

2020

Nursing Annual Report



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Letter from Angie Longing, CNO



Due to the COVID-19 pandemic, 2020 will not be forgotten, particularly for those of us in healthcare. The global pandemic was unprecedented, and it presented Conway Regional Health System with unique challenges. It also presented our team with an opportunity to care for patients, the community, and for one another in an extraordinary way.

Conway Regional faced the historic pandemic head-on, running into the challenges that lie ahead. From the beginning, nurses were positioned and ready on the frontline to take care of those in need. Throughout the pandemic, our staff continued to answer the call to provide high-quality, compassionate healthcare, not only to those in our community, but to many in need from across the state of Arkansas.

Nursing's response to COVID-19 was swift, comprehensive, and selfless. Each day, staff worked to learn new things or a new way to complete a once familiar task. Nurses pushed themselves to do things they did not know they could do. All of these professional changes were occurring simultaneously with school closures, virtual learning, canceled vacations, virtual church services, missed holiday celebrations, and much more. Yet, the team persevered and I have been and continue to be incredibly proud of everything that was accomplished.

2020 was the Year of the Nurse and Conway Regional nursing showed up to represent in a big way. Through the challenges of the pandemic, nursing displayed the resiliency and compassion that is at the heart of our profession. Setting aside personal fears and professional unknowns, staff answered the call and volunteered to work in COVID units. The team adapted their workflow and their home lives, pushed their comfort zones, and sacrificed mentally, physically, and emotionally as they renewed their dedication to their profession and to their patients.

In the midst of these challenges, our nursing team made history by becoming the third hospital in Arkansas to achieve Magnet® designation. This esteemed designation is the highest and most prestigious credential a healthcare organization can achieve for nursing excellence and quality patient care. The day the American Nurses' Credentialing Center called to award the designation is undoubtedly one of the proudest moments in my career, and Conway Regional nurses played a major role in the journey. I am full of pride as I congratulate each of our nurses, as well as the entire organization, on the work that was completed to be awarded this designation.

In the spring of 2020, I recall a moment on a Sunday evening as I sat in my car in our west parking lot. I was in awe as I looked around to see hundreds of other vehicles surrounding our building to gather in prayer for our staff and patients. Tears rolled down my cheeks as I sat in silence, listening to the horns honking and the intercession of those around me. In that moment, and so many more since then, I was thankful for our community's support, thankful for each of you at the bedside, and thankful for the leaders I get to work with every day. Most of all, I am thankful to have the honor to serve as your leader.

A handwritten signature in black ink that reads "Angie Longing". The signature is written in a cursive, flowing style.

Angie Longing, BSN, MHSM, RN, NE-BC
Chief Nursing Officer
VP of Patient Care Services
Conway Regional Health System

Mission, Vision, and Values

Mission

Conway Regional Health System is accountable to the community to provide high quality, compassionate health care services.

Nursing Vision

Committed to being the regional leader in providing exceptional, innovative nursing care to those we serve.

Vision

The vision of Conway Regional Health System is to be recognized as the regional leader in health care excellence.

iCare Values

Integrity
Compassion
Accountability
Respect
Excellence



Professional Practice Model

The Professional Practice Model drew inspiration from roundabouts and the health system logo; both serve as reflections of our community. Patients and families live at the center of our practice, and the hands in the center represent our nurses and clinicians supporting our patients and families. Our values and care philosophies represent our clinical practice and our iCARE values. These encircle and reinforce our overall practice.



Care Delivery System

In 2018, nursing departments customized their care delivery system to define what guides nursing practice specific to each area. The hands represent the nurses supporting patients and families as they deliver nursing care.



Nursing Strategies and Goals



Promote Transformational Leadership in Nursing

- Enhance consistency of management processes
- Develop succession plan and strategy for new leaders
- Further develop mentoring program
- Improve interdepartmental collaboration



Promote Structural Empowerment in Nursing

- Grow and develop department councils
- Continue to support education and certification
- Promote and expand nursing community outreach
- Support and encourage professional development
- Increase recognition of nursing staff
- Effectively transition RNs into new practice settings



Promote Exemplary Professional Practice in Nursing

- Promote and improve nurse engagement
- Facilitate enculturation of the Professional Practice Model
- Facilitate an environment that promotes a positive patient experience and clinical outcomes
- Increase recognition of violence in the workplace



Encourage and Support New Knowledge, Innovations, and Improvements in Nursing

- Integrate the evidence-based practice model into nursing practice and decision making
- Encourage and support external and internal dissemination of research projects
- Facilitate and support research among clinical staff

Shared Governance



Professional Clinical Shared Governance provides direction and support for the professional practice of nursing at Conway Regional. Shared decision-making allows nurses at all levels to have active voices in establishing standards for clinical practice and professional advancement throughout the organization.

- Department Councils make decisions at the department level on matters of clinical practice that are unique to that department.
- Congress and the six congressional functional councils assist with establishing, evaluating, and revising the standards of clinical practice and patient care policy for the organization
- Patient Care Leadership Council (PCLC) serves as a forum for interprofessional collaboration between all patient care departments
- Two Executive Councils support the development and implementation of strategic and operational direction for nursing and non-nursing departments
 - Nurse Executive Operations Council (NEOC)
 - Chief Operating Officer Division Council

In October 2020, Conway Regional celebrated 5 years of shared governance with members of Congress.



Magnet® Recognition

On September 15, 2020, Conway Regional Medical Center was thrilled to receive Magnet® designation from the American Nursing Credentialing Center (ANCC). Magnet recognition is the gold standard for nursing excellence and only 8% of hospitals nationwide achieve Magnet Recognition status. Conway Regional was the third hospital in Arkansas—and the first outside of Little Rock—to receive the recognition and honor.

The ANCC distinguishes organizations who meet rigorous standards for nursing excellence. Hospitals achieve Magnet Recognition for quality patient care and innovations in professional nursing practice, and it is considered the highest recognition for a hospital nursing department.

This designation was achieved through a rigorous application process which began in April 2018. The medical center was surveyed by the ANCC in a comprehensive two-day site visit in July of 2020. Conway Regional team members were observed and assessed, and patients, family members, and staff were encouraged to submit comments and feedback to the Magnet® Recognition Program office.

Research demonstrates that this recognition provides specific benefits to health care organizations and their communities, such as:

- Higher patient satisfaction with nurse communication, availability of help, and receipt of discharge information
- Lower risk of 30-day mortality and lower failure to rescue rates
- Higher job satisfaction among nurses
- Lower nurse reports of intentions to leave their positions

Congratulations to our team for earning this recognition that is a true testament to the quality of care provided to the communities we serve.





