pink Survivor Celebration, Making Strides and American Cancer Society
- Paint Gwinnett Pink 5k Walk/Run for Breast Cancer
- Race for Hope to Cure Blood Cancers 5K Run/Walk
- Peachtree City All-American 5k Honoring Veterans and Youth
- Newnan/Coweta Boys & Girls Clubs of Metro Atlanta
- Healing Bridge Clinic
- City Bridges Ministry Food Pantry
- City Bridges Ministry Feed the Hungry for Thanksgiving
- Southtowne Partnership for Thanksgiving Meal Deliveries
- Safe House Homeless Shelter
- Fragile Kids Foundation
- Day of Dignity Islamic Relief USA
- County Home Fire Preparedness Campaign, American Red Cross of Central Georgia
- First Aid for Coweta Special Olympics
- Coweta Humane Society
- Health Screenings sponsored by Angels of Mercy Ministry
- Team BlueLine Racing
- Rotary International Convention, Rotary Lake Spivey Club
In 2014, the Southeastern inpatient team was looking for ways to give to patients during the holiday season. They started a Christmas basket campaign with the goal of ensuring that every patient in the building on Christmas day was blessed with a basket. Due to the success of their efforts, 2016 marked the third year of the campaign. Over twenty volunteers and Stakeholders arrived at 5:00 a.m. on Christmas morning to help spread holiday cheer. They were overwhelmed with visitors who wanted to join in on the celebration, including Santa Claus, Christmas carolers and reporters from Fox 5 News. There was singing, smiles and tears of joy radiating as patients received their Christmas baskets. The campaign team has adopted the motto “It’s a blessing to be a blessing!”
Hospital-Based Council Achievements in FY17

» Clinical Informatics Council (CIC):
  • Assisted with All-Scripts replatforming initiative
  • Addressed specific unit-based issues with use of flowsheets and features within the electronic health record (EHR)
  • Assisted with implementing a suicide risk assessment tool in the EHR and educating Stakeholders on tool usage
  • Developed communication process to educate and inform Stakeholders of EHR updates and changes

» Practice and Quality Council (PQC):
  • Developed educational materials to decrease the number of patients leaving Southeastern with their ports accessed
  • Updated the nursing professional practice model
  • Developed and implemented a formal nursing peer review program to enhance nursing performance, improve patient outcomes, and identify practice and process barriers that affect patient care and staff performance

» Education and Research Council (ERC):
  • Implemented Southeastern's Clinical Ladder Program; approved 16 Clinical Ladder portfolios in FY17 and hosted Clinical Ladder pinning ceremonies
  • Assisted with house-wide nursing learning needs assessment and related implementation plan
  • Implemented Iowa Evidence-Based Practice (EBP) model to guide nurses through the process of introducing evidence into practice
  • Developed level and quality of evidence appraisal tools to help nurses evaluate evidence when exploring a practice issue
  • Created Nursing Research Toolkit on Empowernet to assist nurses with conducting research
  • Contributed to the planning of Southeastern's inaugural Oncology Nursing Symposium

» Recruitment, Retention and Engagement Council (RREC):
  • Supported planning activities and hosted 2017 National Nurses Week
  • Assisted with implementation of leader rounding to promote engagement and retention
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 ensure 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 Southeastern in 2016 for meeting the highest standards of quality cancer care.

Press Ganey Guardian of Excellence Award™ in Patient Experience, awarded in 2016

This award recognizes outstanding hospitals that have consistently achieved the 95th percentile or above of performance in the realm of patient experience.

Clinical Center of Excellence in Pain Management, awarded in 2016

CTCA at Southeastern awarded recognition by the American Pain Society as a Clinical Center of Excellence in Pain Management.
PATIENT SATISFACTION

Southeastern 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 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. Through Press Ganey®, a nationally recognized, independent, third-party vendor, surveys are administered to a random sample of patients between 48 hours and six weeks after their discharge. The charts below show several HCAHPS scores for inpatients at Southeastern, compared to the National average.

**Careful Listening**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Southeastern</th>
<th>Nationwide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q4 FY17</td>
<td>100%</td>
<td>75%</td>
</tr>
<tr>
<td>Q3 FY17</td>
<td>88%</td>
<td>63%</td>
</tr>
<tr>
<td>Q2 FY17</td>
<td>75%</td>
<td>50%</td>
</tr>
<tr>
<td>Q1 FY17</td>
<td>63%</td>
<td>50%</td>
</tr>
</tbody>
</table>

**Responsiveness**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Southeastern</th>
<th>Nationwide</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
<tr>
<td>Q2 FY17</td>
<td>75%</td>
<td>63%</td>
</tr>
<tr>
<td>Q1 FY17</td>
<td>63%</td>
<td>50%</td>
</tr>
</tbody>
</table>
**Patient Education**

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

Patients who reported that staff ALWAYS did everything to help with pain.

---

**Pain**
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 bloodstream infections (CLABSIs). Southeastern 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-informed practices that result in improvement.

Hospital-Acquired Pressure Injuries

Did you know that in 2017 NDNQI changed the name of hospital-acquired pressure ulcers (HAPUs)? 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. Southeastern outperforms the NDNQI average scores in 6 out of 8 quarters.

