

2017

Nursing is THE Differentiator in Medical City Healthcare



Nursing Annual Report

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Letter from the Chief Nurse Executive

Why Nursing is THE Differentiator for Medical City Healthcare



Zach Mueller
DNP, RN, NEA-BC
Division Chief Nursing
Executive

Reflecting on 2017, it is hard to imagine a more exciting time for nursing within Medical City Healthcare! The launch of the HCA Nursing Strategy gives us a framework and roadmap to define, resource, and accomplish an agenda that will have revolutionary impact for our nurses, patients, physicians, and community.

I was honored to be selected as the second Medical City Healthcare DCNE after being CNO at Medical City Dallas and Medical City Children's Hospital. I am looking forward to working alongside each of you and sharing my motivation for this mission, my support, and leadership. Our success will be fueled by mutual collaboration, compassion, diversity and accountability. Together, we will create an environment that is second-to-none, where nurses can flourish with the highest levels of employee engagement and the lowest turnover.

Toward those goals, we kicked off our division nursing structure to support and resource nursing throughout our hospitals. Leadership roles in nursing operations, analytics, patient experience, clinical education and informatics were all developed to identify top talent to support and lead results in these key areas. A few specific tactics that were deployed to yield accelerated results were onboarding of all new unit nurse leaders by a dedicated nursing leader coach, creating a centralized clinical education model to better support the learning of our workforce, and the creation of a market float pool to fill our critical vacancies and decrease the need for contract labor. And, this is only the beginning!

I am very proud of the work you will read in the pages that follow. They are indicative of the exceptional nursing care we deliver in all of our hospitals and how we work together to elevate the standard of care for all. 2018 will no doubt bring many more positive changes and challenges for us to provide the highest level of compassionate care with an outstanding patient experience —because it's what we would want for our families and ourselves.

Letters from patients that trust in us for their care are a testament to your commitment to the care and improvement of human life. Thank you for what you do for your community, coworkers, and the Medical City Healthcare family!

So Grateful for Your Compassionate Care,

A handwritten signature in black ink, appearing to read 'Zach Mueller', with a stylized flourish at the end.

Zach Mueller, DNP, RN, NEA-BC
Division Chief Nursing Executive

Letter from the Division President



Erol Akdamar, FACHE
President, Medical City
Healthcare

One of the best parts of my day is hearing the powerful praises of staff, often nurses, which demonstrate and connect us to our mission to the care and improvement of human life. Not long ago, I learned about a nurse who travelled more than an hour, on her own time and expense, to transport a family without a vehicle to the bedside of a critically ill loved one. It is just one illustration of a noble dedication to healing that goes beyond what medicine and metrics can calculate.

As we look back on 2017, the results of your contributions and compassionate care are apparent in unprecedented achievement across our division. For the third year in a row, Medical City Healthcare achieved one of the highest employee engagement results in the company, reinforcing the satisfaction and pride you derive from your important work. In addition, 23 nurses were named to DFW's "The Great 100 Nurses" list and five of our North Texas hospitals are designated Magnet facilities, recognized nationally for nursing excellence.

I want to personally thank you for being a positive influence and important differentiator when it comes to the patient experience. Your commitment to clinical quality has saved lives through our Sepsis, CAUTI and CLABSI reduction initiatives. This past year, with your support, Medical City Plano attained the elite Level I Trauma status, just as Medical City Denton achieved Level II Trauma and Medical City Children's Hospital began its pursuit of this higher designation. We also welcomed Medical City Weatherford to our family of excellence, elevating the standard of care for patients that live west of the Metroplex.

Under the direction of Chief Nursing Executive, Zach Mueller, our culture of nursing excellence will continue to evolve, with emphasis on increasing RN retention, creating new and exciting opportunities for nurses, and encouraging collaboration for the benefit of all of the patients we serve.

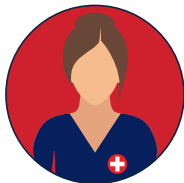
Long after physicians finish rounds and visitors have left for the day, nurses are there to care and comfort. As president of Medical City Healthcare, I am grateful to you for your selfless dedication to our patients and your commitment to excellence always.

Sincerely,

A blue ink handwritten signature, appearing to read "E. Akdamar", with a long horizontal flourish extending to the right.