Nursing Leadership



Angie Longing
BSN, MHSM, RN,
NE-BC
Chief Nursing Officer
VP of Patient Care Services
Conway Regional Health
System



Suzanne Harris, MS,
BA, BSN, RN, NE-BC
Director of Medical/
Surgical and Specialty
Services



Amanda Irby, BSN,
RN, NE-BC, CEN
Director of Critical Care
and Emergency Services



Tyler McDonald,
MHA, BSN, RN
Director of Surgical
Services



CJ Newton, MSN, RN,
NE-BC
Director of Education &
Magnet Program



Mary Salazar, MNSc,
APRN, NEA-BC, RNC-
MNN, WHNP-BC
Director of Women's and
Infants' Services



Andrea Moore
Nursing Operations
Coordinator

Nursing Managers



Amanda Harmon,
BSN, RN
Nurse Manager
2nd Floor, 3rd Floor,
and SSOU



George Moore,
BSN, RN
Nurse Manager
4th Floor



Meg Prince
MSN, RN, NE-BC
Nurse Manager
Emergency Department



Brenda Garlington,
BSN, RN, VA-BC
Nurse Manager
PICC/Radiology



Julie Sindle
BSN, RN, CNOR
Nurse Manager
Main OR



Linda Betts
BSN, RN, CNML
Nurse Manager
Ambulatory Surgery



Mercy Vaughn,
BSN, RN
Nurse Manager
CCU, CVICU, OIU



Jimmey Stobaugh,
BSN, RN
Nurse Manager
Cath Lab

Support for RN Education

Conway Regional Health System supports nursing academic progression in the following ways:

Educational Loan Program:

Eligible candidates receive up to \$5,200 annually in reimbursement for tuition and fees for a maximum total of \$20,800. The employment requirement is waived for non-BSN Nurse Residents who signs a commitment to obtain their BSN within four years of hire.

Scholarships:

The Conway Regional Health Foundation awards scholarships to students in health-related fields on an annual basis. In 2020, the Foundation awarded 14 scholarships, totaling \$27,000.

Flexible Scheduling:

Flexible scheduling to accommodate class attendance and clinical rotations is an essential support that helps nurses at all levels, as well as unlicensed staff who are pursuing nursing licensure, achieve their educational goals.

BSN Recruiting:

Nurse residents are required to obtain a BSN within four years of their start date.

Partnership of Clinical Excellence:

This program is mutually beneficial to Conway Regional and the Bachelor of Science in Nursing students at the University of Central Arkansas. Conway Regional Health System and Conway Regional Health Foundation agree to provide financial support to certain students who enroll in, and graduate from, the UCA BSN program with the outcome of hiring such graduates at Conway Regional. Nine UCA Nursing students were selected in 2019, seven of which began our nurse residency program in the fall of 2020.

RN Engagement Survey

Conway Regional partners with Press Ganey® to measure and understand employee engagement. In October 2020, 303 direct care RNs completed the Nursing Excellence module as part of their employee engagement survey to provide feedback on their practice environments. Survey responses are used to gauge the effectiveness of change and other improvements and how they are impacting the environment for Nursing and patients at Conway Regional.

Conway Regional nurses scores outperformed the national benchmark in all seven ANCC Magnet® reporting categories!

Magnet Theme	Oct 2016 CRHS Average	Oct 2017 CRHS Average	Oct 2020 CRHS Average	National Average
Autonomy	3.99	4.06	4.12	3.96
Professional Development	3.91	4.04	4.11	3.94
Leadership Access and Responsiveness	3.95	3.98	4.08	3.95
Interprofessional Relationships	3.85	3.95	4.07	3.91
Fundamentals of Quality Nursing Care	4.16	4.16	4.28	4.17
Adequacy of Resources	3.55	3.54	3.71	3.60
RN-to-RN Teamwork and Collaboration	4.40	4.37	4.34	4.28

Unit Spotlight: Surgical Services

Main Operating Room, Ambulatory Surgery, Central Sterile, Post-Anesthetic Care Unit

Years of Service

Main OR

Jessica Thomasson

ASD

Bob Lawrence
Carolyn Hambuchen
Debbie Foreman
Gina Balch
John King
Kelli Wilson
Ronny Yandell

CS

Jim Rankin

PACU

Kathy Jernigan
Kayce O'Connor

Nursing Float

Emily Hargett
Lorri Smith
Michael Mills
Priya Gopal
Suleima Gomez

Exceptional Performers

Main OR

Amelia Fleisher
Kayce O'Connor
Loretta Hart
Sandra Weigt
Tara Goodrich

ASD

Connie Dayer
Kelli Wilson
Patrick Rippy

CS

Taylor Welborn
Tim Waldron

PACU

Jena Reekie

Nursing Float

Brett Watts

Graduations

MAIN OR

Alyssa Love – LPN

ASD

Ashley Tallent – MSN FNP
Kayla Sutton – MSN FNP

Highlights

- Main OR and ASD adopted families for the Christmas holiday
- Celebrated baby shower for Tiffany Burns and Codi Hawkins
- Celebrated a wedding shower for Amelia Fleisher in March and Emily Ball in June
- Tim Waldron in Central Sterile got married



Unit Spotlight: Women's and Infants' Services

Labor, Delivery, Recovery, and Postpartum • Nursery • Lactation Services • Women's Outreach

Years of Service

Elizabeth Velte

Graduations

Lisa Speer – MSN

Sandi Ortega – BSN

Certifications

Carmella Gibbs – CLC

Kelsey Harrell – CLC

Karlee Rudder – CLC

Leah Medina – RNC-OB

Exceptional Performers

Amy Skelton

Carmella Gibbs

Cotney Benson

Deb Crow

Elisabeth Velte

Gwen Rigsby

Kathryn Langford

Kelsey Harrell

Laura Bennett

Laura Glover

Linda Fraser

Lindsay Liles

Lisa Speer

Lou Ann Oade

Melissa Snowden

Michele Kollias

Sarah Duck

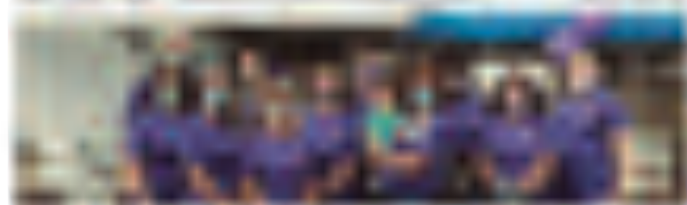
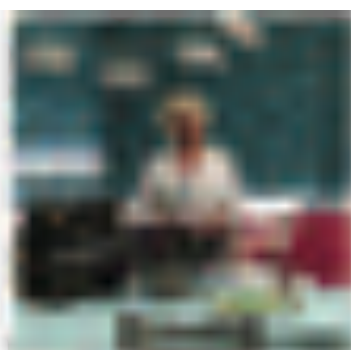
Teresa Kelley

