

2018 Annual Nursing Report



CONWAY REGIONAL
HEALTH SYSTEM



**CONWAY REGIONAL
HEALTH SYSTEM**

Table of Contents

- Introduction from Chief Nursing Officer, Angie Longing 2
- Mission, Vision, Values 3
- Professional Practice Model 3
- Care Delivery System 3
- Nursing Leadership Team 4
- Nurse Managers 5
- Year in Review 6
- Nursing Strategies and Goals 7
- Patient Satisfaction with Nursing Care 8
- Organizational Level Certification 10
- Professional Presentations 12
- Awards & Recognition 13
- DAISY Awards 14
- BEE Awards 15
- Nurses Week 16
- Magnet Conference 18
- Unit Highlights 19
- Professional Clinical Shared Governance 26
- Community Outreach 27
- Certified Nurses 28

Introduction

Over the last year, we have experienced so much as a work family. We have grown through celebrations and joy, sadness and sorrow, hard work and perseverance. Through it all you have exhibited our Promise in every way.



When I think about our promise to be **Bold, Exceptional** and to answer the **Call**, I am overwhelmed with pride in how you work together to care for our patients. Each day as I round on our patients, I hear so many great things about the work you do. While I love to hear this from our patients, it means even more to hear

you all recognize one another. **In order to have One Promise, we must have One Team and it has been my great honor to see this team stand steadfast together this year in accomplishing our goals.**

As I look back on the work that has taken place over the past year, I am filled with excitement about where we are on our journey together. I want to take a moment to reflect on the work we have done and how this work in nursing applies to Our Promise as an organization.

Bold: Showing the ability to take risk; confident and courageous. Showing or requiring a fearless daring spirit.

- Frontline Nurses leading their practice through Shared Governance
- ANCC Magnet® Journey
- Arkansas Children's Hospital Nursery Alliance

Exceptional: Better than average, superior, unusual, not typical, unusually good; outstanding.

- Modern Healthcare's Best Place to Work,
- Arkansas Business Best Place to Work – 2nd year in a row
- Research study for open visiting hours in critical care areas
- Recognized in 51 distinct clinical areas by CareChex for quality and patient safety
- Achieved 74th percentile for HCAHPS, LDRP at the 95th percentile

Called: A strong urge toward a particular way of life or career.

- Partnership for Clinical Excellence with the University of Central Arkansas School of Nursing
- Scholarships for RN to BSN program
- 58.6% of nurses are BSN or higher education
- Recognition of preceptor role with pay
- Overall RN Engagement Score of 4.22

Each of these items would not be possible without the undeniable teamwork our nurses practice each and every day. Many of these outcomes are due to your commitment to accept nothing less than high quality patient outcomes, high patient satisfaction and high employee engagement.

Be BOLD, Be Exceptional, and Always Answer the Call!!!

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

MISSION | VISION | VALUES

Mission

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

Vision

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

Nursing Vision

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

iCare Values

Integrity
Compassion
Accountability
Respect
Excellence



PROFESSIONAL PRACTICE MODEL

The Professional Practice Model drew inspiration from roundabouts and our CRHS 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 Leadership Team



Angie Longing, MHSM, BSN, RN, NE-BC
Chief Nursing Officer &
Vice President of Patient Care Services



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



Andrea Moore
Nursing Operations Coordinator



Caitlin Castellani, MSN, RN-BC
Nurse Recruiter



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



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



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



Mary Salazar, MNsc, APRN, NEA-BC, RNC-MNN, WHNP-BC
Director of Womens' and Infants Services



Debbie Turner-Stout, BA, LSW
Director of Senior Behavioral Health

Nurse Managers



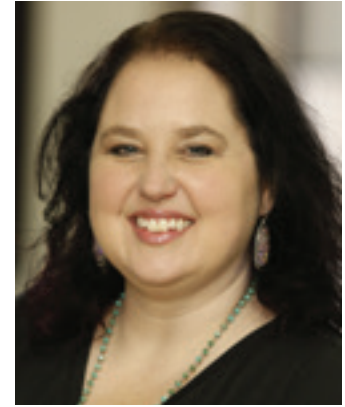
Amanda Harmon, BSN, RN
Nurse Manager
Oncology and SSOU



George Moore, BSN, RN
Nurse Manager
Orthopedic and Med/Surg



Stephanie Ingraham, BSN, RN
Nurse Manager
Cardiac and Med/Surg



Meg Prince, MSN, RN
Nurse Manager
Emergency Department



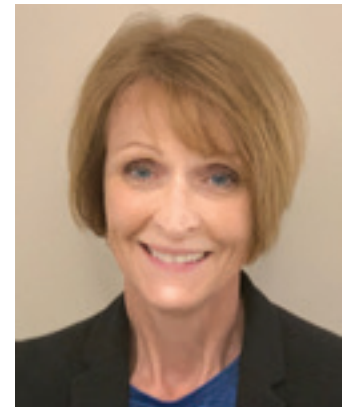
Mercy Vaughn, BSN, RN
Nurse Manager
CCU, CVICU, and OIU