Erol Akdamar, FACHE
President, Medical City Healthcare

Medical City Healthcare By the Numbers



6000+
Registered Nurses



\$1,500,000
Career Enhancement



\$5,500,000
Tuition Reimbursement



117,000
Patient Admissions



142,000
Surgeries



450,000
Emergency Room visits



16,000
Babies Delivered



2,200,000
Outpatient visits

Meet the Chief Nursing Officers



Judi Messer,
MSN, RN, NEA-BC

Staci Birman
ACNO



Cathy McLaughlin,
MSN, BSHM, RN

Ginny Johnson
ACNO



Angie Buckmeier,
MHA, BSN, RN



Joyce Soule,
MSN, RN, CNOR, NEA-BC

Katie Bruels
ACNO



Nicki Roderman,
DNP, RN, CCRN-K, CNRN

Dean Miller
ACNO



Sandi Gill,
MHA, BSN, RN,
NEA-BC, CNML



Damita Williams,
Ed.D., MSN, RN, CPN, CENP

Megan Gallegos
ACNO



Russell Reed,
MSN, RN



Meet the Chief Nursing Officers



Kim Petty,
MSN, RN

Jeremy Rountree
ACNO



Brandy Farrer,
MSN, RN, NEA-BC

Kyle Bryan
ACNO



Cassidi Roberts,
MSN, RN, CEN

John Summers
ACNO



Tracey Smithson,
MSN, RN, NEA-BC

Sharon Ingram
ACNO



Sandy Haire,
