



HENRY FORD ALLEGIANCE HEALTH
2020 Nursing Annual Report



**HENRY FORD
ALLEGIANCE HEALTH**

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Some photos in this document were taken before the start of the pandemic. We are committed to the safety of our community and our team and work to make sure all appropriate precautions are taken in our facilities including PPE and social distancing.



#ANCCMAGNET



We stand proud as a Magnet® hospital.

HFAH Nursing Mission

Our mission is to enhance the quality of life through a culture of caring, using the art and science of nursing practice.

HFAH Nursing Vision

We promote a culture of caring that supports health and wellness, where care is driven by compassion and delivered through evidence-based practice.

HFAH Nursing Values

We value...

The rights and uniqueness of people.

The application of evidence-based practice and research.

Continuous quality improvement in a culture of safety.

Professional growth and innovation in practice.

Diversity and cultural awareness.

Honest and respectful communication.

Responsible and efficient use of resources.

Message from the Vice President & Chief Nursing Officer

The World Health Organization designated 2020 as the Year of the Nurse in honor of the 200th birthday of Florence Nightingale. While the Year of the Nurse was intended to celebrate nurses throughout the year, no one could have imagined the changes coming for our professional landscape. We watched and we prepared for the impact of COVID-19. As the year progressed, the contributions made by nurses became even more significant during what one might say were the most trying times of our lives and careers.

Although 2020 presented many challenges, our team was recognized for our exceptional multidisciplinary teamwork, innovation, evidenced-based practices and commitment to quality patient care. We have so many accomplishments to be proud of as a health care team.

In addition to earning Magnet Status® in 2020, key achievements include:

- Receiving the Gold Plus Award for stroke care from the American Heart Association®.
- Being named as one of 10 Michigan hospitals included on *Newsweek's* annual list of best maternity hospitals in the U.S.
- Earning Baby Friendly re-designation.
- Winning the Economic Alliance for Michigan (EAM) Hospital Maternity Care Excellence Award.
- Sharing innovative best practices with national organizations for publication.
- Implementing Schwartz Rounds to provide a forum for team members to talk about the human aspects of health care.

Nursing leadership extends our sincerest gratitude to you and your colleagues for all you have done to deliver exceptional care, keep patients safe and continue to achieve so many great successes.



Sincerely,

A handwritten signature in black ink that reads "Wendy Boersma". The signature is fluid and cursive.

Wendy Boersma, DNP, RN, NEA-BC
Vice President and Chief Nursing Officer



Henry Ford Allegiance Health Achieves ANCC Magnet Designation®

The American Nurses Credentialing Center (ANCC) evaluated our performance during a Virtual Site Survey in July 2020 to determine if Henry Ford Allegiance Health (HFAH) met the Magnet standards. This process was both rigorous and thorough, and our success was only possible due to our exemplary interdisciplinary teamwork.

Magnet recognition is an impressive distinction for HFAH and the communities we serve. With this achievement, HFAH joins the Magnet community comprised of only 8.28 percent of all U.S. hospitals—a distinguished group of health care organizations that demonstrate excellence.

“Achieving Magnet recognition reinforces the culture of excellence that is a cornerstone of how we serve our community. It’s tangible evidence of the commitment of our nurses to provide the very best care to our patients. Our nurses make us extremely proud.”

~ Wendy Boersma, DNP, RN, NEA-BC, Vice President and Chief Nursing Officer, September 18, 2020

To achieve Magnet status, HFAH had to demonstrate a high standard of excellence in five areas:

- **Transformational leadership:**
Supporting and advocating for patients and staff with strong nursing leaders at every level.
- **Structural empowerment:**
Recognizing the contributions of nursing staff, committing to professional development and decentralizing decision-making.
- **Exemplary professional practice:**
Showing competence and accountability in professional procedures, systems and practices as well as demonstrating systematic measurement of outcomes.
- **New knowledge, innovations and improvements:**
Requiring research and evidence-based practice to be incorporated into operational and clinical processes while also encouraging innovation throughout the organization.
- **Empirical outcomes:**
Emphasizing community, patient, workforce and organizational outcomes.

Research shows that Magnet-recognized organizations demonstrate better patient outcomes, higher patient and nursing satisfaction, resulting in increased staff recruitment and retention. As a Magnet-recognized organization, we are making a significant contribution to our community by keeping patients healthy and safe. We are highly invested in maintaining this credential for excellence.

Learn more about the ANCC Magnet Recognition Program at nursingworld.org/magnet.



“The ANCC Magnet Designation® represents all of the hard work that the nurses and health care team have put forth to ensure great patient care. This is such a well-deserved recognition that demonstrates commitment, dedication and perseverance. I am so honored to work with such a great team, and I couldn’t be prouder of the nurses at HFAH.”

~ Jessica Whitney, MSN, RN, CPHQ, Director, Nursing Excellence/Magnet Program, September 18, 2020



Transformational Leadership

2020: THE YEAR OF THE NURSE

The Year 2020 was designated as the Year of the Nurse by the World Health Organization in honor of the 200th birthday of Florence Nightingale. The Year of the Nurse was intended to increase the public's understanding of who nurses are, what they do, and their role within the community. The World Health Organization then declared the COVID-19 outbreak as a global pandemic on March 11, 2020.

Nurses and the health care team all had significant roles during the pandemic as they faced new challenges, such as shortages of staff, beds, and medical supplies. HFAH staff met those challenges with the highest degree of professionalism and perseverance. HFAH nurses and the health care team members all became true heroes.

"I was the team lead for Digestive Health. Due to COVID-19, I started working in Employee Health. The staff was amazing. Day after day, they came to work with a tireless passion to care for the employees at Henry Ford Allegiance Health. I am so proud to be a part of this team."

- Kathy Wright, BSN, RN, Digestive Health, April 10, 2020

COVID 19 PANDEMIC: CAREGIVERS WORK TOGETHER TO KEEP OUR TEAM AND VISITORS SAFE

HFAH opened the Internal Staffing Office in March to ensure the appropriate staffing resources were deployed during the pandemic. Many nurses and staff members were assigned to different units within HFAH to help other teammates and to ensure safe care to the patients.