Amber Ledbetter, BSN, RN
Nurse Manager
Women and Infants



Brandi Johnson, BSN, RN
Nurse Manager
Nursery and 1 East



Linda Betts, BSN, RN, CNML
Nurse Manager
Ambulatory Surgery



Julie Sindle, BSN, RN, CNOR
Nurse Manager
Main OR



Alicia Taylor, BSN, RN, HCS-D
Nurse Manager
HomeCare



Jimmy Stobaugh, BSN, RN
Nurse Manager
Cath Lab



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

The Year in Review

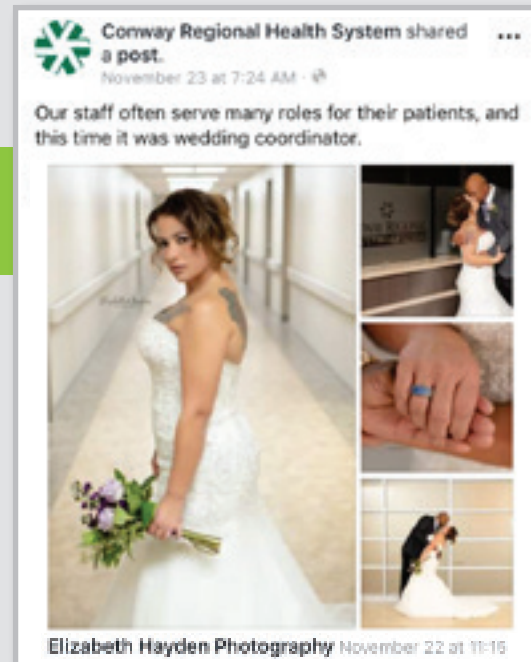
2018 INITIATIVES & ACCOMPLISHMENTS

- Achieved Level III Trauma Re-designation
- Received AR SAVES Site Excellence award
- Implemented the Blood Donor Thank You Program
- Sponsored the CHAMPS Program for high school students
- Added off duty Conway Police Dept officers to Emergency Department
- Completed two Nurse Residency Program cohorts
- Hosted two Nursing Job Fairs
- Participated in AR Stroke Registry and Get with the Guidelines Stroke Registry
- Presented four DAISY and four BEE Awards
- Hosted Active Shooter Drill involving more than 15 different agencies in Faulkner County and surrounding areas
- Hired a Nurse Recruiter
- Received Top 500 Home Health Elite Recognition
- Held the first Pearls of Wisdom Celebration
- Hosted more than 250 students from Practical, Associate, Baccalaureate, and Masters Nursing programs from the University of Central Arkansas School of Nursing, Arkansas Tech University, University of Arkansas Community College at Morrilton, University of Arkansas at Little Rock, and others, and several Surgical Tech students
- Completed Labor and Delivery renovation
- Received a record number of new grad nurse resident applications
- Implemented new evidence-based triage system
- Collected school supplies for United Way's Stuff the Bus Campaign
- Held the first Healthy Kids Healthy Conway event
- Started Conway Regional Nursing Facebook group
- Published a nurse recruitment video
- Provided presentations in Patient Care Governing Congress by Che Reed, PhD, RN, CNL (UCA), Matt Troup, CEO, Greg Kendrick, MD, Patient Family Advisory Council Members, Mary Diles, BSN, RN, and Grant Bennett, MD
- Developed and implemented Code Heart
- Received the Dr. Betty Lowe Award for the Arkansas Children's Nursery Alliance Work
- Completed ASD renovation
- Collected Christmas gifts for Haven House and CHDC

- Hosted Toy Run with more than 1,225 toys collected and distributed to several areas in the hospital
- Awarded more than 1,000 contact hours to nurses through various classes held at CRHS and UCA
- Provided for employees to access NetLearning and RQI from home
- Hired more than 100 Nurses into the CRHS family

RESEARCH STUDIES INITIATED

- Evaluation and Implementation of Emergency Severity Index (ESI) Triage Acuity System within the Emergency Department
- Effects of Flexible Visiting Hours on Patient and Family Satisfaction in the Critical Care Unit: A Pilot Study
- Reflections and Perceptions of Emergency Department Nurses on Health Promotion and Patient Education



The Wedding Chapel: In November, **CCU** was turned into a Wedding Chapel in order to honor a dying mother's last wish - to see her only son get married.

2017-2018 Nursing Strategies and Goals

1. TRANSFORMATIONAL LEADERSHIP

- Improve consistency of management processes
- Improve teamwork between departments
- Develop Nursing Strategic Plan
- Create clear and consistent ways to communicate information to all of nursing
- Develop Nursing Annual Report

2. STRUCTURAL EMPOWERMENT

- Grow and develop department councils
- Implement plan for organizational support of certification
- Promote and expand community outreach
- Support and encourage professional development

3. EXEMPLARY PROFESSIONAL PRACTICE

- Implementation and promotion of Clinical Advancement Program
- Increase BSN rate
- Develop and implement Professional Practice Model
- Improve patient experience
- Improve patient and clinical outcomes

4. KNOWLEDGE, INNOVATIONS AND IMPROVEMENTS

- Facilitate and support research among clinical staff
- Implement an evidence based practice model

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



Women's & Infants' Services Unit hosted the Annual **"Walk to Remember" Perinatal Loss Support** ceremony with 230 participants