Trudy Hightower

Whitney Cunningham

Highlights

- Kelsey Harrell and Amy Skelton were honored as Great 100 Nurses
- 2020 Patient Satisfaction Overall Mean Score = 92.0 and 93.6 Percentile Rank
- 2020 Annual Employee Engagement Survey Score = 4.40; Organization 4.36
- 2020 Net Operating Income (LDRP/Nursery combined) = \$18,088,313; Exceeded Flex Budget by 20%
- Bonnie Grady, RN, retired after 19 years with Conway Regional and 46 years of nursing
- OB and Neonatal Emergency Drills and Department Specific Competencies with physician participation
- Exceeded all Accountable Clinical Management Women's and Infants committee goals
- Converted OB Pod 1 in L&D to create (4) isolation, negative pressure rooms for obstetric patients and neonates with confirmed or suspected COVID-19 infection
- Participated in Walk to Remember for perinatal bereavement
- Participated in 20th Annual Toy Run
- Department Council and staff sponsored a family for the Christmas holiday



Unit Spotlight: Medical Tower & Short Stay Outpatient

Medical/Surgical • Oncology • Inpatient Wound Care • Outpatient Services

Years of Service

MEDICAL TOWER

Martha Harless
Marilyn Minor

Graduations

MEDICAL TOWER

Crystal Baker – DNP
Hayley Duncan – BSN
Jenney Garrett – MSN FNP
Kayla Bond – MSN FNP
Leisa Green – BSN
Mikka Fenley – MSN FNP
Morgan Rodriguez – BSN
Shannon Busby – MSN FNP
Taylor Gay – BSN

SSOU

Lindsey Massey – MSN FNP

Exceptional Performers

MEDICAL TOWER

Amy Fischer	Johnna Askins
Ashley Brockman	Leisa Green
Brittany Hardiman	Mallori Kunkel
Courtney Kirkpatrick	Margaret Hanson
Danielle Thompson	Peggy Phillips
David Flowers	Rebecca Blansett-Ussery
James Foster	Tabatha Henderson
Jennifer Cooper	

SSOU

Eryn Zimmerebner
Kathy Wesson
Lori Reynolds
Mindy Moore

Nurse Residents

MEDICAL TOWER

Alexandria McCord	Hailey Pulliam
Allen Mills	Jeremy Duncan
Amelia Wright	Tonya Curtner
David Gomez	

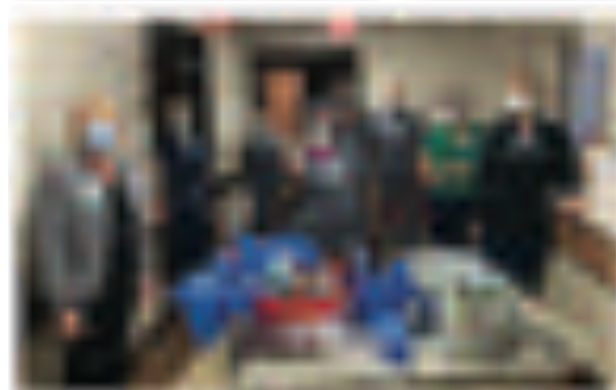
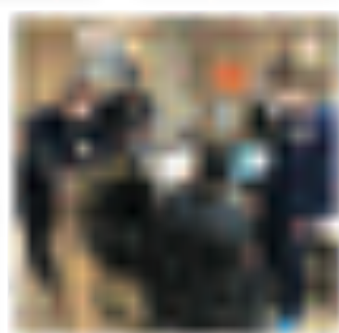
Medical Tower Highlights

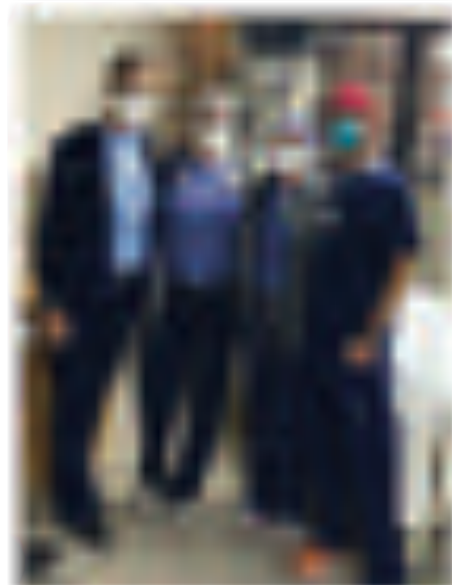
- All units participated in Christmas Family gift giving and Back to School Supply Drive
- Frontline staff participated in 4 quarters of Hospital Acquired Pressure Injury (HAPI) surveys
- Participated in iCARE bowling
- Staff participated in pumpkin decorating contest
- Mask donations to Conway High School
- Education sessions
- Numerous gifts and blessings from patients and families
- Frontline staff participated on the Inpatient Satisfaction Team
- Telemetry upgrade project for the 3rd floor
- Ian Lynch and Courtney Kirkpatrick were recognized as Great 100 Nurses

SSOU Highlights

- USP 800 Safe Handling instituted
- Closed System Transfer Devices instituted for all Hazardous Drugs (HD)
- Revamping of HD gowns – cuff sleeves and closure in the back
- New Drugs for 2020:
 - Herzuma
 - Zirabev
 - Aminoglycosides
 - Pemetrexed
 - Mepolizumab
 - Benralizumab
 - Alphas-1 proteinase inhibitor
 - Truxima
- Began utilizing the Meditech Oncology Module for Multispecialty Clinic patients
- Managing patients on hemodialysis and timing their treatment accordingly
- Pre-Admission Testing Services (PAT) for GI clinic patients
- Added an APRN position to PAT and expanded PAT department services
- Eryn Zimmerebner was nominated as a Compassionate Nurse