COVID SCREENING STATION AND TEAMWORK AT ITS BEST

When the COVID pandemic emerged, the ambulatory locations within the Henry Ford Allegiance Medical Group rose to the call of action. Within 24 hours of opening the Incident Command Center, a drive through COVID testing site was opened in downtown Jackson. This rapid response was all thanks to multidisciplinary teams coming together on behalf of our community.

With the implementation of the screening location, additional nursing support for screening, active monitoring and contact tracing became necessary. Over 20 RNs were redeployed to assist with the call line and to actively monitor positive patients. The nursing team screened callers, coordinated drive through testing, and provided reassurance and education to the community during a crucial time when uncertainty was high.

Over the weeks and months that followed, this team of nurses began to assist the local Jackson County Health Department with primary and secondary contact tracing. They also spent countless hours actively monitoring positive patients maintaining daily communication, providing clinical guidance ensuring patient safety, and coordinating any support needs identified related to social determinants of health. This is just one part of the amazing nursing staff we have at Henry Ford Allegiance Health.



TRANSFORMATIONAL LEADERS ASSIST DURING PANDEMIC

The COVID pandemic abruptly brought all routine hospital operations to a halt. As a result, the customary use of Certified Registered Nurse Anesthetists (CRNAs) for procedural and surgical patient care was dramatically reduced. Fortunately, CRNAs were able to find purpose by redeploying our teams to participate in the care of the influx of critically ill COVID patients.



“We took on the responsibility of doing all of the airway management hospital-wide so that put us in places we don’t typically work in. For example, we were covering the Intensive Care Unit, the Emergency Department and anywhere else a hospitalized patient needed airway management. Our role eventually expanded to include participation in proning teams to optimize the treatment for COVID patients in the intensive care units as well. We are an even stronger team after having navigated through those unprecedented times together.”

- Amanda Ahrens, MSN, RN, CRNA, Nurse Anesthetist Clinical Coordinator, May 31, 2020

EMERGENCY DEPARTMENT RESPONSE

The Emergency Department rapidly set up a screening tent for stable but symptomatic patients. The main Emergency Department identified areas for high-risk symptomatic patients requiring immediate care and isolated them from other medical patients who required immediate care.

Across the street from the hospital, the orthopedic clinic was readied for low acuity, asymptomatic patients not requiring inpatient care. Preparation for staffing, supplies and patient flow was completed within a couple of weeks. The Emergency Department staff were engaged in developing rapid process changes as we learned more about the coronavirus.

Staff took extra time to make sure every patient's loved ones were updated on status and plan of care while visitor restrictions were required.

PATIENT CARE SERVICES AND SURGICAL SERVICES

The pandemic significantly impacted Patient Care Services in ways no one could have imagined. Elective surgeries were cancelled, and only urgent, time-sensitive cases were completed. Exceptional teamwork was a key strength demonstrated by all HFAH team members. The clinical nurses truly encompassed the HFAH True North Vision during this difficult time.



PROVIDING CARE FOR OUR COMMUNITY AND BEYOND

During the pandemic, 4T and 6T nursing units provided intensive care for patients struggling with COVID-19. Not only did they care for patients within our local community, but they also cared for patients within the broader Henry Ford Health System, by committing beds to help our fellow hospitals.



"The staff of the 5th floor didn't back down from any challenge. In April 2020, the need arose to begin training nurses from the Operating Room/Post Anesthesia Unit (OR/PACU) in the Medical/Surgical units. The 5th Floor took the OR/PACU nurses under their wings to teach them everything they needed to know to ensure safe patient care. Not only did this build camaraderie between divisions of nursing but built friendships between staff that might have otherwise never developed. They provided an exceptional experience to patients during a trying time, they always made sure to maintain safest care and best outcomes in the forefront, they provided efficient care and they always will be will be compassionate committed people. I am forever proud of all the of staff at HFAH."

- Jennifer Morse, BSN, RN, ONC, CMSRN, Clinical Nurse Manager, 5th Floor Joint Replacement, Orthopedics, Bariatrics & General Surgery, September 29, 2020

POWER OF COMMUNICATION DURING THE PANDEMIC

The stresses encountered by a COVID-19 inpatient are many. HFAH team members actively worked to minimize these stressors, including through incorporating technology. HFAH started utilizing iPads in April 2020 to facilitate communication between patients and their families. The experience was amazing for patients and rewarding for staff.



STRATEGIC PLANNING

The HFHS Nursing Strategic Plan 2020 - 2025 was introduced, including the adoption of a new nursing vision statement:

“We promote a culture of caring that supports health and wellness, where care is driven by compassion and delivered through evidence-based practice.”

One of our HFAH nurses, Elizabeth Calhoun, BSN, RN, contributed to the final draft of the systemwide vision statement.

VISIBILITY, ACCESSIBILITY AND COMMUNICATION

This year has presented unique challenges, but the Chief Nursing Officer and nursing leadership maintained visibility and accessibility to nursing staff through various venues, including:

- Maintaining accessibility and communication through leadership rounding.
- Celebrating HFAH Strategic Dashboard successes.
- Greeting team members at screening stations during Nurses Week, Hospital Week and Magnet Survey readiness.
- Increasing access to the Chief Nursing Officer (CNO) by creating “E-mail Wendy,” a feature that allows staff to directly submit questions and feedback.



ADVOCACY AND INFLUENCE: ADVANCED PRACTICE PROVIDERS

In May 2020, HFAH was proud to announce our Advanced Practice Providers (APPs) as members of our medical staff. APPs hold a graduate degree or higher and include physician assistants, nurse practitioners and certified registered nurse anesthetists. Similar to doctors, APPs are qualified to work in hospital settings, outpatient clinics, doctors' offices, medical specialty practices, emergency departments and urgent care centers.

Appointing APPs as voting members of the medical staff was a multi-step process requiring collaboration and support from the HFAH's governing bodies, including the Board of Trustees. The proposal was met with resounding support at each step. Expanding the medical staff to include APPs was a historic and monumental event for HFAH. Patients can now search for APPs and make appointments directly by using the Find a Doctor/Provider directory.

