



HCA  Houston Healthcare®
Northwest

Partially physician-owned to be invested in your care

Annual Nursing Report

2022

HCA  Houston Healthcare Northwest

↑   Houston Healthcare
← PATIENT & VISITOR PARKING  | → EMERGENCY 
 → ER PATIENT & VISITOR PARKING 



There's No Place Like Home Northwest
Magnum Document Submission
September 23, 2022
Nancy R. Wood, Executive

USPECT SEPSIS

There's No Place Like Home
HCA Northwest

There's No Place Like Home
All Aboard Journey to MA
Northwest

Good Catch

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Editorial Committee

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Chief Nursing Officer

MaryClaire Dangel-Palmer, DNP, RN, CRNA, FACHE

Assistant Chief Nursing Officer

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

In pursuit of our mission, we stand by the following value statements:

We recognize and affirm the unique and intrinsic worth of each individual.

We treat all we serve with compassion and kindness.

We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity.

We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives.

A Message from Jeff Mills HCA Houston Northwest Chief Nursing Officer



Dear Colleagues,

What a year 2022 was! It is difficult to narrow down all of the items we have to brag about this past year as you have all done amazing work for our facility, our patients, our community, and each other. First and foremost, I need to thank our entire leadership team for their tireless efforts to be your voice and to ensure your needs are heard and met. Your leaders truly care about you and work around the clock many days to ensure you have what you need to take great care of our patients. Our biggest accomplishment of 2022 for Nursing was our Magnet® Recognition document submission. Nancy Carey MSN, RN, NE-BC has been shepherding HCA Houston Northwest towards this goal for many, many years. We are in the home stretch and it is my sincere hope that in next year's annual report we are celebrating our initial Magnet® Recognition!

As the editorial team reviewed the topics and outline for this annual report, it is clear to us that HCA Houston Northwest is dedicated to a culture of Caring Like Family. We have wrapped our arms around our influx of new colleagues, adopted clinical students of every discipline, and ensured that we treat each other with respect and care. We have made progress on many quality fronts achieving Comprehensive Stroke Center designation from The Joint Commission and continue to hold our complication and mortality rates well below the national benchmark.

We were excited to have the first Gulf Coast Division Compassionate Connected Care recognition awarded to one of our own. Tammy Rodgers BSN, RN from the Post-Anesthesia Care Unit recognized a moment of need in one of their patients and not only stepped up to the plate, but knocked it out of the park. Thank you to all of you who excel at caring for our extended family each and every day. I look forward to receiving more stories like Tammy's in the future. When you see one of your modest colleagues reaching for the stars and "just doing what they do," please make sure you submit a nomination and tell us about how they are making our hospital the best place to receive and delivery exceptional care.

A handwritten signature in black ink that reads "Jeff Mills Jr." The signature is fluid and cursive.

Jeff Mills MBA, BSN, RN, NEA-BC
HCA Houston Northwest
Chief Nursing Officer

Journey to Magnet Excellence



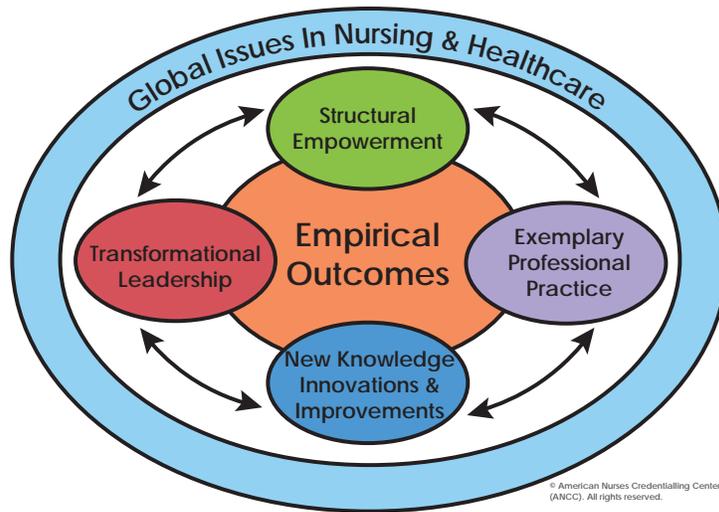
ANCC Magnet-recognized organizations serve as the fountain of knowledge and expertise for the delivery of nursing care globally. Magnet is embedded in our culture at HCA Houston Healthcare Northwest, not just because we are working toward the designation but because we are dedicated to growing our profession as nurses and committed to providing the best care for patients and families throughout our community. In September 2022, HCA Houston Healthcare Northwest submitted its Magnet document for review. We are proud to be the first facility in the Gulf Coast Division to accomplish this fantastic task. The team at Northwest collaborated to submit a document that reflected nursing excellence in all areas of the Magnet Model. Our Magnet journey continues beyond the document. Engaging our nurses and all staff in our developing Magnet culture is exciting. The energy continues as we prepare for the final document evaluation and site visit, followed by Magnet designation.

We are proud of our Journey to Magnet and the projected timeline below that will take us to Magnet Designation.

Our Magnet Journey Timeline	
Document Submission	September 2022
ANCC Document Review	Complete
Additional document requests submitted	May - June 2023
Final approval of document	June - July 2023
Magnet Site Visit	August - October 2023
Magnet Designation	November - December 2023



Nancy Carey MSN, RN, NE-BC
Magnet & Pathway to Excellence
Program Director



Overarching the Magnet Model Components is an acknowledgment of Global Issues in Nursing and Health Care. Below is a description of the 5 Model Components that we continue to reflect in our nursing care and patient outcomes.

Transformational Leadership

- Transformational leaders are those who stimulate and inspire followers to both achieve extraordinary outcomes and, in the process, develop their own leadership capacity.
- The transformational leader must lead people to where they need to be in order to meet the demands of the future.
- The intent of this Model Component is to transform the organizations to meet the future.

Structural Empowerment

- Solid structures and processes developed by influential leadership provide an innovative environment where strong professional practice flourishes and where the mission, vision, and values come to life to achieve the outcomes believed to be important for the organization.
- Staff need to be developed, directed, and empowered to find the best way to accomplish the organizational goals and achieve desired outcomes.

Exemplary Professional Practice

- The true essence of a Magnet organization stems from exemplary professional practice within nursing.
- Exemplary professional practice in Magnet-recognized organizations is evidenced by effective and efficient care services, interprofessional collaboration, and high-quality patient outcomes.
- Magnet nurses partner with patients, families, support systems, and interprofessional teams to positively impact patient care and outcomes.
- The goal of this Component is more than the establishment of strong professional practice; it is what that professional practice can achieve.

New Knowledge, Innovation, & Improvements

- Magnet[®]-recognized organizations conscientiously integrate evidence-based practice and research into clinical and operational processes.
- Nurses are educated about evidence-based practice and research, enabling them to appropriately explore the safest and best practices for their patients and practice environment and to generate new knowledge.

Pathway to Excellence

Designated 2015, 2019

2023 3rd Submission



HCA Houston Healthcare Northwest is proud to be a two-time Pathway to Excellence Designated hospital. Your Magnet Program Director coordinates the Pathway to Excellence Designation. Our first award from the ANCC for Pathway to Excellence was in 2015, with our second being in October 2019. HCA Houston Healthcare Northwest is one of two facilities in the Gulf Coast division with this recognition.

Working in a Pathway-designated organization means we have shown that we have developed a positive practice environment and exemplify the six standards of the Pathway to Excellence framework:

- Shared Decision Making
- Leadership
- Safety
- Quality
- Well-Being
- Professional Development

Our nurses have a work environment of excellence focused on quality and interprofessional collaboration. Our organization supports, recognizes, and invests in our nurses. Our nurses have the opportunity to have their voices heard can impact patient care, safety, and quality. The nurses are encouraged to bring ideas and issues forward through our shared governance. Pathway to Excellence designation states a quality standard and a rank among the best nurses in the world.

We are excited to be preparing for our 3rd Pathway to Excellence Document Submission November 2023.

Professional Practice Model

Our professional practice model* (PPM) is the conceptual framework for our nurses, nursing care, and interprofessional patient care. It is a schematic description that depicts how our nurses' practice, collaborate, communicate, and develop professionally to provide the highest-quality care to our patients. The PPM illustrates the alignment and integration of nursing practice with the mission, vision, values, and philosophy that nursing has adopted. Our care delivery system is integrated within our PPM and promotes continuous, consistent, efficient, and accountable delivery of nursing care.



What does our model mean?

The Outer Circle includes Quality Outcomes, Evidenced-Based, Collaboration, Shared Governance and Professional Development.

- Quality Outcomes – Nurses practice at every level of healthcare operations to improve patient outcomes in all areas of care.
- Evidence-Based – Nurses participate in innovative practices as well as using a problem-solving approach to clinical decision-making within our health care organization that integrates the best available scientific evidence to guide their practice
- Collaboration – Nurses have interprofessional collaborative partnerships with all members of the healthcare team. This collaboration results in open and objective information sharing, delivery of care and evaluation of outcomes for each patient.
- Shared Governance – Nurses have the ability to share information and promote practices to increase structural empowerment, exemplary professional practice, transformational leadership, and knowledge and innovation.
- Professional Development – Nurses seek professional development to enhance their professional practice. HCA Houston Healthcare recognizes and rewards nurses for their professional contributions to advancing their practice and profession in their nursing practice.

The Inner Circle which includes Holistic, Commitment, Integrity, and Compassion all reflect the nursing attributes that promote a healthy clinical environment where each colleague is respected.

- Holistic – When caring for colleagues and patients, nurses treat the whole person, taking into account the body, mind, spirit, culture, socioeconomic background, and environment.
- Commitment – Nurses are dedicated to provide optimal patient care and enhance the nursing profession.
- Integrity – Nurses are honest, have strong moral principles and possess moral uprightness that is reflected in their patient care.
- Compassion – Nurses are empathetic and show genuine concern for others. The Diamond Plus – As a diamond represents lifelong commitment, faithfulness and is a symbol of a promise; the nurses of HCA and the care they give represent this same commitment to their patients.

The Diamond Plus – As a diamond represents lifelong commitment, faithfulness and is a symbol of a promise; the nurses of HCA and the care they give represent this same commitment to their patients. The diamond in the center represents the patients and their families that we serve.

Through our Professional Practice Model, we create and sustain a culture of quality and care that continually reflects that “above all else we are committed to the care and improvement of human life”.

2022 Nursing Strategic Plan

At HCA Houston Healthcare Northwest, we value our nurses and the skill, knowledge and compassion they bring to our patients. Our nursing strategic plan was developed by listening to the Voice of the Nurse at all levels of the organization. Through surveys, focus groups, professional practice councils and advisory boards, we listened to nurses and heard what they care about most. As we build on our strengths and bring the full support of HCA Healthcare's network to the practice of nursing, our emphasis on listening will continue through dedicated nurse workgroups.



Advocacy and Leadership

Develop extraordinary leaders at every level and provide unparalleled opportunities for a career for a lifetime.

Recruitment and retention

- PCT retention strategies
- Emotional wellbeing strategies
- Shared governance relaunch

Develop nursing leadership (CNO, ACNO)

- CNO Council
- CNO and ACNO development Programs

Professional Practice

Ensure ownership of evidence-based practice to elevate nursing excellence.

Improve nurse sensitive quality indicators:

- CSIP hospital acquired pressure injury playbook
- Falls prevention playbook

Optimize performance management

- ICON implementation



Staffing and Care Team Support

Create innovative and effective care delivery models to support care teams and meet patient needs.

Optimize technology **Wound care imaging**

TeleTracker

Telemetry: NATE

Facility scheduler (MyScheduler)

Care efficiency dashboard

Diversify and optimize the workforce

Alternate model care practices
(LPN, Paramedic)

Market float pools

Patient safety attendants (sitter)
reduction

Nurse externs (LPN, Paramedic, Nurse
Externs)

Hired first clinical resource nurse for the facility **Enhance nursing communication**

Shift handoff

RN results review via PK

Safety huddle at unit level

Improve nursing workload and patient safety

MobilLab specimen collection tool

Medication management and Pyxis
integration



Education and Academic Partnerships

Access to industry-leading education and career development opportunities to positively impact patient care.

Increasing nursing workforce

Strengthen academic relationships
(Galen expansion, local universities)

Strengthen new nurse competency

Clinical education support: new nurse
education (JANE) and competency
based staged orientation

Our Colleagues



1,030

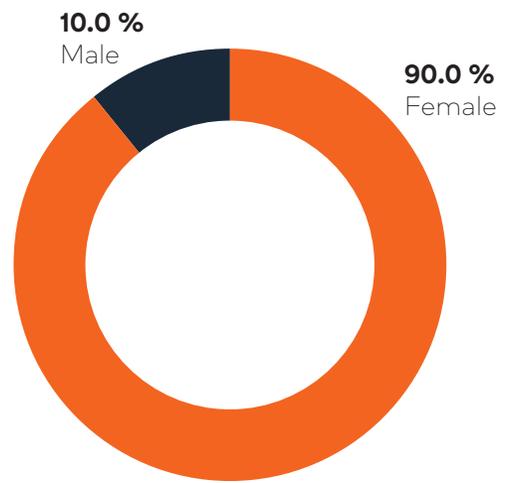
Colleagues



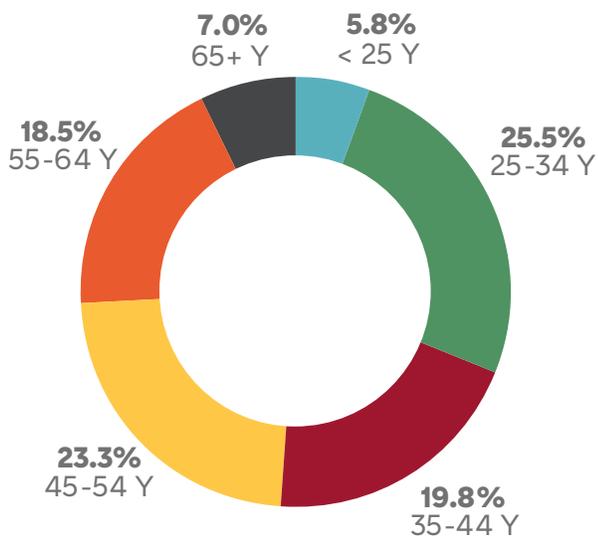
444

Nurses (Registered Nurses, Direct Care, Full-Time and Part-Time)

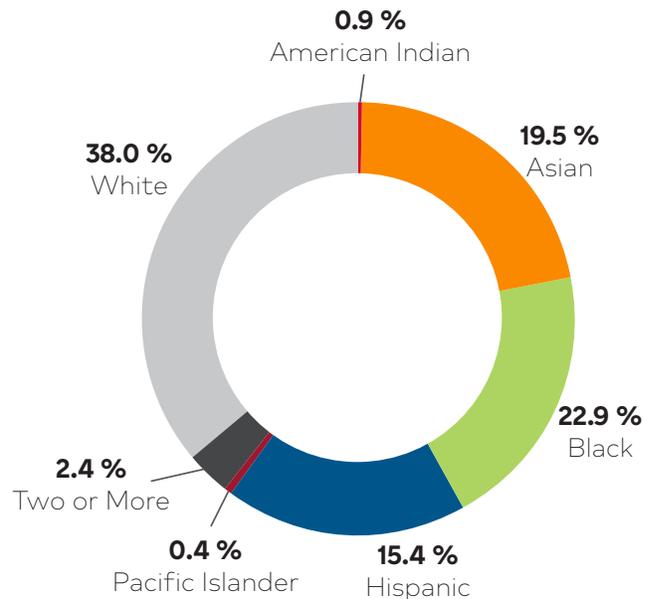
Nursing Colleagues by Gender



Colleagues by Generations



Nursing Colleagues by Ethnicity



Our Care

HCA Houston Healthcare Northwest is committed to the care and improvement of human life within our community.



417

licensed beds



14,867

inpatient admissions



2,708

outpatient surgeries



57,250

emergency room visits

Category	2021	2022	% Change
Admissions	14,783	14,867	0.5% ↑
Trauma Activations	1,559	1,011	35.1% ↓
Inpatient Surgeries	3,662	3,470	5.2% ↓
Outpatient Surgeries	2,898	2,708	6.6% ↓
Deliveries	3,106	3,352	7.9% ↑
Neonatal ICU Admissions	319	223	30.0% ↓
Cath Lab Procedures	7,898	5,952	24.6% ↓
ED Visits	56,758	57,250	0.8% ↑

Community Volunteering

Caring for others is at the heart of what HCA Houston Healthcare Northwest does. We not only care for our patients, we care for others. Several of our staff take time out of their busy schedule and give back by volunteering. We recognize many needs can be addressed by volunteering, and it has the added benefit of strengthening and connecting with our communities. The volunteer hours that the staff log also allows receiving a \$200 Care Card to the agency of their choice. We are proud to highlight just a few of our rewarding volunteer experiences. The hours that our facility logged in Your Cause totaled 1,057.75.

March of Dimes, Houston, TX

Our country is facing an urgent maternal and infant health crisis. The U.S. remains among the most dangerous developed nations for childbirth, especially for women and babies of color. We join the March of Dimes community each year. Our efforts will help fund the research, programs, support, and advocacy needed to turn this crisis around and improve mom and baby health. Our team unites to donate to our March of Dimes baby bottles, and volunteer at the March of Dimes walk in Houston each year. In 2022, our team collected \$14,392 for the March of Dimes.



Houston Food Bank, Houston, TX

Kristen Eberly MSN, RN, CVRN

I started volunteering with my girls at the Houston Food Bank in 2019 for the HCA Houston Healthcare Care Like Family Volunteer Day. Since then, we have continued to volunteer at the food bank. During our most recent trip, we were making Christmas boxes with unique food items chosen specifically for the senior citizen population. We were able to help create more than 100 of these “senior boxes,” which were distributed throughout the Houston community. I love how HCA encourages family participation at their volunteer events!



Inspiration Ranch, Magnolia, Texas

Nancy Carey MSN, RN, NE-BC

Inspiration Ranch strengthens children, youth, and adults striving to overcome their physical, emotional, and social disabilities with therapeutic riding and equine-assisted therapy and activities. Over 80 special needs children and youth ride in the therapeutic riding program each week. Each student lesson requires one to three volunteers. I started volunteering with Inspiration Ranch over two years ago. What a rewarding experience. I have watched non-verbal children become verbal within a few weeks. One child that could barely stand could sit on the horse and ride; the entire time, she was strengthening her core by riding a horse. I am inspired and blessed every time I work with these children.



Arthritis Foundation,

Nancy Carey MSN, RN, NE-BC

The goal of the Arthritis Foundation is to conquer arthritis. They boldly pursue a cure for America's #1 cause of disability while championing the fight to conquer arthritis with life-changing science, resources, advocacy, and community connections. I had an opportunity to volunteer at the Arthritis Bone Bash through the Women's Colleague Network. I look forward to more opportunities such as this to give back. The photo to the right was taken at the event with Tina Chen, HCA Women's Colleague Network.



Leadership Growth and Advancement

Amber Ferro, MSN, RN, NEA-BC, CVRN

Women's & Children Services, Administrative Director

Amber obtained her Master of Science in Nursing degree with a focus on Nursing Administration and Education from Aspen University.

Amber has served in numerous leadership roles throughout her tenure with HCA Houston Healthcare Northwest and is a graduate of the HCA Leadership Institute. She is a strong, inspirational leader with a decade of nursing experience and expertise. She was instrumental in the creation and development of a new IMU unit, Rapid Response Team, and Neurovascular ICU, which continue to thrive today. Amber has reputation for developing strong processes to help lead colleagues, increase patient satisfaction, build team morale, and enhance colleague engagement while reducing turnover and ensuring exceptional quality outcomes for patients.

Amber is a clinical leader who believes that her role is to foster a culture where exceptional care can be provided to our team, to the patients, and their families. In order to achieve an exceptional working environment, we need to provide a "care like family" atmosphere.



Laura Crockett, BSN, RN, CVRN, RN-BC

Labor and Delivery, Director

Laura Crockett received her nursing degree from Lone Star College-Kingwood and her Bachelor of Science in Nursing from the University of Texas Arlington. She is currently enrolled in a Masters of Science in Nursing Administration program at the University of Texas Arlington.

She started her nursing career at HCA Houston Healthcare Northwest on the telemetry unit, 3 North. She transferred to 6 South, surgical trauma IMU, where she was a Charge Nurse and then a Clinical Nurse Coordinator (CNC). Her most recent position was two years as Nurse Manager of 6 South IMU. She has served as Chair on several committees, including the Nurse Practice Council, Shared Governance, Employee Advisory Group (EAG), and as a member of other committees. Laura has obtained several certifications, including TNCC, TCAR, CVRN, and RN-BC.

Laura is married and has a combined family with six children and six. She enjoys international travel, kayak fishing in the Gulf of Mexico, and cycling in her spare time. She most recently completed the MS150 in 2022 and plans to ride again in 2023.

Bridget Ofori PhD, RN, CPHQ Quality, Director

Bridget Senanu Ofori, Ph.D., RN, CPHQ, was appointed Director of Quality. Bridget has served as the Quality Resource Manager since June 2021. She continues to bring a wealth of knowledge and skills to HCA Houston Northwest. Previously Bridget was the Sepsis Program Coordinator for Northwest. Bridget has over twenty years of nursing experience, with most of her experience in critical care and education.

Bridget has obtained her Bachelor of Science in Nursing, Master of Science in Nursing with an emphasis in critical care, and Doctor of Philosophy in Nursing from Wits University, South Africa, focusing on pain management in critically ill adult patients. She is a Fellow of the West African College of Nursing and the Ghana College of Nurses and Midwives.

Bridget is married to Edward, and they have two daughters and a son. She enjoys spending time with her family, cooking, and reading.



Jacqueline Trammell, JD, MBA, RNC-OB Patient Safety Director / Risk Management

Jackie brings a wealth of knowledge and skills to the organization. She has previously served as the Patient Safety Manager for our Risk Management Department and has worked for HCA for over 20 years, with the last eight years at Northwest. While at Northwest, she developed a perinatal butterfly bereavement program, enhanced the fall prevention program, and improved numerous patient safety initiatives.

Jackie has an Associate's degree in Nursing, a Bachelor's degree in Business Marketing, and a Master's degree in Business Administration. In addition, she earned a Juris Doctorate from Purdue University and is a certified OB nurse. Jackie has an extensive Women's Health background and has led a large medical-surgical unit and CHF clinic. She is the mother of one daughter and has a new granddaughter that she adores and loves spending time with. When she is not playing with her granddaughter, she enjoys reading, arts & crafts, and caring for her three dogs (golden doodles and lab mix).

Michelle Addabbo, BSN, RN Neonatal Intensive Care Unit, Manager

Michelle Addabbo joined our Northwest team as our Manager of NICU, and she has over 20 plus years as an experienced NICU RN and seventeen years as a Charge RN in Level II and III NICUs. She earned her Bachelor of Science Degree from Northern Arizona University. Her passion for neonatal nursing began before becoming a nurse, as she was a mother to not one but two premature infants, one of which was born at 27 weeks, weighing only 1lb 6 oz. Her admiration for the excellent care provided by the NICU team to that child inspired her dream of becoming a NICU RN. Quickly in her career, she advanced into the Charge RN leadership role, in which her interest grew in furthering her career in leadership. She achieved her BSN and is currently pursuing her MSN in leadership and administration. The “miracle warriors” were and have always been her passion and motivation in nursing, along with her passion for helping those who care for them.

Michelle enjoys spending time at home with her husband, children, and grandson, Elijah in her spare time, cooking Italian food, and enjoying the quality time spent together, attending baseball and Ninja warrior classes with Elijah.



Candace Aquillera BSN, RN Emergency Department, Manager

Candace Aquilera Mitchell has been an emergency room nurse since 2002 in various positions both within HCA and externally. Candace was a bedside nurse in the emergency department at HCA Houston Northwest from 2017 to 2020 before accepting a role to work with StaRNs at a sister campus. With over 20 years of nursing experience, she has demonstrated results in many aspects of emergency nursing, including implementing a preceptorship program for new emergency room nurses. She is skilled in emergency nursing, Pediatric Advanced Life Support (PALS), TNCC, Advanced Cardiac Life Support (ACLS), and patient safety. Candace loves spending time with her family and traveling.



Marylyn “Babeth” Cabacungan BSN, RN Post Anesthesia Care Unit (PACU), Manager

Babeth was appointed Nurse Manager of the PACU Department. Babeth has a broad range of clinical knowledge and experiences, which makes her perfect for this role. Her clinical background spans over thirty-one years of nursing experience (at HCA Healthcare Northwest) including Women’s Services, Medical Surgical, OPS/PACU, PAT/ACC, and Pre-Anesthesia. Before Babeth received this promotion, she served as CNC for Pre-Anesthesia Department. Babeth has been instrumental in the success of Northwest’s Enhanced Surgical Recovery (ESR) program. She is results-driven and can effectively harvest positive outcomes from her daily collaboration with surgeons and anesthesia providers. Additionally, Babeth has been very influential in improving surgical services. First Case Ontime starts (FCOTS) by ensuring that all Pre-op patients are ready for surgery on time.

Babeth is married to her childhood sweetheart Gilbert Cabacungan RN (CV Stress Lab Nurse- HCA Houston Northwest). They completed their BSN programs together at the University of Santo Tomas, Philippines, where Babeth would later practice as an OR Nurse. Babeth is a Certified Medical-Surgical RN and is enrolled at West Governors University’s MSN Degree Program.

Babeth has two beautiful children. A daughter named Gia, a student at UT Austin, and a son named Gabriel. He is an ICU Charge Nurse at Methodist downtown.

Erika Jenkins, MHA, BSN, RN, CCM, CLSSGB Diagnostic Imaging & Neurovascular, Manager

Erika Jenkins is a former United States Air Force Medic and brings 10 years of experience as an ER Nurse and Certified Case Manager to HCA Northwest Hospital. Erika obtained her Bachelor of Science in Nursing from the University of Central Florida, where she was a member of Sigma Theta Tau, Honor Society, a Masters in Healthcare Administration from Grand Canyon University, and is a Lean Six Sigma Green Belt. Erika came from Salisbury VA Medical Center in North Carolina where she directly assisted in spearheading an Advanced Gastroenterology Program to expand specialty diagnostic services to Veterans. She is a strategic solution-oriented leader who champions collaborative approaches to address medical, social, and systemic inequities that impact how health care is delivered. Erika started her nursing career as an Emergency Room Nurse at University Hospital, a Level 1 Trauma Center located in San Antonio, TX. Here she honed her skills in care delivery of both pediatric and adult populations. This is where her passion grew to better understand resources available to reduce hospital readmissions and care plan adherence through case management. She is a member of the Emergency Nurses Association and Case Management Society of America. When away from work, she enjoys discovering new adventures that entail all things coffee and tapas!