Unit Spotlight: Emergency and Critical Care

Emergency Department • Intensive Care • Cardiovascular Intensive Care • Outpatient Interventional

Graduations

CCU

Joseph Owens – BSN
Kari Turnipseed – BSN
Katie Duham – MSN
Nicole Smith – MSN

ED

Caitlyn Fee -BSN
Collin Condit – BSN
Daniel Whitehead – MSN
Robert Paladino – MSN

Certifications

Brandi Alred - SCRNI
Daniel Whitehead - TCRN
Whitnee Mendenhall - CCRN

Exceptional Performers

ICU

Alexa Medlock
Ashley Pierce
Destiny Taylor
Gabe Gartman
Hannah Ray
Kari Turnipseed
Leah Baker
Matt Austin
Melanie Reynolds
Nicole Smith
Tawnya Gibson
Valerie Dashiell
Wiltrud Tollefson

OIU

Jowayna Farris
Lynn Braden
Roxie Patton

ER

Bonnie Allen
Kathy Carter
Marilyn Dal
Robert Darr

CVICU

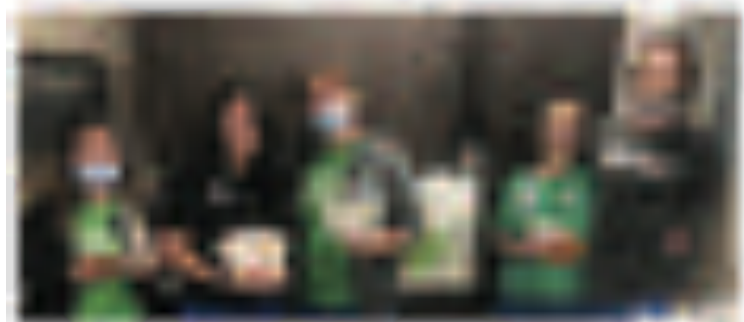
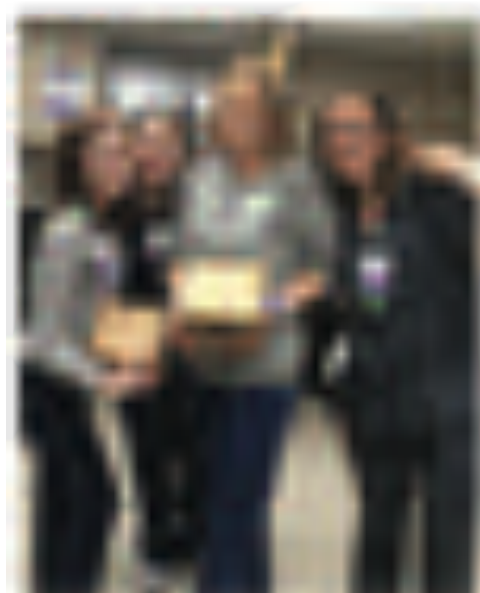
Brandi Alred
Bryan Martin
Gwen Brunson
Jessica Branham
Katie Cox
Katie Hunt
Kennady Langston
Mary McMullan
Mary Moix
Melissa Fowler

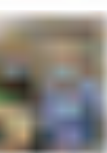
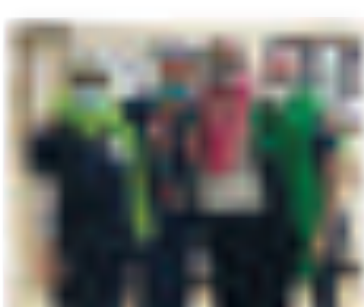
Nurse Residents

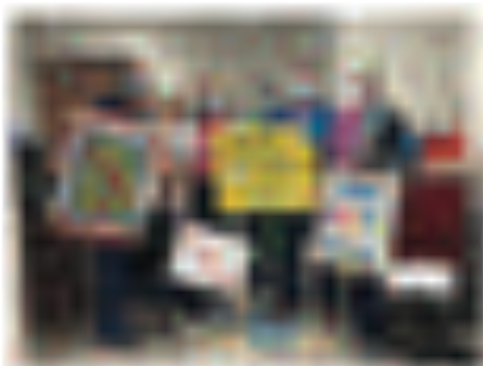
Kaitlyn Cozzens
Marty Summers
Nicholas Durocher

Highlights

- 15 nurses participated in the Clinical Advancement Program
- Robert Darr was nominated for the 2020 Nursing Compassion Award
- Meg Prince, ED Nurse Manager, was awarded the Patriot Award by the United States Department of Defense
- CCU earned the Quality Award for a 57% reduction in fall rates in 2019
- Participated in Walk of Honor
- Ashley Pierce and Gabe Gartman received the 2019 Quality Award
- Nursing Division Overtime Award Drawing Winner - Constante "June" Cadiente
- AR SAVES Site Excellence Award for the fourth year in a row
- Gold Plus Get with the Guidelines Stroke Registry Award from AHA
- Participated in Career Day at St. Joe's School
- Participated in iCARE Bowling
- Participated in Walk for Wheezy







Unit Spotlight: Education

Years of Service

Janet Simpson
JoAnna Olson

Graduations

Rae Rhodes – MSN

Exceptional Performers

Janet Simpson
Tilli Watson

Unit Spotlight: Adult Psychiatric Unit

Caring for mental health is crucial to overall health. In partnership with Unity Health, Conway Regional opened an inpatient adult behavioral health unit on September 22, 2020. Conway Regional Adult Psychiatric is an 11-bed specialty unit located in the Conway Regional Medical Center. Our medical team of psychiatrists and other providers work collaboratively with nurses, mental health technicians, social work therapists, recreational therapists, assessment coordinators to provide mental and physical care and treatment throughout the patients' admission.

Under the direction of a psychiatrist, our team provides individual treatment plans based on patient's needs, inpatient treatment for adults, therapy/counseling services, education for family members and caregivers, and assistance with placing patients in the most appropriate setting after their stay.

Below are a few highlights of the unit's implementation:

- Provided new week-long orientation training for 25 staff specialized in adult-focused mental health
- Provided a Nonviolent Crisis Intervention course to provide training and education on managing patients with aggressive behaviors
- Suzette Marks, RN, was honored as the 2020 Nurse of the Year by the North Metro Healthcare Awards

To create room for this much needed service for our community, Conway Regional and Dardanelle Regional combined Senior Behavioral Health services, offering an expanded range of services to our patients. During this process, Dardanelle Regional was able to update and renovate the senior behavioral health unit, including new doors, showers, plumbing hardware, and a new nurse's station. The consolidation of services provided Conway Regional with needed bed capacity, while simultaneously providing a consistent increase to the senior health census at Dardanelle Regional.