“My patient is so very excited to use the iPad to see her dog every day. I have seen tears in the eyes of patients and tears in the eyes of their families. Hopefully, this gives a good picture of how it is working. I am glad to be able to participate in this. It has been wonderful to see.”

- Erin Baker, BSN, RN, April 2020

SCHWARTZ ROUNDS® BEGINS

In August 2020, Henry Ford Allegiance Health (HFAH) held its first of bi-monthly Schwartz Rounds®. This international program was developed to provide a forum for health care team members to talk about the human and emotional aspects of health care versus its clinical aspects. Schwartz Rounds are offered to help decrease stress, reduce burnout, strengthen relationships and understanding between team members, and help participants find joy in their work experiences. Ultimately, Schwartz Rounds aim to strengthen the patient-caregiver relationship.

Chief Nursing Officer Wendy Boersma spearheaded the partnership with the Schwartz Center to bring this program to HFAH. Stress and burnout, often referred to as compassion fatigue, are real threats to the health and well-being of our workforce, and ultimately a threat to patient-centered care. A multidisciplinary planning committee, including the CNO, a Clinical Nurse Specialist and a Nurse Practitioner, determine topics, plan meetings and facilitate the sessions. Due to the pandemic and social distancing recommendations, all Rounds have been conducted virtually.

"There are a lot of unknowns right now in the world. Yet there are many things I am certain of. One of those things is that I am blessed to work with such a great team. I would like to say thank you to every single person who works for HFAH. I know somedays are harder than others to walk through these doors. I want you to know you matter, and what you do every single day matters to our community. Another thing I am certain of is our community, they are helping us right now in any way they can. A special shout of thanks to Technique Inc. for making us these face shields to help keep us safe. Seeing the teamwork between HFAH and our community makes me certain we can face anything that comes our way. When the dust settles from this storm our relationship with our community and co-workers will be even stronger than ever before. We will have an unbreakable bond. Teamwork makes the dream work."

- Stacy Steenrod, RN, CLC, C-EFM, Women and Children Services, April 10, 2020



“Although life as we know it drastically changed because of the COVID-19 pandemic, the core character, vision and values of the nurse has not. The pandemic significantly highlighted the critical importance of the role of the nurse. Every one of us do our best to emotionally prepare and stay strong for others as the media continues to highlight the impact this pandemic is having on our nation. I am beyond words as I witness your strength each day as you come to work facing this head on, delivering compassionate care as if it were like days gone by when we had not heard of COVID-19.”

- Wendy Boersma, DNP, RN, NEA-BC, VP & CNO, April 3, 2020



Structural Empowerment

2020 - 2021 SHARED GOVERNANCE COORDINATING COUNCIL LEADERS



Jamie Veith, BSN, RN, CNOR, Chair of SGCC, has been employed at HFAH for 19 years and has been an RN for 8 years. She obtained her BSN from Eastern Michigan University and currently works intraoperatively as a circulating nurse.

Jamie enjoys traveling, downhill skiing, cycling, trivia league and triathlons.



Emilee Losey, BSN, RN, CLC, RNC-MNN, Co-Chair of SGCC, has been employed at HFAH for ten years. She obtained her BSN from the University of Michigan. She currently works as a Postpartum and Labor and Delivery nurse in

Women and Children Services. She is a Jackson County native and enjoys spending summers on the shores of Lake Michigan with her husband and daughter. She enjoys working out and volunteering at the YMCA.

COMMITMENT TO PROFESSIONAL DEVELOPMENT

HFAH supports the continuous professional development of nurses by encouraging participation in the Professional Advancement Ladder (PAL). The PAL is designed to promote professional accountability and offers monetary bonuses to support access to other professional development opportunities, such as attendance at nursing conferences, membership to professional organizations, study guides or completion of professional nursing certifications.

2020 PROFESSIONAL ADVANCEMENT LADDER HONOREES

TIER 1

Ashley Booth
Crystal Curtis
Heather Duckham
Tammy Hadden
Lindsay Hammond
Rebecca Hitt
Brandy Pool
Sue Renfer

TIER 2

Vanessa Abi Saab
Danielle Austin
Katherine Blackmer
Robin Boucha
Kristy Casagrande
Crystal Converse
Maycee Cortright
Rachae Degroat
Heather Faggion

Barb Logsdon
Christina Hulburt
Nichole James
Jessica Lincoln
Stefanie McClintic
Shari Mcumber
Cassie Meyer
Erin Muller
Mary Pat Rauch
Shannon Richardson

Ann Marie Russell
Stacy Steenrod
Jamie Veith

TIER 3

Carrie Baker
Chris Old
Janelle Pallas
Victoria Tingley

RECOGNIZING AND CELEBRATING PROFESSIONAL DEVELOPMENT

HFAH congratulates nurses and clinical staff annually for professional and academic achievements during the Nurse and Clinical Staff Recognition Ceremony. It is a pleasure to have an annual opportunity to celebrate individuals who made personal and professional commitments to ongoing educational endeavors to enhance their professional growth.

TEACHING AND ROLE DEVELOPMENT

Annual Skill Fair: Patient Care Services

The theme for this year's annual skills fair was Racing for Education at HFAH. Over 1,000 participants "Took the Checkered Flag" and participated in a variety of learning experiences. The educational fair offers educational opportunities while having fun at the same time.

Although 2020 presented great challenges, the educational team created a fun video to lift spirits and promote HFAH Nursing Practice Resources for the Magnet Site Survey. The nursing team presented: *You See It? You Need It? You Want It? We Got It!*

Annual Skill Fair: Women and Children's Services

The staff of Women's and Children's Services whisked away to the Wonderful World of Learning—a nine-station educational event—during the Women's and Children's Education Fair, September 26 through 30. The event provided a great opportunity to support ongoing learning.



COMMITMENT TO COMMUNITY INVOLVEMENT

Heart & Vascular Heart Expo 2020

The Heart and Vascular Expo is an annual free community event hosted by HFAH that promotes access to heart care as well as community health and well-being. The event on February 29, 2020, featured free health screenings and health-promoting resources for community members, along with unique opportunities to learn about heart health from experts. The event also provided a platform for nurses to educate guests about services and the state-of-the-art technology used to deliver precise, safe, effective heart and vascular care.