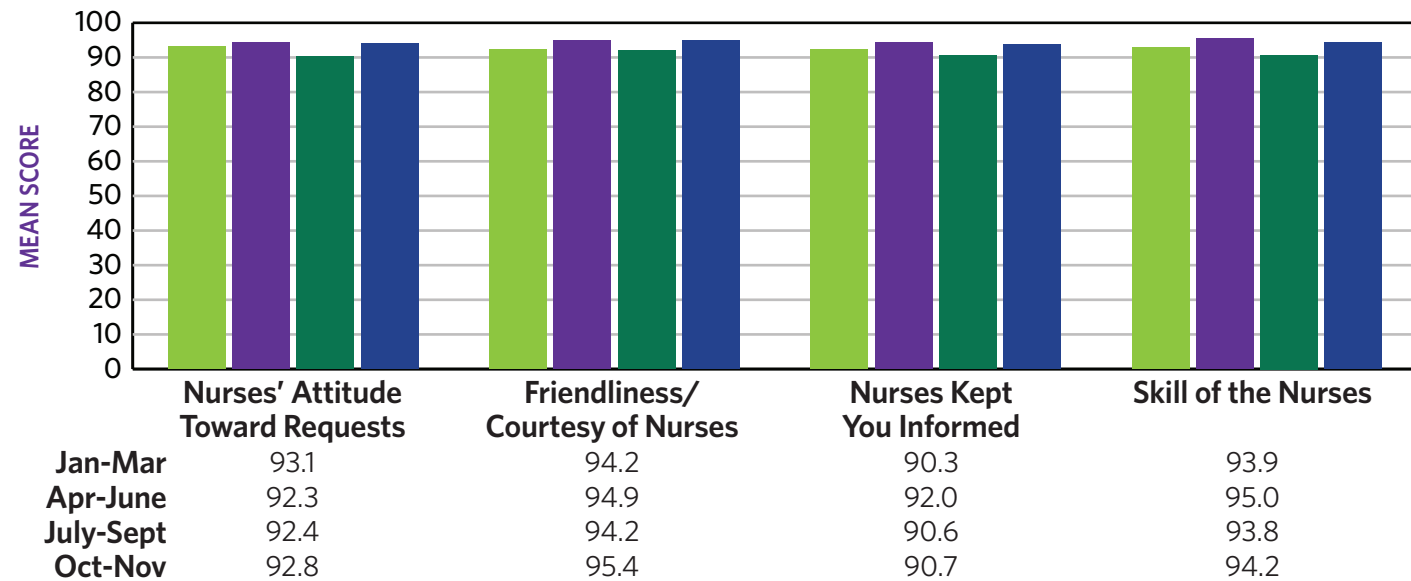


SENIOR BEHAVIORAL HEALTH

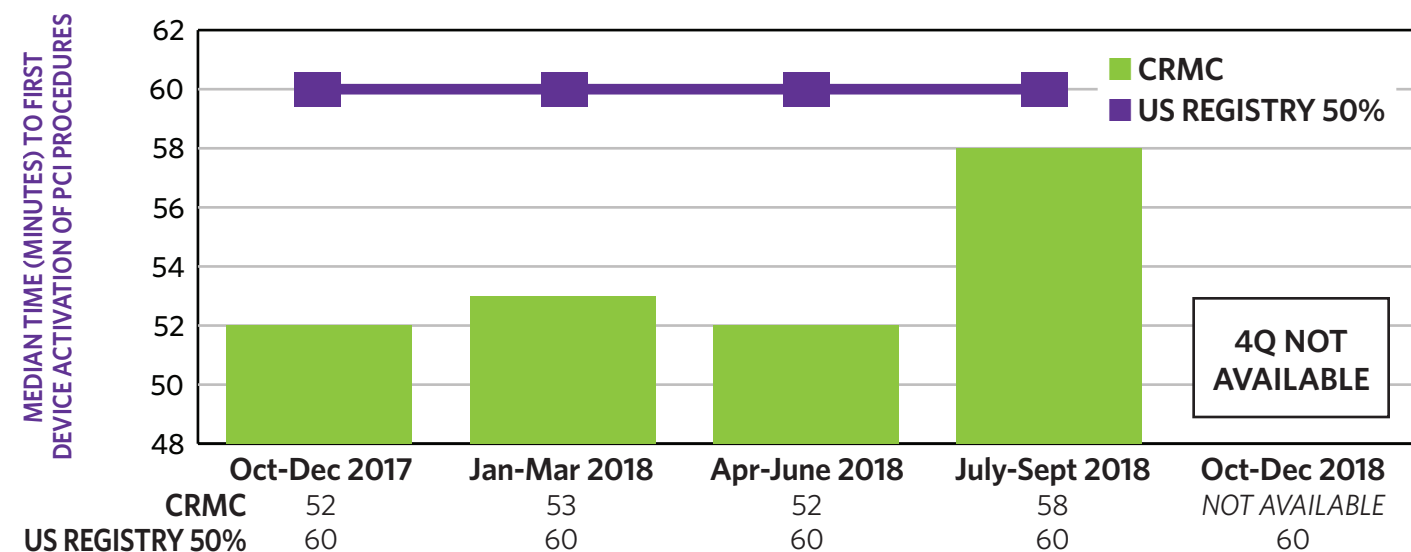
With any mental illness comes a certain degree of confusion and/or paranoia for the majority of patients. Our senior adults are notorious for trying to elope "to go home." In 2018, we had Jan Mallett, an artist in Conway, come and paint art murals on each of our exit doors. The patients do not realize that this is a door and most of the time, they stand by the art mural admiring the beautiful flowers. **This has not only decreased the attempts of elopement but has added a calming effect to our therapeutic environment.**

Patient Satisfaction with Nursing Care

2018 PATIENT SATISFACTION WITH NURSING CARE



MEDIAN TIME TO IMMEDIATE PCI (STEMI PATIENT)



As a nurse-sensitive clinical indicator, **this measure demonstrates the importance of rapid triage and assessment of patients with complaints of chest pain.** Timely implementation of various nursing interventions facilitated the throughput process for the patient to the cardiac catheterization laboratory and into the start of the procedure to allow for the prompt revascularization of the coronary artery to improve patient outcomes. It represents CRMC's achievement of timely throughput processes for all STEMI patients who go to the Cardiac Catheterization Laboratory for re-vascularization.

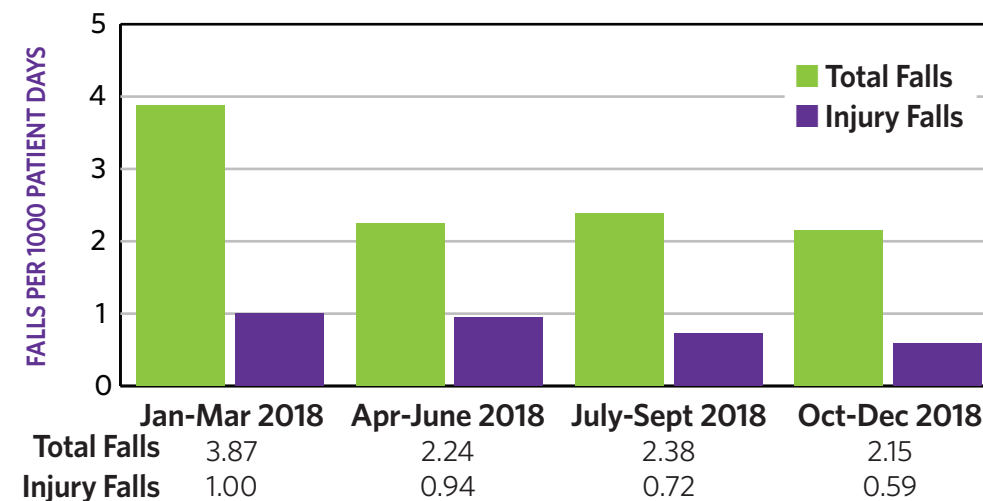
PATIENT SATISFACTION FOR MATERNAL/NEWBORN SERVICES

Patient Satisfaction Overall Mean Score for Maternal/Newborn Services (LDRP) of 91.5 with an overall 95th percentile rank for the large Press Ganey database.

Month (2018)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Overall Mean Score	87.5	91.4	90.5	90.9	91.2	92.3	91.3	91.9	93.7	91.3	93.1	92.5	91.5
Month (2018)	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Overall % Ranking	56	99	97	97	98	99	99	99	99	98	99	99	94.9

Goal = $\geq 80\%$ Rank for Overall Mean by Large PG Database

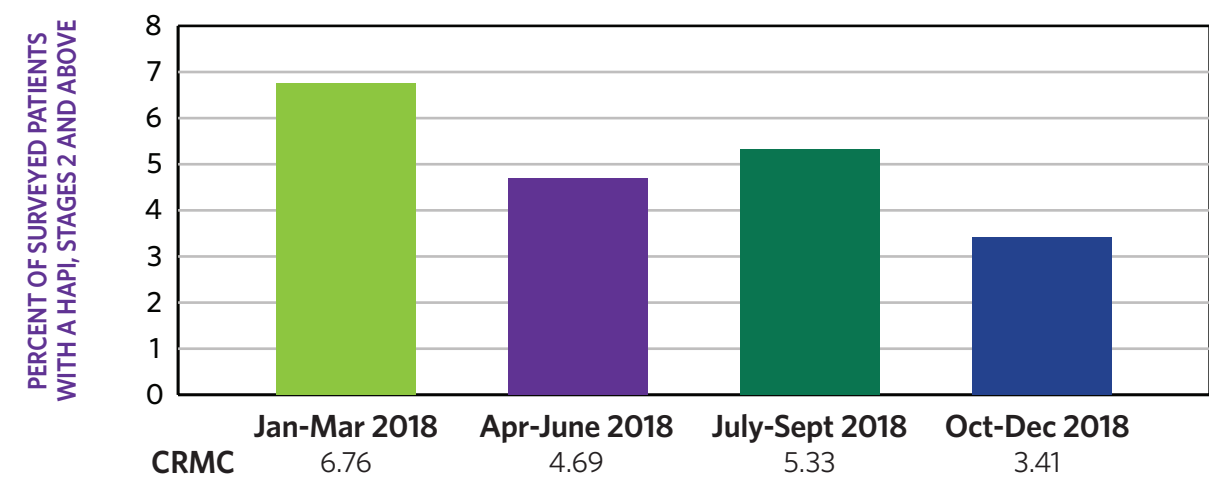
PATIENT FALLS IN INPATIENT UNITS



SEVERAL UNITS HAD ZERO FALLS AND WERE RECOGNIZED IN THE CLINICAL NEWSLETTER

1 East, no falls in 2018
 4 North, no falls in 1Q & 4Q 2018
 CVICU, no falls 3Q-4Q 2018
 4 South, no injury falls 2018
 LDRP, no injury falls 2018

HOSPITAL ACQUIRED PRESSURE INJURIES (HAPI), STAGE 2 AND ABOVE



Organizational Level Certification

IN 2018, NOT ONLY DID WE MEET THE GOAL BUT WE OVERWHELMINGLY EXCEEDED IT!