A Lesson in Resilience

When COVID-19 reached Arkansas on March 11, 2020, day to day operations shifted quickly for Conway Regional. In less than 72 hours, the Senior Behavioral Health unit and the Medical/Oncology unit were turned into a fully functioning 26 bed critical care COVID-19 unit with medical gases, cardiac monitoring equipment, cameras, and negative pressure rooms. Eventually the Critical Care area would also become a COVID-19 unit as would 3 South. Decisions regarding necessary changes and modifications were thoughtfully planned and swiftly enacted. Input from nursing was



Employees of our COVID-19 testing drive thru listen to instruction from Julie Chambers, APRN, who assisted with the drive thru clinical operations.

sought with every needed expansion or adaptation. Our team came together One Team with One Promise to navigate the COVID-19 worldwide pandemic.

Ancillary departments worked with nursing to help take on the various tasks normally completed by others. Each of us experienced how valuable our village truly is and developed a deeper appreciation and respect for each of our colleagues.

Critical care nurses and medical/surgical nurses worked side-by-side in a new manner – an opportunity to teach and learn from another – and the bond formed between many of these staff will carry on for a very long time.

Nursing outside of the COVID units worked tirelessly caring for non-COVID patients. Many of them worked for months in units other than their homes, with staff other than those they were most familiar with, and in many cases, with patients and diagnoses they were not as experienced with. For the first time in our history, nurses from Conway Regional Rehabilitation Hospital assumed



During the pandemic, the community hosted Park & Pray events outside of our patient tower where COVID-19 patients were being isolated.

care of low acuity, non-critical, non-COVID patients.

Nurses worked in the call center answering questions about COVID, screening, testing, and access to care. Nurses in our Quality department led our organization's efforts to maintain the CDC guidelines and navigate through the compliance requirements and other regulatory standards. Nurses were on the frontlines of providing telemedicine services and helping to vaccinate those within our organization and our community. Nursing staff in our clinics worked in inpatient units and in the newly formed COVID Infusion Center.

Throughout every facet of our organization's response to COVID-19, our nurses were on the frontlines, adapting, learning, and ensuring our patients and our community had access to high-quality, compassionate health care.



1. Conway Regional Women's Council provided funding for this yard sign to encourage our employees. 2. Christina Simkins, RN, arrives for her shift on a day where hospital leadership lined the entrance, cheering employees on and offering donuts. 3. The pandemic paved the way for the introduction of telemedicine across the health system. 4. Most entrances were closed to help monitor those entering and leaving the building so they could be properly screened for symptoms before entering.



Our COVID-19 Testing Drive Thru was the first drive thru COVID-19 testing site in central Arkansas and it opened only days after the first COVID-19 case in the state.



Members of the community painted encouraging messages on rocks that were used to line the hallway leading to the employee entrance.



At the peak, Conway Regional had three COVID-19 units totaling 44 critical care beds. Construction was involved to meet proper COVID-19 isolation protocols.



Triage tents were set up outside of our public entrances to assist with screening potentially COVID-19 positive patients.



Conway Regional's "Stay Home, Arkansas" initiative aimed to flatten the curve of increasing COVID-19 cases across Arkansas in April 2020.



Decloma Morrisey, lab assistant, dons personal protective equipment as she prepares to take a COVID-19 sample from a patient.



Maintaining staff well-being is a pillar of our culture, and those values were central to our COVID-19 response such as this staff relaxation lounge.



All employees and visitors were screened for temperature, travel, and symptoms and received a check mark sticker in order to enter the campus.



A newspaper in November 2020 on the same day that Conway Regional began expanding COVID-19 critical care beds numbers to its peak of 44 beds.



Matt Troup, CEO, Alan Finley, COO, and Angie Longing, CNO, accept a donation of PPE from Susan Gatto on behalf of the UCA Department of Nursing.



Kim Moseley, medical lab technician, checks to see if results have returned for a COVID-19 test sent out that morning.



Hospital-provided free meals and delivery removed some normal daily burdens, allowing employees to focus on caring for our patients.



Some non-critical, non-COVID-19 patients were transferred to the rehab hospital to allow for better co-horting of COVID-19 patients.



On December 17, 2020, Suzanne Harris, nursing director of our COVID-19 unit, was the first frontline team member to receive the COVID-19 vaccine.

Committed to Keeping Patients Safe

CVICU

- NO** patient falls
- NO** catheter associated UTIs
- NO** central line associated blood stream infections

3 NORTH

- 24.6% reduction** in preventing total patient falls
- 100% reduction** in preventing fall injuries