HFAH nurses and staff participated in the 2020 Heart and Vascular Expo in various roles, including providing education, performing various health screenings and offering demonstrations. The following staff volunteered in the 2020 Heart and Vascular Expo:

Alison Bullinger, RN

Jose Martinez, RCIS, RT(R)

Jessie Ramsey, RN

Tonya Sears, RT(R)

James Sprang, BSN, RN

Melanie Walker, RN

Jen Zieman, RCIS, RT(R)

Thank you the staff who volunteered. Your service to our community is an inspiration!

RECOGNITION OF NURSING

Nursing Excellence Award Ceremony 2020

The annual Nursing Excellence Awards recognizes the clinical excellence our nurses bring to patients every day. This unprecedented time has truly shown each of us what it means to be a health care employee, a humanitarian, an advocate, and most importantly, a nurse. The Nursing Executive Team and Shared Governance Coordinating Council were honored to present the 2020 Henry Ford Allegiance Health Nursing Excellence Awards virtually.

Congratulations to the 2020 Nursing Excellence Awards winners.

Nursing Excellence Award Honorees

Advanced Practice Nursing Award

Mariah Foster, DNP, RN, AGCNS-BC, *Comprehensive Clinical Care*

Dedication to Nursing Practice Award

Mary Beth Bair, MSN, RN

Compassion, Commitment and Patient Advocacy Award

Carolynn Wayman, RN, *Residence Primary Nurse*

DAISY Leadership Award

Carey Johnson, MSN, RN, *Organizational Throughput*

GRF Leadership Award

Denise Garrecht, BSN, RN, TCRN, *Trauma Program*

Clinical Practice, Safe Care, and Best Outcomes

Courtney Honeck, BSN, RN, *7 North West*

Innovative, Efficient and Affordable Care Award

Zach Kelley, RN, *7T Neuroscience Universal*

Humanitarian Award

Danielle Elswick, MSN, RN, AGCNS-BC, SCRNL, *Comprehensive Clinical Care*

Mariah Foster, DNP, RN, AGCNS-BC, *Comprehensive Clinical Care*

Carey Johnson, MSN, RN, *Organizational Throughput*

Chantell Krage, BSN, RN, CNML, *Surgical Services*

Jennifer Rice, MSN, RN, AGCNS-BC, SCRNL, *Comprehensive Clinical Care*

DAISY Team Award, 6T and 7T – Unit Based Council

Julie Carroll, BSN, RN, *7T Neuroscience Universal Bed*

Alison Chanyawatanakul, BSN, RN, *7T Neuroscience Universal Bed*

Kelsie Diamond, RN, *7T Neuroscience Universal Bed*

Mariah Foster, DNP, RN, AGCNS-BC, *Comprehensive Clinical Care*

Zach Kelley, RN, *7T Neuroscience Universal Bed*

Kathryn Kennedy, RN, *6T Medical Universal Bed*

Janelle Larder, MSN, RN, CPPS, CPHQ, *Performance Excellence*

Michele Osborn, *6T Medical Universal Bed*

Jennifer Rice, MSN, RN, AGCNS-BC, SCRNL, *Comprehensive Clinical Care*

Rene Silva, RN, *7T Neuroscience Universal Bed*

JilCarla Smith, RN, *6T Medical Universal Bed*

Victoria Tingley, BSN, RN, CCRN, *6T Medical Universal Bed*

Brittany Weeks, BSN, RN, *Comprehensive Clinical Care*

Jody Whiteye, MSN, RN, CNML, *7T Neuroscience Universal Bed*

Amy Winget, BSN, RN, CCRN, *6T Medical Universal Bed*





7th Floor Sepsis Committee Project

Kelsea Barker, RN, 7 North West

Alexis Bowman, RN, 7 North West

Tyler Bradley, RN, 7 North West

Lindsey Bryner, MSN, RN, 7 North West

Kristy Casagrande, BSN, RN, CMSRN, 7 East - Secure Unit

Josie Crittenden, RN, 7 North West

Elise Davis, BSN, RN, 7 North West

Mandy Davison, BSN, RN, CMSRN, Comprehensive Clinical Care

Rebecca Hitt, RN, 7 North West

Courtney Honeck, BSN, RN, 7 North West

Dawn Maes, RN, 7 South

Stephanie Palmer, BSN, RN, ONC, 7 North West

Valeria Pereira-Brown, RN, 7 South

Abigail Prowse, RN, 7 East - Secure Unit

Shannon Richardson, BSN, RN, 7 North West

Steffie Rommers, RN, 7 North West

Hanna Slusser, RN, 7 North West

Aaron Taylor, BSN, RN, 7 North West

Porsche Teller, RN, 7 East - Secure Unit

Kaylie Tyler, BSN, RN, 7 South

Sydnee Westra, RN, 7 North West

Celebrating Our Nurses – DAISY Award Turns 20 in 2020

The DAISY Award started when a family wanted to honor the nurses who cared for a loved one they lost. They came up with DAISY, an acronym that stands for “Disease Attacking the Immune System.”

Every month, one nurse from the inpatient setting and one from the outpatient setting are honored with the DAISY Award®. Nurses are nominated by patients and their family members or by fellow teammates. Each award is presented in a special ceremony complete with cinnamon rolls.

Congratulations to All 2020 DAISY Honorees!