BSN OF HIGHER DEGREE RATES
19.3% of CRHS RNs are NATIONALLY CERTIFIED, and 58.6% of CRHS RNs have a BSN or higher, compared to 42% in the state of Arkansas* and 56% nationally**

SOURCE: *Arkansas Center for Nursing, Inc. (2018). 2018 State of the Nursing Workforce in Arkansas (Research Report No. 1). Retrieved from Arkansas Center for Nursing, Inc. website ARCenterForNursing.org. **Campaign for Action (2019). Transforming Nursing Education. Retrieved from CampaignForAction.org/issue/transforming-nursing-education

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 sign a commitment to obtain their BSN within four (4) years of hire.

SCHOLARSHIPS

The Conway Regional Health Foundation **awards scholarships to students in health-related field** on an annual basis. In 2018, the Foundation awarded **\$24,500** to students.

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 FOR CLINICAL EXCELLENCE

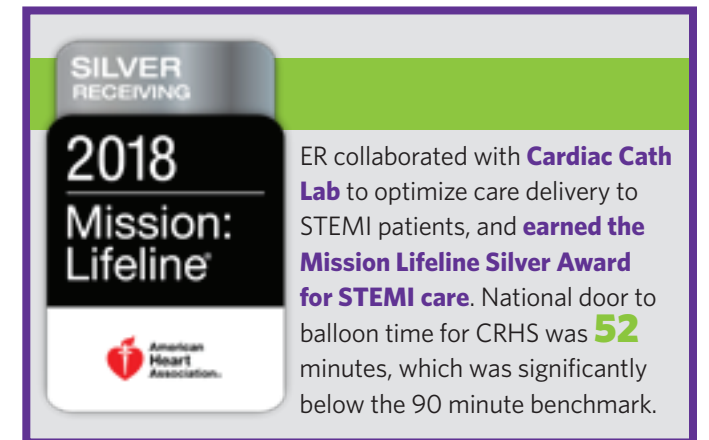
This program is **mutually beneficial to Conway Regional and the BSN nursing students** at the University of Central Arkansas. Conway Regional Health System (CRHS) and Conway Regional Health Foundation (CRHF) agree to provide financial support to certain students who enroll in and graduate from the UCA BSN program with the outcome of hiring such graduates at CRHS. **Nine (9) UCA Nursing students were selected in 2018, three of whom will begin nursing employment with CRHS in the fall of 2019.**



CLINICAL ADVANCEMENT PROGRAM RECOGNITION Conway Regional paid out **\$124,000 to 34 clinical professionals**. This included **22 Registered Nurses** and **12 other professionals including pharmacists, respiratory therapists, and clinical dietitians.**



Celebrated graduates from the Nurse Residency Program



ER collaborated with **Cardiac Cath Lab** to optimize care delivery to STEMI patients, and **earned the Mission Lifeline Silver Award for STEMI care**. National door to balloon time for CRHS was **52** minutes, which was significantly below the 90 minute benchmark.



Celebrated CRHS scholarship recipients

ER earned the **AR SAVES Site Excellence Award** for the third year in a row.

Each year awards for outstanding contributions to the care and treatment of stroke patients are given during the AR SAVES annual conference. This was a year of great accomplishments for our pre-hospital and hospital providers. Awards were given for Site Excellence, Honorable Mention for Site Excellence, Door to Needle

Best Time, Door to Call Center Best Time, Physician Champion, and EMS Champion.

This year's **Site Excellence Award winners went to Conway Regional Medical Center**, Great River Medical Center in Blytheville, and North Arkansas Regional Medical Center in Harrison. Nominated by AR SAVES staff, the winners exceeded expectations in regard to the following selection criteria:

- Contract deliverables
- Outreach and education activities
- Frequency and timeliness of mocks
- Accuracy and timeliness of data submission
- Meetings, conference and NF retreat attendance
- Internal process changes to improve care of stroke patients
- EMS involvement, education, and performance improvement
- Site Scorecard status
- Ongoing staff education

2018 Professional Presentations by Nurses

Kappa Rho Chapter, Sigma Theta Tau Research Day, Tuesday, April 10, UCA

- **C.J. Newton**, MSN, RN, NE-BC, Director of Education and MPD, presented the afternoon keynote address on Shared Governance.
- **Meg Prince**, BSN, RN, NE-BC, Emergency Department Nurse Manager, presented *Evaluation and Implementation of ESI (Emergency Severity Index) Triage Acuity System within the Emergency Department*.
- **Alicia Taylor**, BSN, RN, Director of Nursing and **Amanda Davis**, RN, Case Manager, both of Home Health, were recognized for the best poster presentation by practicing nurses. Presented poster at Kappa Rho Research Day titled *Use of the HD Falls Program in the Home Health Setting*.

Central AR Chapter American Association of Critical Care Nurses Symposium, September 21, Conway Regional Health System

- **Tilli Watson**, BSN, RN, CCRN, Staff Development Coordinator, led the planning committee; CRHS hosted the symposium.
- **C.J. Newton**, MSN, RN, NE-BC, presented *Our Voice, Our Strength* as keynote address on leadership.
- **Lynn Braden**, BSN, RN, Outpatient Interventional Unit Clinical Nurse, presented poster *Deflation Rates of Radial Artery Compression Devices*.

AR Nursing Research Alliance Translating Research into Practice, November 8, St. Vincent Infirmary, Little Rock

- **Lynn Braden**, BSN, RN, Outpatient Interventional Unit Clinical Nurse, presented poster *Deflation Rates of Radial Artery Compression Devices*.

Awards & Recognition

The **Great 100 Nurses** organization accepts nominations each year, and **exemplary nurses are selected** based on their concern for humanity, their contributions to the profession of nursing, and their mentoring others.



The following nurses were nominated and selected as one of The Great Nurses of Arkansas for 2018:

- **Angie Longing**, MHSN, BSN, RN, NE-BC, Chief Nursing Officer
- **Suzanne Harris**, MS, BA, BSN, RN, NE-BC, Director of Medical Surgical, Cardiac, & Specialty Services
- **Ruth Ann Fisher**, BSN, RN, Director of Home Health (retired)
- **Andrea Harrison**, RN, Quality & Regulatory Officer
- **Sindee Morse**, MSN, RN, Information Systems Clinical Analyst
- **Sarah Duck**, BSN, RN, CCE, Labor & Delivery Clinical Nurse
- **Nancy Embry**, RN, IBCLC, Women's & Infants Lactation Coordinator
- **Marilyn Minor**, RN, Oncology Clinical Nurse
- **Gloria Dickson**, RN, Conway Regional Rehabilitation Hospital Clinical Nurse

40 Nurse Leaders Under 40 honors emerging nurse leaders in the state who are under the age of 40. The 40 honorees were **selected using criteria on how each applicant stood out among their peers in four distinctive areas:** Commitment to Excellence, Service/Outreach, Leadership Qualities, and their Contributions to the Advancement of the Nursing Profession.