2 NORTH

- 58.2% reduction** in preventing fall injuries

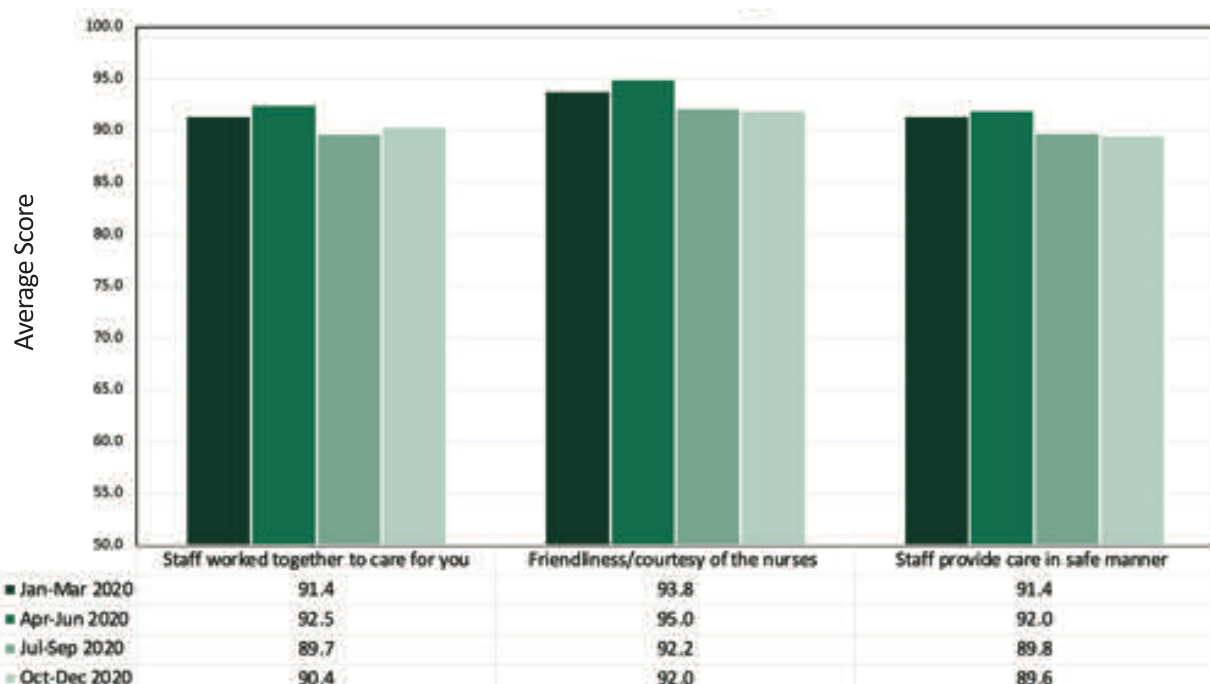
4 NORTH

- NO** catheter associated UTIs
- NO** central line associated blood stream infections

4 SOUTH

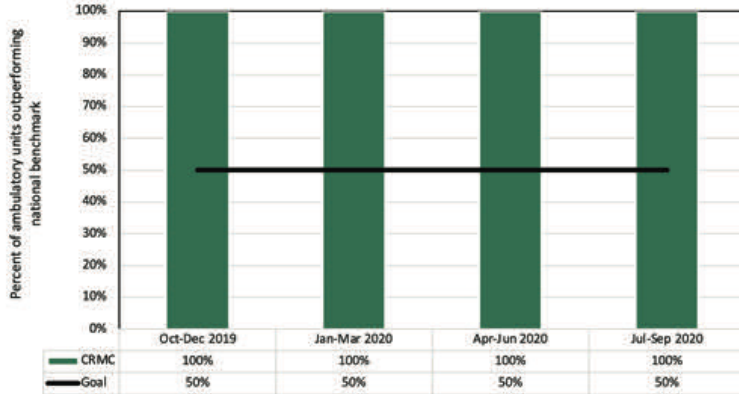
- NO** catheter associated UTIs
- NO** central line associated blood stream infections

Patient Satisfaction with Nursing Care

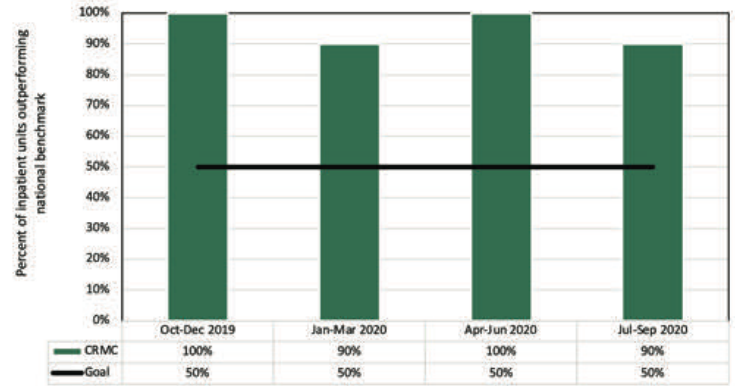


Quality Data Trends

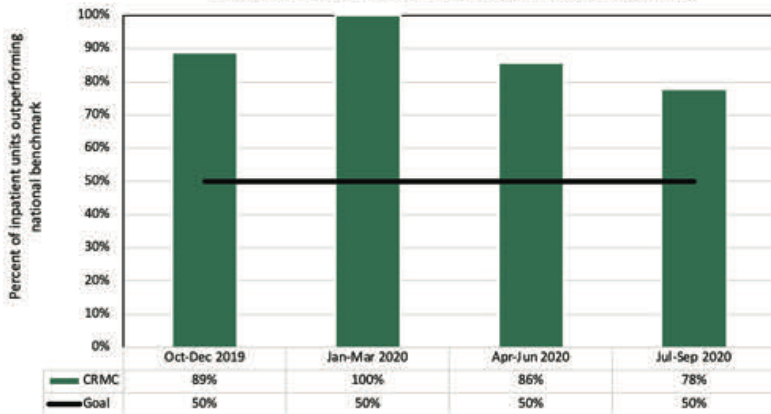
Performance for Preventing Surgical Errors
(wrong patient, site, side, procedure, implant)



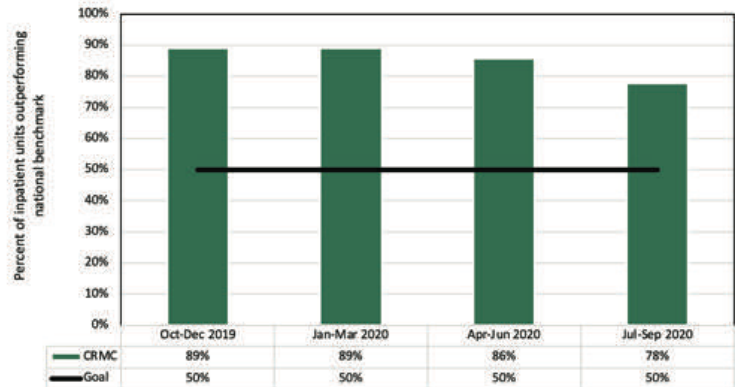
Performance for Preventing New Healthcare Onset MRSA Infections



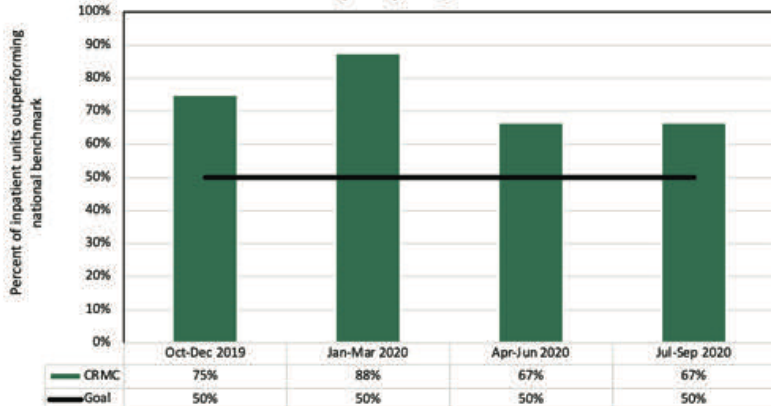
Performance for Preventing Catheter Associated Urinary Tract Infections (CAUTI)