DNP, MHA, RN, NEA-BC, FACHE

Tabitha South
ACNO

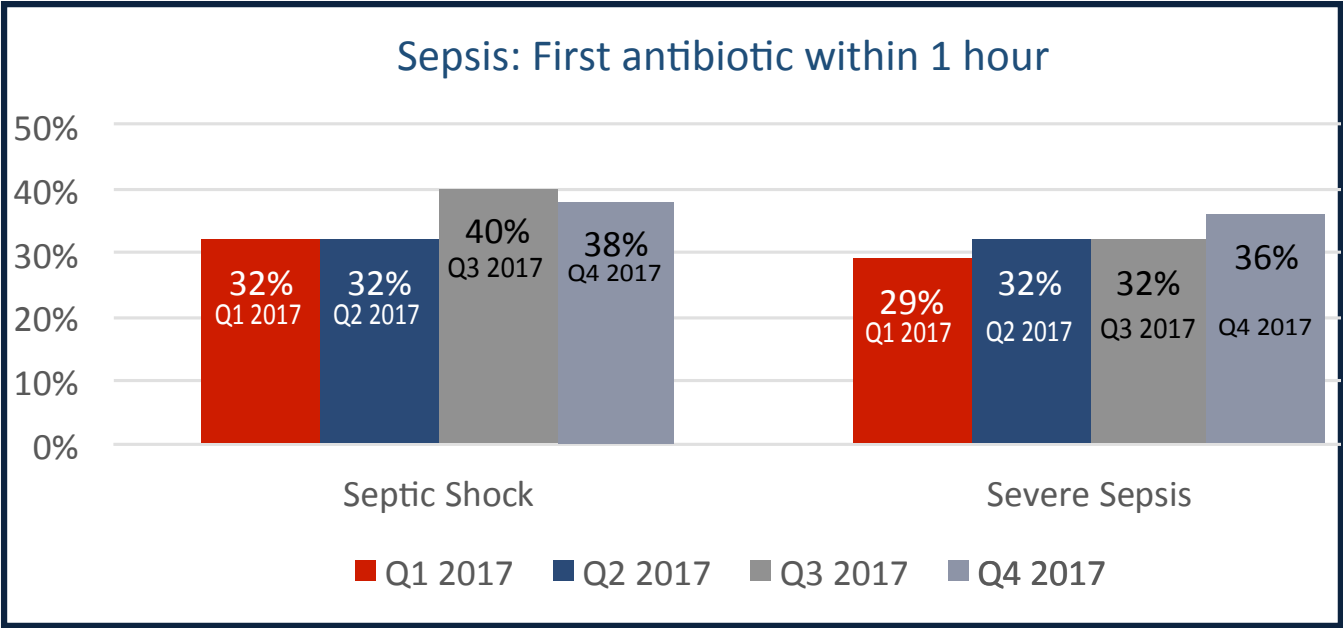


Donna Boone,
MS, RN

Patricia Jackson
ACNO

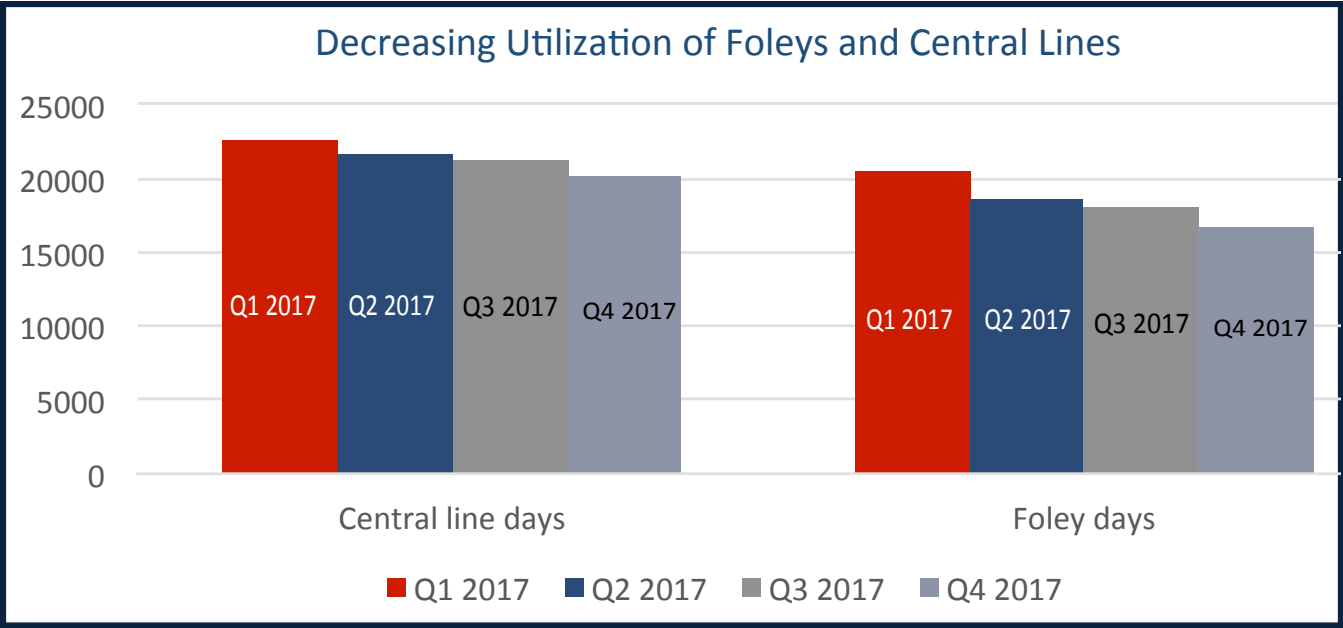


Exceptional Clinical Quality



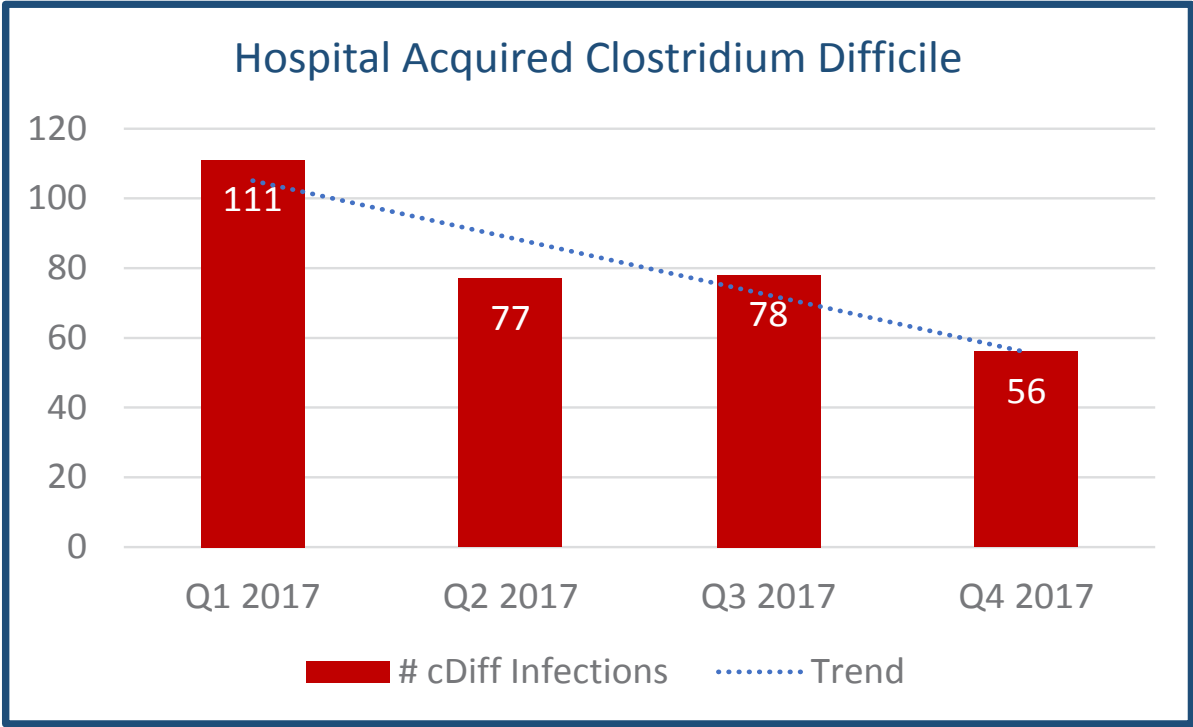
According to the CDC, sepsis is the body's extreme response to an infection and can be life-threatening without timely treatment. The likelihood of death increases with delays in antibiotic administration. By ensuring that antibiotics are delivered within one hour of sepsis recognition, we are able to save more lives.

Exceptional Clinical Quality



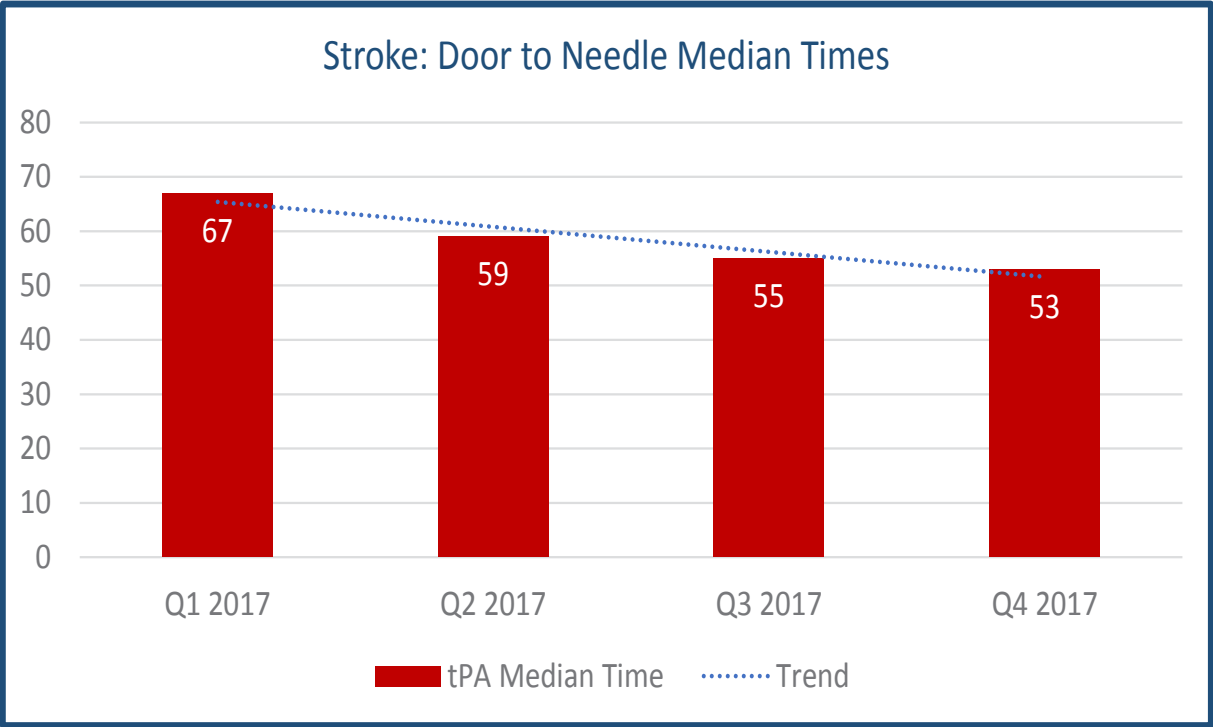
Healthcare-associated infections are a threat to patient safety. At Medical City Healthcare, the best way that we can prevent Central Line Associated Bloodstream Infections (CLABSIs) and Catheter Associated Urinary Tract Infections (CAUTIs) is to minimize the utilization of invasive catheters. By preventing healthcare-associated infections, we are able to save more lives.