Kristen Schiberras BSN, RN

Patient Safety, Manager

Kristen Sciberras was named the manager of Patient Safety. Kristen brings a wealth of knowledge to the organization. Kristen holds a bachelor's degree in nursing and has thirteen years of nursing experience. She has worked for HCA Houston Healthcare Northwest for almost two years in our Quality department, working on our stroke program and as our chest pain coordinator. Kristen previously worked as a nurse navigator for the Multiple Sclerosis clinic and has previous experience with unit-based performance and quality improvement. She has worked collaboratively to help drive patient excellence and improve patient outcomes.

Kristen is a proud mother of three children. She enjoys spending time with her family and traveling to new places.



Briyawna Wyatt, BSN, RN

Inpatient Rehabilitation Unit, Manager

Please welcome Briyawna to the HCA Houston Healthcare Northwest team as our Manager of Inpatient Rehab. She joins us with four years of nursing experience and was previously the Clinical Nurse Coordinator on 6 North. She obtained her BSN from the University of Texas at Arlington and recently completed her Masters of Science in Nursing Administration at UTA.

Briyawna lives in the Woodlands Texas. Outside of work she enjoys spending time with her family, going to church, singing, traveling and trying new food.

We are so excited to have Briyawna in this position and look forward to her growing in this role.

Gulf Coast Division Leadership Development Program

The GCD Leadership Development Program (LDP) is designed to develop a robust pipeline of Nursing Leaders for succession planning that occurs over five months with in-person classes at the HCA Center for Clinical Excellence. The LDP classes have included Nurses from Adult Inpatient, ER, ICU, OR, Cath Lab, and Perinatal. The coursework focuses on leadership, emotional intelligence, quality, patient safety, labor, interviewing preparation, and patient experience. Our Clinical Nurse Coordinators (CNC) have a valued role in our patient care areas. Under the general supervision of the unit's director or designee, the Clinical Nurse Coordinator (CNC) assumes responsibility for the direction and coordination of all functions in the unit on their designated shifts. In collaboration with other management team members, this individual is responsible for the ongoing assessment of the quality of patient care services provided in the unit or department.



Amber Grinnel RN, CCRN
Medical ICU, CNC



Kareen Edwards BSN, RN
Medical ICU, CNC



Raymond Escribano BSN, RN
Medical ICU, CNC



Samantha Ward BSN, RN
6 South, CNC



Teresa Harris BSN, RN
Medical ICU, CNC

Nurses with a BSN or higher - 77%

Ongoing Research
Five Completed Research Studies

Improving Patient Satisfaction

Magnet Culture



Empirical Outcomes

Eligible Certified
Nurses - 33%

Outperforming RN
Satisfaction

Outperforming Quality
Metrics
Falls, HAPIs, CDI, MRSA,
CAUTI, CLABSI

Improving Patient
Outcomes

Community Leadership



Emergency Nurses Association

President, Melanie Aluotto MSN, RN, CEN, NEA-BC, TCRN, CLSSGB
Board of Directors, Esther Martinez BSN, RN



HCA Magnet Collaborative

Co-Chair, Nancy Carey MSN, RN, NE-BC



HCA Women's Colleague Network

Chair, Community Outreach & Volunteering, Nancy Carey MSN, RN, NE-BC



HCA Infection Prevention

Advisory Board, Charlotte Carr MSN, RN, CIC, HACP, CLSSGB



Houston Organization of Nurse Leaders

Board of Directors, Nancy Carey MSN, RN, NE-BC



Houston Vascular Access Network

President, Wendy Clark MSN, RN, VA-BC



Lone Star College Nursing Program

Advisory Board Member, Jeffrey Mills MBA, BSN, RN, NEA-BC



Sam Houston State University Nursing Program

Advisory Board Member, Jeffrey Mills MBA, BSN, RN, NEA-BC



Sigma Theta Tau - Phi Chi Chapter

Treasurer, Rebecca Rasberry MSN, RN, NPD-BC, CVRN-Level



Vascular Access Certification Corporation

Board of Directors, Wendy Clark MSN, RN, VA-BC

Magnet Ambassadors



Part of our Magnet journey is our Magnet Ambassadors. Our Ambassadors are our front-line activists for our Magnet designation. They are designated staff, mostly RNs from all patient care areas, that work to facilitate, enhance and promote an atmosphere of excellence that leads us to Magnet. They work closely with the Magnet Program Director to build enthusiasm and help motivate the staff in their units to bring the Magnet culture to life. They are our bridge that brings information to staff about Magnet.



Magnet Ambassadors	
MICU	Mother Baby
Marisa Reger BSN, RN, CVRN-BC Maria Marmolejo, AP	Carolina Brown BSN, RN Roxana Renteria BSN, RN, RNC-MNN
SICU	3 North
Claire Guerra BSN, RN, CCRN	Nakia Sanders BSN, RN, CVRN-Level I Marisa James BSN, RN, CVRN-Level I
5 South	Surgery
Tina Coleman RN, CMSRN	Tiffany Bosley BSN, RN
5 North	Emergency Room
Judith Cubillo RN, CVRN-Level-I Crystal Shepherd BSN, RN CVRN-Level I Jamie Cook RN	Haley Flores RN David Banasau BSN, RN
6 North	Labor & Delivery
Marissa Rankin BSN, RN	Catherine O'Neil BSN, RN
6 South	PACU
Nyree Roberts, BSN RN	Rachel McKinster BSN, RN
NICU	Preop / PAT
Mellissa Loiselle BSN, RN	Kishondra Lovett BSN, RN
Inpatient Rehab	ENDO
Kimberly Weber RN	Juliet Encampo BSN, RN
Laboratory	Rapid Response Team
Anne Fink	Blake Cuneydi MSN, RN, CCRN, PCCN, VA-BC
Cath Lab	Dialysis
Shawna Belcher BSN, RN	Janice Pasco

HCA Unit of Distinction

Honorable Mention

Launched in 2015, the HCA Healthcare Unit of Distinction program celebrates the individual departments defining nursing excellence through nursing-specific indicators and departmental performance. These teams and leaders are actively partnering and collaborating with patient care teams to problem solve and create best practices within their local organizations. Congratulations to the 2022 Unit of Distinction honorees.

3 North/IMU



5 North



5 South

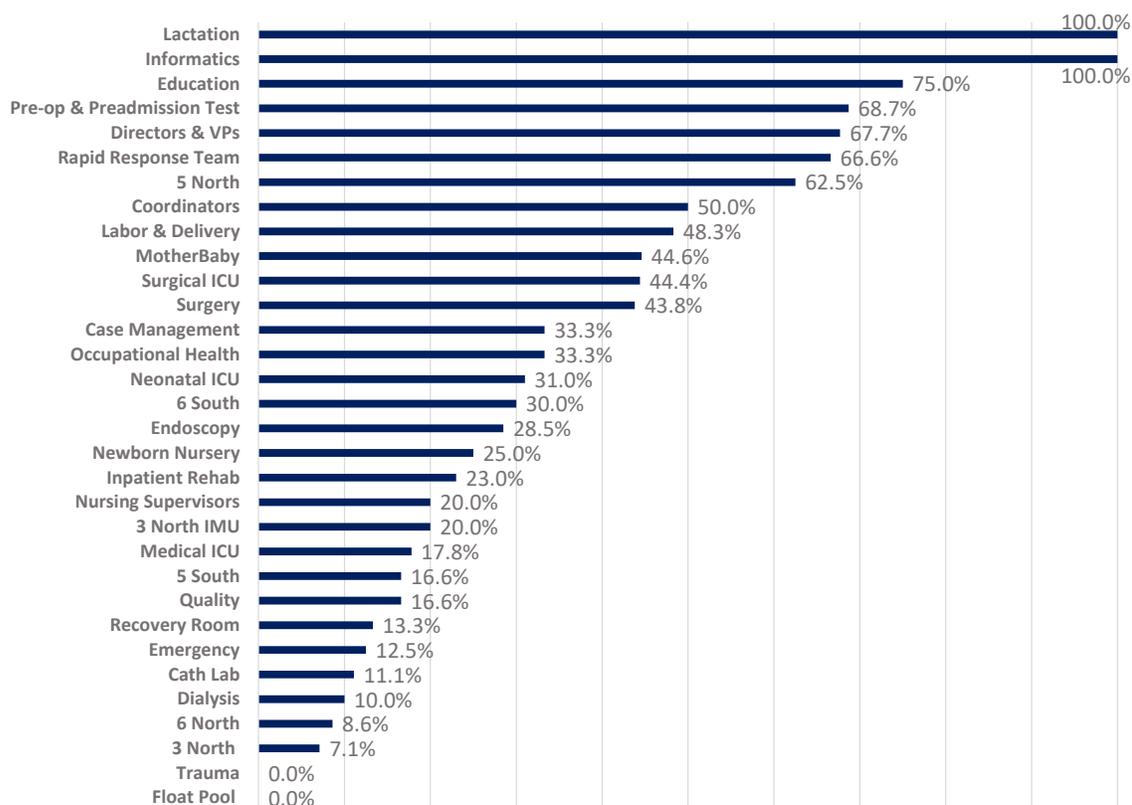


Excellence in Certification

HCA Houston Healthcare is dedicated to providing exceptional patient care by raising the bar for clinical excellence. Thank you to all of the certified staff that have demonstrated mastery of their area of nursing!

- At the end of 2021 the certification rate was 32.2%.
- By year end, 2022, the certification rate increased to 33.2%..

Unit Level Data of Eligible Certified Nurses, 2022



Newly Obtained Certifications in 2022

Ellen Koo CVRN-Level I	May 2022	Judith Cubillo CVRN-Level-1	August 2022
Hang Huynh CVRN-Level I	May 2022	Damola Obajemu CVRN-Level-1	August 2022
Karlycia Garner CVRN-Level I	May 2022	Esther Kiragu CVRN-Level-1	August 2022
Niurka Blanco-Benavides CVRN-Level I	May 2022	Anna Wakeland CWOCN	October 2022
Claire Guerra CCRN	May 2022	Jennifer Gallardo CBN	October 2022
Stacy Woodard CCRN	May 2022	Nanette Introligator CAPA	October 2022
Madison Damron RNC-MNN	June 2022	Julie Flores CVRN-Level I	October 2022
Crystal Shepherd CVRN-Level-1	June 2022	Trang Le CPAN	October 2022
Kaylinn Shiang CVRN-Level-1	June 2022	Kayla Schlobohm CVRN-Level I	December 2022
Nakia Sanders CVRN-Level 1	June 2022	Brittany Maskus CVRN-Level I	December 2022
Marisa James CVRN-Level 1	June 2022	Gillian Sevier CVRN-Level I	December 2022
Kristen Reyes RNC-MNN	June 2022	Ric Peres CVRN-Level I	December 2022
Ashley King RNC-MNN	June 2022	Lance Brumlow FNP-BC	December 2022
Ric Orta VA-BC	June 2022	April Miller RNC-MNN	December 2022
Blake Cuneydi VA-BC	June 2022	Cheryl Hodge SCRN	December 2022
Bridget Ofori CPHQ	August 2022		

Certified Colleagues

Labor & Delivery

Allison Bickmore BSN, RN, C-EFM
Atonne Crittenden RN, RNC-OB, C-EFM
Carolyn Clark RN, RNC-OB
Claudette Smith RN, C-EFM
Jamie Magee RN, C-EFM
Kelly Hunter BSN, RN, C-EFM, RNC-OB
Kimberly Cole RN, RNC-OB
Madison Welch BSN, RN, C-EFM
Melissa Zahn RN, C-EFM, RNC-OB
Rashidra Brager RN, C-EFM, RNC-OB
Shamekia Dalcour RN, C-EFM
Shelby Kyle BSN, RN, C-EFM
Summer Latham BSN, RN, C-EFM, RNC-OB
Tina Martin BSN, RN, C-EFM

Neonatal ICU

Jainelle Kemp BSN, RN, RNC-NIC
Janalyn Pennington BSN, RN, RNC-NIC
Kathleen Bittner BSN, RN, RNC-NIC
Maria Enriquez RN, RNC-LRN
Michelle Berg BSN, RN, RNC-MNN
Paige Reyes BSN, RN, RNC-LRN
Sandra Marroquin BSN, RN, RNC-NIC
Sue Nguyen BSN, RN, RNC-NIC

Nursery

Kristen Riapolov BSN, RN, RNC-LRN
Maria Eapen RN, RNC-LRN

Lactation

Jacqueline Abbassi BSN, RN, RNC-MNN
Laura Dorsch BSN, RN, RNC-MNN
Rebecca Hartman BSN, RN, RNC-MNN

Breast Center

Esther Valdez RN, CBN, OCN
Elaine Johnson RN, CBN
Victoria Foerster RN, CBN

MotherBaby & Transition Nursery

Ana Ruiz BSN, RN, RNC-MNN
Ashley King BSN, RN, RNC-MNN
April Miller BSN, RN, RNC-MNN
Brooke Dymont BSN, RN, RNC-MNN
Charlotte Hall MSN, RN, RNC-MNN
Cristina Debelen BSN, RN, RNC-MNN
Evelyn Stevens RN, RNC-MNN
Ivy Huynh RN, RNC-MNN
Kelsey Lee BSN, RN, RNC-MNN
Kristen Hymel BSN, RN, RNC-MNN
Kristen Reyes BSN, RN, RNC-MNN
Madison Damron BSN, RN, RNC-MNN
Maria Mendiola BSN, RN, RNC-MNN
Martha Lugay RN, RNC-MNN
Minhchau Bui BSN, RN, RNC-MNN
Patricia Pearson RN, RNC-MNN
Roxana Renteria BSN, RN, RNC-MNN
Sabina Prince BSN, RN, RNC-MNN
Shyla Alexander BSN, RN, RNC-MNN
Valerie Butcher BSN, RN, RNC-MNN

5 South

Lavonna Coleman RN, CMSRN
Minna Balloun RN, CMSRN
Sheena Singh RN, CMSRN

6 South

Josephine Silvederio BSN, RN, CMSRN
Julie Flores BSN, RN, CVRN-Level I

6 North

Alesia Zentay RN, OCN
Lesa Cordova BSN, RN, CVRN-BC

Inpatient Rehabilitation

Barbara Delcambre RN, CRRN
Kehinde Mokuolu BSN, RN, CHPN
Qingli Dong BSN, RN, CRRN
Shelley Thompson RN, CRRN

3 North IMU

Marisa James BSN, RN, CVRN-Level I
Nakia Sanders BSN, RN, CVRN-Level I
Olivia Mendoza BSN, RN, CVRN-BC

5 North

Crystal Sheperd BSN, RN, CVRN-Level I
Damola Obajemu RN, CVRN-Level I
Ellen Koo BSN, RN, CVRN-Level I
Esther Kiragu RN, CVRN-Level I
Hang Huynh BSN, RN, CVRN-Level I
Judith Cubillo RN, CVRN-Level I
Karlycia Garner RN, CVRN-Level I
Kaylinn Shiang BSN, RN, CVRN-Level I
Michelle Gallegos MSN, RN, CVRN-Level I
Niurka Blanco-Benavides BSN, RN, CVRN-Level I

Pre-Op & Pre-Admission Testing

Anne Benda RN, CPAN
Brittani Pounders BSN, RN, CMSRN
Charina Sarmiento BSN, RN, CPN
Diane Hendrickson RN, CMSRN
Judith Daly RN, CMSRN
Katherine Pointer BSN, RN, CMSRN
Laly Varghese BSN, RN, CAPA
Lisa Zanotti BSN, RN, CMSRN
Melanie Blackburn BSN, RN, CMSRN
Uyen Dao BSN, CMSRN

Post-Anesthesia Care Unit

Julie Matthews BSN, RN, CPAN
Marylyn Cabacungan BSN, RN, CMSRN
Trang Le BSN, RN, CVRN-BC

Operating Room

Alex Riner RN, CNOR
Christina Djordjevic MSN, RN, CNOR
Olga Cossio RN, CNOR
Sharon Soeder BSN, RN, CNOR
Sinol Soney BSN, RN, CNOR

Endoscopy

Medalla Daduya BSN, RN, CMSRN
Naomi Mangaoang RN, CMSRN

Medical ICU

Amber Grinnell RN, CCRN
Marisa Reger BSN, RN, CVRN-BC
Mercedes Aleman RN, CVRN-Level I
Michelle Frank BSN, RN, CCRN, FNP-BC
Miranda Paul BSN, RN, CVRN-Level I
Sheryl Hodge RN, SCRN
Tammy Stanfield BSN, RN, CCRN
Zach Thornton BSN, RN, CCRN

Surgical ICU

Agnes Labay-Padilla BSN, RN, CCRN
Brittany Maskus BSN, RN, CVRN-Level I
Claire Guerra BSN, RN, CCRN
Gillian Sevier BSN, RN, CVRN-Level I
Julie Klassen BSN, RN, CCRN
Kayla Schlobohm BSN, RN, CVRN-Level I
Melanie Wyatt RN, CCRN
Mindy McNeill BSN, RN, CCRN
Neil Baquiran BSN, RN, CCRN, CVRN-BC
Nida Paz BSN, RN, CCRN
Ric Peres BSN, RN, CVRN-Level I
Stacey Woodard BSN, RN, CCRN

Rapid Response Team

Blake Cuneydi MSN, RN, VA-BC, CCRN, PCCN
Kristen Brown BSN, RN, CCRN
Ric Orta RN, VA-BC
Wendy Clark MSN, RN, VA-BC

Emergency

Angela Trees BSN, RN, CEN
Joseph Salazar RN, CEN

Cath Lab

Gilbert Cabacungan BSN, RN, CMSRN

NeuroScience

Erika Jenkins BSN, RN, CCM, CLSSGB

Bariatrics

Jennifer Gallardo BSN, RN, CRRN

Wound Care

Anna Wakeland RN, CWON

Patricia Thompson BSN, RN, CWON

Administration

Jeffrey Mills MBA, BSN, RN, NEA-BC

MaryClaire Dangel-Palmer DNP, RN, CRNA, FACHE

Administrators On-Site

David Hoot BSN, RN, CCRN

Lance Brumlow MSN, RN, FNP-BC, CEN

Case Management

Angela Hewitt BSN, RN, CCM

Belinda Sheldon RN, RNC-MNN

Bridgette Morrow BSN, RN, CCM

Donna Jones BSN, RN, RNC-MNN

Francesca Andrade BSN, RN, CVRN-BC

Ruby Okpiabhele BSN, RN, CRRN

Directors & VPs

Aida Cheung MSN, RN, CRRN

Amber Ferro MSN, RN, CVRN-BC, NE-BC

Bridget Ofori Ph.D., RN, CPHQ

Charlotte Carr MSN, RN, CIC, HACF, CLSSGB

Kristen Eberly MSN, RN, CVRN-BC

Jackie Trammell RN, RNC-OB

Janet Mueller MSN, BBA, RN, CVRN-BC

Laura Crockett BSN, RN, CVRN-Level I

Melanie Aluotto MSN, RN, CEN, NEA-BC, TCRN, LSSGB

Nakia McMullen BSN, RN, CPHQ, CPPS

Nancy Carey MSN, RN, NE-BC

Nanette Introligator BSN, RN, CAPA

Stacye Breedlove MSN, RN, CNOR

Informatics

Chizoma Iwuji DNP, RN, C-NED, RN-BC

Education

Juilann Kirton MSN, RN, RNC-OB, RNC-EFM

Karen King MSN, RN, NPD-BC, CNOR, CV-BC

Rebecca Rasberry MSN, NPD-BC, CVRN-BC

Occupational Health

Almeta West BSN, RN, COHN

Quality & Risk Management

Melissa Edwards BSN, RN, LSSGB

Certified Nurses Day

Certified Nurses Day™ is an annual day of recognition for and by healthcare leaders dedicated to nursing professionalism, excellence, recognition, and service. Every March 19, employers, certification boards, education facilities, and healthcare providers celebrate and publicly acknowledge nurses who earn and maintain the highest credentials in their specialty. Certified Nurses Day™ honors nurses worldwide who contribute to better patient outcomes through national board certification in their specialty.

We had a fantastic time celebrating our certified nurses with great food, fun treats, and a raffle for various gift baskets. Certified Nurses Day was a perfect opportunity to invite all of our certified nurses to celebrate their accomplishments and professional growth as certified nurses.



DAISY Program



FOR EXTRAORDINARY NURSES

**HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES**

The family of Patrick Barnes created the DAISY Award® for Extraordinary Nurses after his death in 1999. When he passed away, Patrick was just 33 years old, eight weeks after being diagnosed with Idiopathic Thrombocytopenic Purpura. During Patrick’s hospitalization, his family stated that they experienced the very best of nursing. Patrick’s nurses always delivered his care with kindness and compassion, even when he was ventilated in the intensive care unit. The Nursing team informed and educated the family in such a way that eased their minds. Patrick’s nurses cared for his family.

Following Patrick’s death, The DAISY Foundation™ was created, standing for Diseases Attacking the Immune system. The goal was to “ensure that nurses know how deserving they are of our society’s profound respect for the education, training, brainpower, and skill they put into their work, and especially for the caring with which they deliver their care.”

At HCA Houston Healthcare Northwest, any patient, visitor, or staff can nominate a nurse to receive The DAISY Award for Extraordinary Nurses. The nominations are blinded and reviewed by the Nurse Practice Council each month, and the awardee is selected. Each recipient of the DAISY Award is presented with a certificate, pin, and the Healer’s Touch statue, hand-carved by a craftsman in Zimbabwe. Cinnabon cinnamon rolls, the only thing Patrick could eat during his hospitalization, complete the celebration. HHHNW is one of over 5400 organizations in 35 countries that participate in the DAISY Award to recognize exceptional nursing.

We are proud to share the following testimonies from the individuals who recognized our nurses for the care and compassion they demonstrate every day.

Please join us in congratulating our 2022 recipients for Raising The Bar for care!

Samantha Evens RN

Surgical ICU

January 2022



Sam received four nominations for January and two more in February! She is a patient favorite, and we are proud to honor her today. Below is a combination of the kind words from her nominations.

I retired from Houston Northwest 22 years ago after working in OR and ambulatory care. I was also a patient representative for a physician. When I met Sam, I felt joy and could tell she loved what she did. She loves taking care of patients and their families. She made us feel like we matter. She talked to my grandson, who was trying to discharge himself and needed surgery. We, as a family, could not get him to understand- but Sam was his angel. She whispered in his ear that they could take care of him. We are grateful for Sam. All I can say is she was awesome. Thank you, Sam, and may God bless you and your family.

Thank you for treating me like an adult. I acknowledge that different people require different approaches. Yet, for me, your directness and relatability were precisely the kind of support I needed to act in the best interest of my injured family member. I sincerely appreciate you and will never forget the care you provided. Sam loves her job, and we are grateful for her!

Sam can be described as awesome, loving, and kind. She took great care of my family. I had to work while my family member was in the hospital, but I knew they were in good hands because of Sam. Blessing of joy to you.

Eunice Adjei BSN, RN

3 North

February 2022



Eunice treated my mom like she was her mother during her lengthy hospital stay. She made sure my mom understood everything she said. My mother had COVID and delirium or confusion, so she required many explanations and reinforcements. Eunice advocated for my mom and treated us all like family, making sure we all knew what was going on every step of the way.

Anybody can see and feel Eunice's heart and compassion with her work ethic and everything she does for her patients.

Eunice knew that we drove more than 1 hour to see my mom every day. On discharge day, she coordinated with all our family members, case workers, physical therapists, doctors, and everyone necessary for safe discharge. She did an incredible discharge considering all of the COVID restrictions.

She is hard-working, compassionate, and a loving human being and nurse.

Thank you, Eunice, for making a difference through the nursing care you provided for this special patient and her family.

Sockona Diakite RN

6 North

March 2022



Where do we start? Sockona was the nurse for our family member on February 6th and 7th. She treated my husband like he was family. She made me feel like the most important person on the floor. She answered all questions and ensured his needs were met on time.

She came to tell him goodbye after her shift and to tell him that she would continue to pray for him. Well, after her shift had ended, she was still sitting with us, visiting. While we were here, we were treated well by everyone. If we could nominate everyone, we would. Sockona's light was shining bright during her entire shift.

Thank you to all who cared for my husband. Each of you has an exceptional talent.

May God continue to bless each of you.

P.S. I read the back of this card that gives details of the DAISY award. "A Healer's Touch." This explains who Sockona is. She has taken her God-given talent and spreads her touch like the wind scattering the seeds of a daisy.

Now every time we smell the aroma of cinnamon, we will think of Sockona.

Thank you, Sockona, for changing the lives of our patients and their families through the nursing care that you provide here on 6N.

Carol Avery BSN, RN, CCRN

Surgery

April 2022



Carol has always gone above and beyond her role as an Operating Room nurse to ensure that we were welcomed with a smile and a continuous positive attitude.

Carol took time out of her nightly tasks to help us PACU nurses whenever we were in need. She provided many answers to our questions, and if she could not answer them or complete the tasks herself, she always pointed us in the right direction to the proper resources.

Carol also stepped in during critical situations and helped provide safe patient care to those who needed it. Her extra efforts NEVER went unnoticed.

Carol's personality is positively infectious to her co-workers in and out of her department and her patients.

Carol is the true definition of what a nurse should be.

Tyler Hansford RN

6 South

May 2022



I don't know where to begin. My son came here on March 5th, 2022, MICU unit. He's 36 years old. From there, he was moved to 6 South. We have had many nurses cross our paths. All were excellent; no complaints.

But then I met Tyler. This young man goes way beyond the call of duty. He takes pride and compassion for every one of his patients. Nothing is negative when it comes to his care. From when he enters the room until he leaves, he is focused on one objective- the person in the hospital bed. He crosses every T and dots every I. He takes his time with his patients and never says anything negative. He is an asset to your hospital, and HCA should be honored to have Tyler as a nurse here. I wish I could have him watch over my son every day until his discharge. He is calm and collected. I asked him if he had ever been nominated for this award, and he told me once when he first started. I don't know if he received the Daisy award then, but I can tell you that he shouldn't have to wait another second, day, or week to get it. It is my family's honor to have crossed paths with Tyler.

When I smell cinnamon rolls, I will think of HCA Northwest and Tyler for the rest of my life.

I want your hospital to know how special of a person he is and should hold his head high every day of his life.

I know God has a special place for Tyler in Heaven.

Jeremy Latona RN

6 South

June 2022



This is a letter from an actual patient admitted to 6 South for post-operative care.