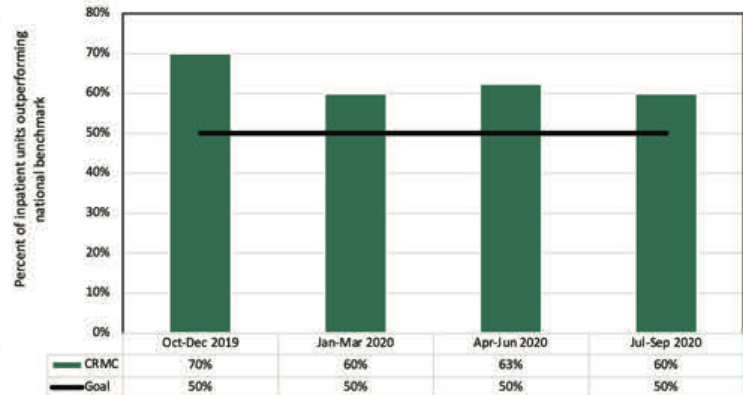
Performance for Preventing Central Line Associated Bloodstream Infections (CLABSI)



Performance for Preventing Hospital Acquired Pressure Injuries (HAPI), Stages 2 and Above



Performance for Preventing Patient Falls with Injury



Additional Quality Milestones:

Continued to train staff in Techniques for Aggressive Management (TEAM)

In February 2020, began flagging patients for physically aggressive behavior

BSN Rate in April 2020 was 60.78%

Certification Rate of all RNs in April 2020 was 20.48%

Great 100 Nurses

Since its founding, the Great 100 Nurses Celebrations have honored thousands of exemplary nurses based on their concern for humanity, their contributions to the profession of Nursing, and their mentoring of others. Conway Regional is proud of the 10 nurses honored in 2019.

Amy Skelton

Brenda Garlington

CJ Newton

Courtney Kirkpatrick

Gabe Gartman

Ian Lynch

Kelsey Harrell

Lynn Braden

Robert Darr

Suzette Marks

40 Nurse Leaders Under 40

40 Nurse Leaders Under 40 in the state are recognized due to their exemplary dedication to the nursing profession and a commitment to service excellence and leadership. They are acknowledged as community outreach servants.



Jessica Branham



**Caitlin Castellani,
MSN, RN-BC**



Kennady Langston, CEN

Administrator of the Year – North Metro Healthcare Awards



Angie Longing, BSN, MHSM, RN, NE-BC

Chief Nursing Officer

VP of Patient Care Services

Conway Regional Health System

DAISY Awards

Conway Regional is honored to participate in the quarterly DAISY award program, which recognizes nurses for their skilled, compassionate, and exemplary care.



Marilyn Dail
February 2020



Amanda Avery
August 2020



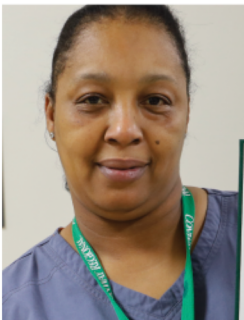
Katie Cox
October 2020



Suzanne Harris
December 2020

BEE Awards

BEE Awards are presented quarterly in recognition of exceptional non-nursing caregivers and their contributions to the community.



Christie Harris
February 2020



Beth Milligan
March 2020



Nas McCombs
July 2020



Tyrone Lee
September 2020

2020 Compassionate Nurse Award

Gabe Gartman



Professional Presentations

Angie Longing, Chief Nursing Officer, along with Matt Troup, Chief Executive Officer, presented at the 2020 Virtual Press Ganey National Client Conference on November 17th, 2020. This presentation, titled ‘From a Place to Work to a Best Place to Work: Sustaining a High-Performing Workforce,’ showcased Conway Regional’s efforts to focus on the core values of our staff and physicians to transform the culture, create and sustain a high-performing workforce in the face of direct competition, meet the eligibility requirements necessary to pursue and submit for ANCC Magnet® designation, and earn national recognition as a Best Place to Work.

Certified Nurses

First Name	Last Name	Department	Certification
Brandi	Alred	Emergency Department	SCRN--Stroke Certified Registered Nurse
Lou	Ann	Women's and Infants	CLC Certified Lactation Counselor
Sarah	Atkins	Gastroenterology Center	CNP
Cotney	Benson	Women's and Infants	CLC Certified Lactation Counselor
Linda	Betts	Surgical Services	CNML--Certified Nurse Manager and Leader
Misty	Birdwell	Primary Care Network	FNP-BC--Family Nurse Practitioner - ANCC
Rebecca	Blansett	Telemetry/Cardiac Stepdown 3N	PCCN®--Progressive Care Nursing (Adult)
Kayla	Bond	Telemetry 3S	PCCN®--Progressive Care Nursing (Adult)
Brieanna	Breeding	Outpatient Interventional Unit	FNP-BC--Family Nurse Practitioner - ANCC
Amy	Broyles	Hospitalist Physicians	CNP
Gwen	Brunson	Emergency Department	
Barbara	Burgner	Women's and Infants	IBCLC--International Board Certified Lactation Consultant
Haley	Campbell	Surgical Services	CCRN®--Acute/Critical Care Nursing (Adult)
Tamara	Carroll	Telemetry/Cardiac Stepdown 3N	CMSRN®--Certified Medical-Surgical Registered Nurse
Brooke	Casazza	Central Based Float	A-GNP--Adult-Gero Primary Care Nurse Practitioner
Caitlin	Castellani	Human Resources	RN-BC--Medical-Surgical Registered Nurse
Julia	Chambers	Vilonia Medical Clinic	CNP
Susan	Choinski	Women's and Infants	RNC-OB--Inpatient Obstetric Nursing
Kristina	Collier	Information Systems	CCRN®--Acute/Critical Care Nursing (Adult)
Jennifer	Cooper	Telemetry/Cardiac Stepdown 3N	PCCN®--Progressive Care Nursing (Adult)
Deborah	Crow	Women's and Infants	CLC Certified Lactation Counselor
Marilyn	Dail	Outpatient Interventional Unit	CCRN®--Acute/Critical Care Nursing (Adult)
Kathryn	Deacon	Hendrix Medical Clinic	CNP