Exceptional Clinical Quality



Clostridium Difficile (C. Diff) is a bacterial infection that most frequently occurs when patients are on antibiotics for a long period of time and may have weakened immune systems. By performing thorough assessments for C. Diff at the time of admission, nurses can ensure that our hospitals accurately report cases of this potentially deadly illness. In addition to those assessments Medical City Healthcare has been able to use frontline staff to strengthen stewardship for C. Diff.

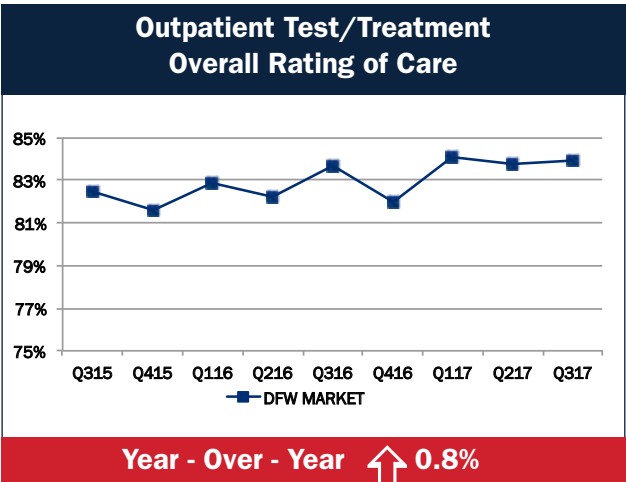
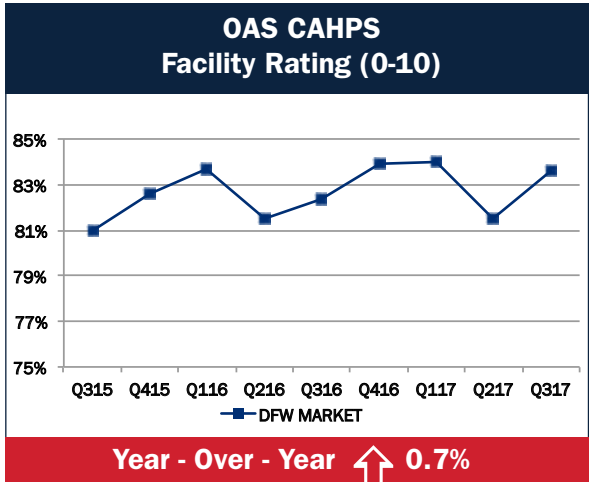
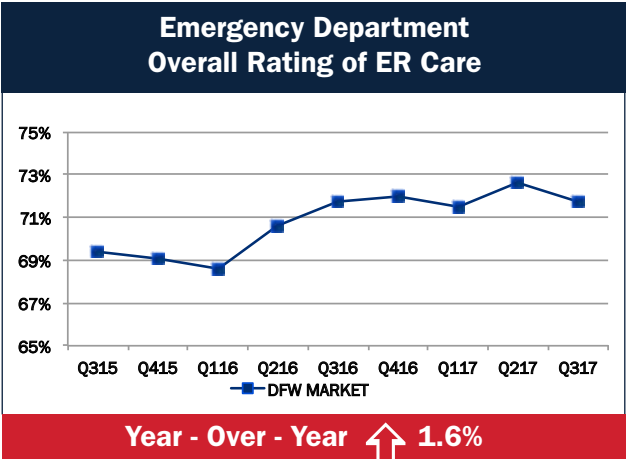
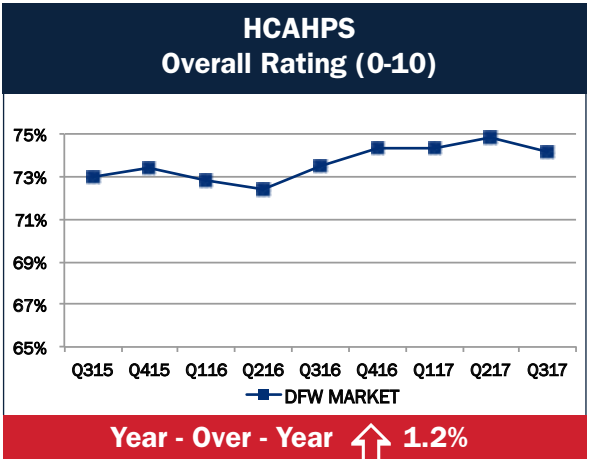
Exceptional Clinical Quality



For stroke patients, 1.9 million neurons die each minute a stroke is untreated. By administering tissue plasminogen activator (tPA) quickly, our clinicians are able to save more lives and reduce the long-term effects of stroke.

Unparalleled Patient Service

The patient's experience of care is unique and individualized to each person we are privileged to serve. Medical City Healthcare uses data and evidence-based leadership tactics to continually improve care with compassion and efficiency. In 2017, our patients perception of care improved in all four areas noted below.



Awards and Recognition

The Great 100 Nurses of DFW



The Great 100 Nurses celebration raises the awareness of the contributions of nurses to patient care, research, leadership, education and community service of more than 50,000 nurses practicing in the DFW area. In addition, the celebration builds the image of nursing through positive reinforcement of the profession as a scientific art and the recognition of those who exemplify excellence.