To whom it may concern, I am a very spiritual person, and on one of the toughest nights of my recovery, I could hear my late grandmother saying, "In what may seem like your darkest time, God will always send a ram in the bush." That night, my "ram in the bush" was my nurse, Jeremy. Jeremy came in, introduced himself, and told me he would do his best to help me feel better. This particular night was very bad because I had quite a bit of pain and had to have an NG tube placed for a post-op ileus. I was miserable. Jeremy was always kind and had an encouraging words to say to me. The compassion Jeremy showed me allowed me to find the smallest amount of courage to continue to battle in this recovery I was going through.

As a nurse, I know how often we get caught up in tasks and carrying out ordered interventions and how things can "spring" up on us out of nowhere. Jeremy found a way to check on me to see if I had any pain relief or to offer encouragement.

It is important to remember that the patient in the bed is a human first. Jeremy went above and beyond to exemplify how he cared.

I will be forever grateful that God sent His helper my way that night because it was something I truly needed to help me keep fighting.

I am so grateful to Jeremy for being so kind. I appreciate you. You were very compassionate on what seemed to be my absolute worst day.

Stacey Woodard BSN, RN, CCRN

Surgical ICU

July 2022



Stacey goes above and beyond as a leader, but her compassion makes her stand out. Compassion is the reason I believe a nurse comes to work every day. No matter the task or ask, Stacey performs and shows the patient, above all else, that they matter. Stacey goes above and beyond her peers with the keepsake and memory, she bestows upon families in SICU. Stacey saves small vials every day on the unit to turn trash into meaning. When asked why Stacey states that she cleans and saves them with the help of her fellow nurses on the unit, Stacey uses these vials to make memories for the families that have loved ones in SICU. When a patient departs to a better place, Stacey prints off a tiny individualized EKG tracing and places them inside the vial. Stacey proceeds to offer the token to the families so they can keep and treasure their loved one's heartbeat even after death.

Thank you, Stacey, for gracing HCA Northwest and our patients and their families with your compassionate care. We are a better organization because you have chosen to work with us.

Blake Cuneydi MSN, RN, VA-BC, CCRN, PCCN

Rapid Response Team

August 2022



Blake is a very dedicated nurse who willingly came in on his day off to start a PICC line for a patient desperately needing an IV. He ended up placing a PICC and a few additional peripheral IVs for other patients without hesitation, knowing he had a wedding to attend in College Station that same evening. Dressed in his wedding attire, he was running around the hospital, placing IVs for patients who needed his care. As HCA nurses, we truly appreciate his dedication and willingness to help. He went above and beyond expectations to help everyone out. Most importantly, he helped the patients.

We love Blake! From the SICU team

Carlie Buchmeyer BSN, RN

Surgical ICU

September 2022



On June 11th, 2022, my family member, Carolyn, started to code at the beginning of the shift. The primary nurse, Carlie, was taking care of her. Unfortunately, Carolyn passed away. Carlie gave exceptional care to the patient and family. She was always available to answer questions. The family had no idea what to do or how to handle the situation. Carlie made the transition one to remember by making sure all our needs were met and showing care for the patient's daughter as we went through various emotional emotions. She was compassionate and patient. Carlie spent hours helping our family, and she always showed her heart. In every task and every question, and every need, Carlie was absolutely amazing. Coming from a family member who is also a nurse, I definitely know how to recognize her excellence.

Carlie, again and again, I am so thankful and grateful for all that you have done.

You are truly an amazing person.

Signed, a thankful family member

DeeDee Mischnick RN

5 South

October 2022



This nomination was written by a patient's family member who was admitted to 5 South.

DeeDee's heart and knowledge make her such an incredible nurse. My nephew became ill and had to undergo a nephrectomy procedure. Unfortunately, he was in extreme pain during the post-operative phase. She ensured his pain was under control by offering medication and other alternatives. She checked on him frequently to ensure we were comfortable. She is very personable while maintaining the professionalism needed for her job. She shared her caring side while explaining what we needed to know.

Thank you for everything you did to care for my nephew.

Sincerely, a thankful family member

May the Lord bless you for your heart!

Erica Moorman RN

6 South

November 2022



Erica is just like the patient, my husband. All the staff at Houston Northwest hospital that worked with my husband were very friendly. This nurse had many jobs and responsibilities. She did her job well and cared for all that we could ask the patient. God sent this wonderful person to be a great nurse, and many people will benefit from her care.

I wrote this poem for Erica and the Northwest Nurses:

N=Needed. Needed everywhere and by all the patients

U=Unique. Unique in every possible way

R=Rushing. Rushing to save lives

S=Service. Service is a part of the nurse's duties

E=Excellent. Excellent in trying to make each patient happy and comfortable

S=Sent. Sent by God.

We appreciate all the helping hands that cared for my husband and our family during our hospital stay. It truly made a difference!

Kim Gilles RN

Cath Lab

December 2022



Any procedure can be scary, but Kim made all the difference regarding my experience. Upon entering the Cath Lab, she explained everything that was going on. She said it would be cold and hard, but she would be with me. I watched how she ran the room, and it was very impressive. She was calm and exhibited confidence in her work which gave me comfort. What impressed me most was that between doing what she needed to do in the room, she would come back to the side of the table and hold my hand. This was very comforting and did more for me than any medication could. It was calming and reassuring and let me know everything was going to be okay. After the procedure, I was moved to recovery, and about 20 minutes later, she appeared at the bedside. She looked at my hand, that by now had started to turn blue and was developing a hematoma. She instructed the recovery nurse to remove the device on my wrist to control the bleeding, asked for gauze, and manually held pressure on the entry spot on my wrist. The color returned to my hand, and she held pressure and started massaging the area. She must have manually held pressure on that spot for 20 minutes, but by the time I looked again, the hematoma was gone, and they could put a compression bandage on. I was so grateful for all that she did and expressed my gratitude. She said, "I'm just doing my job." But no, you did more than your job; you exhibited a type of caring and compassion that made such a difference in my experience that I feel you deserve the DAISY award.

TULIP

AWARD

The TULIP Award stands for “Touching Unique Lives In Practice,” started at HCA Houston Northwest in April 2021. Like the Daisy Award, TULIP awards are given to hospital staff members who go above and beyond to ensure their patients receive the highest quality of care. Winners are selected based on nominations received from patients, employees, and visitors.

We are proud to share the following testimonies from the individuals who recognized our technicians for the care and compassion they demonstrate every day.



Ruth Cornejo

MotherBaby
January 2022



So often, we look at a single event to nominate a staff member, but what about the person who, day after day, presents exceptional work ethic and patient care. Ruth is much more than a unit secretary. Ruth greets everyone that comes to our floor. She is bilingual, so she explains with a smile and cheers all the mother/baby processes in our unit. She helps each nurse with any needs. She has a talent for getting anything on our unit fixed or replaced. You watch her greet family and patients with a great first impression as they arrive. She is resourceful and attentive to the needs of our physicians and staff, which helps them give better care to our patients. When families leave, she displays a huge thank you saying, “we will miss you and congratulations. Please come back next year and see us for your next baby”. She makes everyone feel special. So how can this be any less valuable than a single event? She is the heart of our unit.

Akosua Afriyie

Float Pool

February 2022



A patient who is a retired nurse nominated Ako.

“Ako is a very special person, very professional. She did special care for me without my asking; she washed me when I needed it to make sure I did not fall. She made sure I would not fall. She did that for me, and no one else ever offered; she did my hair up and moved it away from my face. She would be a good nurse and a good person. I am so proud to have been a patient of hers.”

Ako is a fantastic patient care technician. She works the day and night shifts to help when the units are short. She always has a smile on her face when she greets everyone. She has worked at HCA Houston Northwest for four years. She loves to play basketball or handball, as they call it, in her country of Ghana. She loves to listen to music, have fun, and loves dogs. Ako loves to care for the elderly. She feels her work is a calling and a passion. She loves to help and care for people. She is extremely deserving of the TULIP award. We are blessed to have her as part of our HCA Houston Northwest family!

Chanel Blunt

ER

March 2022



“I want to thank Chanel for her dependability and ability to be the ‘calm within the storm.’ She has been a behavioral health tech in the emergency department for the past six years. I worked alongside her in the psychiatric area, also known as D Pod. She has a calm demeanor that helps patients during challenging times, manic episodes, and anxious moments. Her de-escalation techniques are top-notch. Numerous times, a patient would go from zero to 100 quickly, and Chanel’s quick response time and ability to diffuse almost any situation always calm them down. She truly has an unmatched skill and is a ‘psych whisperer.’ I feel she deserves this award. Her abilities are unmatched, and she is a true asset to our team.”

Chanel loves to roller skate on her off time. She loves being a behavioral health tech because she loves helping people when they are not having a great day. She loves our family culture here at HCA Houston Northwest. Chanel has always loved psychology and became a BHT to help people. Her position has taught her that everyone has bad days, no matter who it is. We are blessed to have Chanel Blunt as part of our HCA Houston Northwest family.



Norberto “Norbe” Bucal

6 South

April 2022



“Norbe” he’s been my nursing tech. He shows compassion and cares about his patients. He made my stay comfortable at the hospital. He is very attentive. I want to thank Norberto Bucal for being an excellent, caring nursing tech. He is a special Tech. He is very helpful, a good worker, and always there when you need him. Very respectful. He is an excellent person to be on your staff. He should win a tulip award. He is just that good.

Norbe has served Houston Northwest for 17 years!!! Norbe loves the teamwork he has in his unit, and he feels everyone works together well. His son Paolo is a nurse on six south. Norbe enjoys fishing and basketball on his days off. Norbe and his beautiful wife, Belinda Morales Bucal, have been blissfully married for 35 years. We are blessed to have Norbe as part of our HCA Houston Northwest family.

Roxana ‘Roxie’ Bernardez

5 South

May 2022



“Roxy B, the nursTech patient care assistant, is a great person. She took care of all my needs. I only asked once for something, and she went up and above to make me feel better. She changed my bed with linen and gave me towels, a gown, and water. Other techs did not offer or do this, which made my day. I asked for hot tea she went and got it right away. She even found a phone for my room. Her professionalism, personality, and upbeat and positive attitude made me feel much better. Her work, compassion, and caring show that she loves her job and loves to help people.

I heard her communicating with other patients and doing the same for them. She is truly a gem and Godsend, and she deserves this award. Her work ethic is exceptional. I pray that she will be considered for this distinguished award. For it is the little things that still count and mean so much. It helps when you feel appreciated and cared for. In other words, it makes you feel like you are in good hands. Cleanliness, fresh water, great communication, and checking in to see if anything else can be done for you goes a long way. It helped motivate me and changed my thought process that this hospital has people who enjoy coming to work and love people, their jobs, and what they do. I had a terrible time in ER. I had to wait almost 2.5 hours before getting into the ER room after being transferred from another hospital. I thought my whole story would be awful and did not want to ask for such things because I did not want to offend anyone for fear of negative treatment. I was losing hope for authentic genuine care, but she helped me and brought back that hope that I was not just a patient but also a person to be cared for, and she did just that. Roxy has been with HCA Houston Northwest for five years. She is married to Joy, and they expect a baby boy in August. She is from Honduras and loves the beaches there. She loves taking care of patients and seeing them smile. Roxy just completed nursing school and is anxiously awaiting to take her NCLEX exam. She graduated from EDP with her ADN and would love to work in the mother-baby department.

Mariana Martinez

5 North

June 2022



“I had a very busy night on the night shift. The patients called at the same time, and Mariana was super helpful. She went to the pharmacy to pick up my patient’s medications twice. She was very supportive of both a particularly demanding patient that I had and me. She was a super team player. She was very professional, timely, and empathetic, all the while being pregnant.” Mariana always goes above and beyond for her patients and co-workers. She is a shining example of a kind, sweet patient care assistant. She is a wonderful role model. She is highly self-driven, responsible, and caring.

Mariana has a soon-to-be 6-month-old baby boy named Aziel. Her adoring husband of 5 years is Martin Ordonez. Mariana plans to pursue her education as a surgical tech and obtain her respiratory technician license further down the road. She has been with HCA Houston Northwest for one year and six months. She loves working here because she can help people during their most vulnerable times, and she loves working with her colleagues, who have taught her so much. She loves learning from everyone around her. We are blessed to have Mariana Martinez as part of our HCA Houston Northwest family, and she truly deserves the TULIP Award!!!!

Marisol Villatoro

Mother/Baby

July 2022



“Marisol is constantly in motion. She keeps the rooms set up for new patients. She takes mommies and their new babies out to their car at discharge. The patients all act as if she is their best friend. She makes them feel safe. We all appreciate all she does. When there is any free time, she wipes off the handrails and doorknobs and is eager to help with anything we ask. She gets along with all our staff. She has a great attitude every shift! She needs to be rewarded for consistently being a team player. Thanks, Marisol!”

Marisol has been with HCA Houston Northwest for 2 ½ years. Marisol loves being a Patient Care Assistant and working in the mother-baby department because she loves caring for people and working with babies. She has three beautiful children Isaiah, Madilyn, and Noah. Her future goals are becoming a nurse and ensuring her children become college graduates! Her hobbies are spending time with her children and her mother-baby team. Marisol is a wonderful person with a beautiful soul. She is always smiling and makes sure everyone feels welcome. She is a true blessing at HCA Houston Northwest and extremely deserving of the TULIP award!

Maria Correa

Inpatient Rehab

August 2022



Maria's patient nominated her for the TULIP award. The patient stated, "Maria made me feel very comfortable. She made me laugh when I didn't want to eat. She encouraged me when I was not feeling so well. She made sure I was taken care of. She chatted with me and made me feel safe. She is the right kind of person for this facility." Maria makes sure patients and staff have what they need.

Maria is from Sonora, Mexico, near Phoenix, Arizona. She has been at HCA Houston Northwest for 21 years. Maria has been married to the love of her life, Jesus Alfredo, for 43 years. He is a retired petroleum engineer. On her time off, she goes to visit her amazing children. Maria instilled in her children a love for education and ensured they had what they needed to accomplish their dreams. Her daughter, Amor, obtained her doctorate in clinical forensic psychology and worked for a federal prison in Fort Worth. Maria's son in Dallas, Ricardo, received a Master's in financial advising. Her son Jesus lives in Seattle and is a practicing anesthesiologist at a surgical center. Maria has 2 Chihuahuas, Ringo and Rambo, and two birds, one that is 25 years old named baby, and the other is a rescue that appeared on her porch with a broken foot 3 years ago, and he never left named Rosie. Maria loves being a tech because she enjoys working with people. She always encourages her rehab patients to move and continue to "keep going." "It's hard to move, but keep practicing, and you can do it" is her mantra!! She hopes to retire from HCA Houston Northwest and continue enjoying her wonderful home and work for her family. Maria is always a joy to work with. Her smile lights up our day, and her energy is contagious. We are truly blessed to have Maria as part of our HCA Houston Northwest Family.

Alfreda Nicholas

3 North

September 2022



"Mrs. Freda is the bomb. She has a wonderful personality and seems to pick up much of the slack. From what I saw, she has gone out of her way for us several times to ensure my boyfriend was cared for and made him feel comfortable. One morning his breakfast tray was cold. Mrs. Freda was very busy, but she stopped what she was doing to warm up his food. She was attentive and came to help every time he needed her. She was kind and compassionate when his foot was hurting from his infection. She made sure to put his foot on the pillow when he was in bed. She helped him to the restroom and stayed with him until he was done. Thank you, Mrs. Freda, for taking such great care of my boyfriend. You are an angel."

Freda has been with HCA Healthcare Houston Northwest for 24 years. She loves working as a PCT because she loves taking care of people. She loves working here because it is like working with your family. Freda has a daughter named Marsheka and a son named Marcus. They have blessed her with six grandchildren. On her time off, she enjoys sleeping and shopping. She was born and raised in Houston and loves it because it is the only place she calls home, and there are so many things she can see and do here. She loves spending time with her family, especially her grandbabies. Freda is a beautiful soul. She cares for people and has a heart of gold. She's always smiling and has a way of making you feel safe and protected. HCA Houston Northwest and 3North would not be the same without Freda. We are truly blessed to have her as part of our HCA Healthcare Northwest Family.

Jesus Arriaga

5 North

October 2022



"I'm writing on Jesus Arriaga. Jesus is really good at his job. He was always checking on me to see if I needed anything. Overall, he is great at his job. He is very patient and kind. He helped me when I felt sick and ensured I had everything I needed right away. I was feeling very nauseous; Jesus brought me a wet washcloth and ice chips to help with my nausea. I want Jesus to be my tech every time I am in the hospital."

Jesus has been at HCA Houston Northwest for nine months. He started in the radiology department as a transporter and then transferred to 5 north as a Patient Care Technician. He completed the StarTech program. His favorite part of the StarTech program was his professors and colleagues. They made the program fun and educational.

Jesus enjoys being a tech because he can help people, and it is rewarding knowing he is making a difference. He enjoys getting to know his patients and making personal connections. Jesus enjoys the people he works with. They make the job fun and easygoing.

Jesus loves soccer. He has played for over 20 years. During his downtime, he enjoys spending time with his friends, family, and dogs Diesel, an Australian Cattle Dog, and Toby, a Miniature Lab. In the future, Jesus would like to become either a nurse or a radiology technician.

Jesus Arriaga is a great tech and is wonderful at his job. He is extremely helpful to patients and staff. He continues to assist the radiology department and the dialysis department when they need transporters during his off days from 5 North. He is always positive and upbeat, no matter how stressful the day. He truly deserves the TULIP award, and we are blessed to have him as part of our HCA Houston Northwest Family.

Sheila Polk

6 South

November 2022



"Sheila exemplifies every quality a PCA should have. She loves to care for her patients as if they are her own family. She is truly a hard worker. Every time I would ask her for help, she was certainly willing, and if she were busy at that moment, she would politely tell me to give her a minute and come to my aide as soon as possible. Her patients never complain about her and always say she is wonderful. Not only is she a great worker, but she is a wonderful co-worker. I love knowing that she is working the same day I am. She really makes my day brighter. Thank you, Sheila, for being awesome!"

"She was the tech who worked with my father, and she was incredibly friendly and quick with a smile or an encouraging word with my father. She was professional but with such a warm demeanor."

Sheila has worked at HCA Houston Northwest for four years. She loves being a tech because of the patients she cares for, and enjoys working with her co-workers. Sheila likes to watch lifetime movies and enjoys going out to eat with her kids and family. She loves holidays, especially Christmas. Her patient Marcus stays with her always. She remembers caring for him. He was so loving and sweet. He recently passed on her unit. She is happy she was able to care for him during his last days. Sheila has eight children, four boys and 4 girls, 18 beautiful grandchildren, and one 9-month-old great-grandson, Carter.

In the future, she would like to continue doing things that bring joy to her patients and grow as a PCT. We are truly blessed to have Sheila as part of our HCA Houston Northwest family.

Patricia Coleman

6 South

December 2022



“My daughter was a patient in the hospital after having twins. She was in the ICU for three days and then moved to the 6th floor on the south side, room 6010. The first person to enter her room was the nurse care assistant Miss. Pat. She introduced herself and told us she would be the nurse assistant and that we should let her know if we needed anything. At first, I was like, “ Oh, she is mean, “ but I kept on with my daughter; low and behold; she was our guardian angel. The doctor told my daughter she needed a biopsy, and my 23-year-old daughter was diagnosed with stage 4 cancer. It was the worst day of our lives. We both were crying and at a loss for words. No one wanted to hear it, but Miss. Pat came into her room and said, “Everything is going to be ok; God has her.” We felt at ease with the way she looked at us and the way she said it. Miss. Pat continued to talk to us and made us feel so welcome that someone was listening and understanding our hurt and disbelief of what we were going through. We were going home, and Mrs. Pat came to us and said beautiful words, “God can do all things.” Tyliyah was back in the hospital a few months later. We were all worried and crying and did not know what would happen. We were all standing there, and then in comes Miss. Pat. She was like; we were not going to be sad. We are going to have a party. Tyliyah was not thinking about a party or doing anything, so she said ok. Miss. Pat walked out of the room, and about 10 or 15 minutes later, she came in, pushing a wheelchair full of things for the twins and Tyliyah’s oldest son. We never asked or said anything about our stay. She knew we needed help, and we were going through a lot and had new babies to care for. Miss. Pat is an angel sent from God. The words and motivation she gave my family and me are priceless. She never asked for anything. She never said oh, I am going to do this. This lets you know she just did it and gave my family and me the life, love, and will we need to continue pushing for Tyliyah to win the fight. Miss. Pat is just the best. If it were left up to me, she would get her TULIP award for life. Thank you, Miss. Pat and Andreia Nicson, the mother of Tyliyah Harris. You are the best, and we are forever thankful for you!!!”

“I like working at Northwest because we are a family working towards a common goal, caring for our patients.”

“The leadership is great. I have daily challenges that keep my job interesting. I love my work environment, and it is a great bunch of people to work with”.

“I love my coworkers.”

“I love my work family, and I feel like I have the opportunity to grow, learn, and thrive.”

Our Staff Love Northwest Quotes From the Staff

“We are a family that takes great pride in our relationship with each other and the patients we care for daily.”

“I like to work at Northwest because I feel like I have a second family whenever I work on our unit.”

“It’s a home away from home. My coworkers brighten my day and make it a pleasure to come to work. Northwest’s mission and values embrace my beliefs in what a healthcare facility should be.”

“I absolutely love the people I work with. The teamwork and camaraderie make me feel like we can handle anything.”

Good Samaritan Awards



In 1951, Reverend Clyde J. Verheyden, founded what is now known as Good Samaritan Foundation. Since its inception, Good Samaritan Foundation has been focused on one ongoing mission: to increase the number of highly-trained and dedicated nurses "at the bedside" of Texas patients. Building a stronger nurse workforce in Texas consists of attracting men and women to the nursing profession and providing financial resources to become the best-educated and most skilled caregivers in the world. Please join us in congratulating our recipients of the 2022 Nursing Excellence Awards. Each winner had an outstanding nomination submitted. Below are the highlights of each winner.

Bronze Awards

Carrie Pokorny MSN, RN Manager, 3 North & 3 North IMU

Carrie was nominated for the prestigious Good Samaritan award because of the way she leads and continues to transform her team. During the COVID pandemic, Carrie spearheaded our hospital's efforts to care for patients outside the ICU. She sought ways to take care of more acute patients on her floor and worked with other departments to educate her staff on staying safe while caring for those who desperately needed their help and support.

When the pandemic had lessened, she immediately transformed her unit into a stroke floor focusing on caring for those with neurological conditions. She created a new multidisciplinary committee to work with patients, families, providers, therapists, and case managers to ensure our stroke patients have the best outcomes. She has a heart for the community, evidenced by multiple projects she has hosted to distribute stroke education to those in need and collect supplies for local ministries.

Carrie leads by example and has used her transformational leadership style to provide better care to all patients under her care and the care of her staff.





Israel Giron BSN, RN

Supervisor, Dialysis

Israel stands out as one who provides exceptional support for his staff. He is always available to them, 24 hours per day /7 days per week, and diligently watches out for their well-being. He frequently works beyond his required commitment to allow staff time off. Israel has selfishly used his points to purchase gift cards and, in turn, gift those cards to his staff and staff of other departments, such as housekeeping. He frequently uses them to buy uniforms for the team as well. We need to care not only for our patients but also for our coworkers and colleagues. We use a phrase here at work, “Care like Family”, Israel demonstrates that for our HCA Houston Healthcare Northwest Family daily.



Karen Burnside RN

Clinical Nurse Coordinator, 5 South

Karen was recognized for going above and beyond to help a patient obtain his anticoagulant prescriptions after discharge. The patient had been admitted with a deep vein thrombus. It was New Year’s Eve, and the patient wanted to go home and spend the holiday with his family. When the patient went to his pharmacy to fill his prescription, he could not afford the co-pay. Karen provided him with a prescription card that would cover the cost, but it would take two days to become active. Karen escalated her concerns and ultimately received approval to provide the medications from our pharmacy. She then stayed after her shift to meet the patient when he returned to the hospital to retrieve the two days’ worth of medications. Without Karen’s efforts, the patient would have had to return to the Emergency Room for medication.



Healthgrades Recognitions

Healthgrades awards tell you which hospitals deliver superior quality care. Healthgrades evaluates the hospital's performance using objective quality measures, including clinical outcomes, patient safety, and patient experience. The predictive outcomes are compared to actual outcomes at a facility, and star ratings are awarded based on whether the facility has outcomes that are statistically higher or lower than expectations. We are proud to share the following awards.



Gynecologic Surgery Excellence Award™ 2022

Superior clinical outcomes in gynecological surgery



Labor and Delivery Excellence Award™ 2022

Superior clinical care of women during and after childbirth



Obstetrics and Gynecology Excellence Award™ 2022

Superior clinical outcomes during and after childbirth and in surgeries that treat diseases and conditions of the female reproductive system care of women during and after childbirth

Corporate Clinical Nurse Coordinator Council Representative

The clinical nurse coordinator (CNC) is the new breed of operational and clinical leaders that bridge the gap between upper management and frontline staff nurses. The Corporate Clinical Nurse Coordinator Advisory Council began in July 2022 in Nashville, Tennessee. This council was conceptualized by Sammie Mosier, DHP, MBA, BSN, NE-BC, CMSRN, the SVP and CNE for HCA Healthcare, Aydrian Dediemar, EdD, MBA, BSN, RN, RN-BC, NEA-BC the AVP Nursing Leadership, Support for HCA Healthcare and maintained by Matthew Wilke DNP, RN, Director of Nursing Advocacy for HCA Healthcare.w

There were 15 CNCs chosen from various divisions across the American and National groups, all representing different units in the hospital from the ER, critical care, acute care, and women's services. They were supplemented by three directors and two managers from various divisions. The objectives of the councils have been to: establish a network among CNCs that will positively impact all CNCs enterprise-wide, explore resources and tools to aid in operations and patient assignments, determine solutions/models for optimal staff support, and last, but most importantly, promote and protect the integrity of the position as well as the person herself.

The council has expanded since its founding in 2022. The Corporate council has met six times remotely since its founding. With the assistance of Melissa Ceron, Division Director for Dialysis, we have designated more members by creating a CNC Impact Group to help us disseminate our work. We also established our first Gulf Coast Division CNC Advisory Council to establish a CNC Council at each facility level.

We have also created and proposed a staff, and unit performance tracker App called No nurse Left Behind. We are developing a patient acuity /assignment helper/ shift handoff App tool. The group is also trying to create the staffing/scheduler solver by incorporating artificial intelligence to put the right staff at the right place and time.