Certified Nurses, *continued*

First	Last	Department	Certification
Rhonda	Dixon	Prince St Medical Clinic	CNP
Patricia	Donar	Women's and Infants	CLC Certified Lactation Counselor
Sarah	Duck	Women's and Infants	CCE--Certified Childbirth Educator
Brandy	Eason	Gastroenterology Center	CNP
Nancy	Embry	Women's and Infants	IBCLC--International Board Certified Lactation Consultant
Starla	Emery	After Hours Clinic	CNP
Mikka	Fenley	Multispecialty Clinic	CNP
Rebecca	Finley	Women's and Infants	CMSRN®--Certified Medical-Surgical Registered Nurse
Amelia	Fleisher	Surgical Services	CNOR®--Certified Nurse Operating Room
Angela	Foster	Mayflower Medical Clinic	NP-C--Family Nurse Practitioner - AANPCP
JoAnn	Frazier	Quality Resources	CPHQ--Certified Professional in Healthcare Quality
Brenda	Garlington	Radiology-PICC	VA-BC--Vascular Access-Board Certified
Teresa	Gates	Women's and Infants	IBCLC--International Board Certified Lactation Consultant
Carmella	Gibbs	Women's and Infants	RNC-OB--Inpatient Obstetric Nursing
Holly	Griffis	After Hours Clinic	CNP
Carolyn	Hambuchen	Surgical Services	CCRN®--Acute/Critical Care Nursing (Adult)
Margaret	Hanson	Telemetry 3S	PCCN®--Progressive Care Nursing (Adult)
Kelsey	Harrell	Women's and Infants	CLC Certified Lactation Counselor
Suzanne	Harris	Nursing Administration	NE-BC--Nurse Executive (Certified Nurse Admin - CNA,BC)
Codi	Hawkins	Surgical Services	NP-C--Family Nurse Practitioner - AANPCP
Sophie	Hooten	General Medical-Surgical 4N	CMSRN®--Certified Medical-Surgical Registered Nurse
Jessaca	Hope	Emergency Preparedness	AGACNP-BC--Adult-Gero Acute Care Nurse Practitioner
Misty	Huddleston	General Medical-Surgical 4N	CCM®--Certified Case Manager
Rita	Hudgeons	Women's and Infants	CCM®--Certified Case Manager
Katie	Hunt	Emergency Department	CEN®--Certified Emergency Nurse
Amanda	Irby	Nursing Administration	NE-BC--Nurse Executive (Certified Nurse Admin - CNA,BC)
Lynn	Johnson	Surgical Services	RNC-LRN--Low Risk Neonatal Nursing
Miranda	Jones	Women's and Infants	RNC-OB--Inpatient Obstetric Nursing
Brooke	Keith	Surgical Associates	APRN
Kelley	King	Inpatient Wound Services	CWOCN--Certified Wound, Ostomy, Continence Nurse
Priscilla	Kramer	Women's and Infants	RNC-OB--Inpatient Obstetric Nursing
Kennady	Langston	Emergency Department	CEN®--Certified Emergency Nurse
Jaclyn	Latham	Renaissance Women's Center	RNC-OB--Inpatient Obstetric Nursing
Angie	Longing	Administration	NE-BC--Nurse Executive (Certified Nurse Admin - CNA,BC)
Meghan	Mallett	Prince St Medical Clinic	CNP
Suzette	Marks	Adult Psychiatric	RN-BC--Gerontological Nurse
Bryan	Martin	Emergency Department	CCRN®--Acute/Critical Care Nursing (Adult)

Certified Nurses, *continued*

First	Last	Department	Certification
Lindsey	Massey	Multispecialty Clinic	CNP
Tyler	McDonald	Nursing Administration	NE-BC--Nurse Executive (Certified Nurse Admin - CNA,BC)
Mandi	Mears	Vilonia Medical Clinic	CNP
Leah	Medina	Women's and Infants	RNC-OB--Inpatient Obstetric Nursing
Alexa	Medlock	Intensive Care Unit	CCRN®--Acute/Critical Care Nursing (Adult)
Megan	Moix	Renaissance Women's Center	CNP
George	Moore	Orthopedics (4th Floor)	NE-BC--Nurse Executive
Mindy	Moore	Short Stay Outpatient Unit	OCN®--Oncology Certified Nurse
Regina	Moore	Women's and Infants	NP-C--Family Nurse Practitioner - AANPCP
Rosemary	Payne	Home Health	HCS-D--Home Care Coding Specialist - Diagnosis
Ashley	Pierce	Intensive Care Unit	CCRN®--Acute/Critical Care Nursing (Adult)
Kimberly	Plumley	Cardiovascular Intensive Care	CCRN®--Acute/Critical Care Nursing (Adult)
Anne	Price	Women's and Infants	CLC Certified Lactation Counselor
Meg	Prince	Emergency Department	NE-BC--Nurse Executive (Certified Nurse Admin - CNA,BC)
Necie	Reed	Hendrix Medical Clinic	CNP
Lori	Reynolds	Short Stay Outpatient Unit	OCN®--Oncology Certified Nurse
Gwen	Rigsby	Women's and Infants	RNC-OB--Inpatient Obstetric Nursing
Rhonda	Roetzel	Surgical Services	CNOR®--Certified Nurse Operating Room
Karlee	Rudder	Women's and Infants	CLC Certified Lactation Counselor
Elana	Russell	Neuroscience Center	CNP
Mary	Salazar	Nursing Administration	NE-BC--Nurse Executive (Certified Nurse Admin- CNA,BC)
Lawren	Schnebelen	Women's and Infants	CLC Certified Lactation Counselor
Kara	Sierra	Gastroenterology Center	CNP
Janet	Simpson	Education	RNC-MNN--Maternal Newborn Nursing
Julia	Sindle	Surgical Services	CNOR®--Certified Nurse Operating Room
Tanya	Taylor	Counseling Center	CNP
Brenda	Turner	Women's and Infants	CDE--Certified Diabetes Educator
Emily	Turner	Surgical Services	CPN®--Certified Pediatric Nurse
Kim	Vinacco	Nursing Administration	NP-C--Family Nurse Practitioner - AANPCP
Tilli	Watson	Education	CCRN-K™--Acute Critical Care Knowledge Professional (Adult)
Cynthia	Webster	Radiology-PICC	VA-BC--Vascular Access-Board Certified
Daniel	Whitehead	Nursing Administration	CCRN®--Acute/Critical Care Nursing (Adult)
Kara	Williams	Patient Navigation Center	CCM®--Certified Case Manager
Allison	Wilson	Hendrix Medical Clinic	CNP
Kelly	Wright	Hospitalist Physicians	CNP



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