More than 700 nominations were received, only 100 were selected, and 23 were from Medical City hospitals. **Congratulations to our award recipients:**



Medical City Healthcare

Rowena Yates



Medical City

Green Oaks Hospital

Dusty Cornelius



Medical City

Alliance

Nelson Martinez



Medical City

Lewisville

Theresa Beebe, Paula Hanna,
Jamie Hancock



Medical City

Children's Hospital

Kamela Lancaster,
Emily Williams



Medical City

McKinney

Ann Dutze, Gary Huey,
Mark Lasonbee, Mike Mixon,
Cassidi Roberts



Medical City

Dallas

Hisayo Pelton, Rick Reddick,
Jenna Taylor, Kara Eastom,
Eric Rodriguez



Medical City

North Hills

Florence Murray,
Shannon Croft



Medical City

Denton

Cindy Lang, Elizabeth Rock



Medical City

Plano

Michelle Hooks

Awards and Recognition

Excellence in Nursing Award



Excellence in Nursing: Compassionate Care -
Tammy Bristow, MHL, BSN, RN, CHPN - Medical City Denton



Excellence in Nursing: Professional Mentor -
Megan Brunson - MSN, RN, CNL, CCRN-CSC - Medical City Dallas

The Frist Humanitarian Award

This award honors outstanding individuals for their humanitarian and volunteer activities.



The Frist Humanitarian Award
Joanie Sackett, RN, RNC-OB, CA/CP SANE - Medical City Denton

Innovator Award

Innovator award recognizes creative new ideas for enhancing quality of care and efficiency.



Quality and Patient Safety - Brandy Farrer, MSN, RN, NEA-BC - **Medical City Lewisville** -
Monitoring QT Interval to Improve Patient Outcomes



Service Excellence - Shawn Lewis, BSN, RN, EMT-P & **Megan Gallegos**, DNP, BS, RN, NEA-BC -
Medical City Fort Worth - Patient Experience in the ED



Financial Impact - Eve Sheppard, BSN, RN, CCM, CIC - **Medical City Fort Worth** - Hey It's
Hump Day - Central Line Dressing Change Day!

Awards and Recognition

2017 Unit of Distinction Award



HCA nursing executives recognized 24 medical-surgical units, 11 critical care units and 5 progressive care units that demonstrated excellence in nursing care and represent the core strategic elements to support nursing at our organization. The following units were recognized within the top 5% of all HCA nursing units:

2017 Recipients: Medical/Surgical Nursing

- **Medical City Dallas Unit 618 Total Joint**
- **Medical City Dallas Unit 619 Orthopedics**
- **Medical City North Hills Unit 614 Med-Surg**

Honorable Mention

- **Medical City North Hills Unit 610 Med-Surg**

2017 Recipients: Critical Care Nursing

- **Medical City Dallas Unit 650 MICU**
- **Medical City Dallas Unit 651 SICU**
- **Medical City Dallas Unit 638 NVICU**

Honorable Mention

- **Medical City Plano Unit 677 CCU**
- **Medical City Lewisville Unit 650 ICU**

2017 Recipients: Progressive Care Nursing

- **Medical City Arlington Unit 635 PCU**
- **Medical City Lewisville Unit 634 PCU**

Awards and Recognition

The Extreme Nursing Award



The Extreme Nursing Award is given in recognition of **Carol Gregory**, MBA, MSN, RN, NEA-BC, the first Medical City Healthcare Division Chief Nursing Executive and consummate nursing professional, who constantly championed and recognized nurse and caregiver excellence. Medical City Healthcare clinicians were recognized for a variety of compassionate acts carried out on behalf of our patients and families.

The following healthcare providers received the Extreme Nursing Award

Kimberly Adams, BA, RN

Mike Thornton, RN

LaChandra Crooks, BSN, RN

Ken Carpenter, RN, EMT-P, TCRN

Mike Weber, EMT-P

Christine Toner, RN, EMT-P

Jordan Ingram, RN, CCRN

Sue Vanek, BSN, RN

Brent Badger, PA-C

Mark Elliott, PA-C

Paul Clair, PA-C

Julia Toler, RN

Jamie Hancock, BSN, RN, CPEN

Kevin Trimble, BAAS, LP

Miranda Hicks, RN

Jeanne Fortner, BSN, RN, CNRN

Carol Wolf, BSN, RNC-OB, NREMT-P

Cherish Brodbeck, BSN, RNC-OB, LP

Samantha Kuykendall, BSN, RN

Ariele Geiser, BSN, RN

Roxanna Gorham, BSN, RN

Stephanie Michele, ED Child Life Specialist

Abel Kissaru, BSN, RN-BC

Kara Adams, MHA, BSN, RNC-OB

Jennifer Johnson, RN

Clay Terronez, BSN, RN

Patsy Brooks, RRT

Patrick Vance, EMT-P

Joyce Bernardo, BSN, RN, CCRN

Carol Wolf, BSN, RNC-OB, NREMT-P

Edward Lee, BSN, RN

Aaron Thompson, EMT-P

Chris Kellen, BS, LP

Michele Gray, BSN, RN, CEN

Karina Olivas, RN



Awards and Recognitions

Operational Excellence: Awards and Accolades



6 Joint Commission Top Performing Hospitals



Nationally ranked by US News and World Report for Gynecology Services



5 Magnet hospitals, 1 Pathway hospital, recognized for nursing excellence



6 hospitals with "A" Leapfrog rating



Recognized as a Mission: Lifeline STEMI Receiving Center Silver Plus Performance Achievement Award



Rated #6 for "Top Places to Work" by Texas Monthly

Leadership and Career Development

Professional Practice Governance Board

The Nursing Professional Practice Governance Board (PPGB) at Medical City Healthcare was chartered in January 2017 as a means to help drive nursing excellence by tapping the voice and talents of nurses at all levels for decisions that affect patient care. The PPGB will develop and disseminate evidence-based nursing practices and provide resources for the Magnet Journey throughout the Division. Members of the PPGB serve as ambassadors to assure a world-class patient experience and inter-professional collaboration.