The following CRHS nurses were nominated and selected as one of Arkansas's 40 Nurse Leaders Under 40 in 2018:

- **Ashley Pierce**, BSN, RN, CCRN, Critical Care
- **Brooke Richard**, BSN, RN, Information Systems
- **Gabriel Gartman**, RN, Critical Care
- **Brandi Alred**, RN, Emergency
- **Katie Cox**, BSN, RN, Emergency
- **Jena Reekie**, BSN, RN, Surgical Services

Nursing Research Projects & Presentations:

Lynn Braden, OIU and **Mercy Vaughn**, BSN, RN - Deflation Rates of Radial Artery Compression Devices

Meg Prince, ER - ESI and impact on Appropriate and Consistent Triage Classifications

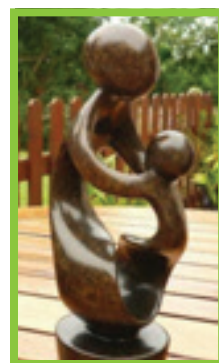
Daisy Awards

Conway Regional Medical Center is honored to participate in the DAISY Award to honor nurses who impact patient care.

The DAISY (Diseases Attacking the Immune System) Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The DAISY Foundation was established by the family of J. Patrick Barnes after he died from complications of the auto-immune disease ITP in 1999.



During his hospitalization, they deeply appreciated the care and compassion shown to Patrick and his entire family. **When he died, they felt compelled to say "thank you" to nurses in a very public way.**



The Healer's Touch award statue symbolizes the relationship between nurses, patients and families.

DAISY Award Winners from top L to bottom R:
Q1 2018 DAISY - Nancy Embry, RN, IBCLC,
 Womens' & Infants' Services
Q2 2018 DAISY - Mikka Fenley, RN, Oncology
Q3 2018 DAISY - Jessica Branham, BSN, RN,
 Emergency Department
Q4 2018 DAISY - Lori Reynolds, BSN, RN, OCN, SSOU



The BEE (Being Exceptional Everyday) Award recognizes all non-nursing caregivers.



BEE Award Winners from top L to bottom R:
Q1 2018 BEE - Vicki Copeland, 3 South
Q3 2018 BEE - Rhonda Tosh, MS, RDN, CDE, BC-ADM,
 Diabetes and Wellness
Q2 2018 BEE - Samantha Passmore, Surgical Services
Q4 2018 BEE - Javier Ramirez, Rehab Hospital



Nurses Week 2018



At the **Pearls of Wisdom Banquet**, **Gwen Brunson**, ED was accompanied by her mother who was also a nurse. She practiced for 57 years. The banquet honors nurses who are over 60 or had been in the nursing profession for at least 30 years.



Conway Regional
Nurses
BOLD. EXCEPTIONAL. CALLED

The Pearls of Wisdom Banquet was held in May, 2018. This special event was held to honor our nurses who were over 60 or had been in the nursing profession at least 30 years. CRHS had **60 nurses that met these criteria** and were invited along with a guest to a lunch in their honor. **Stephanie Mulkerins**, whose husband was diagnosed with brain cancer and spent quite a bit of time in our hospital, spoke about the legacy that you leave with your patients and their families. **Matt Troup**, CEO and **Angie Longing**, CNO presented the nurses with a certificate and small gift.

Magnet Conference



Conway Regional Health System is on the Journey to Magnet Excellence! **This means that the organization is committed to creating and sustaining a culture of excellence**, characterized by Transformational Leadership, Structural Empowerment, Exemplary Professional Practice, and New Knowledge, Innovations and Improvements. Magnet Champions from every clinical area meet during lunch at the Patient Care Governing Congress monthly meeting to learn about the journey and how they can inspire others in their areas to participate in the process. Learn more about it at the ANCC Journey to Magnet Excellence webpage at www.NursingWorld.org/organizational-programs/magnet/pre-application/journey-to-magnet-excellence



8 nurses represented CRHS while attending the **2018 Magnet Conference in Denver**. During the celebration they congratulated CHI-SVI for their re-designation.

Unit Highlights

EMERGENCY, CRITICAL CARE, CARDIOVASCULAR INTENSIVE CARE, TRAUMA, STROKE, AND OUTPATIENT INTERVENTIONAL DEPARTMENTS

EDUCATION AND CLINICAL ADVANCEMENT

- Twelve nurses participated in the Clinical Advancement Program and earned recognition as Clinician III or IV: **Bryan Martin, ED, Brandi Alred, ED, Gwen Brunson, ED, Jessica Branham, ED, Katie Cox, ED, Michael Henry, Trauma, Kayce Moore, ED, Gabriel Gartman, CCU, Veronica Price, CCU, Ashley Pierce, CCU, Lynn Braden, OIU, Jowayna Farris, OIU**
- Five nurses completed MSN degrees: **Amanda Sellers, CCU/ED, Jennifer Jacobs, ED, Meg Prince, ED, Brooke Keith, ED, Robin Franke, OIU**
- Eleven nurses enrolled in BSN or masters level programs: **Sheila Hayes, ED, Jessaca Hope, ED, Audra Roberts, ED, JoLynn Moix, OIU, Kari Turnipseed, CCU, Nicole Smith, CCU, Veronica Price, CCU, Marianna Shelton, CCU/HS, Rachel Langmaid, ED, Robert Paladino, ED, Amy Schichtl, CCU**
- New STEMI process implemented in collaboration with Cath Lab. All patients coming in by EMS or being transferred in from another facility were taken directly to cath lab in efforts to improve patient outcomes and decrease door-to-balloon times.
- All CCU staff obtained SAFE training.
- Developed multiple charting interventions and order sets

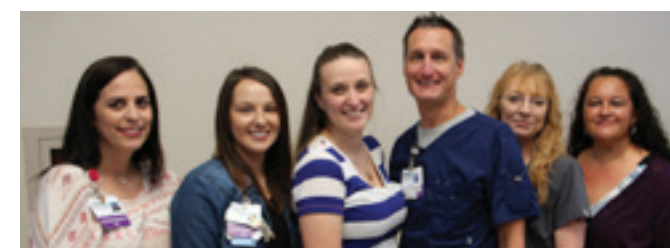
- Implemented a new triage system (ESI - Emergency Severity Index). This program was evidence based, supported by ENA, and offered objective triage classification.
- Supported implementation of new Code Blue protocol. CCU nurse and lab began responding to all inpatient code blues called overhead in efforts to improve mortality rates.
- Developed and implemented Code Heart, which is an overhead code that can be called when a coronary artery bypass graft patient experiences a code blue event and cannot undergo traditional CPR due to recent heart surgery
- Began treatment of pain patients and vascular patients in OIU after addition of new service lines at CRHS.