January

Rachael Meserva, BSN, RN, *Emergency Care*
Stacy Steenrod, RN, CLC, C-EFM, *Labor & Delivery*

February

Gayle Johnston, BSN, RN, *Hospice in Home*
Jeanna Powell, RN, *7 North West*

March/April

Alison Bullinger, BSN, RN, CCRN, *Cardiac Cath Lab*
Amy Winget, BSN, RN, CCRN, *6T Medical Universal Bed*

May

Sarah Halsey, RN, *Labor & Delivery*
Lorie Weaver, BSN, RN, ONC, *Outpatient Hematology/Oncology*

June/July

Allison Ulstad, RN, *4T Surgical Universal Bed*
Nolan Williams, MSN, RN, ANP-BC, *Trauma Program*

August

Rebecca Boyce, RN, *Home Health Care*
Terri Dandurand, RN, CNOR, *5T Cardiology Universal Bed*

September

Julie Carroll, BSN, RN, *7T Neuroscience Universal Bed*
Jessie Ramsey, RN, *Cardiac Cath Lab*

October

Kelsie Diamond, BSN, RN, *7T Neuroscience Universal Bed*
Tracy Stiles, RN, *Perioperative Services*

November

Ashley Brown, BSN, RN, *Labor and Delivery*
Taylor Hicks, RN, *Emergency Care*

December

Darcy Bowen, LPN, *Joint Replacement Center*
Sheila Burk, RN, *Hospice In-Home*



Honeybee Award

Every month, a patient care support staff member from the inpatient setting and the outpatient setting are honored with the Honeybee Award. Staff are nominated by patients, patient family members or fellow teammates. Each award is presented in a special ceremony recognizing the team member's commitment to great patient care.

Congratulations to All 2020 Honeybee Honorees!

January

Monica Smith, CNA, *Emergency Care*

Jaterra White, CNA, *6th Floor*

February

Brigitte Cook, CNA, *Hospice In-Home*

Katlyn Goodell, CNA, *6th Floor*

March/April

Amber Osborn, CNA, *Surgical Services*

Autumn Uyttenhove, Clerical Associate, *4S Women's and Children's*

May

Jodi Medina, Tech, *Emergency Care*

James Tryon, Tech, *6T Medical Universal Bed*

June/July

Lindsay Sambaer, Tech, *5T Cardiology Universal Bed*

Tammy Thrun, CNA, *Home Health Care*

August

Sandy Cox, CNA, *6th Floor*

September

Ashley Barota, CNA, *6th Floor*

Zakary Schaefer, Nurse Resident, *Emergency Care*

October

Mary Kariuka, CNA, *6th Floor*

November

Brigitte Cook, CNA, *Hospice in Home*

Keri Ann Pahl, Unit Secretary, *4S Women's and Children's*

December

Debra Holt, Tech, *Behavioral Health*

Angela Rochowiak, Tech *Behavioral Health*

First Early Rehabilitation Champion Honored

The Early Rehab Program started in August 2020 and was piloted on 6T Medical Intensive Care Unit. The program, which was championed by Sue Cross, MBA, MSN, RN, CNML, and Anish Wadhwa, MD, recognizes staff members quarterly for identifying early opportunities across all aspects of rehabilitation.

Goals of the Multidisciplinary Committee include:

- Reduced vent days
- Fewer sedation days
- Earlier ambulation

The Early Rehabilitation Committee recognized Amy Winget, BSN, RN, CCRN, as being the Early Rehabilitation Champion for the fourth quarter. Surrounded by her 6T team, Amy was recognized for her early identification of rehabilitation for our critically ill patients.





Exemplary Professional Practice Model

The Shared Governance Coordinating Council was pleased to present an updated HFAH Nursing Professional Practice Model (PPM) in February 2020. The PPM was revised to reflect HFAH Patient Care and Nursing and System Strategic Initiatives, including the True North vision. The PPM is a graphic description illustrating safest care and best outcomes; exceptional experience; compassionate, committed nurses; and affordable, efficient care. The heart holds the nursing values and what it means to be a nurse at HFAH.

"The Henry Ford Allegiance Health Nursing Professional Practice Model aligns and integrates my nursing practice with the mission, vision, values and philosophy of nursing. The primary goal of our practice model is to support the relationship between the nurse and the patient. The focus of my clinical practice is built on best practice, multidisciplinary collaboration, accountability and providing high quality care to all my patients and their families."

Carrie Baker, BSN, RN, RNC-OB, C-EFM, Women's and Children's Services, March 13, 2020

PATIENT EDUCATION ACTIVITIES

During Sepsis Awareness Month in September 2020, HFAH nurses helped increase awareness by providing educational materials to patients and family members as they passed the ED lobby. The nurses were available to interact with the patients, provide sepsis information and answer questions.

The outpatient pharmacy also provided written material to their customers to help educate about preventing sepsis and reportable signs and symptoms.

Interprofessional Care

In 2020, HFAH was awarded the Gold Plus Award for Stroke Care from the American Heart Association®.

The award is a culmination of 24-months of excellent patient care and education. To earn the award, HFAH had to maintain strict standards, including:

- Provide timely administration of tPa medications.
- Effectively implement the NIH Stroke Scale.
- Evaluate patients consistently with neuro checks.
- Provide patient education on stroke, stroke rehabilitation and discharge medications.

HFAH Joint Commission Primary Stroke Program Survey Successful

The Joint Commission Primary Stroke Program virtual survey concluded on Friday, September 25. The day consisted of evaluating staff knowledge of the program, document review, data analysis of performance, improvement priorities and competency assessment/credentialing process. One opportunity was identified that requires follow-up. The survey was very successful.

Positive feedback from the reviewer included:

- The organization provides excellent care to stroke patients.
- Staff can navigate through Epic very well.
- Units look nice.
- Stroke patients do not have to move around the hospital.
- Congratulations on Magnet Recognition®.
- Great job with integrating the complexity of multidisciplinary teams. It was evident in minutes.

Stroke Committee Members:

Wendy Boersma, VP	Ralph Fadel	Lisa Marcin	Dr. Erik Sinka
Dr. Fadi Alali	Dr. Michael Fill	Chris Mullen	Stacy Sparks
Dr. Sylvia Anagnos	Eric Froedtert	Patrick Nally	Dr. Patricia Strimel
Kimberly Campbell	Kelly Georgopoulos	Maria Nemeth	Richard Thompson
Sabrina Cassidy	Elizabeth Graham	Dr. Jonathan Neubert	Dr. Umesh Verma
Sue Cross	Alyssa Hartley	Courtney Nichols	Dr. John Wald
Dr. Sairia Dass	Julie Helinski	Shelley Quiroga	Brittany Weeks
Dr. Alfredo Davalos-Balderas	Dr. Joshua Kamerath	Jennifer Rice	Janice Wohlgenuth
Mandy Davison	Dr. Brian Kim	Dr. Brett Russell	Karen Zastrow

“Our goal was to earn the gold status in two years, and we have done that.”