Chair: Michelle Yeatts, MSN, RN-BC, CEN

Co-Chair: Molly Prescott, BSN, RN, BMTN, OCN

Secretary: JoLynn Deal, MSN, RN, AE-C

Executive Sponsor: Assistant Chief Nursing Officer:

Dr. Megan Gallegos, DNP, BS, RN, NEA-BC

Division Chief Nurse Executive: Dr. Zach Mueller, DNP, RN, NEA-BC

In the inaugural year, the PPGB members have shared best practices on:

Alliance: Nurse Leader Rounding

McKinney: New Hire RN Orientation

Plano: Decrease Fall Rate and Falls with Injury

Dallas: Fever and Neutropenic Pediatric Admissions

Las Colinas: Doc Talks

HCA: Hourly Rounding



Leadership and Career Development

The Professional Practice Governance Board Members



Medical City Alliance

JoLynn Deal,
MSN, RN, AE-C

Casey Northup,
BSN, RN-BC, PCCN-K

Cortina Plantada,
BSN, RN, CCRN



Medical City Arlington

Janelle Braun,
MBA/MHA, BSN, RN

Barbara Obot,
MSN, RN, RNC-MNN



Medical City Dallas

Adrian Branch,
BSN, RN

Tracy Adame,
BSN, RN

Kathleen Johnson,
BSN, RN, CCRN

Molly Prescott,
BSN, RN, BMTCN, OCN

Hillel Rodin, RN

Genevieve Wilson,
MSN, APRN, CPNP-AC,
CPNP-PC



Medical City Healthcare

Zach Mueller,
DNP, RN, NEA-BC



Medical City Denton

Nicole Duckwall,
BSN, RN, CCRN

Peter Hoang,
MSN, RN, PCCN

Kim Jobe,
BSN, RN

Jennifer Jones,
BSN, RN, CMSRN

Sheri Mason-Hagler,
BSN, RN, CCRN

Michelle Yeatts,
MSN, RN-BC, CEN



Medical City Fort Worth

Megan Gallegos,
DNP, BS, RN, NEA-BC

Alis Walton,
MSN, RN, NEA-BC



Medical City Green Oaks Hospital

Kim Schuldenberg,
RN



Medical City Las Colinas

Becky Sumerford,
BSN, RNC-OB, C-EFM

Ellissa Weaver,
RN



Medical City Lewisville

Jamie Hancock,
BSN, RN, CPEN

Leighanna Ounanian,
BSN, RN, OCN, CHPN

Marina Reeves,
MSN, RNC-LRN



Medical City McKinney

Michelle Moss,
BSN, RN, CCRN

Dave Owen,
MSN, RN



Medical City North Hills

Kim Beauchamp,
BSN, RN

Cynthia Kell,
MSN, RN, CCRN-K

Yvonne Robedeau,
BSN, RN

Tracey Smithson,
MSN, RN, NEA-BC



HEALTHTRUST

Amy Yazbeck,
MBA, RN



Medical City Plano

Mary Bailie,
MBA, BSN, RN, CPHQ, HACF

Courtney Pfeil,
BSN, RN, CCRN

Emily Romano,
MSN, RN, ONC

Shaila Sharma,
BSN, RN, PCCN

Cathleen Shellnutt,
MSN, RN, AGCNS-BC

Leadership and Career Development

Charge Nurse Leadership Certificate

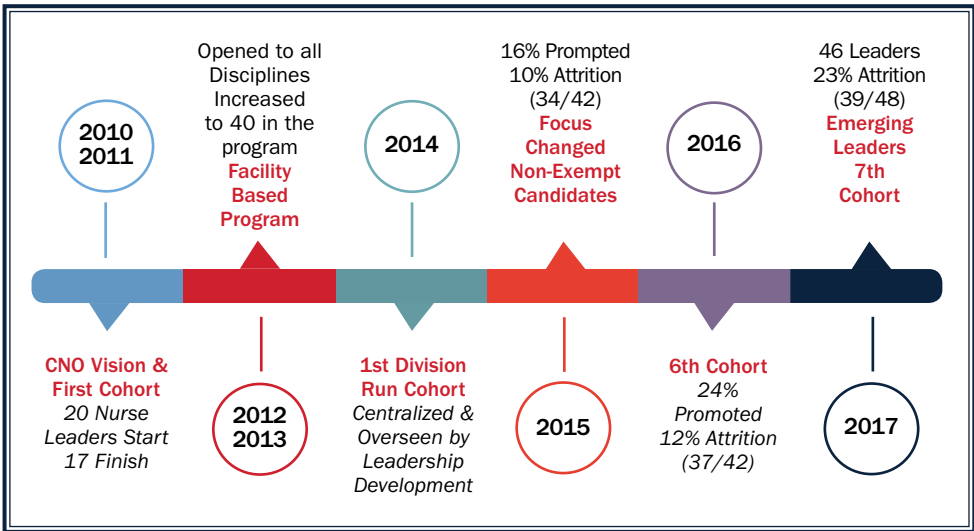
Charge Nurse Leadership Certificate	
Course Title	Participants/ Overall Rating 2017
HCA Vitals	264/NA
Fundamentals	159/4.42
Supervisory Skills	250/4.43
Critical Thinking	214/4.45
Leading Change	219/4.45
Coaching for Excellence	138/4.78
Scale 1-5	

The new HCA Charge Nurse Leadership Certificate is an opportunity for Charge Nurses to build core leadership skills to ensure exceptional patient care and contribute positive business results. After completing these courses, charge nurses will have a greater understanding of one's own leadership strengths and development opportunities. They will develop skills to successfully lead teams that provide exceptional patient care and will contribute to positive business outcomes.