NURSING RESEARCH PROJECTS & PRESENTATIONS

- TR band Evidence-Based Practice Project and presentations by **Lynn Braden, BSN, RN**
- Ashley Pierce, CCU** and **Amanda Sellers, CCU** - Open visitation in CCU and impact on patient outcomes and family satisfaction



Trauma Program hosted an Active Shooter Drill on Conway Regional Campus



Recognized 27 Exceptional Performers

- ED: **Brandi Alred, Jan Biggs, Gwen Brunson, Derek Carter, Katie Cox, Melissa Fowler, Michael Henry, Katie Hunt, Faith Lyke, Marc Thompson, Karon Reynolds, Meg Prince, Mary McMullan, Bryan Martin**
- CCU: **Gabriel Gartman, Tawnya Gibson, Veronica Price, Ashley Pierce, Nicole Smith, Christy Ross, Whitnee Mendenhall**
- CVICU: **Bonnie Allen, Marilyn Dail, Kathy Carter**
- OIU: **Lynn Braden, Jayme Weaver, Jowayna Farris**



AWARDS AND RECOGNITIONS

- Designated as Arkansas Stroke Ready Hospital (ArSRH) by Arkansas Department of Health
- Re-designated as Level III Trauma Center

Celebrated eight nurses at the Pearls of Wisdom Banquet

- **Gwen Brunson, ED**
- **Carolyn Hambuchen, CVICU**
- **Kathy Carter, CVICU**
- **Kathy Young, CVICU**
- **Bonnie Allen, CVICU**
- **Constante "June" Cadiente, CVICU**
- **Lynn Braden, OIU**
- **Melissa Bennett, OIU**

COMMUNITY EVENTS AND OUTREACH

- Participated in numerous Health Fairs in the community
- Participated in Get With the Guidelines Stroke Registry and Arkansas Stroke Registry
- Stop the Bleed training course for providers and bystanders
- Volunteered at First Responders Luncheon
- Nurses volunteered at Senior Expo Health Fair, Hendrix flu shot clinic, and CRHS prostate screenings

HOSPITAL INITIATIVES, EDUCATION, AND NURSE LEAD PROGRAMS

- CVICU developed a policy for use of the BIS (Bispectral Index System) to monitor brain function in sedated patients. Readings are used by nursing staff to determine if sedation levels are too low, too high, or appropriate.
- Developed new outpatient charting templates that streamlined documentation and maximized nurse time in OIU
- Developed and implemented a new charge master which generated revenue for OIU
- RNs checked off on ACT (activated clotting time) point-of-care testing
- RNs checked off on sheath pulls for interventional and diagnostic testing
- Began treatment of pain patients and vascular patients after addition of new service lines at CRHS
- Off-duty police officers staffed in ED each evening
- Construction plans began for build of new CCU/CVICU
- Completed ER renovations



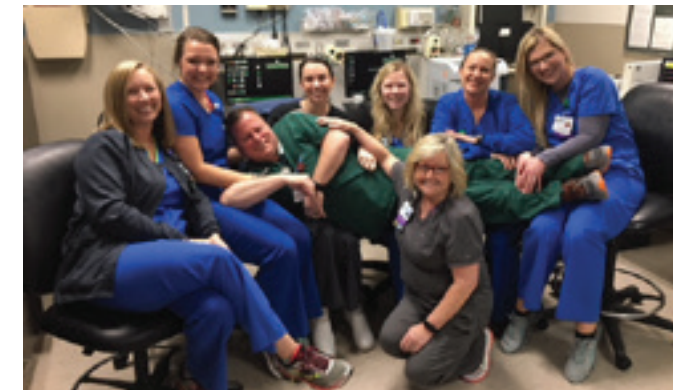
Staff participated in a nurse recruiting event that was held in February 2018.



MASH Program - Class of 2018



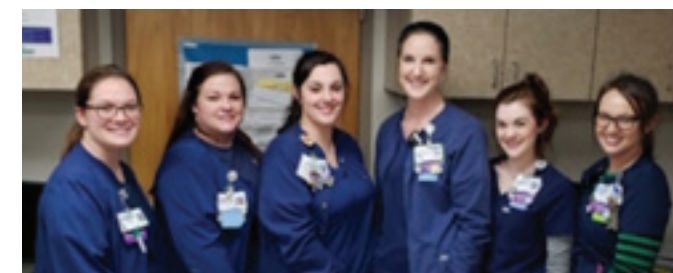
AR Saves & CRHS Stroke Program: Strike Out Stroke Event held at Dickey Stephens Park



ED Construction and ER-5 was converted into a work station



Manic Manager Project that focused on development of an in-house agency



Community Collaborative developed and hosted by CRHS Trauma Program organized a water distribution for Conway Police Dept, Conway Fire Dept, Faulkner County Sheriff's Dept, and MEMS.

Work hard. Play hard.



Brittney Ledwith, an RN in the CRHS CCU received a gift basket from a patient and their family to show thanks for the wonderful care Brittney provided.



MEDICAL, SURGICAL, CARDIAC, AND SPECIALTY DEPARTMENTS

CERTIFICATIONS AND GRADUATIONS

- 3 RNs became PCCN certified: **Rebecca Blansett-Ussery, Jennifer Cooper, Kayla Bond**
- Director became NE-BC: **Suzanne Harris**
- Nurse became recertified as an OCN: **Lori Reynolds**
- Two nurses completed their APN: **Amy Doyle, Megan Davari**
- Nurses completed their BSNs: **Amanda Harmon, Lindsay Massey, Tammy Waid, Paige Bonieki, JF Lindner**

AWARDS AND RECOGNITIONS

- Vicki Copeland** was awarded the Bee Award
- Mikka Mauldin** was awarded the Daisy Award
- Suzanne Harris** and **Marilyn Smith** chosen for Arkansas Great 100 Nurses
- Celebrated three Legacy Nurses: **Kathy Wesson, Suzie Akin** and **Kelly King**



Amanda Harmon honored as a Working Woman's Wednesday winner



The Telemetry floor nurses all gave money so that each PCT could get a gift card and a bag of goodies; these were presented at the PCT Appreciation Event



Implemented a program to safely care for suicide patients on 2 North; staff became CPI trained



Recognized 20 **Exceptional Performers**



HOSPITAL INITIATIVES, EDUCATION, AND NURSE LEAD PROGRAMS

- Chemotherapy course for frontline staff was led by nurses
- Participated in numerous Health Fairs in the community and local schools
- Participated in Hospice Education Session provided by **Dr. Freeman**
- Participated in Education Session provided by **Dr. Manning** and **Dr. McColgan** about Colorectal protocols
- Training on new beds and specialty bed
- Frontline staff helped drive the change to get PPE equipment changed
- Implemented a house-wide HAPI Team



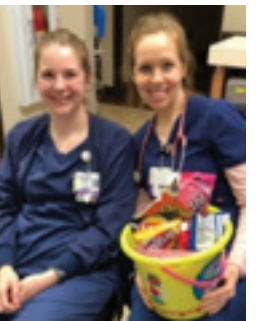
Honored Employees with 20+ years of service: **Beth Ann Shunkey, Kathy Wesson, Suzanne Harris, Lesia Green** and **Mike Foster**.



2nd Floor frontline staff were presented with a huge chocolate cake **made by the chef at the Governor's Mansion** for excellent care!