The group also sought to improve processes like the admission and discharge stages and advocated for a virtual nurse to efficiently do the job. The LVN care model is also extensively studied for its benefits for specific units. But more than anything else, the council aims to help and grow the charge nurse. The council is all about the charge nurse and the well-being and professional growth of the nurse in this role. We share best practices and develop ways to see and deal with the stress of leading a unit. We aspire to practice at the top of our licenses despite the challenges and setbacks because we know that competent and confident leadership always translates to great care for our patients.



Raymond Escribano BSN, RN
Clinical Nurse Coordinator
Medical & Neurovascular ICU

Vital Voices Results

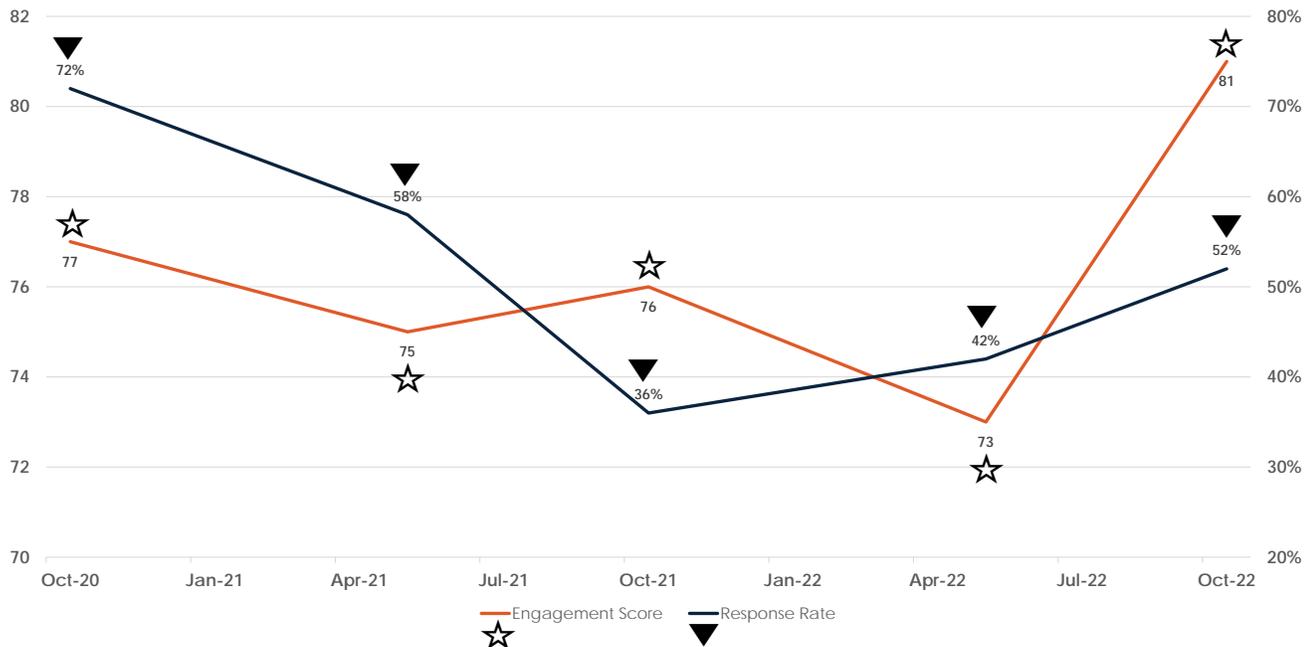
HCA Houston Healthcare Northwest invites our colleagues to participate survey twice each year. The results of each survey are reviewed and used to guide our leadership team in how to support the colleagues best moving forward. The primary trend we follow over time is the Engagement Index, comprising two questions: I would recommend my organization (hospital unit) as a great workplace, and How happy are you working at your organization (hospital unit)?

I am proud to share that our comments were overwhelmingly positive at the facility level, with 79% favorable responses. These responses demonstrate that our clinical nurse coordinators, managers, and directors are either meeting or exceeding caring for you and ensuring HCA Houston Northwest is a fantastic place for each of us to work. Our top outperforming questions were Communication (83%), Involvement (82%), and Resources (81%). Our leaders should focus on refining and continuing high levels of meeting your needs for these topics.

We also rank questions we have the most opportunity on as a facility. Our top opportunities for the October 2022 survey were: I plan to be working at Northwest a year from now (84%), Manager Caring for me as a person (90%), and Recognition for my work (81%). Yes, you are correct that all of our opportunities were above 80%. Our leadership team is very proud of the effort you contribute to our AMAZING family culture!

Results

Colleague Engagement & Participation
October 2020 - October 2022



Actions Taken

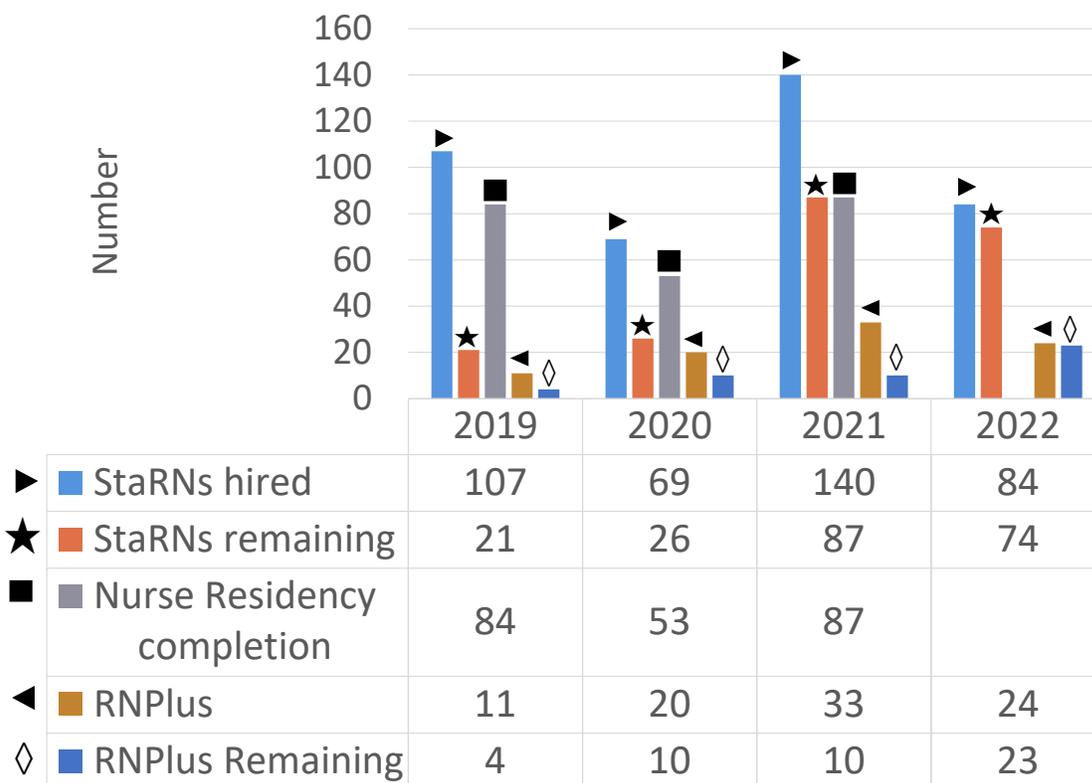
Hearing your voices, the leadership team increased allocations of capital funds and procuring equipment identified by the Nurse Practice Council and your leaders increased our ability to care for our patients and keep them comfortable during their stay. Leadership began using Facebook to share more real-time information with our teams. Many of your managers increased the use of GroupMe, allowing additional information sharing with our colleagues. We also secured amazing Resource RNs, who round and support our teams by answering questions, sharing knowledge, and helping our nurses grow their expertise with Northwest.

StaRN & RN Plus



The HCA Nurse Residency program is an intentionally planned, year-long program. The first part of the year is focused on patient care with a preceptor, and the remainder of the year is devoted to the professional development of new nurses. Both parts of the residency program are essential to growth and success as a professional nurse. Houston Northwest's Clinical Education Specialist team hired 140 new graduate nurses and retained 87. These new graduate nurses have shown their engagement and desire to advance their careers throughout the residency program. Many hired in 2022 have already entered plus programs, become preceptors, or are in charge nurse roles.

StaRN Nurse Residency Statistics



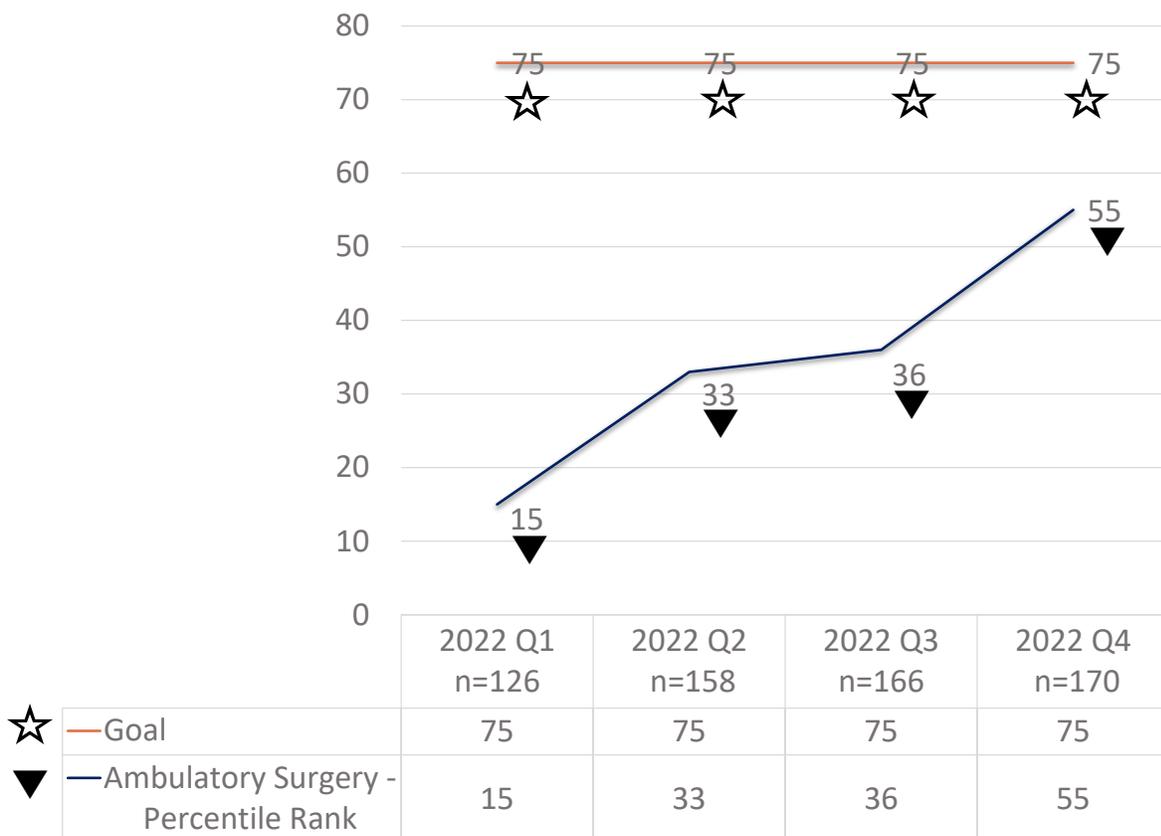
Care Experience

HCA Northwest Healthcare Northwest strives to provide every patient in our facility with a human experience. We know each patient deserves quality, safe, patient-centered care. We utilize evidence-based practices like Nurse Leader Rounding to ensure patients receive exceptional care. Nursing leaders report daily on trends and service recoveries. The report builds a line of communication to determine common trends within the facility. We graciously work with the mindset that there is always room for improvement. We review HCAHPS data to optimize and improve patient care. We are grateful for our patients. Our patients have shared many positive comments about the care they received with us: “Very appreciative with the hospital & staff that I always recommend it.”, “Very happy, thanks, May God bless them,” and lastly, “ Everyone I came into contact with was like angels, Just wonderful!!”. The healthcare team will continue to exemplify what caring like family to our patients stands for. We are incredibly appreciative of every colleague that makes caring for patients possible. Without all the caring hearts, none of this would be possible.

ORBIT

Orbit is a documentation tool for Nurse Leader Rounding and Patient Rounding. Within the application, leaders can route issues to different departments as they round on patients. For example, if a leader is in a room where the toilet is not functioning, an issue is created in Orbit, which sends an email for that department leader to address. In Orbit, leaders can also recognize colleagues based on the condition of the room and the patient’s experience during their hospital stay. Leaders love to recognize the great care patients are provided, but they also provide coaching when needed. Coaching is documented during Nurse leader rounding in Orbit. Orbit is a valuable tool to track patient personal connections for all leaders. Lastly, Orbit is used to report out Nurse Leader rounding compliance. The report is broken down daily by unit and department. Combined with Nurse Leader rounding, Orbit and its components ensure patients receive quality, safe, patient-centered care.

Care Experience Ambulatory Surgery
Most Improved Unit, Increased Percentile Rank and Surveys Returned (n)



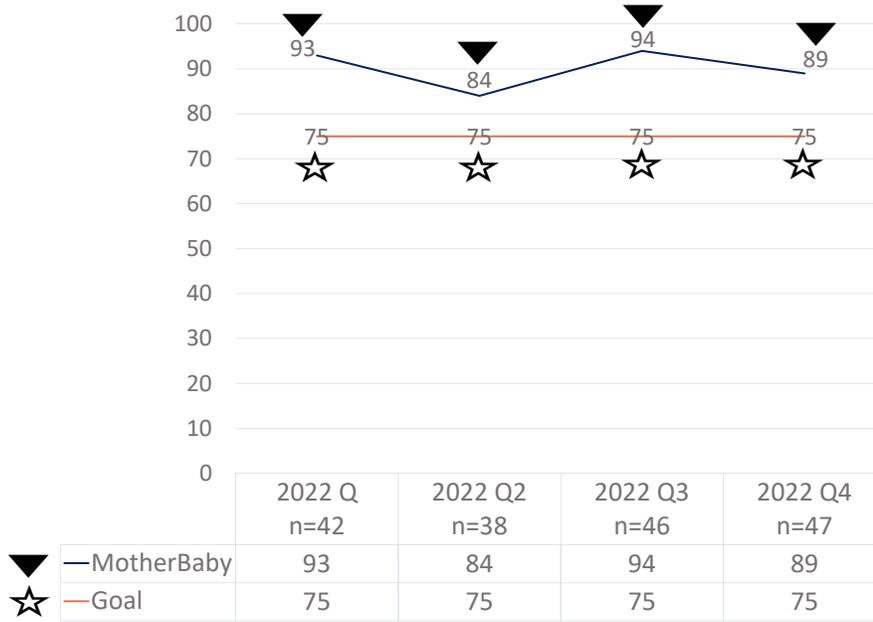


Leadership Team of Ambulatory Surgery:
 Nanette Introligator BSN, RN, CAPA, Director
 Stayce Breedlove MSN, RN, CNOR, Director
 Babeth Cabacungan BSN, RN, CMSRN, Manager
 Calvin Posley BSN, RN, Admin. Director



Ambulatory Surgery, Preadmission Testing
 Judy Daly RN, CMSRN, Clinical Nurse Coordinator
 Kathy Pointer BSN, RN, CMSRN, Clinical Nurse Coordinator

Care Experience MotherBaby
 Most Consistent Unit, Percentile Rank and Surveys Returned (n)



MotherBaby, Most Consistent Unit



Charlotte Hall MSN, RN, RNC-MNN, Manager
 Ivy Huynh RN, RNC-MNN
 Lourdes Elihan BSN, RN
 Sonia Mendiola BSN, RN, RNC-MNN

Compassionate Connected Care

We strive to reduce patient suffering with Compassionate Connected Care at HCA Houston Healthcare Northwest. Compassion is the awareness and acknowledgment of the suffering of another human being and the passion for comforting it. We acknowledge and reduce our patients' suffering by adding personal touches to everyday communication. We respond to patients and loved ones with the compassion they need in despair. Additionally, we use environmental cues to connect with patients. Our patients are valued, cared for, and respected.

We are proud to highlight a few of our colleagues that define compassionate connected care and carry out the promise to care like family.



Tammy Rodgers BSN, RN
Gulf Coast Division Award for Compassionate Care





(Right) Loree Hudson RN
Clinical Nurse Coordinator, 3N IMU



(3rd from the right) Nicole Tompkins RN
Clinical Nurse Coordinator, 6North



(Center) Taylor Collins RN
Emergency



(Center) Jet Ventanilla
Blood Bank Section Supervisor
Laboratory



(Left) Babeth Cabacungan BSN, RN, CMSRN
Manager, PACU



(Right) Paula Ramos RN
Clinical Nurse Coordinator
6 North



(Left) Barbara Delcambre RN
Inpatient Rehab

Nursing Practice Council

Chair: Laura Sabinske BSN, RN

Co-Chair: Marisa Reger BSN, RN, CVRN-BC

Secretary: Carolina Brown BSN, RN

Purpose: To improve best practices throughout the facility by increasing education, broadening communication, and establishing practice consistency.

Accomplishments:

- Facilitated the Daisy Award Program by evaluating and voting for individual team recipients.
- Monthly recognition of newly degreed and certified nurses.
- Organized Nurse's Day Celebration on May 6, 2022.
- Voted for the allocation of capital monies for needed nursing equipment.
- Facilitated the donations of children's Christmas gifts for The Salvation Army's Angel Tree Program to serve the underprivileged in our community.
- Standardized verbiage regarding PCT, CNA, and PCA to Patient Care Technician (PCT) to promote unity in our workforce.
 - Education for changes in practice.
 - Mobile Central Iline dressing photos to decrease Central-line Associated Blood Stream Infections.
 - Modified Rankin Scale added to Meditech.
 - Approved education for Patient Care Technicians to remove peripheral IVs
- Increased participation of staff members in the Nurse Practice Council.
- Collaborated to plan the StaRN graduation festivities.
- Promoted participation in Vital Voices Surveys.
- Guided and encouraged the development of unit-based council research projects.
- Increased utilization of facility-specialized nursing services, vascular access, and wound care.



Nurses Week Celebrating Our Amazing Nurses

Sponsored by the Nurse Practice Council



Night Shift Nursing Practice Council

The Night Shift Nurse Practice Council was started as a research project for 5 North which was a research project to increase nursing engagement and the nursing experience of the night-shift nurses. “Night Watch,” the Night Shift Nurse Practice Council Chair, Judith Cubillo, Co-chair Hang Huynh, and Secretary Damola Obajemu have done a phenomenal job leading the monthly meetings. Attendance and participation of the Council continue to grow. The Council has allowed the space and platform for the night-shift nurses to share essential information and education and have time to get to know one another from other departments. The night shift nurses enjoy sharing and learning from one another. The Night Shift Nurse Practice Council is a valuable part of the shared governance structure at HCA Houston Healthcare Northwest. It is an arena to grow nursing engagement and foster vital relationships within the facility.



Chair: Judith Cubillo RN, CVRN-Level I
Co-Chair: Hang Huynh BSN, RN, CVRN-Level I



Staff enjoying Night Shift Nursing Practice Council

Patient Care Technician Practice Council



We are thankful for our technicians, which include all of the various technicians' roles in our healthcare team. The Tulip Tech Committee meets monthly and is led by the Chair, Chanel Blunt, Emergency Room Behavioral Health Technician; the Co-Chair, Maria Marmolejo, Administrative Partner for MICU and the Secretary, April Robles, Administrative Partner for SICU. This year, one of the key focus topics was improving the tech bedside shift reports between patient care technicians.

A celebration for the technicians occurred with our annual Tech Appreciation Celebration. All technicians from all departments were invited to attend the event. Over 400 of our technicians attended throughout the week. The techs are part of the team, and the staff could not function without them. The techs touch patients' lives in positive, inspirational ways every day. To honor them, the facility adopted the TULIP award. This award stands for Touching Unique Lives in Practice. Patients and staff may nominate an outstanding technician who has gone above and beyond to help someone feel exceptionally cared for.



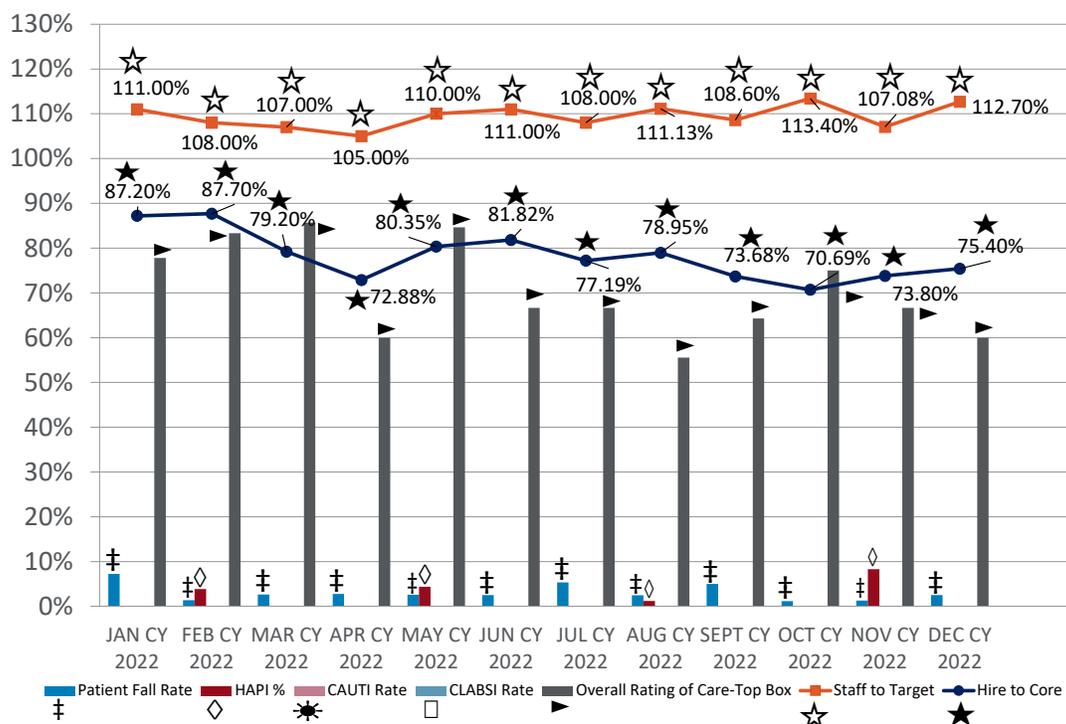
Staffing Effectiveness Council

The Nurse Staffing Effectiveness Advisory Committee is a standing committee that develops and recommends a nurse staffing plan for the governing body that reflects current staffing standards and sets appropriate minimum staffing levels for the patient care units. The committee reviews, assesses, and responds to staffing concerns expressed to the committee. Furthermore, they identify nurse-sensitive outcome measures, HR metrics, and satisfaction metrics to evaluate the effectiveness of the nurse staffing plan.

The metrics selected by the committee for 2022 included:

- Staff to Target: Target Productive Hours & Actual Productive Hours
- Hire to Core: Hired in Full Time Equivalent & Core Full Time Equivalent
- Patient Experience: HCAHPS Overall Top Box Score Rating 0-10
- CLABSI Rate: Number of Hospital-Acquired Infections/Device Days x 1000
- CAUTI Rate: Number of Hospital-Acquired Infections/Device Days x 1000
- Fall Rate: Number of Falls/Patient Days x 1000
- Hospital Acquired Pressure Injuries: Percentage of Pressure Injuries from Quarterly Prevalence Studies

An example of a unit graph (6 South) with corresponding metrics is shown below.



The 2022 Nurse Staffing Effectiveness Committee members included:

Chair: Paige Reyes BSN, RN, RNC-LRN, Neonatal ICU

Co-Chair: Rosalyn Ikamba BSN, RN, 5 North

Nurse Leader Liaisons:

Chief Nursing Officer, Jeffrey M. Mills, Jr. MBA, BSN, RN, NEA-BC

Director of Nursing Inpatient Medical Units and Dialysis, Janet Mueller MSN, BBA, RN, CVRN-Level I

Nurse Manager Surgical ICU, Ric Peres BSN, RN, CVRN-Level I

At least 60 percent of the committee members are nurses who (1) provide direct patient care during at least 50 percent of their work time and (2) are selected by their peers who provide direct patient care during at least 50 percent of their work time. 2022 Recommendations to the governing board will be finalized and presented after the final review of 2022 data during the committee's first meeting in March 2023.

Zero Harm Council

The overall goal for highly reliable organizations is to achieve zero patient harm. At HCA Houston Healthcare Northwest, this commitment comes from every healthcare organization level. The staff is committed to reporting potential and actual errors, and the leadership team commits to addressing these reports. Success is dependent upon holding everyone accountable for quality and safety.

The Zero Harm Council meets bi-weekly to share data and work on ways to improve patient care. Quality program data is shared amongst the team, and ideas and suggestions are exchanged for improvement. These programs include Sepsis, STEMI, Comprehensive Stroke, Care Services Improvement Partnership (CSIP) initiatives, Hospital-acquired pressure injuries (HAPIs), telemetry, falls, and infection prevention. The Zero Harm Council allows sharing information about everything happening throughout the facility, such as educational opportunities, Magnet updates, and good catches. The Zero Harm committee celebrates successes and strives to improve where needed.

Shared learning is an essential aspect of Zero Harm's work. The committee has solid attendance, representing nearly every department in each meeting. The Zero Harm meetings average around 40 leaders at each meeting. The leaders are working hard behind the scenes to keep our patients safe from preventable harm. Zero Harm can be achieved!

Great Catch Program

Maria Dena, Physical Therapist

A patient was in the Inpatient Rehab unit for status-post Left Femur Reduction. One of her orders was no weight bearing to the left lower extremity. After surgery, the patient was improving but was having severe pain. Our rehab physician started her on a pain regime to help manage the pain. Maria Dena was working with the patient and was aware of the pain regime; Maria was not this patient's usual therapist. Maria noticed the patient's pain had increased more than expected while ambulating. Maria told the nurse to address it to the physician and to order an X-ray. Maria continued pushing to have the surgeon come and reevaluate the patient and recommended that the patient go back to the non-weight bearing to the surgical leg. The physician came to see the patient and evaluate the X-ray. The findings showed that there had been a fixation failure, and the hardware had eroded through the bone completely. The patient returned to surgery for a conversion. Thank you for Maria's awareness and assessment skills of the patient. We are thankful for her Good Catch and all she does for our patients every day.