Emerging Leaders

Emerging Leaders is a year-long program designed to develop promising new leaders throughout all disciplines in the organization. Since its launch in 2011, the program has graduated 225 leaders and has maintained strong retention and promotion rates.

Timeline



Leadership and Career Development

Leadership Development Institute



Over 2500 leaders attended Leadership Development Institute (LDI) sessions in 2017. The sessions were expanded to include Charge Nurses, Supervisors and Team Leaders at the facility level.

Leadership Development Institute Division/Facility



3379 Total
1422 Division
1957 Facility



April
July
November



Overall LDI
Rating
Division 4.50
Facility 4.57

Research and Evidence-Based Practice

Medical City Healthcare Nursing Research

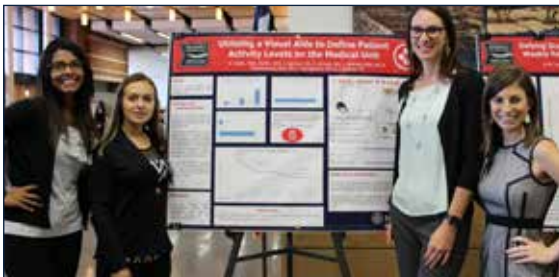
The Medical City Healthcare Nursing Research Network developed and initiated an inaugural Nursing Research Residency in September 2017. This 18-month residency incorporates formal lectures, guest speakers and hands-on time with mentors to develop, conduct, analyze and disseminate nursing research projects across the division.

Course Directors: Tracy Adame, BSN, RN and Georgette Calma, BA, BSN, RN-BC

Executive CNO Sponsors: Nicki Roderman, DNP, RN, CCRN-K, CNRN and Sandy Haire, DNP, MHA, RN, NEA-BC, FACHE

Research and EBP Day

The Annual Medical City Healthcare Research and EBP Day unites nurses from across the division to share their projects and promote collaboration and continued improvement. In the 11th year of this event, over 40 posters and 10 podium presentations were representative of the new knowledge and innovation being disseminated within the Medical City Healthcare community.



Research and Evidence-Based Practice

Division Research Study: Compassion Fatigue

Compassion fatigue is characterized by physical, spiritual, and emotional exhaustion that is caused by witnessing trauma and suffering. Nurses are at a high risk for experiencing compassion fatigue because they engage in intense empathetic, caring relationships with patients and families in high stress working environments. Mary Elizabeth Barnhouse, BSN, RN, OCN, Oncology Nurse Manager at Medical City Dallas initiated a single site study of all inpatient oncology nurses at Medical City Dallas in 2015. In 2017, the Medical City Healthcare Nursing Research Network set forth to expand the work as a multi-site trial. The large study analysis and sub analyses across practice types is currently ongoing.

Hospital	Site PI	Total Number of Nurses Enrolled
Alliance	Casey Northup	17
Arlington	Karen Botbyl	13
Childrens	Kimberly Malinowski	18
Dallas	Heather Hunt	102
Denton	Georgette Calma	73
Fort Worth	Jennifer Rice	37
Frisco	Karen McCarthy	5
Green Oaks	Melissa Furay	9
Las Colinas	Jency Abraham	20
Lewisville	Linda Wyman-Collins	86
McKinney	Memeory Wilson	30
North Hills	Dorie Murray	17
Plano	Ginny Robinson	110
MCH (total)	Beth Barnhouse	537

Celebrating Diversity

AIDET with an A.C.C.E.N.T.

Medical City Healthcare's AIDET with an A.C.C.E.N.T. is an innovative onboarding program implemented to overcome language barriers and smooth enculturation to the practice setting for foreign-born nurses. The program promotes cross-cultural understanding for patient safety and is offered as a celebration of a rich diverse workforce.

Medical City Healthcare's AIDET with an A.C.C.E.N.T.: International Nurses Connect (AWA) class was showcased at AONE's 50th Anniversary 2017 National Conference in Baltimore, MD. Subsequently, an article entitled "Effective Communication for a Global Workforce" by Carol Gregory, MBA, MSN, RN, NEA-BC was published in the December 2017 issue of *Nurse Leader*.

Currently, AWA facilitators include: Marci Ayers, MSN, RN-BC, CMSRN, CNE, Barbara Obot, MSN, RN, RNC-MNN Evangeline Quilantang, BSN, RN-BC, and Janelle Braun, MBA/MHA, BSN, RN. Any nurse is welcome, any time!

Attendance
1573+
RNs



Attendance
83
COUNTRIES



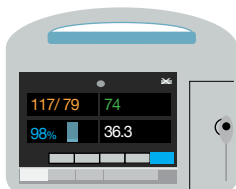
Advances in Technology

I-Mobile



The iMobile project provided healthcare clinicians with secure smartphones to foster a patient-centered collaborative care team. The smart phones are equipped with Mobile Heartbeat, a secure application which features text messaging, admission and lab data, and call light integration. This technology improves collaboration and communication among caregivers to drive outcomes.

Vital Sign Neuron Capsules



The Welch Allyn Spot Monitor (CSM) is an electronic vital signs monitor that connects wirelessly to the EMR system, enabling integrated documentation of vital signs and additional patient data. The device measures Non-Invasive Blood Pressure (NIBP), Temperature, Pulse Oximetry (SpO2), and Pulse rate.