Patient Falls with Injury

The following graph illustrates hospital incidence of patient falls with injury. Southeastern outperforms the NDNQI average scores in 7 out of 8 quarters.
THE TAPUR STUDY
BY ASCO

At CTCA, genomic medicine plays a prominent role in our commitment to delivering innovative, personalized treatments to our patients. The TAPUR Study (Targeted Agent and Profiling Utilization Registry) led by the American Society of Clinical Oncology (ASCO) is a clinical trial for patients with advanced cancer whose cancer is no longer responding to standard treatment or when there is not a standard treatment available for their specific cancer. The trial requires that the cancer also must have a potentially actionable genomic variant identified through a genomic test. Southeastern is the first hospital in Georgia to open the TAPUR Study, which involves broader opportunity for participation than in many cancer clinical trials—with the hope of enabling more patients to participate.

While CTCA has conducted research for years, the partnership with ASCO to launch the TAPUR Study is unique in its widespread reach within the medical community. As part of the study, seven pharmaceutical companies are making 17 anti-cancer drugs available to participating patients. Hospitals around the country are enrolling patients and CTCA nurses are proud to support involvement across the system.

“This trial changes the entire language of clinical research in cancer. Rather than base treatments on large populations of patients, we are looking at the individual patient’s tumor. This is the future of cancer research. It changes the thought processes for how oncologists treat cancer.”

Dr. Maurie Markman, President of Cancer Treatment Centers of America Medicine & Science

Nurses Serving on Clinical Research Team

- Becky Slawik, MSN, RN, CCRC, Clinical Research Supervisor
- Kristen Nigro, BSN, RN, Clinical Research RN
- Mittie Mitchell, BSN, RN, Clinical Research RN
Advanced Surgical Recovery (ASURE) Program

The Advanced Surgical Recovery (ASURE) Program at Southeastern is an innovative, evidence-informed approach for caring for patients before, during and after surgery. Designed to provide improved clinical outcomes for surgical patients and deliver superior value to our business, the program served 312 patients during FY17.

The standardized, multimodal care pathways are designed to reduce patients’ stress responses to surgery, maintain normal physiologic parameters and accelerate return to normal daily activities. CTCA has capitalized on clinical expertise across the enterprise and leveraged our unique, integrated care model to support the development and implementation of the ASURE enhanced recovery pathway by focusing on the pre-operative, intra-operative and post-operative care of patients.

• Pre-operative care includes patient and caregiver education, medical evaluation and optimized management of medical co-morbidities, physical therapy pre-habilitation, dietitian consult and nutrition preparation (Impact® Immunonutrition and ClearFast PreOp®), preparation and expectation management for post-operative pain management, and additional integrative oncology consults, as appropriate.

• Intra-operative care includes laparoscopic approaches or minimized surgical incisions, regional anesthesia to decrease need for narcotics, goal-directed fluid therapy, and minimized use of tubes, drains and catheters.

• Post-operative care consists of advancing diet as soon as possible, unassisted mobility after surgery with the goal of ambulation on post-operative day one, gum-chewing as soon as awake and pain management utilizing non-narcotic therapies.

Advanced Surgical Recover (ASURE) Program Goals

1. Decrease length of stay
2. Decrease surgical complications
3. Improve patient satisfaction
4. No increase in readmissions
Sepsis Screening

As a proactive means to prevent sepsis from progressing to severe sepsis and septic shock, multiple research studies suggest use of a sepsis screening tool. Although cancer and ongoing cancer therapies are recognized as risk factors for sepsis due to susceptibility to infection, research is lacking in terms of looking at sepsis screening criteria for this specific patient population. Southeastern’s interdisciplinary Sepsis Team initially implemented a qSOFA screening tool based on the February 2016 Sepsis-3 recommendations from the Society of Critical Care Medicine (SCCM) and European Society of Intensive Care Medicine (ESICM). However, the Team found that it was not capturing septic patients at Southeastern (42 percent false negatives). The Sepsis Team developed a combined qSOFA and SIRS screening tool with modified high and low values, reeducated nurses and implemented the tool in September 2016. In just nine months, 104 septic patients were identified and treated, and the screening tool yielded zero false negatives. The Sepsis Team is in the process of developing a study to potentially validate this innovative tool. It has been highly successful for identifying sepsis among Southeastern’s patient population, and therefore preventing potential deaths related to late sepsis and septic shock.

Definitions:

**qSOFA** (quick sepsis-related organ failure assessment): qSOFA uses three criteria, assigning one point for increased breathing rate, change in level of consciousness or low blood pressure. An acute change of two or more qSOFA points may help identify sepsis.

**SIRS** (systemic inflammatory response syndrome): SIRS is a widespread inflammatory response that may or may not be associated with infection. The presence of two or more of the following criteria defines SIRS: abnormal body temperature, heart rate, respiratory rate, or blood gas, and white blood cell count.

**Modified Screening Criteria:**

If two or more of the following signs and symptoms are present, notify provider for possible sepsis:

- Temperature <35.5°C (95.9°F) or >38.5°C (101.3°F)
- Heart rate >100 sustained
- Respiratory rate >22 sustained
- Systolic blood pressure <100 (or of 40 mm Hg in systolic pressure compared with baseline)
- White blood cell (WBC) count <4,000 or >12,000
- Altered mental status from baseline (confused, lethargic, anxious, etc.)