Tiffany Bosley, Nurse Circulator, Operating Room

Tiffany was setting up her room for her first case start when she noticed the slippery floor. She initially thought someone had wasted liquid on the floor and failed to clean it. Upon further observations, she noticed that the floors were slippery, and the room was hot and humid. The humidity was greater than 80% inside the room. Tiffany notified the OR Charge nurse that OR #6 was extremely hot with a humidity reading of greater than 80% and that the floors were wet and slippery. Laura Jacobsen, OR Charge Nurse, checked all OR rooms, discovering that OR rooms #4, #5, #6, #7, #8, and #10 were all affected. Laura Jacobsen informed Stacye Breedlove, who escalated the concern to Facilities Management for assistance with the affected rooms' high humidity and wet OR floors. Facilities Management reported that the chiller had malfunctioned and shut down, increasing humidity within the affected OR rooms. As a result of the increased humidity, the OR delayed first cases since high humidity would cause the sterile trays and instruments to be contaminated. All rooms had to be torn down and reset for the first cases. This was a "Good Catch" because Tiffany's actions prevented the possible risk of infection to our surgical patients that had first-case starts. High humidity increases the risk of infection and can be dangerous to patients.

Quality Outcomes

Nursing Sensitive Indicators

The nurses at HCA Houston Healthcare Northwest make an essential contribution to our patient outcomes. The empirical measurement of quality outcomes related to nursing and clinical practice in Magnet-recognized organizations is imperative. Our Nurse-sensitive indicators outperform Magnet standards for the shown eight consecutive quarters. The table also displays each unit's overall performance. Each unit shown is outperforming in the majority of all the quality metrics tracked for their unit. Our dedication to our patients and quality care is evident.

Nurse Sensitive Indicators Quarter 2020 Q4 - 2022 Q3

Unit	Injury Fall Rate	% HAPI 2+	CLABSI Rate	CAUTI Rate	% Pt HAPI Medical Device Related	C-Diff Rate New Event	MRSA Rate New Event	Overall Unit Performance
Medical ICU	7 of 8	4 of 8	4 of 8	7 of 8	8 of 8	8 of 8	7 of 8	5 of 7 Indicators
Surgical ICU	8 of 8	7 of 8	7 of 8	7 of 8	8 of 8	8 of 8	7 of 8	7 of 7 Indicators
3 North	6 of 8	7 of 8	8 of 8	7 of 8	8 of 8	8 of 8	7 of 8	7 of 7 Indicators
3N IMU	7 of 7	5 of 7	6 of 6	7 of 7	7 of 7	7 of 7	7 of 7	7 of 7 Indicators
6 North	7 of 8	6 of 8	8 of 8	6 of 8	8 of 8	6 of 8	7 of 8	7 of 7 Indicators
5 North	6 of 8	6 of 8	7 of 8	8 of 8	8 of 8	7 of 8	8 of 8	7 of 7 Indicators
6 South	6 of 8	3 of 8	5 of 8	6 of 8	8 of 8	7 of 8	8 of 8	6 of 7 Indicators
5 South	7 of 8	5 of 8	7 of 8	8 of 8	8 of 8	8 of 8	8 of 8	7 of 7 Indicators
Rehab	6 of 8	5 of 8	7 of 8	8 of 8	8 of 8	8 of 8	8 of 8	7 of 7 Indicators
MomBaby	8 of 8	N/A	N/A	N/A	8 of 8	8 of 8	N/A	3 of 3 Indicators
Neonatal ICU	8 of 8	N/A	6 of 8	N/A	N/A	8 of 8	N/A	3 of 3 Indicators

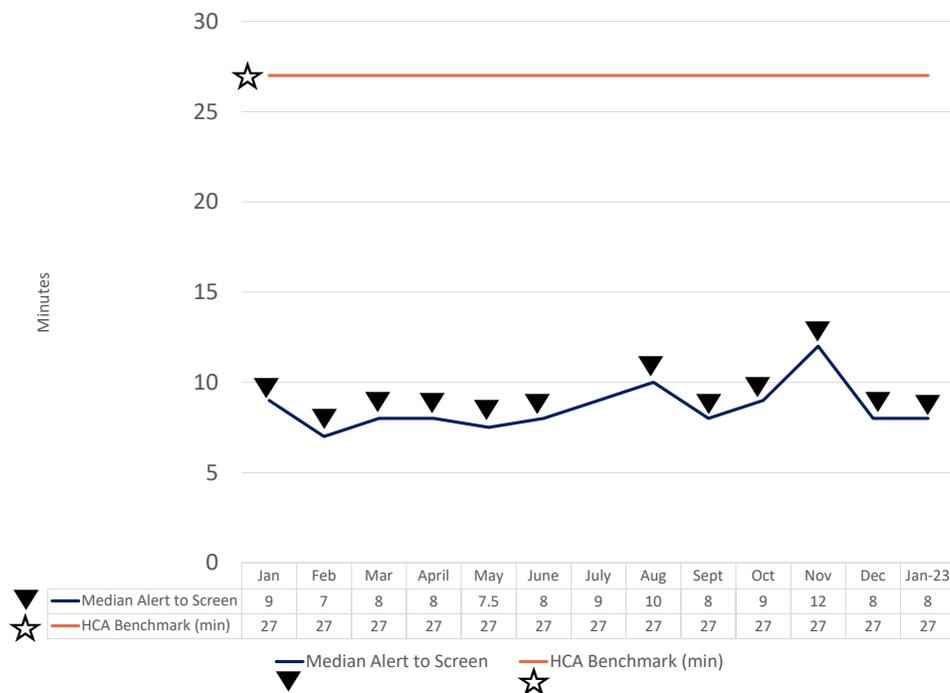
Sepsis

Sepsis awareness at HCA Houston Healthcare Northwest is a priority. Collaboration of nursing and infection prevention has resulted in compliance above the benchmark. The performance of the Sepsis awareness keeps our patients safe and continues to save lives.

- The overall SEP-1 compliance rate for 2022 was above the benchmark of 71% for ten months,
- Quarter 4 of 2022 closed out with a 76% compliance rate.
- Septic Shock Mortality decreased from 29% in May to 11% in November. That is a great improvement.
- The 3-hour bundle compliance for septic shock was at an all-time high of 83% in October.
- SPOT median time from alert to screen remained under 10% on a benchmark of 27% for 2022.

Sepsis and its importance were highlighted at the Sepsis Awareness Celebration. Staff could attend the event and learn more about the significance of Sepsis and see the metrics and the results of all their hard work. Staff was applauded and recognized for their continued efforts with Sepsis awareness.

Spot Median Time from Alert to Screen, Outperforming the HCA Benchmark



Staff Enjoying Sepsis Awareness Month Celebration

Hospital-Acquired Condition Reduction

Care Excellence Ranking Scorecard

The Care Excellence Scorecard demonstrates Hospital Acquired Infections (HAIs) continue to be a minimal occurrence.

January, March, April, August, and November of 2022 were outstanding months with ZERO HAIs.

Month	CAUTI	CLABSI	MRSA	CDIFF	COLO SSI	HYST SSI	Total Hospital Acquired Infections
Jan	0	0	0	0	0	0	0
Feb	0	0	0	1	0	0	1
March	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0
May	1	0	0	0	0	0	1
June	0	0	1	0	0	0	1
July	0	0	0	0	1	0	1
Aug	0	0	0	0	0	0	0
Sept	0	1	0	0	1	0	2
Oct	0	0	1	1	1	0	3
Nov	0	0	0	0	0	0	0
Dec	0	1	0	0	0	0	1

Standardized Infection Ratio (SIR) Trends

A standardized infection ratio (SIR) can be used as a standardization method for summarizing Hospital Acquired Infections (HAI) experience across any number of health care facility or unit types. It can track HAIs at a national, state, or local level over time and adjusts for patients of varying risk within each facility. Because of this, the SIR has become the new standard for comparing HAI incidence. Simply put, the SIR compares the facility’s actual HAI incidence to the baseline national HAI experience and adjusted for several risk factors that are significantly associated with differences in infection incidence.

Reduction initiatives for Catheter-associated Urinary Tract Infections (CAUTI) and Central Line-associated Blood stream Infections (CLABSI) were as follows:

- Bundle Education
- Multi-disciplinary rounds
- HERO Rounds
- Line and Loop Closure Huddles Daily

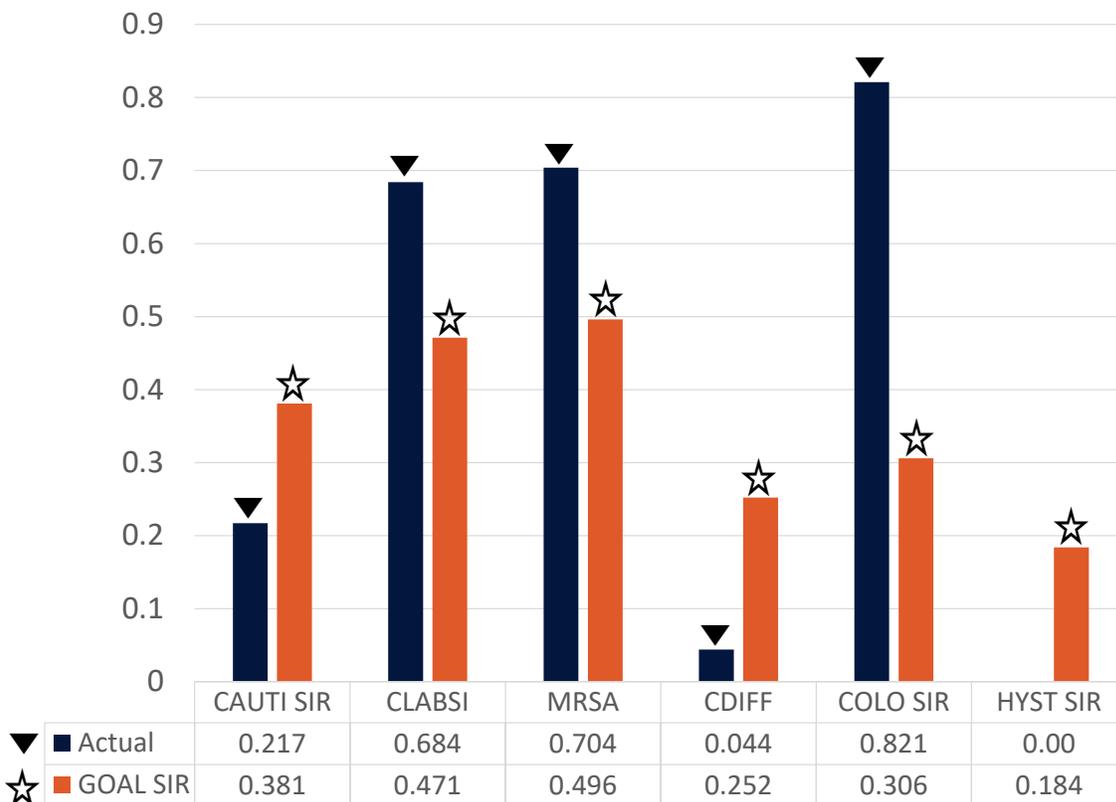
New initiatives were put into place to reduce the transmission of MRSA.

- MRSA opportunities of MRSA history
- CHG bathing
- Mupirocin nasal decolonization within the NATE application.

The collaboration of nursing and the lab department was successful in reducing the CDIFF SIR.

Three phases of care are involved in preventing a surgical site infection The DUKE Protocol addresses the preoperative, intraoperative and the postoperative phases to prevent Colo-Rectal surgical site infections.

SIR Reduction Outstanding Metrics



Neuroscience

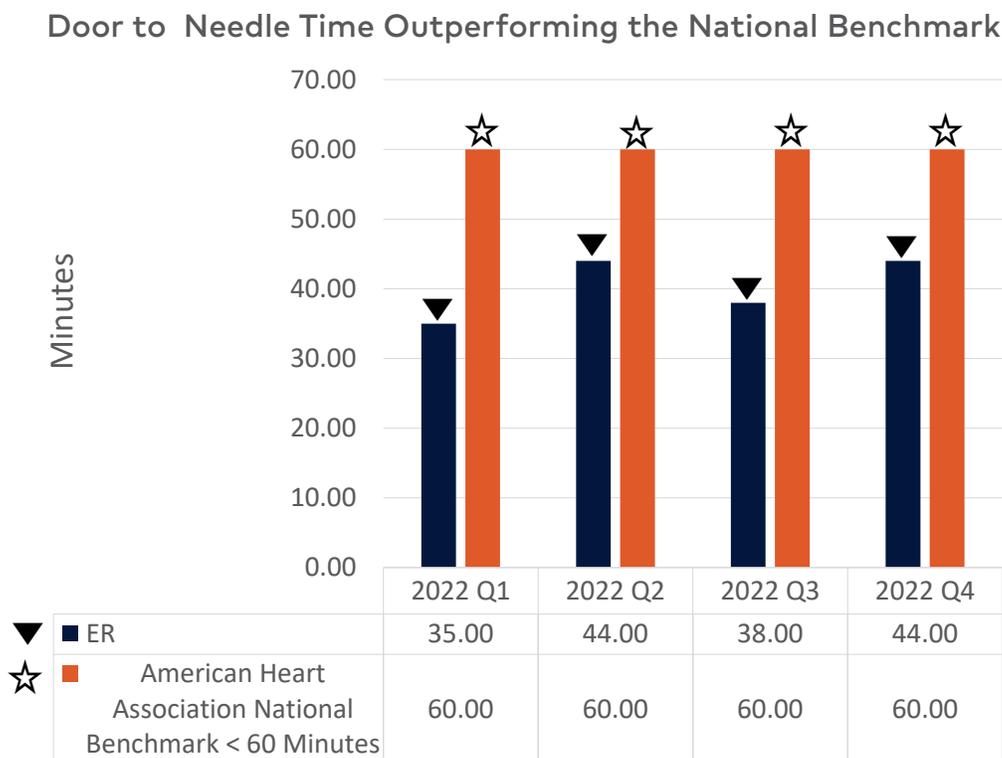
At HCA Houston Northwest, we are certified as a Comprehensive Stroke Center and hold a Level II Trauma Center designation. The care and services provided to our patients consistently demonstrate standards and metrics that meet and exceed national standards related to the efficiency of care delivery and outcomes. The Neuroscience department offers a full spectrum of treatment options for neurological conditions, including traumatic brain injuries (TBI), stroke, brain tumors, and aneurysms. The department incorporates all specialties that are a part of patients' continuum of care to ensure the most appropriate and advanced treatment options are implemented. The multidisciplinary team comprises a collaborative group of neuroendovascular and neurosurgeons, neurologists, cath lab staff, critical care intensivists, nurse practitioners, stroke coordinators, quality coordinators, an emergency medical system liaison, emergency services, recovery room, radiology, and rehabilitation therapists. The Neuroendovascular team consists of nurses and radiology technologists who have resiliently responded to the expansion and growth of the Neuroscience service line, delivering timely, specialized care for stroke intervention cases.

Pictured: Dr. El-Ghanem, (Neuroendovascular Stroke Program Director) stands with members of the call team who responded to an Emergent Large Vessel Occlusion (ELVO) and directly assisted in achieving a door-to-reperfusion time in under <95 minutes (goal <120 minutes). From left to right: Joshua McBryde, Radiology Technologist. Dr. El-Ghanem, Phayvanh "Pi" Phrachhansiri, RN, Joseph Ponce DeLeon, RN, Robyn Walton, RN (not pictured)



Door to Needle Time

Our Emergency Department and the Cath Lab team continue to excel in our Door to Needle median time. The National Benchmark is a goal of under 60 minutes.



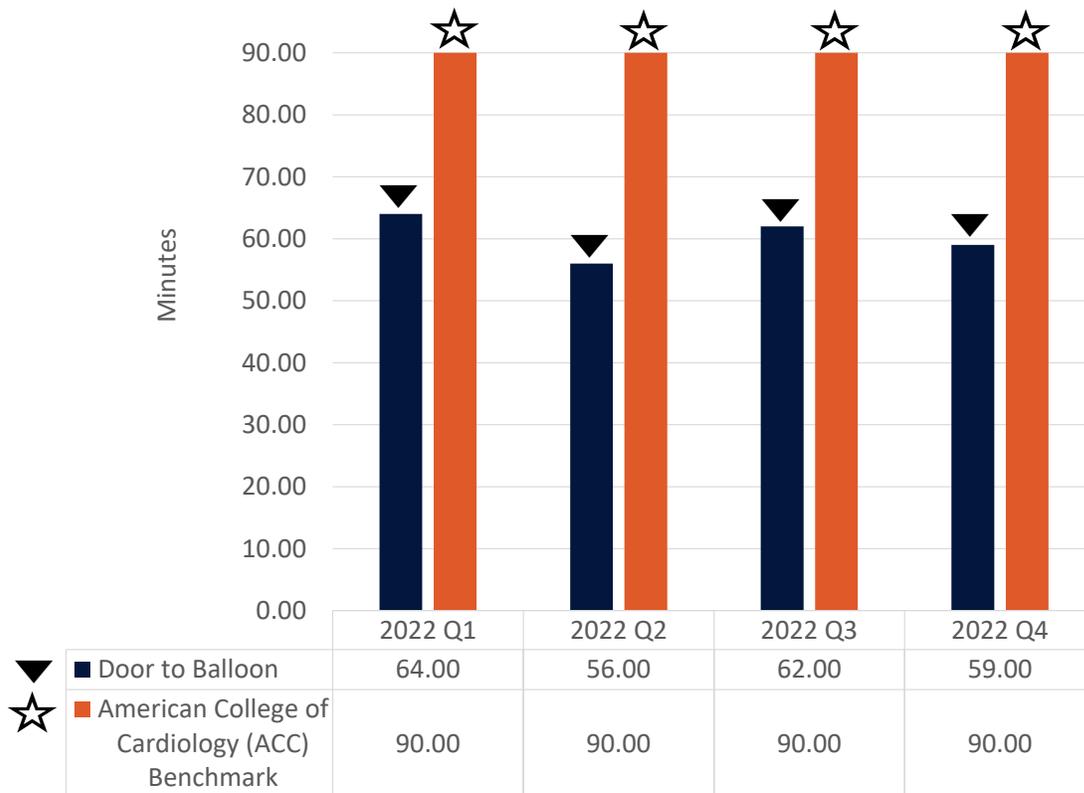
Chest Pain Program



Door to Balloon Time

Our Emergency Department and Cath Lab teams continue to excel in our Door to Balloon median time. The National Benchmark is a goal of under 90 minutes.

Door to Balloon Time Outperforming the National Benchmark

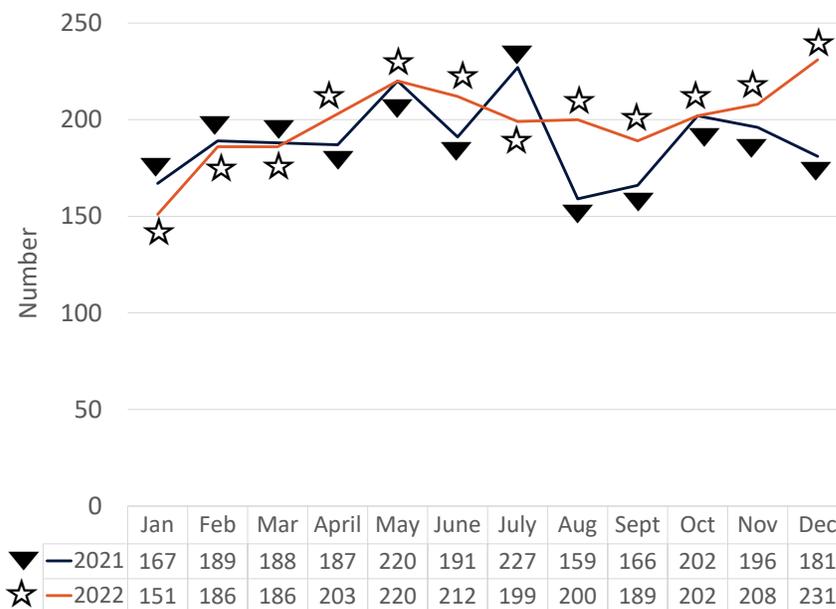


Trauma Quality Outcomes

The HCA Houston Healthcare Northwest Trauma program reached Level II American College of Surgeons (ACS) Accreditation in April 2022. Achieving Level II is a great accomplishment for the trauma department, and it exemplifies the dedication and support of our team. The trauma program embraces the continuum of care from pre-hospital to inpatient to discharge, community outreach, and injury prevention.

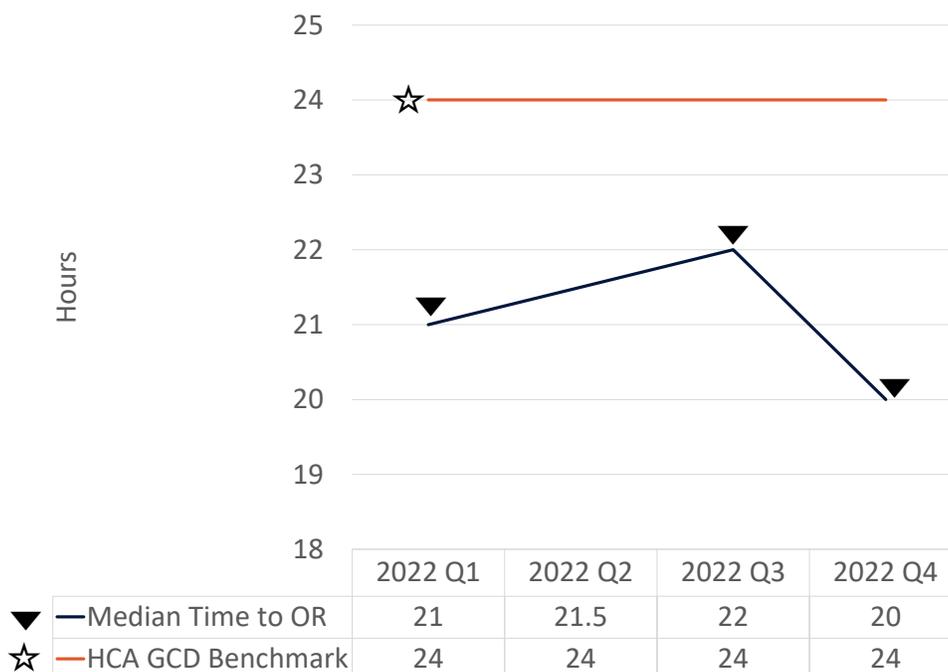
Total Trauma Volume

Total Trauma Volume showing an Increase from 2273 cases to 2387 cases



Elderly Hip Fracture Fixation

Median Time to OR Outperforming the HCA Gulf Coast Division Benchmark of < 24 hours

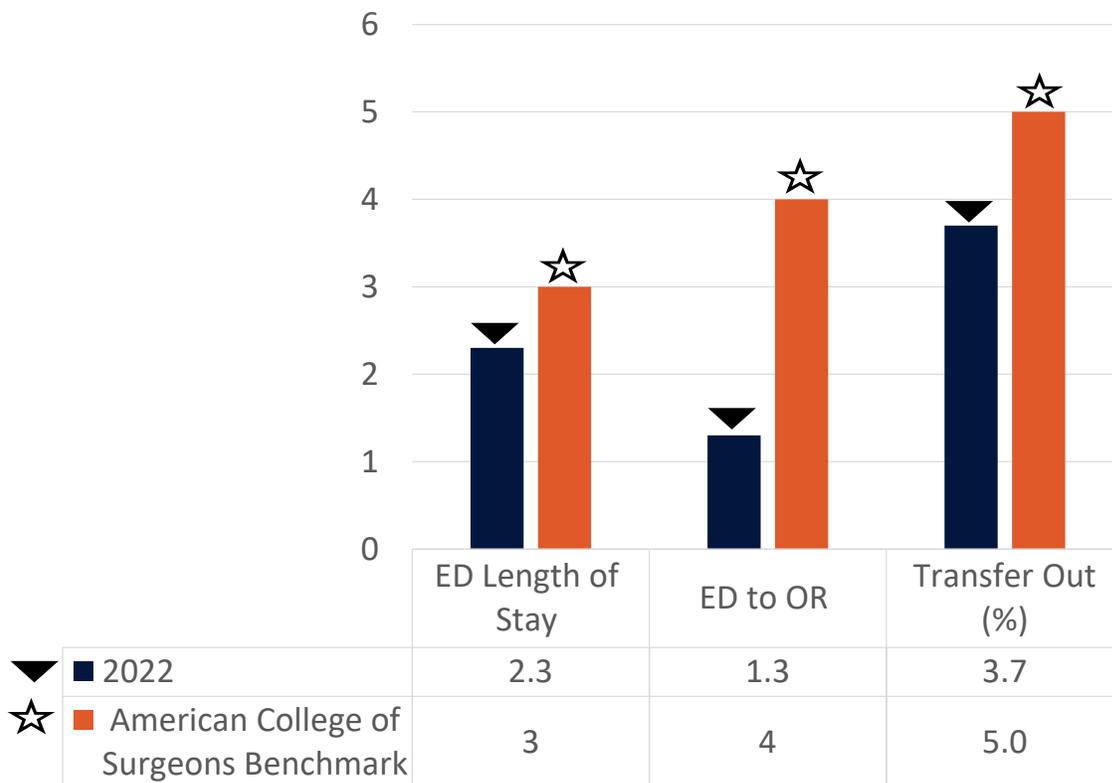




Length of Stay and Transfers

The Trauma Team prides itself on the efficient process of moving the trauma patient through the system to ensure timely definitive treatment. The American College of Surgeons has specific guidelines that are followed regarding dwell time for the trauma patient. The Emergency Room length of stay is an area we focus on to swiftly and efficiently move the patient to an ICU bed, to the Operating Room, or, if needed, transferred to a higher level of care. We are proud to display our times which outperform the benchmark.