NaviCare Nurse Call System



The NaviCare Nurse Call System provides alerts and escalation pathways to enable the patient to contact care team members and express needs via the call bell system. The console is located at the nurses' station and notifies care team members when their patient has a specific need and has the ability to directly contact care team members on smart phone devices in certain facilities.

Looking Ahead

VP Highlights



Denise Dwight

Division Vice President of Patient Experience

Denise joined the Medical City Healthcare team in January 2016. In her role, Denise oversees the patient experience working closely with the division team, physicians, leaders and staff and clinicians. She is focused on achieving and sustaining an exceptional patient experience.



Sarah Green, MSN, RN-BC

Division Assistant Vice President of Nursing Informatics

Sarah joins the division nursing leadership team from Medical City Dallas, where she started in 2008. She is responsible for supporting nursing and patient care clinicians in the safe and effective deployment and use of clinical informatics and technology.



Jennifer Reeder, MBA/HCM, RN, NE-BC

Division Vice President of Nursing Operations and Analytics

Jennifer previously served as Vice President of Clinical Excellence at Medical City Dallas, where she started in 2012. In her new role, Jennifer oversees nursing initiatives and processes, using quality data to examine clinical performance. She collaborates with finance, HR, and quality to help drive consistency and performance outcomes across the division.



Jackie Brock, DNP, APRN, TCRN

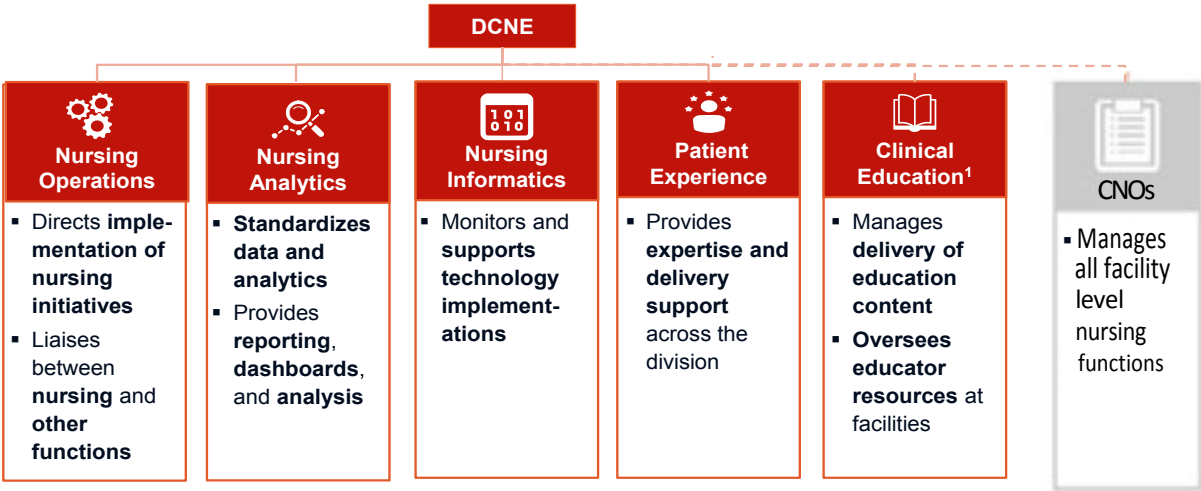
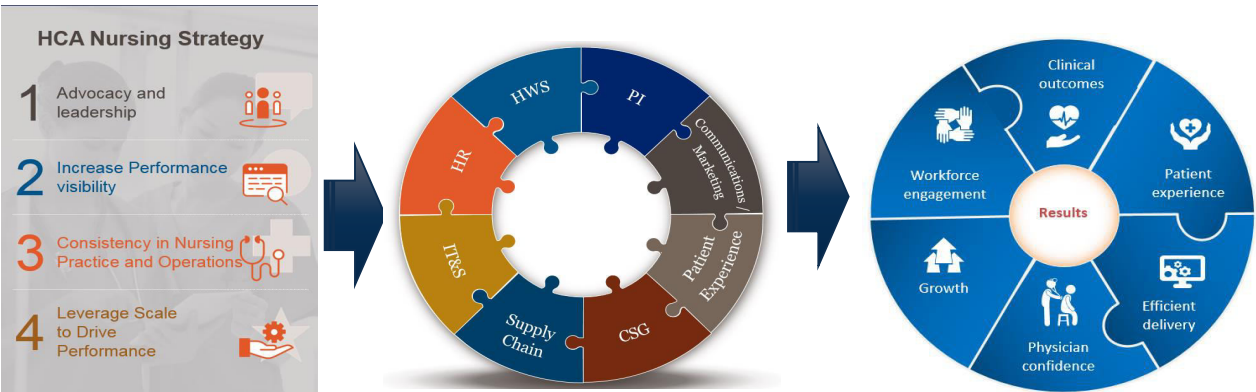
Division Vice President of Clinical Education and Professional Practice

Jackie has 27 years of experience in nursing executive leadership, general management, clinical education and organizational development.

In this role, Jackie is responsible for all clinical education across the division including competency, onboarding education, internships, ongoing education, specialty education and professional development of our nursing and clinical workforce.

Looking Ahead

HCA Nursing Strategy



Caring for our Community



Caring for our Community



Caring for our Community

Light the Night



Editorial Board

Zach Mueller, DNP, RN, NEA-BC

Division Chief Nursing Executive

Rose Johnson, MS, BSN, RN, NE-BC


Division Director of Nurse Leader Onboarding, Integration and Development

Michelle Yeatts, MSN, RN-BC, CEN

Administrative Director of Professional Practice

Cassidi Roberts, MSN, RN, CEN

Chief Nursing Officer, Medical City McKinney



**Above all else, we are committed to the
care and improvement of human life.**



Medical City Healthcare[™]