- Chris Mullen, BSN, RN, CFRN, HFAH Stroke Coordinator

BEST MATERNITY HOSPITALS

Henry Ford Allegiance Health is honored to be one of 10 Michigan hospitals included on *Newsweek's* annual list of Best Maternity Hospitals in the United States. Partnering with a panel of national experts and the Leapfrog Group, *Newsweek* recognized 231 hospitals across 36 states that demonstrate excellence in maternity care, including measures related to screening newborns, lowering rates of caesarean deliveries and episiotomies, and following medical research and best practices.

Baby Friendly Re-Designation

The 2020 Baby Friendly Re-Designation assessment occurred on February 3 and 4, 2020. The survey consisted of a two-day audit of our hospital and the results reflected five years of hard work in supporting successful breastfeeding and a “baby-friendly” environment. In May, HFAH received formal notification of official re-designation.

Our leadership supported the Baby Friendly mission from its conception and pushed to expand beyond Baby Friendly, including pursuing a donor milk bank and free lactation services. HFAH also raised the bar by acknowledging the needs of lactating mothers being cared for in our hospital system, including accommodations for babies, lactation consultation, access to breast pumps, and up-to-date information regarding medications.

Elements of Baby Friendly have even transcended the patient care area. HFAH supports lactating employees through expanded access to breast pumps and private lactation rooms.

A Baby Friendly team included interdisciplinary membership from all areas of Women's and Children's Health to support maternity staff in their needs to serve patients. The team helped maintain accountability, submitted audits and action plans, facilitated continued education and provided support. Baby Friendly Accreditation has been a team effort and source of pride for HFAH.

Economic Alliance for Michigan (EAM) Hospital Maternity Care Excellence Award 2020

Henry Ford Allegiance Health was one of sixteen Michigan hospitals to receive the Economic Alliance for Michigan (EAM) Hospital Maternity Care Excellence Award for excellence and improvements in maternity care and delivery outcomes. The award is part of EAM's Maternity Care Project. The Project's goals are to decrease the state's infant mortality rate, reduce the rate of unnecessary C-sections, and be an educational resource for new and expecting parents residing in Michigan.

For the award, hospitals were evaluated in four areas: cesarean rates ($\leq 29.3\%$ of low risk deliveries), episiotomy rates ($\leq 5\%$ of deliveries), elective early delivery rate ($\leq 5\%$ of deliveries), and maternity care processes (90% or greater). The data is from the Washington, D.C.-based Leapfrog Group. Leapfrog aims to improve health care quality and safety for consumers and purchasers.

Congratulations to the Henry Ford Allegiance Women's and Children's Health team!



TRAUMA SERVICES

Nurses Provide Key Contributions to Success of Trauma Program

The success of the Trauma Program at Henry Ford Allegiance (HFAH) depends on interdisciplinary teamwork, including key contributions from nurses. This is as true today as it was at the onset of our journey to becoming a Level II trauma center verified by the American College of Surgeons Committee on Trauma (ACS-COT).

Every day, our nurses use specialized trauma training and assessment skills, critical thinking and empathy to provide high-quality care for injured patients across the continuum of care, from the Emergency Department to discharge. In addition to delivering complex trauma care, our nurses are dedicated to advancing trauma education and performance improvement. They are also committed to volunteering for injury prevention activities in the local community and across the region.

Trauma Nurse Core Curriculum® (TNCC)

TNCC® is considered the essential hands-on simulation and foundational course that prepares nurses to care for injured patients. HFAH has a very high rate of TNCC completion among ED and ICU nurses. Since 2012, the Trauma Program has provided the TNCC course to over 400 nurses. HFAH has seven TNCC instructors on staff: Vanessa Abi-Saab, BSN, RN, CEN; Denise Garrecht, BSN, RN, TCRN; Brandie Howard, RN; Courtney McIntosh, MBA, MSN, RN, CEN; Chris Mullen, BSN, RN, CFRN; Albert Rossner, BSN, RN; and Madonna Walters, BSN, RN.

Emergency Nurse Pediatric Course® (ENPC)

The Emergency Nurse Pediatric Course® (ENPC) provides a didactic and simulated pediatric training foundation. It is designed for nurses who provide care to ill and injured children in the ED, including pediatric trauma victims who are critically injured. These children must be promptly and appropriately treated and stabilized before transfer to a pediatric trauma facility. Since 2012, HFAH has trained 170 nurses in ENPC. Our ENPC instructors include four RNs: Vanessa Abi-Saab, BSN, RN, CEN; Whitney Elliott, BSN, RN; Denise Garrecht, BSN, RN, TCRN; and Chris Mullen, BSN, RN, CFRN.

Jackson Trauma Symposium

Since 2014, HFAH has sponsored an Annual Jackson Trauma Symposium. This all-day educational program has grown to nearly 250 attendees between 2014 and 2019. The content is intended for a multidisciplinary audience of physicians, APPs, nurses, EMTs, social workers, and other trauma caregivers. Attendees come from as far north as Michigan's upper peninsula, as far east as Canada, as far south as Ohio and as far west as the cities bordering the Indiana dunes. The event was cancelled in 2020 due to the COVID-19 pandemic, but we plan to return in 2021. Nurse play an integral part in planning this event: Most recently, the planning committee for the symposium included six HFAH nurses: Denise Garrecht, BSN, RN, TCRN; Linda Laroe, BSN, RN; Lisa Marcin, DNP, RN, ACCNS-AG; Maria Nemeth, BSN, RN, CEN; Leilani Tacia, MSN, RN, CCRN; and Madonna Walters, BSN, RN.



Burn Surge Training

HFAH continues to function as a designated Burn Surge Facility (BSF) for the State of Michigan Burn Coordinating Center. Burn Surge Facilities provide short-term burn care for up to 72 hours in the event of a burn mass casualty incident that exhausts Michigan's existing 79 designated burn beds. As a designated BSF, HFAH would provide initial care, resuscitation and stabilization. Thirty-four team members from HFAH have attended an Advanced Burn Life Support (ABLS) training course, developed by the State Burn Coordinating Center. The content of the course includes lectures and hands-on simulation. As a BSF team member, nurses demonstrate acquired knowledge and hands-on skills needed to treat victims of a burn mass casualty event.