Length of Stay and Transfer Outperforming the Benchmark



Clinical Safety Improvement Program (CSIP)

Falls

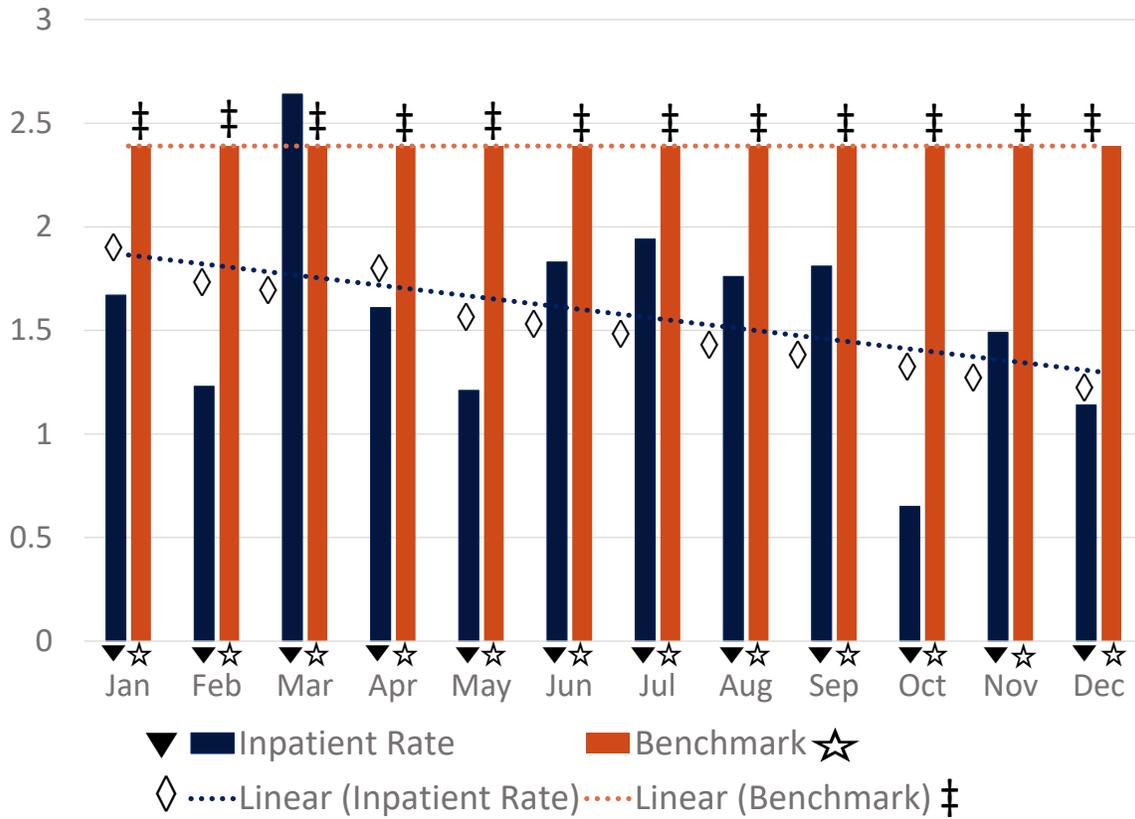
Falls is a vital initiative of the CSIP program. As part of this initiative, the Morse fall scale was implemented. This scale categorizes patients' fall risk into low, moderate, and high. Fall signs were placed outside of every patient room. Having these signs on the patient's door improves compliance. Work continues to ensure the signs reflect the current fall risk.

The Fall Committee, called Fall Prevention Investigators (FPI), is a crucial part of our fall-prevention program. The committee is comprised of staff from all areas of the healthcare team. Falls can cause severe fractures and traumatic brain injuries and are very costly to healthcare organizations. The FPI committee rallied to reduce the number of falls in our facility. The team utilized technology to identify problem areas. The Posey Application was made available on all imobile devices. The Posey App allows staff to do audits in patient rooms and audit units for fall hazards. The addition of the electronic post-fall debrief/huddle was a valuable part of the application.

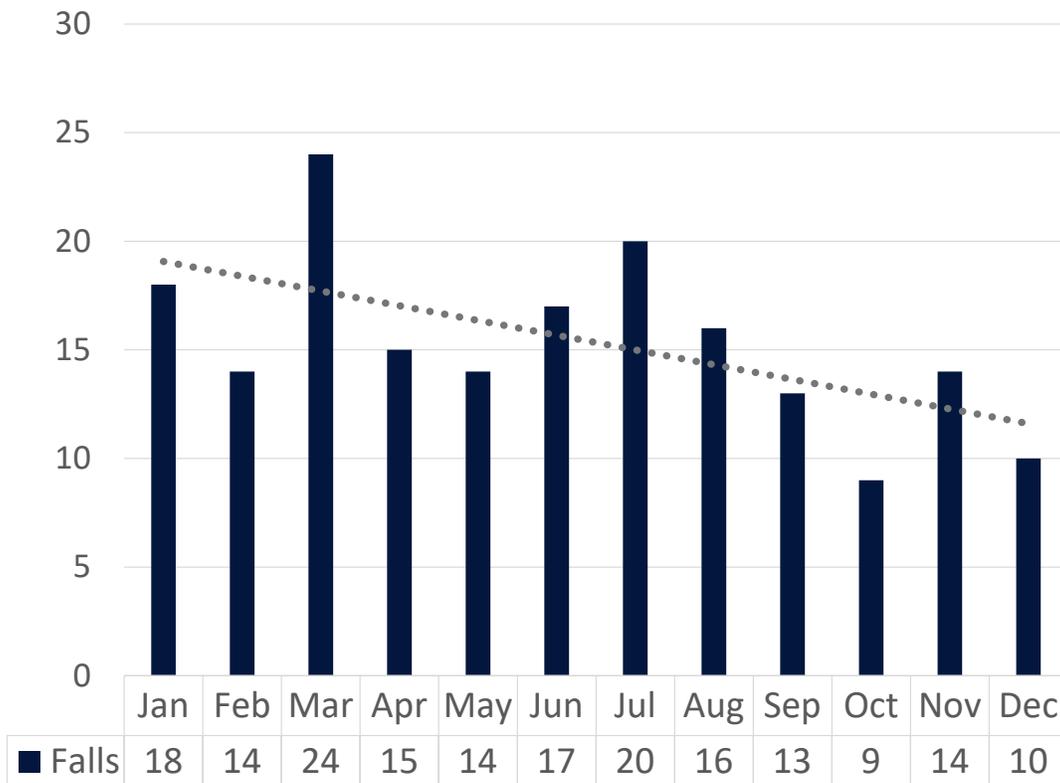
The FALLS team conducted two studies in 2022, the fall alarm study and a prevalence study partnered with Hillrom. The alarm study results showed a need for additional equipment, which was acquired. The prevalence study revealed further requirements for education, room assessment, and safety for our patients. A post-fall checklist was another tool tht was created and distributed to standardize and streamline our post-fall processes. Fall prevention was discussed in multiple meetings by the Nurse Practie Council, Zero Harm, and the Patient Care Tech committee. All of these efforts have proven to be successful. Our facility has seen a downward trend in falls. We have also seen a downward trend in the inpatient fall rate per 1000 patient days. We look forward to continued progress in 2023. Pictured below are some of our amazing Fall Prevention Investigator Members.



Inpatient Rolling Rate of Falls per 1000 Patient Days Consistently below the benchmark



Total Number of Falls for 2022



Telemetry Project for Care (CSIP)

The Telemetry Safety Bundle at HCA Houston Healthcare Northwest has set a standard of care for our facility that provides telemetry monitoring of heart rhythms for patients. This bundle ensures that the patient is appropriately monitored by trained individuals competent in the application and maintenance of telemetry devices and cardiac monitoring and rhythm interpretation.

The integration plan provides the multidisciplinary healthcare workforce with a standard, patient-centered strategy to ensure a competent and engaged workforce, patient safety, and care delivery excellence. To safely and effectively deliver care to patients requiring cardiac telemetry monitoring, Telemetry Monitor Technicians should demonstrate appropriate knowledge of the following: indications for use, indications for discontinuation, cardiac rhythm recognition and interpretation, and notification of escalation pathways. Our Monitor Technicians have over 50 years of experience. They have expanded their knowledge from simple basic rhythm determination to the identification of complex arrhythmias and the detection of acute and sometimes silent myocardial ischemia requiring immediate cardiac intervention.

The primary focus for telemetry patients in 2022 was to ensure that the percentage of patients without tele-start documentation remains below 20 percent. Our facility achieved this goal in October 2022 with 17.3 percent and has remained close to this goal ever since.

2022	
Jan	50.8%
Feb	54.0%
Mar	60.4%
Apr	43.3%
May	25.6%
Jun	27.7%
Jul	26.0%
Aug	33.2%
Sep	40.0%
Oct	17.3%
Nov	21.3%
Dec	24.8%



Neonatal ICU Metrics

Necrotizing Enterocolitis and

Breastfeeding on Discharge

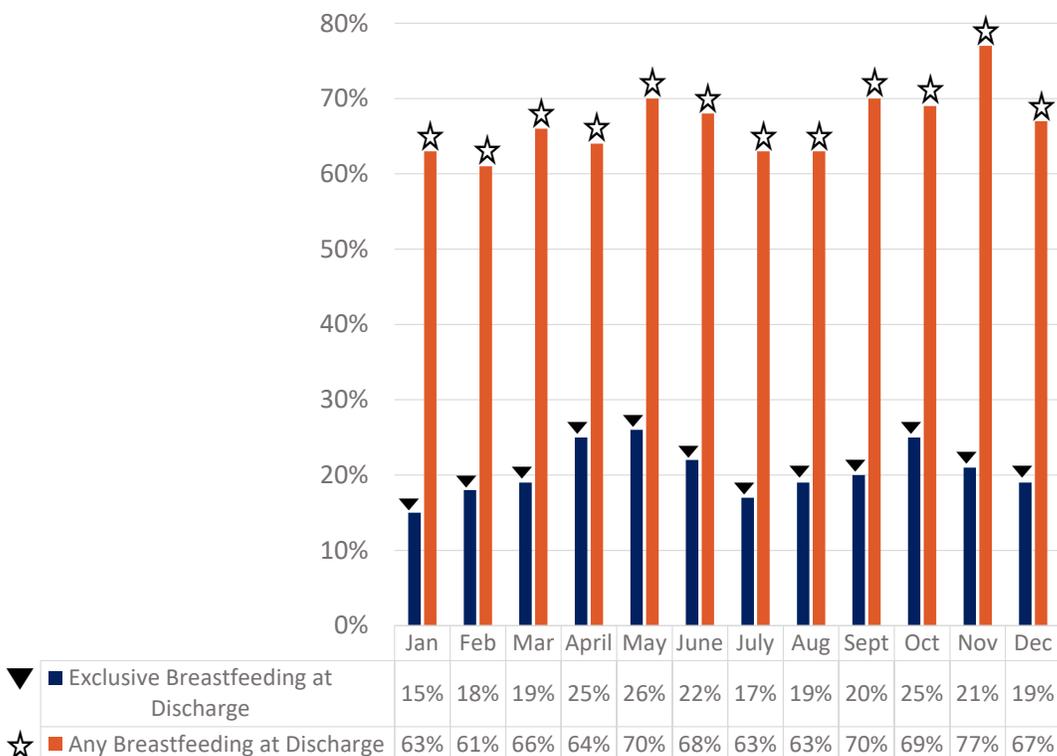
Necrotizing Enterocolitis (NEC) is a serious gastrointestinal condition in premature infants in Level II, III, and IV NICUs. In the most serious of cases, this condition can be fatal. One of the risk factors related to this condition is feeding (formula vs. breastmilk). Premature infants' digestive and immune systems are weaker and highly prone to infection, so the formula can be harder for their fragile digestive system to break down. There have been numerous studies with solid evidence that infants receiving breast milk have a lower incidence of NEC. In the NICU, we strive to start the infants on breastmilk as soon as possible and send every infant home on breastmilk. Working closely with and alongside our Lactation specialist Rebecca Hartman helps us achieve the best outcomes in this area.

- As of November 1, 2022, 74.1% of NICU infants 2022 were discharged on some expressed breast milk, An impressive increase from 62.6% in 2021.
- As of November 1, 2022, only three of our NICU infants suffered from NEC, an improved decline from six infants in 2022.

HCA Houston Healthcare Northwest is a Texas 10-Step facility with a Level III NICU and Level III Maternal Designation. To support the requirements of these accreditations and to maintain compliance with Joint Commission breastfeeding core measures, we practice under policies that promote breastmilk feeding as the preferred method of feeding because human milk is the optimum form of nutrition. The Lactation Team provides breastfeeding support and resources to each mother and newborn that delivers at our facility while completing chart audits and collection of breastfeeding statistics monthly.

Our annual average of exclusive breastfeeding on discharge for 2022 was 21% and the average of those discharged on any breastmilk for 2022 was 63%.

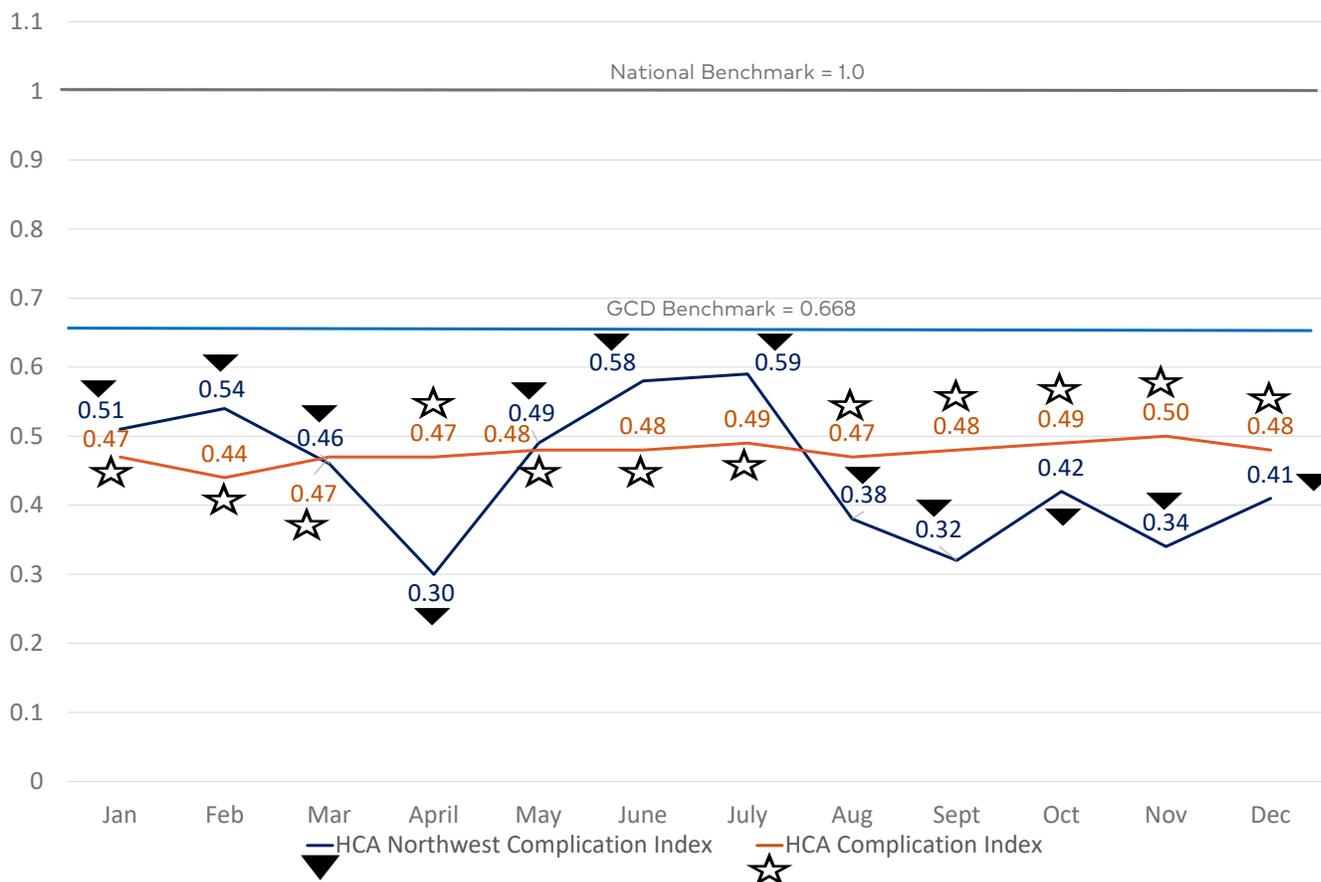
An Increase to an Average of 63% Moms Discharged on any Breast Milk



Complication Metrics

A focus on nursing and physician documentation helped drive the downward trend in coded complications and improved patient care. The Complication Index remained under the Gulf Coast Division goal of 0.668 and the National Benchmark of 1.0.

Complication Index Outperforming the GCD and National Benchmarks

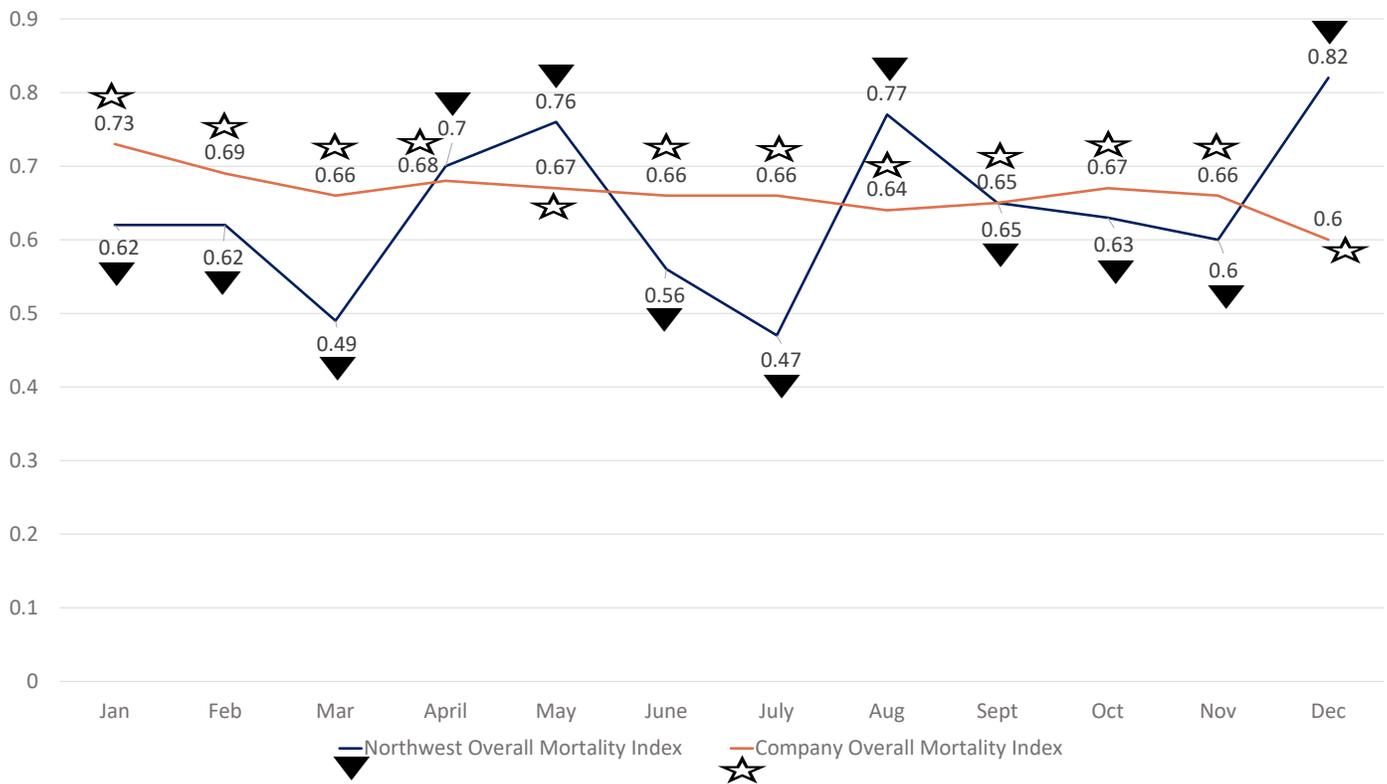


Mortality Metrics

HCA Houston Healthcare Northwest met or exceeded the Overall HCA Mortality Index benchmark eight out of twelve months. Our dedication to our patients resulted in more patients recovering and being discharged home to their loved ones. Key strategies include:

- Collaborating with the Multidisciplinary Team to identify patients at high risk for mortality to optimize care, including palliative care and hospice services as needed.
- Promoting physician documentation that accurately reflects acuity impacts the Mortality Index score.

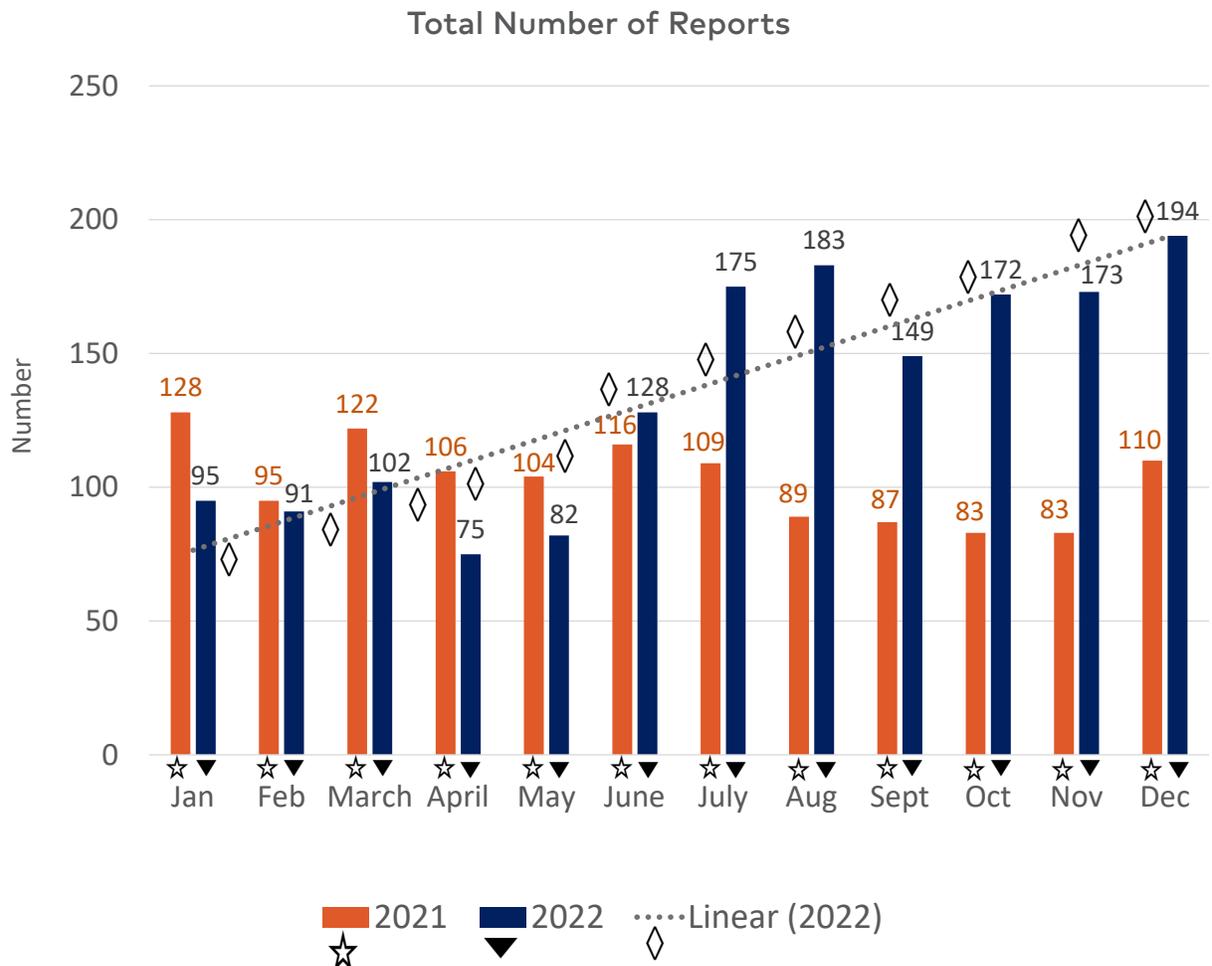
Mortality index 2022, Eight of Twelve months Exceeding Benchmark



Incident Reporting Metrics

The easiest way to define a culture of safety is the combined attitudes and behaviors toward patient safety that are conveyed throughout the entire healthcare facility. In November 1999, the Institute of Medicine (IOM) published “To Err is Human: Building a Safer Health System.” This report stated that errors caused between 44,000 and 98,000 deaths in hospitals across the nation due to preventable medical errors, and over a million errors occur that cause injuries. This report broke the silence that surrounded medical errors and their consequences. To Err is Human was the catalyst for the healthcare industry to focus on reducing medical errors and improving patient safety by constructing safer systems. Reporting medical errors and close calls is a large part of becoming a highly reliable organization. According to the IOM report, medical errors are usually a result of systemic issues. Building a culture of safety focuses on this belief. When an organization is rooted in a culture of safety, people feel comfortable reporting. Reporting allows the hospital to review systems and processes to prevent errors that can cause patient harm. In June 2022, our hospital switched our error reporting system to VigiLanz. VigiLanz is a more accessible system for the front-line user. Through VigiLanz there has been a steady increase in reporting over previous years. The increased reporting has allowed the facility to identify multiple issues and design work processes that have improved patient safety. December resulted in the highest number of reports over the past three years, with 194 events. This is an excellent step towards becoming a highly reliable organization.

Variance Trends



Infection Prevention HEROs

The Infection Prevention HERO recognition was developed at HCA Houston Healthcare Northwest in January 2022 to spotlight a nursing unit or an individual who exemplifies exceptional Infection Prevention practices. Non-ICU units are recognized as an Infection Prevention HERO of the month when the unit achieves 1000 days of ZERO Hospital-Acquired Infections (HAI). Each ICU team is recognized as Infection Prevention HERO of the month when the team achieves 365 days without an HAI. Infection Prevention HERO recognition is also extended to an individual who goes above and beyond to reduce a patient's risk of acquiring an HAI, such as taking the initiative to collaborate with nursing leadership and providers to de-escalate a central line or indwelling urinary catheter. Hand Hygiene is a huge component of preventing the spread of infections. Nursing departments that significantly improve hand hygiene compliance are also recognized as Prevention HEROs. The celebrated wins continue to help us achieve our goal of ZERO Harm.