Implemented a house-wide HAPI Team



Celebrated many holidays, birthdays and special events together. **WE ARE FAMILY!**



MAIN OR

Proudly providing high quality, compassionate care to patients and families in the following areas:

- General Surgery
- Orthopedics
- OB/Gyn
- Urology
- Cardiovascular
- Vascular
- Neurology
- Plastics
- ENT

COMPLETIONS

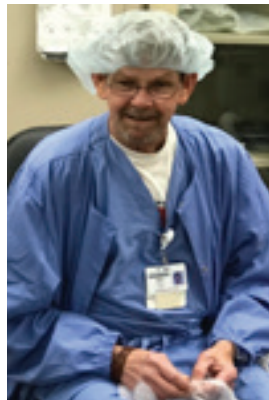
- Staff became MAKO certified

ACCOMPLISHMENTS

- **Julia Sindle** and **Kayla Daniel Thompson** recognized for CNOR Recerts
- **Suellen Kirk** 20 years of service to CRHS
- Expansion of Plastics, Mako, Neurology



Amelia Reed received her CNOR



Bill Smith honored for 30 years of service



OR Team participated in the iCARE Bowl



Jena Reekie received 40 Under 40 Nurses in state



Exceptional Performers

ASD/GI

Proudly providing high quality, compassionate care to patients and families in the following areas:

- Dental
- ENT
- General Surgery
- Gynecology
- Orthopedic
- Podiatry
- Urology
- GI 24 hour coverage
- G-Med Software
- ERCPs and Stent Placements

COMPLETIONS

- New monitors for PACU
- VIP Colon Screening
- Additional Gastroenterologists

ACCOMPLISHMENTS

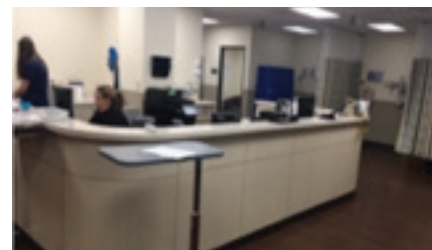
- **Linda Betts** achieved CNML certification
- 2 Surgical Techs promoted to Level 4
- 7 Exceptional Performers recognized

Celebrated longevity of service:

- **Kim Wilson** - 20 years
- **Danny Pruitt** - 20 years
- **Connie Dayer** - 31 years
- **Bob Lawrence** - 49 years
- **Peggy Clark** - 29 years



Bob Lawrence celebrated 49 years of service



Renovation of ASD



John King, Surgical Tech promoted to RN

WOMEN'S & INFANTS' SERVICES

Proudly serving patients and families for the following needs

- Labor & Delivery and OB Triage
- Mother/Baby Care
- Intensive Care Nursery
- Lactation Support Services
- Women's/Gynecology Unit
- Pediatric Care
- Women's Outreach and Support

2018 INITIATIVES AND ACCOMPLISHMENTS

- Transitioned Pediatric Services to Women's & Infants' Department
- Patient Satisfaction Overall Mean Score for Maternal/Newborn Services (LDRP) of 91.5 with an overall 95th percentile rank for the large Press Ganey database
- Initiated a new Glucose Gel protocol for glucose management and the treatment of neonatal hypoglycemia
- Ongoing collaboration with W&I Physician ACM group; W&I Team decreased Primary C-Section rate to 24.61%
- Annual "Walk to Remember" Perinatal Loss Support ceremony with 230 participants

PEOPLE PROUD!

- 18 Exceptional Performer Awards
- 7 Nurses on the Clinical Ladder
- 1 Daisy Award recipient
- 2 Great 100 Nurses recognized



Received the **Dr. Betty Lowe Award** for our continued participation and contribution as a partner with the Arkansas Children's Nursery Alliance



Professional Clinical Shared Governance



CONWAY REGIONAL'S PROFESSIONAL CLINICAL SHARED GOVERNANCE

- Provides the structure for establishing standards of clinical practice and professional advancement throughout CRMC
- Promotes excellence in clinical practice by establishing, upholding, and advancing evidence-based practice in all clinical settings
- Promotes the ongoing development of members through education, mentorship, peer review, and recognition opportunities
- Promotes knowledge acquisition through the evaluation, application and dissemination of clinical research

PATIENT CARE GOVERNING CONGRESS

Co-Chairs: **Derek Carter**, BSN, RN, and **Courtney Lloyd**, BSRT(R)

All clinical professionals are represented by a department council, whose chair attends **Patient Care Governing Congress** monthly meetings. Clinical practice decisions are recommended by Functional Councils for approval by PCGC.

Highlights of accomplishments for 2018 include:

- Selected DAISY and BEE award winners each quarter
- Sponsored the CHAMPS program for high school students
- Collected school supplies for the United Way Stuff the Bus Program
- Approved a restructure that reduces 10 Functional Councils to six, and will allow more front line staff to participate
- Thank The Donor Program was approved
- Hydration Stations were approved
- Christmas gifts for Haven House and CHDC were collected and presented
- Reviewed, revised and developed nursing policies
- Reviewed and revised patient education materials
- Adopted the Johns Hopkins Evidence-Based Practice Model
- Reviewed and revised clinical documentation processes

PATIENT CARE LEADERSHIP COUNCIL

Co-Chairs: **Sindee Morse**, MSN, RN, and **Paula Weatherley**, BSRT(R)

The Patient Care Leadership Council serves as **a forum for communication and operational accountability of matters pertinent to patient care delivery** within the Health Care System.

Highlights of PCLC work include:

- Monitoring of outcomes such as turnover, hand hygiene, falls, resuscitation and rapid response, as well as trends noted from reports of events, and reporting of near misses/good catches
- Supporting PCGC efforts

EXECUTIVE COUNCILS

Led by **Angie Longing**, MHSM, BSN, RN, NE-BC, CNO, and **Alan Finley**, FACHE, COO

The CRMC Executive Councils support the **development and implementation of strategic and operational direction to promote the highest quality, compassionate patient care** within CRMC.

Highlights of the Nursing Executive Operations Council (NEOC) include

- Improving consistency in administration of personnel policies and practices
- Ensuring coordination between PCGC, ACM, NEOC, Quality Resources, Education and the nursing leadership team
- Supporting and encouraging staff engagement in efforts such as improvements in Central Venous Line management

Community Outreach



Patient Care Governing Congress (PCSG) organized a **school supply drive** and encouraged employees throughout CRHS to donate. The school supplies were given to United Way **to distribute to local schools so that students would have what they needed to be successful in school.**



Patient Care Governing Congress bought **Christmas gifts** for the girls of **Haven House** and for the residents of **CHDC.**

Certified Nurses 2018

EMPLOYEE

Abby Davis
 Alan Caffrey
 Alexa Johnson Medlock
 Alicia Taylor
 Amanda Irby
 Amanda Sellers
 Amelia Reed
 Angela Foster
 Angie Longing
 Ann Price
 Ashley Pierce
 Barbara Burgner
 Brenda Garlington
 Brenda Turner
 Brieanna Breeding
 Bryan Martin

 C.J. Newton
 Caitlin Castellani
 Carolyn Hambuchen
 Cindy Hiegel
 Connie Dayer
 Cotney Benson
 Crystal McMahan
 Daniel Whitehead
 Dawn Shrum
 Deborah Crow
 Gwen Brunson
 Gwen Rigsby
 Jaclyn Latham
 Janet Simpson
 Jarrod Jerry
 Jennifer Cooper
 Jennifer James
 JoAnn Frazier
 Julia Sindle
 Kara Williams
 Kathleen Bright
 Kathleen Jernigan
 Kayla Bond
 Kayla Thompson-Daniel
 Keeli Henderson
 Kelley King
 Kimberly Plumley
 Kristian Poole
 Kristina Collier
 Lawren Schnebelen
 Linda Betts