Injury Prevention and Outreach

The HFAH Trauma Program sponsors many community outreach and injury prevention activities, including programs on fall prevention, distracted driving, pedestrian safety, water safety, buckle-up, dog-bite prevention, and bicycle safety. Foremost among these is the ThinkFirst™ program (for teens and children), Matter of Balance™ (for the elderly), Safetyville (for pre-school and early elementary students), Stop the Bleed™, and various health and safety festivals. These events were significantly curtailed in 2020 due to the pandemic, but they will resume when it is safe to do so. Prevention programs would not be possible without the numerous hours volunteered by our nurses, who bring their expertise and passion to these community injury prevention programs. In an average year, HFAH nurses donate over 30 hours of volunteer time to events like these.



New Knowledge, Innovation and Improvements

RESEARCH

Nursing Research takes First Place in 6th Annual HFAH Research Symposium

The Department of Research held its 6th Annual Research Symposium on April 14, 2020. Due to the COVID-19 crisis, the symposium was conducted virtually. Posters were submitted electronically and were made available to an interdisciplinary panel of judges with a wide range of expertise (physicians, nurses, pharmacy and clinical quality experts).

The research project, *Improving Neurosurgical Population Standard Care on an Acuity Adaptable Unit*, was honored as earning first place. Contributors to the winning project were: Jennifer Rice, MSN RN, AGCNS-BC, SCRNP (Lead); Lisa Bradley, BSN, RN; Alison Chanyawatanakul, BSN, RN; Deenah Cavill, MSN, RN, FNP-BC; Barbara Hill, BSN, RN; Zach Kelley, RN; Janelle Larder, MSN, RN, CPPS, CPHQ; Kathleen Walsh, MSN, RN, NEA-BC; and Jody Whiteye, MSN, RN, CNML. This evidence-based initiative facilitates the implementation of post-operative neurosurgical nursing-care standards. The standards focus on early removal of IUCs and early ambulation, to improve post-operative patient outcomes.

Key project points include:

- **Method** – On a 22-bed, acuity adaptable neuroscience unit, procedures include nursing review of evidence of enhanced recovery after spine surgery to find best practice standards of care. Weekly chart audits are completed by Clinical Quality Facilitators to monitor early ambulation and IUC removal.
- **Findings** – Early IUC removal by post-op day one and early ambulation within eight hours increased. A decrease in post-operative complications of deep vein thrombosis, urinary tract infection and urinary retention was also found.

Congratulations, Nurses and Physicians!

1st Place

Jennifer Rice, MSN, RN, AGCNS-BC, SCRNP

Improving Neurosurgical Population Standard Care on an Acuity Adaptable Unit

2nd Place

Raheel Chaudhry, MD

Citalopram Induced Hyponatremia in Elderly Patients: A Case Report

3rd Place

Raheel Chaudhry, MD

Psychosis Induced by High Potency Cannabis: A Case Report

Honorable Mention

Jonathan DeVries, DO

Thiamine: A call for Standardized Treatment Protocols in Wernicke Encephalopathy

HFAH Nurse Recognized in Nursing Research Publication

Mariah Foster, DNP, RN, AGCNS-BC, Clinical Nurse Specialist, was recognized in the Michigan State University College of Nursing's online publication for her research: *Prone for COVID-19 Patients*. Foster conducted research on prone in ARDS patients; the similarity in symptoms led to application with COVID-19 patients.

Mariah Foster said, "There was no way to know one year ago that the knowledge I acquired from this topic would go on to assist in a novel pandemic. Now, looking back, I truly feel divine intervention occurred when I was originally deciding on my DNP project topic."

She further described HFAH support and teamwork: "The leadership and staff at Henry Ford Allegiance Health have gone above and beyond during the uncertain times we are encountering as a result of COVID-19. They have strategically faced these challenges by embracing change with creative solutions while supporting innovative strategies to ensure the safety of our patients, staff and community."



HFAH Clinical Nurse Specialist Shared Knowledge Externally in Indy

Mariah Foster, DNP, RN, AGCNS-BC; Danielle Elswick, MSN, RN, CMSRN; and Jenn Rice, MSN, AGCNS-BC, SCRNP, attended the National Association of Clinical Nurse Specialists conference in Indianapolis, IN, from March 10 – March 13, 2020. Mariah presented *Pronation Therapy for Acute Respiratory Distress Syndrome* during the conference.

INNOVATION

Facing PPE Shortages Early in the Pandemic

HFAH nurses designed masks and face shield prototypes to keep frontline health care workers safe. Danielle Elswick, MSN, RN, AGCNS-BC, CMSRN; Mariah Foster, DNP, RN, AGCNS-BC; Carey Johnson, MSN, RN; Chantelle Krage, BSN, RN, CNML; and Jennifer Rice, MSN, RN, AGCNS-BC, SCRNP created the mask prototype using quick-dry fabric and a replaceable nose piece.

The group of nurses also created a face shield with staff safety and comfort in mind. These nurses partnered with local manufacturer Technique, Inc., resulting in hundreds of protective shields being produced to help keep frontline health care workers safe during the COVID-19 crisis. In addition, Henry Ford Innovation Institute adopted the mask prototype and began producing supplies to be used across the Henry Ford Health System.

Team Creates Standardized Tool to Increase Safety and Promote Healing

Proning patients with COVID-19 was identified to improve oxygenation within the first hour of pronation for over 70% of patients. Proning helped decrease inflammation, reduced days on a ventilator, and shortened ICU length of stay.

To ensure safe, high-quality care, HFAH nurse Alison Chanyawatanakul, BSN, RN, and respiratory therapists Ashley Clark-Horstman and Dirk Dessecker worked together to create a standardized form for use with patients being manually prone. In the beginning, this information was written on the patient's door (on the window). The information was often difficult to read and created a safety issue.

The form helped ensure all patients were being moved according to a routine schedule to prevent pressure injuries and promote healing.