February 2022

3 North / IMU

Over 1,000 Days without a Catheter-Associated Urinary Tract Infection or Central Line-Associated Bloodstream Infection



Carrie Pokorny MSN, RN
Manager, 3 North/IMU

March 2022

Surgical ICU

365 Days, ZERO Central Line-Associated Bloodstream Infection (CLABSI)



Amber Ferro MSN, RN, NE-BC, CVRN-BC
Director, Critical Care

Ric Peres BSN, RN, CVRN-Level I
Manager, SICU

April 2022

6 North

1000 Days, ZERO Central Line-Associated Bloodstream Infection (CLABSI)

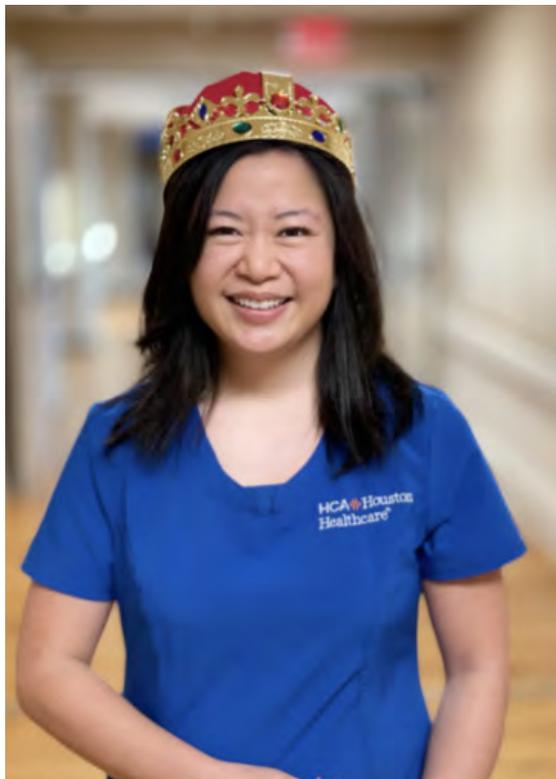


Lesa Cordova BSN, RN, CVRN-Level I
Manager, 6 North

May 2022

Inpatient Rehab

1000 Days, ZERO Catheter-Associated Urinary Tract Infection (CAUTI)



Aida Cheung MSN, RN, CRRN
Director, Inpatient Rehab Services

June 2022

Perioperative Services

Hand Hygiene Spotlight

- Perioperative Services met the Leapfrog minimum number of observations for a continued 12 months (June – June).
- They were one of the top-performing units for the previous three months, April, May & June.
- They have steadily increased their Hand hygiene compliance from 86% to 99% from January to June:

January	86%
February	88%
March	93%
April	94%
May	97%
June	99%

July 2022 - Surgical ICU

Claire Guerra BSN, RN, CCRN

Hand Hygiene Spotlight



During Multi-Disciplinary Rounds in SICU, Claire brought to the trauma surgeon's attention that a patient had a femoral line, and the Levophed infusing in this femoral line had been discontinued. She emphasized that there was no other indication of having a femoral line. The trauma surgeon wanted to keep the line for 24 hours and revisit the next day. Claire made sure to mention the next day there was no need for the femoral line, and due to her persistence the femoral line was removed. Claire's dedication to patient safety and advocacy is evident, and we would like to recognize her persistence and efforts to prevent a Central Line-Associated Blood Stream Infection.

Way to Go Claire!!! Keep up the Great Work!

August 2022

5 South

1000 Days, ZERO Central Line-Associated Bloodstream Infection (CLABSI)



September 2022

Medical ICU

365 Days, ZERO Catheter-Associated Urinary Tract Infection (CAUTI)



Spotlight on Nursing Units

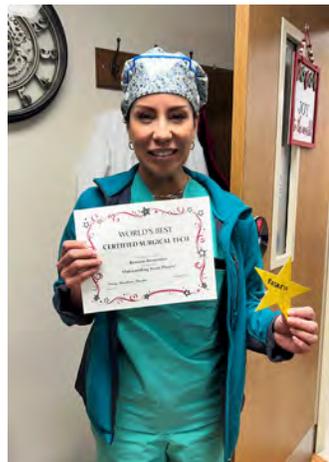
Surgical Services

Operating Room



The Operating Room (OR) department of Surgical Services provides 18 specialties with 119 surgeons. We focus on providing excellent patient care and proficient service to our dedicated surgeons. Our department comprises 13 procedural rooms, with a Hybrid room and an additional room under construction. The OR prides itself on providing trauma services to some of the most vulnerable patients in Harris County. In addition, we have full-service lines in bariatric, cardiac, orthopedic, and neurosurgery.

Continued education and certification are one of the team's focus. The staff is encouraged to pursue the highest education level and obtain certifications in their respective fields. The unit celebrated Alex Riner and Nekkia Perry for receiving their BSN degree in 2022. Eight more of our ADN RNs are enrolled in a BSN program, increasing the Surgical Services BSN-prepared nurses to 88 percent. In addition to nursing, surgical services currently has 96 percent Certified Surgical Technicians. As a Level II designated trauma center, all nurses must obtain their Trauma Nurse Critical Care (TNCC) certification and are urged to obtain a certified Certified Perioperative Nurse (CNOR) specialty certification. Our goal for 2023 is to be a 100 percent certified unit. To cultivate an environment of Zero Harm, the staff are publically acknowledged with the "Wall of Shining Stars." The OR is excited about the year ahead as we continue to grow and provide optimal service to our patients.



Pre-Admission Testing

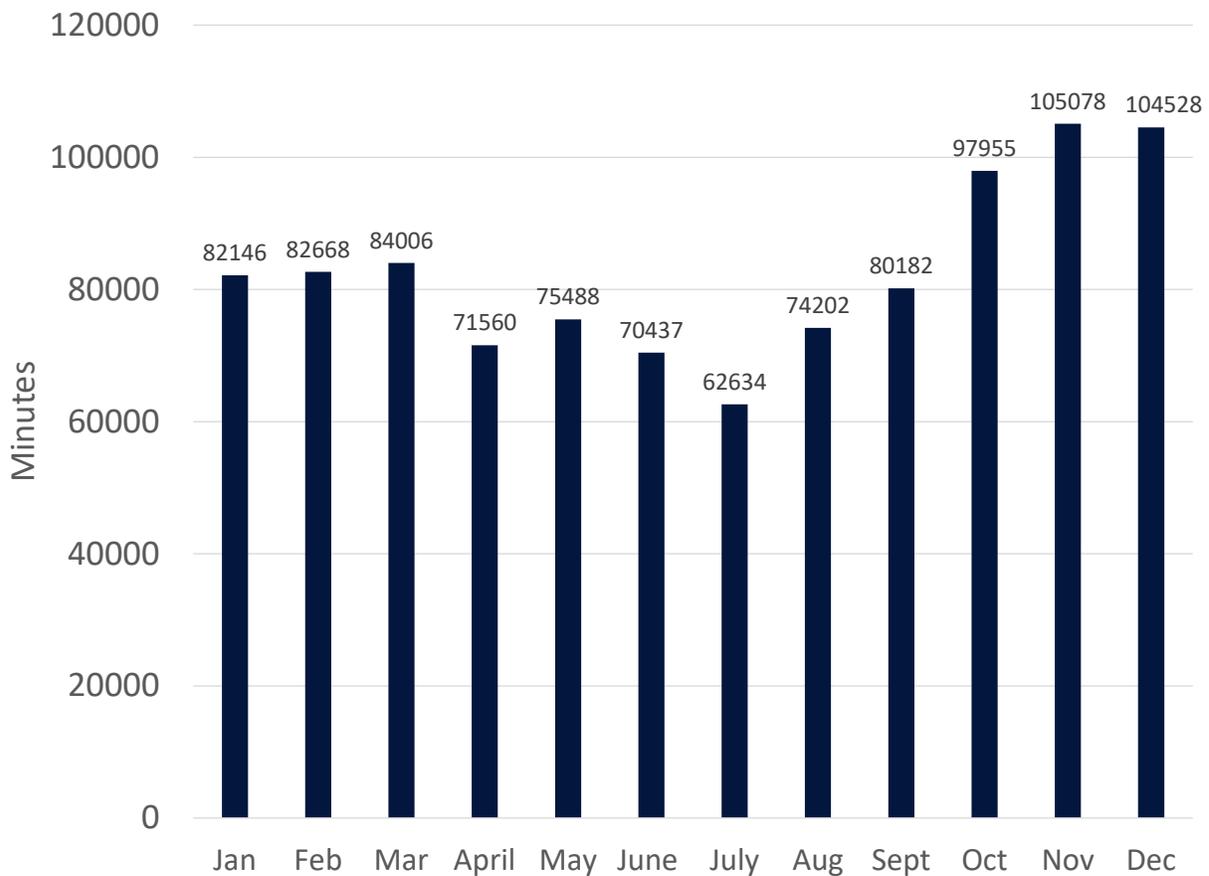
Our Preadmission Testing (PAT) is one of the bests in the Gulf Coast Division. We have a robust process for eliminating harm to our patients. The PAT unit services the following procedural areas: surgery, Cath Lab, interventional radiology, endoscopy, the endovascular lab, labor, and delivery. During the COVID peak, through the present, the PAT team has been the facility's COVID testing center for patients and employees. The PAT team is instrumental in the decline of our cancellation rate of surgeries. The PAT staff screens patients one to two weeks before their procedures and works closely with our anesthesia team and physicians in different disciplines to safely care for them. Personal connections with our patients begin in PAT. Our PAT sets the tone of our patient experience. We started the first quarter of 2022 at the 15th percentile and finished at the 55th percentile in the last quarter of 2022 for our Press Ganey patient experience scores. This was a 73 percent increase in positive patient experience. The pre-op process continues in the pre-anesthesia unit. The nurses in this area advocate for patient safety and validate all pertinent information is correct before anesthesia induction. The nursing practice here is instrumental in our highly measured efficiency metric in the OR First Case On-Time Starts (FCOTS). Pre-anesthesia is also highly instrumental in our Enhanced Surgical Recovery (ESR) clinical excellence for maintaining our score at 90 percent, which is 15 percent above the enterprise benchmark. In 2022 our PAT and pre-anesthesia had 47,538 patient encounters, with a projected growth of 30 percent more in 2023. Our pre-anesthesia grew from 12 bays to 26 bays (12 bays in the main OR, nine in the Endoscopy Lab and five in the Cardiac Cath Lab. Pictured below are the Staff from our Preadmission Testing and Pre-op departments.



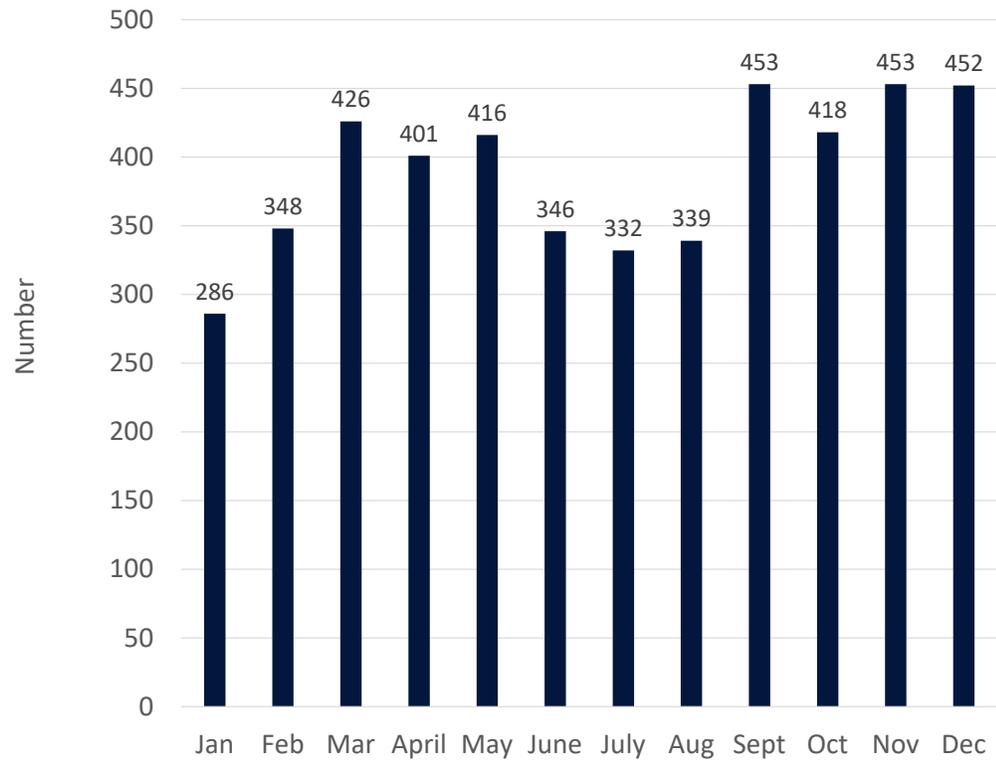
Post-Anesthesia Care Unit (PACU)

The PACU Phase One is a critical care unit where constant vigilance is required, the airway is supported, and immediate post-operative pain is controlled. Our PACU nurses work closely with our anesthesia team, surgeons, and physicians for our patients' safe, immediate needs. Our PACU nurses are BLS, ACLS, PALS, and TNCC prepared with critical care experience. The PACU unit has an 88 percent BSN rate, and many nurses are working towards specialty certifications. Our PACU follows the American Society of Perianesthesia Nurses (ASPN) for staffing, position statement, and clinical safety. In November of 2022, PACU extended the scope of practice to our Cath Lab and Interventional Radiology patients. The widened scope of practice increased the minute volume of our PACU patients in Phase One to 990,884 minutes for 2022, a 19 percent increase from the prior year (810,579 minutes) in minute volume. This growth is projected to be up to 50 percent more in 2023. Our PACU bays increased from 20 to 40 bays. Our PACU Phase Two prepares our patients for discharge to home or other facilities for the continuation of care. Our PACU Phase 2 safely discharged 4,670 patients after their procedure in 2022. Standardizing patient care in our PACU spaces ensures that our patients receive quality, safe, evidence-based, best-practice care.

An Increase in Total Minutes of Critical Patients Constant Vigilance



PACU Phase Two, An Increase in the Number of Patients Discharged



PACU Team



Cath Lab Recovery Team

Endoscopy (Endo)

The Endoscopy Department is a dedicated area where procedures are performed using endoscopes with cameras to visualize structures inside our body. We work closely with the anesthesia team, gastroenterologists, surgeons, and pulmonologists. The Endoscopy department is a one-stop shop. The Endo department has nine pre-op bays, six procedural rooms, ten recovery bays, and a motility lab room. The motility lab is used for nurse-driven procedures such as manometry, Bravo, PillCam, and PH studies. The Endoscopy department performs high-level disinfection of our endoscopes in the department with state-of-the-art Medivators HLD. The Endo department collaborates with the Sterile Processing Department regarding the new process and evidenced-based practices to safely care for our patients and community. The Endoscopy department was closed during the COVID peak. During the COVID peak, endoscopic procedures were performed in the operating rooms for almost two years. The Endo department is open 24 hours a day, with on-call staffing during off hours for emergent cases. In August 2022, after nearly two years, the Endoscopy Department re-opened in its original department. In 2022 we performed 213 inpatient and 808 outpatient procedures, a significant growth of 86 percent. This growth in procedure volume does not include our motility lab, which also thrives in a positive direction. The volume is projected to grow up to 30 percent more in 2023.



Women's Services

Labor and Delivery



Labor and Delivery (L&D) nursing is a fast-paced, patient-centric, and multifaceted. L&D nurses care for women who are laboring, have pregnancy complications, or have recently given birth. Although our side of critical care seems different, we strive to make a difference in the care of our families so that every mom and baby make it home safely.

Women's Services had a pivotal year in 2022. Not only did we play vital roles in the birth stories of 3355 families within our community, we learned more about ourselves and grew with new leadership. Our department renewed our care processes by identifying, analyzing, and improving existing processes to optimize performance to meet best practice standards and improve quality for patients and staff.

We have added 33 RNs, two Surgical Scrub Techs, and four Administrative Partners to our team. We promoted Shamekia Delacour RN, C-EFM, to a Clinical Resource Nurse position for Women's Services to support our new staff at the bedside in developing the necessary skills and established an Obstetrics boot camp and additional fetal monitoring classes. Having a Clinical Resource RN has allowed our team to provide one-on-one mentor support for our new nurses. Our quarterly drills and real-life scenario debriefing have allowed us, as a team, to understand our strengths and grow from our weaknesses.

Our Women's Surgical team performed 1061 deliveries in 2022; 39 cases were twins and one set of triplets. All our patients participate in our facility's Enhanced Surgical Recovery (ESR) program. This innovative approach has improved outcomes for our patients and their families. We have found a reduction in the need for opioid usage to manage pain and have seen improvements in our mother's ability to ambulate sooner and be more actively involved in the care of their newborn.

In 2022, our Observation and Antepartum team had 12,050 encounters. We have improved safety initiatives by adding immediate access to Critical Medication for hypertensive moms. Our Observation department manages care for our critically ill, high-risk antepartum patients and all of the obstetric Emergency Room patients. In the future, we strive to establish a long-term antepartum program.

Neonatal Intensive Care Unit

The Neonatal ICU (NICU) at HCA Houston Northwest Medical Center is a Level III Neonatal Intensive Care Unit with 22 beds that cares for critically ill and premature infants of all gestational ages as designated by the Texas Department of State Health Services (DSHS). A multidisciplinary team approach is used when caring for our babies and families and consists of Respiratory therapists, Lactation Specialists, Occupational therapists, Physical therapists, Speech therapists, Dietary Technicians, Milk Techs, and Case Managers who are committed to their care. In 2022, the NICU cared for 230 infants as small as 22 weeks gestational age. We provide life support, advanced imaging such as MRI and echocardiography, ophthalmology, and a full range of respiratory support.



MotherBaby

The MotherBaby unit has experienced another stellar year and continues to lead in Patient Satisfaction with scores throughout the year in the 80th percentile and above for Top Box Score and in the 90 percent and above for Top Box Percentile Ranking. The MotherBaby Unit's turnover rate remains well below the national average at 11.54 percent year to date. The staff stayed engaged with a participation index of 85. The team scored nine points higher than the companies. The percentage of staff with their RNC-MNN Certifications holds steady at 50 percent, with 67 percent of our RNs holding a Bachelor's Degree. Peer recognition contributes to the unit's feeling of a work family. The MotherBaby team recognizes two individuals, one day and one night shift each month, whose peers have nominated for outstanding commitment to their profession and patient satisfaction.

The MotherBaby staff received the following awards for 2023:

Patricia Pearson, 2022 Employee of the Year for Houston Northwest
Mary Mundackal, 2022 Employee of the Quarter



Lactation



The Lactation Department is integral to the Women’s Services Department at HCA Houston Healthcare Northwest. Throughout 2022 the Board-Certified Lactation team provided lactation support and services to over 6,000 mothers and babies. Annual contributions to HCA Houston Healthcare Northwest included preparation and submission for the Texas Ten Step program accreditation, participation in the Neonatal Level III Designation survey, and collaboration with Women’s Services Department leadership and physicians for Quality Improvement initiatives. The Lactation team also collects and manages breastfeeding statistics to track and trend for process improvement initiatives. The Lactation Department is dedicated to promoting a positive work environment that supports and engages staff to provide care and support for each mother, newborn, and family at HCA Houston Healthcare Northwest.



Rebecca Hartman BSN, RN, RNC-MNN, IBCLC
Lead Lactation Consultant

Critical Care

Medical & Neurovascular Intensive Care Unit

Early 2022 began with the dramatic de-escalation of our COVID-19 patient population. This was a welcomed reprieve for our staff and the population we serve. The reprieve allowed us to teach our newer nurses to care for patients outside of the COVID-19 regimen. They also learned about the many long-term effects of COVID-19. Throughout the year, our ICU team added exceptional new graduate nurses, experienced ICU nurses, and nurses excelling in other nursing units looking for growth opportunities in our critical care setting. During 2022, our Neurovascular ICU began to take form. Our staff gained the confidence, knowledge, and experience to provide optimal care for our Neuroendovascular, Neurosurgical, and Neurological etiologies. Through collaboration with our Neuro Program Coordinators, Neuro Physicians, and Nurse Practitioners, unit-specific neuro education was designed and spearheaded by Marisa Reger, BSN, RN, CVRN-Level I, and Tammy Stanfield, BSN, RN, CCRN. This collaboration enabled our unit and facility to excel as our Comprehensive Stroke Center Certification through the Joint Commission was quickly approaching. Our entire ICU team played a role in the successful designation of a Comprehensive Stroke Center through dedication, determination, and resilience. This designation provides evidence our team is more than competent to provide complete care for the Neurological patients in our immediate and surrounding areas. We are incredibly proud of how our ICU team creates a partnership with other units and disciplines within our facility and the Gulf Coast Division. We look forward to another year of growth and success!



Surgical Intensive Care Unit

The Surgical Intensive Care Unit (SICU) is a specialized 14-bed unit that provides critical care to patients undergoing major surgical procedures or requiring intensive post-operative care after trauma. As a Level II Trauma facility, the SICU is staffed by a multidisciplinary team of healthcare professionals, including Trauma Surgeons, Intensivists, Critical Care Nurses, Respiratory Therapists, and Pharmacists.

The SICU nurses have over 300 years of combined critical care experience and are dedicated to managing the potentially life-threatening complications that can occur after surgery or trauma. SICU is equipped with advanced medical technology and equipment to provide life-saving services, including continuous renal replacement therapy, temporary ventricular support, intracranial pressure monitoring, and circulatory monitoring, to support patient care. The unit is designed to be a controlled environment, with measures to minimize the risk of infection and other complications. SICU plays a crucial role in managing critically ill surgical patients, providing specialized care and support to help them recover and regain their health.

The unit is proud of the accomplishment of ZERO Hospital-Acquired Infections and the 0% contamination rate of all blood cultures collected for 2022.



Rapid Response Team

Rapid Response Team (RRT) responds to any medical emergency that can arise anywhere in the facility. RRT is a team of healthcare clinicians who can quickly deliver critical care expertise in response to a potential clinical deterioration of a patient outside of the ICU. We want the staff to feel empowered to call RRT and call often. RRT not only responds to emergencies but also prevents them. We are here for the whole hospital to support the bedside nurses and the patients.

The Rapid Response Team is also specially trained in vascular access insertion. The training has decreased the need to utilize a contracted company to place our lines; it allows an opportunity to improve processes to achieve positive outcomes with vascular access ownership. Our team has advanced knowledge of vascular access, including catheter selection (PIVs, Midlines, and PICCs), insertion location, ultrasound-guided insertion, and medication management. We educate patients and nurses on infection prevention related to vascular access. Our focus is to increase patient safety and vessel preservation. Utilizing a Vascular Access Team brings this knowledge and expertise to the bedside to improve patient outcomes. In 2022 the team implemented a vascular access consult order to improve patient outcomes with proper device selection.

The registered nurses that make up the RRT have many years of nursing experience in ICU and Vascular Access. We strive to improve and expand on best practices to ensure patient safety and the best outcomes. The team holds several certifications and memberships:

Critical Care Registered Nurse Certification (CCRN)

Vascular Access Certification (VA-BC)

American Heart Association Get With The Guidelines-Resuscitation (GWTG-R)

Association of Critical-Care Nurses (AACN)

Houston Vascular Access Network (HouVan)

Association for Vascular Access (AVA)

In 2022, the Rapid Response Team had 790 rapid calls; of these calls, 203 patients were transferred to a higher level of care, and of the 140 code blue calls, 41 occurred outside of the ICU.



Inpatient Medical

3 North & 3 North IMU

The year 2022 was known as “the year of strokes” for the 3 North team. As COVID dwindled, it was apparent that our facility needed a designated neuroscience/stroke unit, and 3 North was the right place. We knew there would be challenges in building a stroke unit from the ground up, but again 3 North responded with, “bring it on.” Shortly after we were renamed the stroke unit, we learned that our facility was seeking to become a Comprehensive Stroke Center (CSC) by none other than THE Joint Commission. We understood the importance of achieving these standards, so the staff did their best and stepped up to the plate. A “no nurse left behind” stance was created by implementing best practices for evidence-based stroke care and documentation. To enhance the care provided to our stroke patients, we developed a multidisciplinary meeting for our stroke patients led by the 3 North unit manager. The interdisciplinary team consisted of staff from the following departments: physical therapy, occupational therapy, speech therapy, inpatient rehabilitation, neurovascular interventionalist providers, case management, the primary nurse, and the charge nurse. This collaboration, known as SPD rounds, has enhanced the communication and overall care provided to our stroke patients and families. In September 2022, we received our advanced certification as a Comprehensive Stroke Center from the Joint Commission. Our 3 North team is eager to see the growth of our neuroscience service line in 2023.



5 North

The Acute Observation Telemetry Unit, 5 North, is a 28-bed unit. We serve various patients with diagnoses including congestive heart failure, pneumonia, end-stage renal disease, chronic obstructive pulmonary disease, and many more. In 2022, 5 North celebrated Rita Marukot on her 45th anniversary with HCA Houston Healthcare Northwest. We celebrated Esther Kiragu RN, CVRN-Level I, on her first anniversary with the facility. Judith Cubillo RN, CVRN-Level I, was chosen to attend the Magnet Conference for her work with the Night Shift Nurse Practice Council. Damola Obajemu RN, CVRN Level I and Crystal Shepherd BSN, RN, Level I, became certified nurses. The unit also made its acting debut in a photographed bedside skit. Hang Huyhn BSN, RN, CVRN-Level I, won the Daisy Award. Several of our patient care technicians, Jesus Arriaga, Norberto Bucal, and Mariana Martinez won the Tulip Award. Hand hygiene compliance for 5 North was 99 percent, and the unit achieved over 200 observations per month. Our unit was recognized for ZERO hospital-acquired infections for the year of 2022. The unit is an engaged, determined, motivated, cohesive team who loves a challenge. We love to have fun and work together for the safety and well-being of our patients and each other.



Rita Marukot BSN, RN
Celebrating 45 years with HHHNW



6 North

The unit of 6 North has a heart of compassion. The nurses are passionate about the extra care that our patients may need. Several nurses collected clothing and food for a homeless gentleman under our care for quite some time. Recognizing that this unit often has homeless patients, the nurses created a clothes closet, donating essential undergarments and clothing for patients who come and go with minimal possessions. The staff of 6 North also show compassion to one another and care for one another. They give freely to help colleagues that have gone through a personal crisis and donate food, money, and time to help. This unit often has hospice patients. The nurses on 6 North want to do more for these patients and their families to ease their transition with kindness and dignity. The nurses hope to develop this program with the assistance of Thea Cordero, Palliative NP., and Valerie Worth, the hospice nurse for HCA hospice. The staff is passionate about giving quality care to the patients, which was celebrated in April 2022, with 6 North being the Infection Prevention Hero for ZERO Central line-Associated Bloodstream Infections in 1000 days.