 Lisa Buck
 Lisa Speer
 Lori Reynolds

CERTIFICATION

Vascular Access Certification (VA-BC)
 Certified Dialysis Nurse (CDN)
 Acute Critical Care Nursing-Adult (CCRN)
 Home Care Coding Specialist-Diagnosis (HCS-D)
 Nurse Executive-Board Certified (NE-BC)
 Acute Critical Care Nursing-Adult (CCRN)
 Certified Nurse Operating Room (CNOR)
 Family Nurse Practitioner - AANPCP (NP-C)
 Nurse Executive-Board Certified (NE-BC)
 Certified Lactation Counselor (CLC)
 Acute Critical Care Nursing-Adult (CCRN)
 International Board Certified Lactation Counselor (IBCLC)
 Vascular Access-Board Certified (VA-BC)
 Certified Diabetes Educator (CDE)
 Family Nurse Practitioner - AANPCP (NP-C)
 Acute Critical Care Nursing-Adult (CCRN) and
 Certified Emergency Nurse (CEN)
 Nurse Executive-Board Certified (NE-BC)
 Medical-Surgical Registered Nurse (RN-BC)
 Acute Critical Care Nursing-Adult (CCRN)
 Inpatient High Risk OB (RNC)
 Certified Nurse Operating Room (CNOR)
 Certified Lactation Counselor (CLC)
 Family Nurse Practitioner - AANPCP (NP-C)
 Acute Critical Care Nursing-Adult (CCRN)
 Certified Lactation Counselor (CLC)
 Certified Lactation Counselor (CLC)
 Certified Emergency Nurse (CEN)
 Inpatient Obstetric Nurse (RNC-OB)
 Inpatient Obstetric Nurse (RNC-OB)
 Maternal Newborn Nursing (RNC-MNN)
 Family Nurse Practitioner - AANPCP (NP-C)
 Progressive Care Nursing (PCCN)
 Certified Nurse Educator (CNE)
 Certified Professional in Healthcare Quality (CPHQ)
 Certified Nurse Operating Room (CNOR)
 Certified Case Manager (CCM)
 Certified Lactation Counselor (CLC)
 Certified Post Anesthesia Nurse (CPAN)
 Progressive Care Nursing (PCCN)
 Certified Nurse Operating Room (CNOR)
 Neonatal Intensive Care Nursing (RNC-NIC)
 Certified Wound Ostomy and Continence Nurse (CWOCN)
 Acute Critical Care Nursing-Adult (CCRN)
 Acute Critical Care Nursing-Adult (CCRN)
 Acute Critical Care Nursing-Adult (CCRN)
 Certified Lactation Counselor (CLC)
 Certified Nurse Manager/Leader (CNML) and
 Certified Ambulatory Perianesthesia Nurse (CAPA)
 Inpatient Obstetric Nurse (RNC-OB)
 Certified Childbirth Educator (CCE)
 Oncology Certified Nurse (OCN)

DEPARTMENT

PICC/Radiology
 Endoscopy
 CCU
 Home Health
 Nursing Administration
 CCU
 Main OR
 Medical Staff
 Nursing Administration
 W&I
 CCU
 W&I
 Radiology-PICC
 Corporate Wellness
 OIU

 Emergency Department
 Operational Excellence
 Human Resources
 CVICU
 IS
 ASD
 W&I
 Medical Staff
 Float
 W&I
 W&I
 Emergency Department
 W&I
 W&I
 Education
 Medical Staff
 3North
 Telemetry 3S
 Quality
 Main OR
 Telemetry 3S
 Home Health
 Main OR
 3S
 Main OR
 Nursery
 Inpatient Wound Services
 CVICU
 ASD
 CCU
 W&I

 ASD
 W&I
 W&I
 SSOU

Lou Ann Oade

Mandi Mears
 Margaret Clark
 Margaret Hanson
 Marilyn Dail
 Mary Salazar

Meg Prince

Meghan Mallett
 Meredith Roberts
 Mindy Moore
 Misty Huddleston
 Nancy Embry
 Nicole Bradshaw

Patricia Donar
 Rebecca Blansett-Ussery
 Regina Moore
 Rosemary Payne
 Sarah Duck
 Sheila Holliman
 Sherry Harrell
 Susan Choinski
 Suzan Akin
 Suzanne Harris
 Suzette Marks
 Tamara Carroll
 Teresa Gates
 Tiffany Epperson

Tilli Watson
 Tracy Meriweather
 Tyler McDonald

Certified Lactation Counselor (CLC) and
 Maternal Newborn Nursing (RNC-MNN)
 Family Nurse Practitioner - AANPCP (NP-C)
 Certified Nurse Operating Room (CNOR)
 Progressive Care Nursing (PCCN)
 Acute Critical Care Nursing-Adult (CCRN)
 Maternal Newborn Nurse (RNC-MNN) and Nurse Executive
 Advanced (NEA-BC) and Women's Health Nurse Practitioner (WHNP-BC)
 Nurse Executive-Board Certified (NE-BC);
 Clinical Nurse Leader (CNL)
 Family Nurse Practitioner - AANPCP (NP-C)
 Certified Case Manager (CCM)
 Oncology Certified Nurse (OCN)
 Certified Case Manager (CCM)
 International Board Certified Lactation Counselor (IBCLC)
 Acute Critical Care Nursing-Adult (CCRN) and
 Cardiac Surgery Certification (CSC)
 Certified Lactation Counselor (CLC)
 Progressive Care Nursing (PCCN)
 Family Nurse Practitioner - AANPCP (NP-C)
 Home Care Coding Specialist-Diagnosis (HCS-D)
 Certified Childbirth Educator (CCE)
 Medical-Surgical Registered Nurse (RN-BC)
 Certified Rehabilitation Registered Nurse (CRRN)
 Inpatient Obstetric Nurse (RNC-OB)
 Certified Ambulatory Perianesthesia Nurse (CAPA)
 Nurse Executive-Board Certified (NE-BC)
 Gerontological Nurse (RN-BC)
 Certified Medical-Surgical Registered Nurse (CMSRN)
 International Board Certified Lactation Counselor (IBCLC)
 Family Nurse Practitioner - AANPCP (NP-C) and
 Certified Emergency Nurse (CEN)
 Acute Critical Care Nursing-Adult (CCRN)
 Certified Lactation Counselor (CLC)
 Nurse Executive-Board Certified (NE-BC)

W&I
 Medical Staff
 ASD
 Telemetry 3S
 CVICU

 W&I

 Emergency Department
 Medical Staff
 Main OR
 SSOU
 General Med Surg - 4N
 W&I

 CCU
 W&I
 3North
 W&I
 Home Health
 W&I
 Senior Behavioral Health
 Rehab
 W&I Outreach
 SSOU
 Nursing Administration
 Senior Behavioral Health
 3 North
 W&I

 Medical Staff
 Education
 W&I
 Main OR



CERTIFIED NURSES' DAY — MARCH 19, 2018



CONWAY REGIONAL HEALTH SYSTEM

One Team. One Promise.