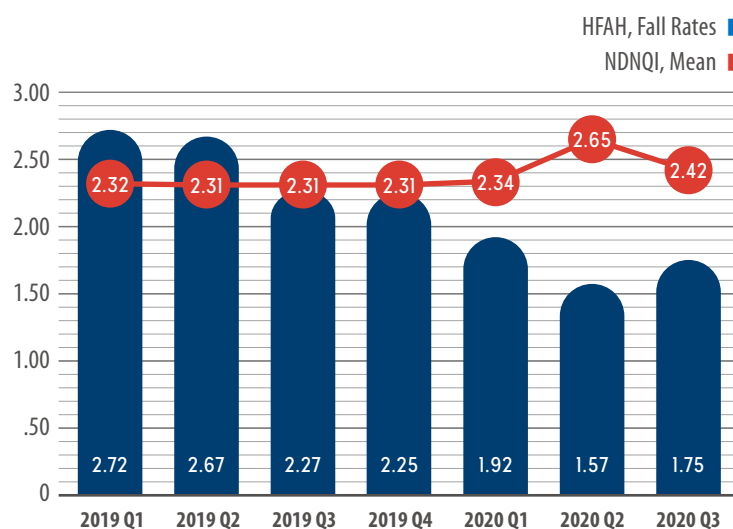


Empirical Outcomes

REDUCING PATIENT FALLS

The Fall Prevention Committee is an interprofessional decision-making group, at the organization-level, that includes membership from pharmacy, physical therapy, transport services, nurse leadership, and clinical nurses from various settings. The committee members meet on a monthly basis to review fall rates and identify opportunities for improvement. HFAH fall rates to remain better than the national benchmarks because of their ongoing initiatives and dedication to prevent patient falls and ensure patient safety!

HFAH, TOTAL PATIENT FALLS PER 1,000 PATIENT DAYS



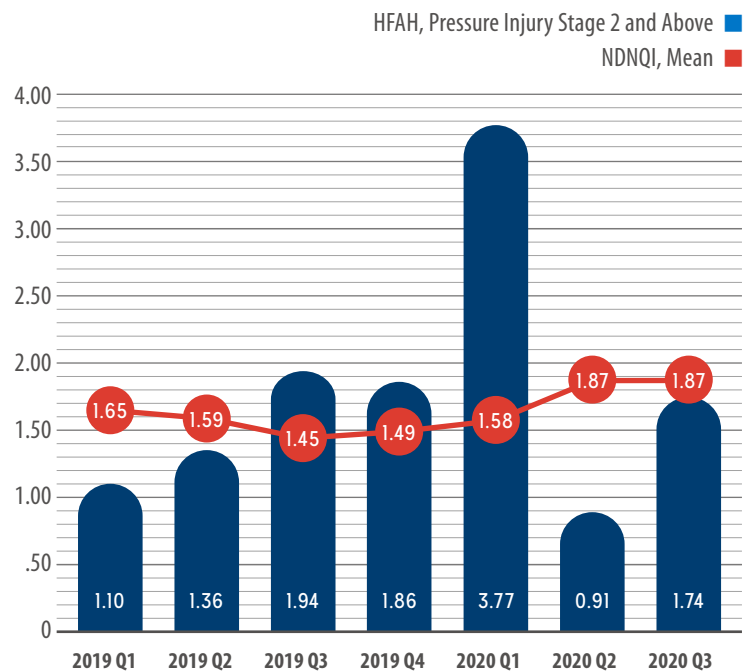
PRESSURE INJURY PREVENTION

Pressure injury prevention is essential during hospitalization and requires a multidisciplinary approach to ensure patient safety. Nursing interventions are key to early identification or prevention of the risk of pressure injuries. The Pressure Injury Prevention Committee is a nurse led team to help ensure excellent nursing care and evidence-based practice to promote patient safety. HFAH is also fortunate to have a Wound-Ostomy Nurse who helps manage the specific patient population presenting with wound, ostomy or continence conditions, through her clinical expertise, consultation, education and research.

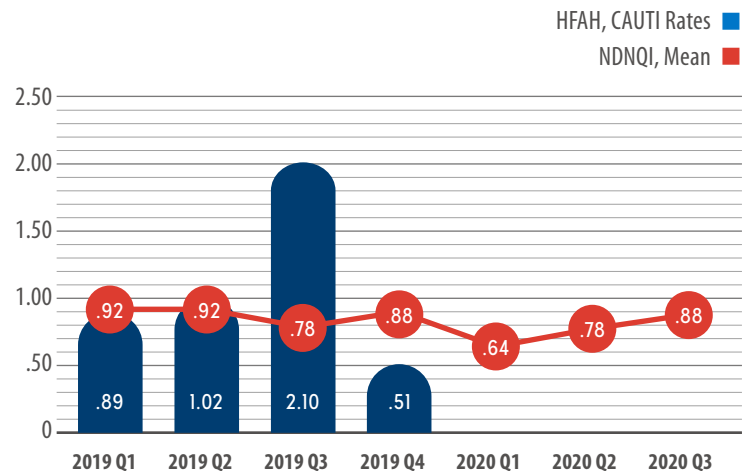
REDUCING CATHETER-ASSOCIATED URINARY TRACT INFECTIONS (CAUTI)

The Hospital Acquired Infection Reduction (HAIR) Committee is an interprofessional working group consisting of physicians, nurses, pharmacists and infection prevention personnel. The committee, led by Wendy Boersma, DNP, RN, NEA-BC, Vice President and Chief Nursing Officer, is engaged in reducing hospital-acquired infection (HAI) rates, with an emphasis on central line-associated bloodstream infections (CLABSI), catheter-associated urinary tract infections (CAUTI) and Clostridium difficile (C. diff) throughout HFAH. The HAIR Committee influences the clinical care of patients through process changes and outcome measures. HFAH CAUTI rates continue under the national benchmarks because of their dedicated efforts.

HFAH, PERCENT OF SURVEYED PATIENTS WITH HOSPITAL ACQUIRED PRESSURE INJURIES STAGE 2 AND ABOVE



HFAH, CATHETER-ASSOCIATED URINARY TRACT INFECTIONS (CAUTI) PER 1,000 CENTRAL LINE DAYS





**HENRY FORD
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