Inpatient Surgical

5 South

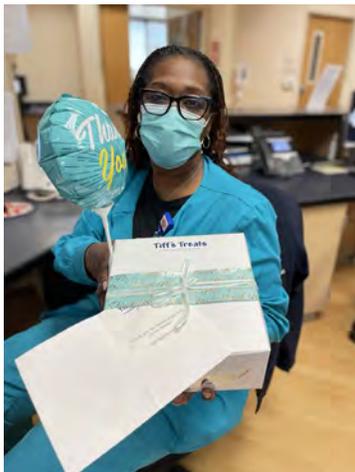
The unit of 5 South is the designated orthopedic, surgical and trauma specialty unit for our facility. This unit has 33 beds and offers telemetry monitoring and the post-operative care these specialized patients need. The staff works closely with their patients, families, and physicians to align goals to get our patients back to their prior level of function. Many patients need a post-acute care setting, so the nursing team works closely with therapy groups to facilitate a seamless transition and preparation for intense therapy. Daily huddles are held with the case management team to ensure patients receive the best discharge plan. The staff on 5 South are very familiar with therapy regimens and how to help the patients progress quickly through their post-operative rehabilitation.

The staff on 5 South continued our focus on zero infections by having ZERO central line-associated bloodstream infections and catheter-associated urinary tract infections for 2022. The unit also celebrated a DAISY winner, DeeDee Mischnick RN, and a TULIP winner, Maria (Roxy) Bernardez, Patient Care Technician.

The Unit Practice Council for 5 South targeted improving fall rates for 2022. After determining the current fall rate, the council implemented interventions, including placing gait belts inside every patient room upon admission and standardizing fall prevention practices. Their efforts resulted in a reduction in falls through quarter four.

Proudly, 5 South received the Unit of Distinction recognition for nursing care excellence. The Unit of Distinction program drives excellence in nursing care and recognizes nursing departments within HCA Healthcare that display exemplary performance. The unit placed 30th out of all Med-Surg units within HCA.

Proposed projects for 2023 include research and investigation into early mobility protocols and continued improvement and participation in the Enhanced Surgical Recovery program.



6 South

At HCA Houston Healthcare Northwest 6 South is the Surgical Trauma IMU. The unit has 33 beds comprised of 16 dedicated IMU rooms and 17 surgical rooms. Our trauma patients present in various conditions, including penetrating wounds, car accidents, falls with head strikes, and work-related injuries. Surgical patients include all types of surgeries. The nurses have become very proficient in managing the care modalities required for the 6 South patient population.

The staff continues to excel in all areas of nursing. In 2022, 6 South had three Daisy Award recipients: Tyler Hansford, RN, Jeremy Latona RN, and Erica Moorman RN. We had four of our Patient Care Technicians awarded with the Tulip Award: Shelia Polk, Patricia Coleman, Sonya Hutchinson, and Calandra Lockett. The 6 South unit secretary Diane Masvero received the Employee of the Quarter award for her continued dedication and support to not only 6 South but physicians and staff throughout the hospital. Nursing Certifications for 2022 included Jennifer Gallardo MSN, RN with the Certified Bariatric Nurse (CBN) and Julie Flores BSN, RN with the CardioVascular Registered Nurse (CVRN-Level I). Multiple nurses earned their BSN degrees, and Bindu Amma MSN, RN became a Nurse Practitioner. Several of our nurses were promoted to other nursing units, including the Surgical ICU, Medical ICU, Cath Lab, and Operating Room.

During 2022, 20 new staff members were added to the 6 South team. These additions allowed our seasoned nurses to practice their teaching skills by precepting and orienting our new nurses.

The unit has a multi-disciplinary approach to helping the hospital achieve and maintain several accreditations and designations. HCA Houston Healthcare Northwest was recognized as a Five-Star Recipient for Gynecologic Surgery from Healthgrades. This directly reflects the quality care provided to our gynecologic surgical patients on 6 South. In addition, we maintained our accreditation and designation as a Comprehensive Center for Metabolic and Bariatric Surgery. The Comprehensive Stroke designation was achieved, and 6 South nurses contributed by caring for our hemorrhagic stroke patients requiring surgical interventions.

The hospital received funds allocated for capital purchases. A Sara Stedy and a blanket warmer was acquired for 6 South to help better care for our patients. These items were received and have been very beneficial in providing safe and comfortable care. The 6 South team is a fantastic group that continues to deliver quality care to our patients.



Emergency Department

The Emergency Department (ED) had an exciting 2022. The ER obtained the Level II Trauma and Comprehensive Stroke Designation. This designation will expand our capabilities for our community. Our ED is a 50-bed unit capable of expanding to 60 beds for a surge. We have a dedicated low-acuity area, a behavioral health pod, and two acute care areas. Our trauma bay is designed to expand to accommodate four beds if needed. We have a great team of Physicians, Midlevel Practitioners, Registered Nurses, LVNs, Paramedics, ED Techs, Behavioral Health Techs, Secretaries, and supporting staff.

Our unit-based council and leadership team collaborated on many improvement projects in 2022.

- Direct Bedding
- Emergency Medical System (EMS) incoming tracker
- Pulsara (EMS pre-hospital notification electronic platform)
- ED Steering Committee
- Tenecteplase (TNK) rollout
- Sepsis process improvement
- Inhaled Isopropyl Alcohol for Nausea in the ED
- EMS to Direct to OR for trauma
- Stoke process improvement
- Patient experience enhancement

Licensed Vocational Nurses (LVN) Join the ER Team

The Emergency Department was proud to expand our care team to include LVNs in 2022. LVNs serve a vital role in the ED by partnering with our RNs to provide exceptional patient care. They can administer an approved list of medications, complete reassessments, assist in procedures, and participate in traumas and codes. Our LVNs participate in process improvement and attend our unit-based council. They joined our team with various unique experiences and skills that help enhance our patient care. Currently, the ER team has seven LVNs, and we look forward to adding more to the team.



Tiffany Mack, LVN, educating the ER department on the LVN role



We are proud to serve our community with its emergency care needs. We have a motto that was developed by our staff that reads, “We are committed to providing exceptional emergency care for all patients with acute and life-threatening conditions utilizing compassion, consideration, respect, and dignity through collaboration, education, and innovation.” This is an example of our team’s dedication to excellence for all we serve.

Inpatient Rehabilitation Unit

The Inpatient Rehabilitation Unit provides patients with an intensive rehabilitation program. The patients must tolerate three hours of intensive rehabilitation services per day out of five days a week between a minimum of two disciplines: physical therapy, occupational therapy, or speech therapy. Our multidisciplinary team works closely with our Physical Medical and Rehabilitation doctor to help carry out our patient's care plans. Our Inpatient Rehabilitation Unit has 24 beds, a therapy gym, and a dining room. Our patient population is stroke, traumatic brain injury, nontraumatic brain injury, spinal cord injuries, multiple fractures, and traumas

Highlights of the Rehab Unit:

- In 2022, we admitted 397 patients, with 79.6% discharged back to the community with an average stay of 16 days.
- The nursing staff of the Rehab unit has been expanded to include Licensed Vocational Nurses (LVNs) to help provide care with the increased patient volume. Eight full-time licensed vocational nurses joined the Rehab nursing team.
- The Inpatient Rehabilitation Unit is proud to be ranked in the top 10 programs for Patient Experience in Quarter 3 of 2022.



Cath Lab & Neuro Interventional Lab

The Cath Lab and Neuro Interventional Lab supports multiple service lines: Cardiology, Trauma, Interventional Radiology, Neurological and Peripheral Vascular, and Electrophysiology. The Cath Lab continues to exceed the national benchmark for primary percutaneous coronary intervention (PCI) in ST-elevation myocardial infarction (STEMI) patients, achieving a Door to Balloon median time of 60 min. Interventional procedures are percutaneous coronary interventional and stenting, rotablator, thrombectomy, lysis, coiling, embolization, intracranial and carotid stenting, pacemaker, implanted defibrillator, cardiac resynchronization therapy, electrophysiology studies and ablation, and vascular intervention.

- In December 2022, Kim Gilliss, RN, CCRN, was our Daisy Award Winner.
- The cath lab has increased the Employee engagement index by 20 points from May to October 2022, with an employee engagement index of 96%.
- We have several experienced and committed staff with decades of service in the Cath lab:
 - Linda Knipes-Sober, Interventional Radiology Technician, 27 years
 - Mary Kay Jensen, Interventional Radiology Technician, 25 years
 - Louise Hector, Transporter, 25 years,
 - Jennifer Bailey, Interventional Radiology Technician, 24 years,
 - Kim Gillis RN, CCRN, 22 years.

We have two RNs enrolled in their Master's Degree in Nursing. The Cath Lab is committed to serving our community by providing patients with competent, compassionate, and exceptional care to improve patient outcomes and quality of life.

The Interventional Radiology (IR) Department offers services that include but are not limited to image-guided biopsies, body imaging, X-ray, Magnetic resonance imaging (MRI), embolization, and stent placement. Our skilled nurses and radiology technologists support both inpatient and outpatient procedures. We work collaboratively with ambulatory services, pre-op and the recovery room to provide seamless care through our checkin process to discharge. With added nursing support to the radiology service line, we can safely incorporate moderate sedation during procedures: keeping patient comfort at the forefront of our care delivery model.

In the Interventional Radiology space, cases are performed in the Cath Lab with updated technology and equipment to achieve optimal outcomes. Our IR Team has highly skilled staff with a wealth of knowledge and years of experience. It comprises radiologists, physician assistants, radiology technologists, and nurses with critical care backgrounds.



Dialysis

The Dialysis Department and staff is led by Israel Giron, BSN, RN, Nursing Supervisor, a 2022 Good Samaritan Bronze Award winner for Nursing Excellence. The team, which consists of one supervisor, six full-time registered nurses, four PRN registered nurses, and one dialysis equipment technician, completed 2971 hemodialysis and 251 peritoneal dialysis patient treatments in 2022. Most treatments are performed in the 6-bed dialysis suite, while others are at the patient's bedside.

Performance highlights for 2022 included:

- Hire to Core 100%, zero vacancies at year-end
- Restraint documentation in Keeper Performance Indicator exceeds the Gulf Coast Division average and HCA Enterprise average
- Zero deficiencies during the Joint Commission accreditation visit in December 2021

Performance improvement goals for 2023 focus on regulatory compliance as we prepare for The Joint Commission to visit us for our interim hospital accreditation survey. We were honored to host Super User training for peritoneal dialysis for all the HCA facilities on the north side of Houston during the year.



“The people I work with, the family feel of the hospital.”

“I like to work at Northwest because we are like family.”

“I love working at Northwest because of the close-knit family atmosphere and the fact that people seem to care about what they do and how people react.”

“I like working at Northwest because of my coworkers. We work as a team and never hesitate to help each other through any situation.”

Why We Love Northwest Quotes From the Staff

“My leadership team is amazing. I feel heard and appreciated.”

“I love working here because of the close-knit family atmosphere and the fact that people really seem to care about what they do and how people react.”

“We are like a small family. And our teamwork is amazing.”

“The family feel.”

“I love the people I work with; the teamwork and camaraderie make me feel like we can do anything.”

Colleagues Advancing Knowledge

We proudly encourage our colleagues professional growth who wish to improve their knowledge, skills and potential for advancement through continued education. Colleagues who return to school to pursue new or advanced degrees can receive up to \$5,250 in annual tuition reimbursement through HCA Healthcare for eligible higher education courses and expenses. We look forward to celebrating with the following colleagues as they complete their professional growth endeavors:

Name	Degree	University	Graduation
Charlotte Carr MSN, RN, CIC, HACCP, CLSSGB Director, Infection Prevention	DNP	Capella University	June 2023
Calvin Posley BSN, RN Adm. Director, Surgical/Cardiovascular Services	DNP	UT Tyler	May 2024
Esther Martinez BSN, RN Director, Emergency Services	MSN	Grand Canyon University	March 2024
Nanette Introligator BSN, RN, CAPA Director, Perianesthesia/Endoscopy	DNP	UT Tyler	May 2025
Laura Crockett BSN, RN, CVRN-Level I Director, Labor & Delivery	MSN	UT Arlington	June 2023
Briyawna Wyatt BSN, RN Manager, Inpatient Rehabilitation	MSN	UT Arlington	Aug 2023
Candace Aguilera-Mitchell BSN, RN Manager, Emergency Services	MSN	UT Health Science Center Houston	Dec 2024
Jonathon Morris BSN, RN Manager, Medical & Neurovascular ICU	MSN	Western Governor's University	Oct 2024
Kim Islas RN Chest Pain Coordinator, Quality	BSN	UT Arlington	Dec 2023
Carolyn Hernandez BSN, RN RN, Post-Anesthesia Care Unit	MSN	University of Houston, Clearlake	Dec 2025
Claire Guerra BSN, RN, CCRN RN, Surgical ICU	DNP	UT Health Science Center Houston	Dec 2026
Kristen Hymel BSN, RN, RNC-MNN RN, Mother Baby	MSN	Texas A&M	May 2023
Michel'Le Simpson BSN, RN RN, Post-Anesthesia Care Unit	MSN	Galen University	Dec 2024
Rebecca Hartman BSN, RN, IBCLC, RNC-MNN Lactation Consultant	MSN	Western Governor's University	Dec 2023
Roxanne Renteria BSN, RN, RNC-MNN RN, Mother Baby	MSN	Western Governor's University	Feb 2025
Stacey Woodard MSN, RN Clinical Nurse Coordinator, Surgical ICU	DNP	UT Health Science Center Houston	May 2025
Tammy Rodgers BSN, RN RN, Post-Anesthesia Care Unit	MSN	Western Governor's University	Jan 2024

Donor Council



LifeGift is the nonprofit Organ Procurement Organizations (OPO) HCA Houston Northwest collaborates with to support organ donation in Texas. OPOs are designated by federal law as medical institutions that can perform the mission of recovering organs from deceased donors for life-saving transplantation. In 2022, we welcomed our new Donor System Specialist (DSS), Katie Barrett. Katie's vibrant spirit challenged us to take our donation process to the next level. Katie shares some of the best practices we've developed together at Northwest with other hospitals and her LifeGift executive team. Katie introduced a unit-specific metrics board for each of our ICU units. The board, mounted in the unit's breakroom, now serves as a point of pride, demonstrating the team's dedication to timely contact with LifeGift, and the collaboration needed to make donations possible. The timely referral rate from the Medical Intensive Care Unit (MICU) improved from 54 percent to 90 percent in 2022. In the year's second half, Surgical Intensive Care (SICU) improved the same metric to 88 percent. Staff and physician involvement in the process has strengthened. In 2022, Northwest expanded our Palliative Care team. The ICU staff, Palliative Care nurse and LifeGift onsite teams began working together to support the donation After Cardiac Death (DCD) process. This team developed a seamless approach to support patients and families through end-of-life transitions. By structuring the appropriate level of care, all teams experienced improved timeliness and an organized environment. The Donor Council meets bi-monthly and is attended by nursing administration, ICU nurse leaders, physician leaders, frontline nurses, and our LifeGift DSS. Each meeting has an education component, metrics reviews, and a compassionate review of each case. In 2022, Northwest had over 150 timely referrals, nine organ donors, and 25 lives saved.



150

LifeGift Referrals



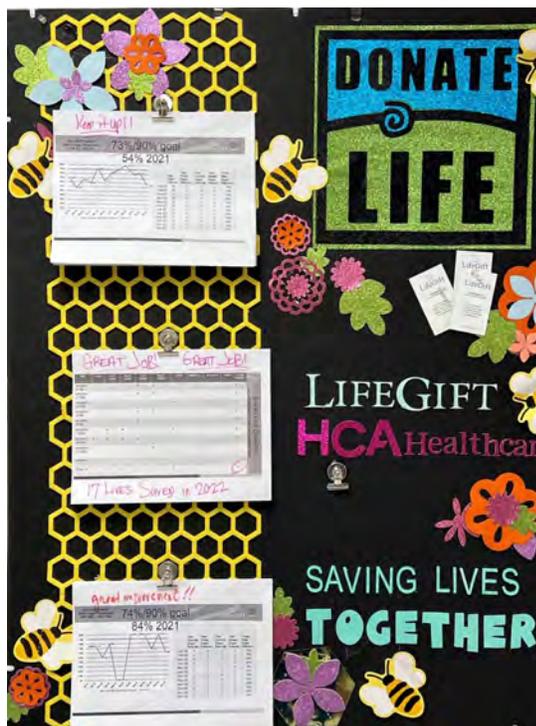
9

Organ Donors



25

Lives Saved



Pressure Injury Prevention

More than 20 years ago, Patricia Thompson, BSN, RN, CWON, formed a group of dedicated volunteer nurses with a collective interest in quality, leadership, and wound care. Throughout the years, the faces and names of the volunteers may have changed. Still, the dedication seen in today's Skin Champions has never been stronger or a more rewarding outlet for nursing collaboration. Through direct observation with a CWON or CWCN and teaching opportunities within their units, Skin Champions will take part in the analytical side of pressure injury prevention. Skin Champions will learn and teach how to identify and interpret risk scores and subscores such as "moisture" or "mobility" using the newly implemented Braden II Scale, a Pressure Injury Risk predictor, and the data this scoring creates. Skin Champions may use staff education and unit surveillance efforts to engage nurses and patient care assistants on pressure injury prevention and prevention of pressure injury worsening. Skin Champions will also have the chance to broaden their nursing technical skills with hands-on experience in complicated dressing changes.

The Skin Champion program is one of many professional development avenues for direct care nurses at HCA Houston Healthcare Northwest. Our nursing staff is our strongest resource for quality patient care. With the development of a more robust Skin Champions team, we offer better patient care. Our goal is to grow nurses within the unit as a resource for prompt pressure injury prevention strategy and complex wound care expertise no matter the time of day or day of the week.

Quotes from our Skin Champions:

"I get the opportunity to meet nurses throughout the hospital. I get that feeling of belongingness and engagement" (Hang Huynh BSN, RN, CVRN-Level I, 5 North).

"The skin can reflect gaps in patient care. I know that identifying skin issues early and applying adequate nutrition, mobility efforts, etc. are essential for prevention" (Raelyna Nunley BSN, RN, Inpatient Rehab).

"I like networking with other nursing departments. I enjoy helping out fellow nurses as nursing can be hard. It's gratifying to a nurse when they can see the progression in wound healing" (Nyree Roberts BSN, RN, Resource Nurse).

"I have the opportunity to learn a lot about wounds, and being a Skin Champion can be seen as a leadership role, enabling me to learn from the team and teach other nurses on my unit" (Arlette Nkuissu RN, 6 North).

"As a new nurse on the Skin Champion team, I learned how to fix a leaking wound vac. I've impressed several coworkers with that skill, and I can provide immediate patient care on my unit" (Kim Weber, RN, Inpatient Rehab).

"I'm new to the group. I joined to learn more about staging, treatment and preventing wounds. I hope to share what I've learned with others to improve patient care and outcomes" (Alesia Zentay RN, OCN, Resource Nurse).

Research Projects

HCA Houston Healthcare Northwest has conscientiously integrated evidence-based practice and research into clinical and operational processes in our Magnet Journey. Nurses are educated about evidence-based practice and research, allowing them to appropriately explore the safest and best practices for their patients and practice environment and generate new knowledge. Published research is systematically evaluated and used. Nurses are a part of the Evidenced-Based Research Council that reviews research proposals. The knowledge gained through research is disseminated to the community of nurses. We are proud to display the results of several of our completed research projects.

5 North

The Impact of a Night Shift Practice Council on the Well-Being of Night Shift Nurses

Project Lead: Judith Cubillo BSN, RN, CVRN-Level I
Michelle Gallegos MSN, RN, CVRN-Level I

Background

- Night shift staff sometimes feels a lack of support and non-cohesiveness.
- Offering shared governance council meetings to night shift staff allows them to express their needs (McKnight, Moore, 2021).
- The Shared Governance Council empowers them to address process improvement opportunities within their unit and throughout the facility.

Objective

- The primary purpose of this study was to determine the impact of a night shift nurse practice council on the well-being of night shift nurses using the Work and Well-Being Likert Scale (UWES) by Schaufeli and Baker.

Methods

- Using the 17-questionnaire Likert Scale Well-Being Survey by Schaufeli and Bakker (2003), a group of night shift nurses disseminated and collected 90 surveys at the start of the project in May of 2021.
- Monthly meetings were held every third Thursday from 10 pm to 11 pm for six months.
- Ninety post-surveys were disseminated and collected.

Results

- The questions had responses from 0 = Never to 6 = Always.
- An upward response trend was in 16 out of the 17 questions.
- A negative response trend was in 1 out of the 17 questions.
- Conclusion: The study results demonstrated that the majority of the participants showed a positive improvement on a feeling of well-being from pre-council survey to post-council survey questions.

Table Questions and Bundled Responses Positive and Negative Pre Council Survey and Post Council Survey Work and Well-Being Likert Scale Survey

	Pre-Survey			Post Survey		
	Response	Frequency	Percentage	Response	Frequency	Percentage
1. At my work, I feel bursting with energy	+	76	84%	+	83	92%
	-	14	16%	-	7	8%
2. I find the work I do full of meaning and purpose.	+	87	97%	+	89	99%
	-	3	3%	-	7	1%
3. Time flies while I am working.	+	82	91%	+	86	96%
	-	8	9%	-	4	4%
4. At my job, I feel strong and vigorous.	+	79	88%	+	86	96%
	-	11	12%	-	4	4%
5. I am enthusiastic about my job.	+	81	90%	+	86	96%
	-	9	10%	-	4	4%
6. While I am working, I forget everything else around me.	+	62	69%	+	56	62%
	-	28	31%	-	34	38%
7. My job inspires me.	+	83	92%	+	87	97%
	-	7	8%	-	3	3%
8. When I get up, I feel like going to work.	+	65	72%	+	71	79%
	-	25	28%	-	19	21%
9. I feel happy when I am working intensely.	+	76	84%	+	80	89%
	-	14	16%	-	10	11%
10. I am proud of the work I do.	+	89	99%	+	90	100%
	-	1	1%	-	0	0%
11. I am immersed in my work.	+	83	92%	+	90	100%
	-	7	8%	-	0	0%
12. I can continue working for very long periods at a time.	+	77	86%	+	84	93%
	-	13	14%	-	6	7%
13. To me, my job is challenging.	+	83	92%	+	88	98%
	-	7	8%	-	2	2%
14. I get carried away when I am working.	+	58	64%	+	68	76%
	-	32	36%	-	22	24%
15. At my job, I am very resilient mentally.	+	85	94%	+	89	99%
	-	5	6%	-	1	1%
16. It is difficult to detach myself from my job.	+	37	41%	+	48	53%
	-	53	59%	-	42	47%
17. At my work, I always persevere even when things do not go well.	+	87	97%	+	89	99%
	-	3	3%	-	1	1%

6 South

The Impact of a Discharge Survey Reminder on the Improvement of Surveys Returned

Project Lead: Laura Crockett, BSN, RN, CVRN-Level I

Background

- Positive patient feedback during Nurse Leader Rounding
- Discharges per quarter, 400-500
- Surveys returned per quarter, 35 - 60

Objective

- Positive patient feedback during Nurse Leader Rounding

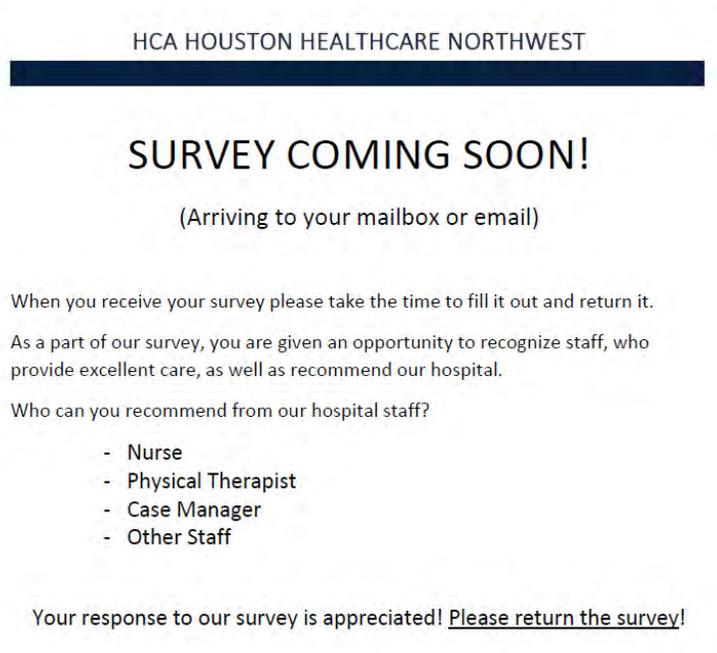
Methods

Discharge Surveys

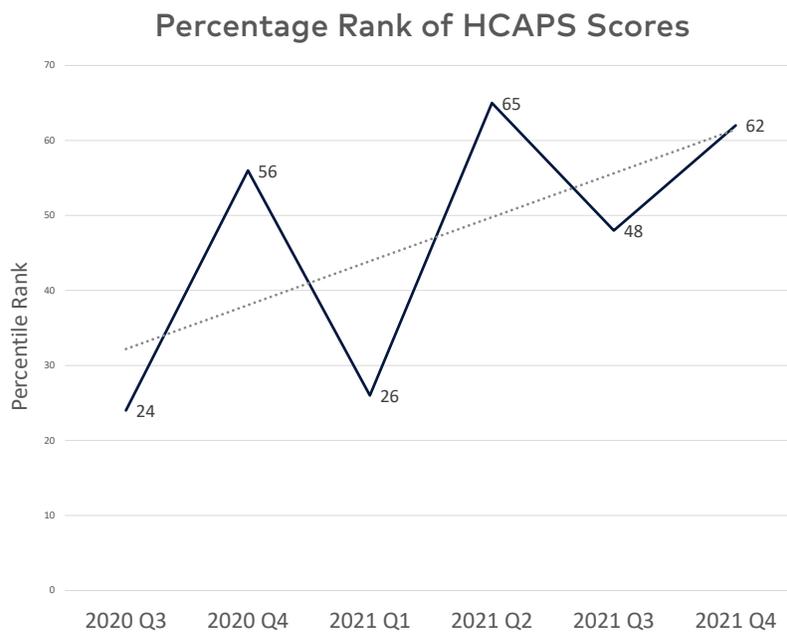
Survey reminder included in every discharge folder

Discharge Surveys

Implemented by nursing staff and unit secretary



Results



Discussion

Advertising:

- Is needed in competitive markets
- Spending correlates with HCAHPS
- Must be combined with Patient Experience Measures
- Creates a stronger hospital brand

Conclusion

- The number of surveys returned DID NOT increase
- Number of positive surveys DID increase
- HCAHPS scores trending up

Quality

Psychological Effects of COVID-19 on Frontline Nurses

Project Lead: Bridget Ofori PhD, RN, CPHQ

Background

- Healthcare workers (HCWs) face unprecedented amounts of COVID-19-related psychological stress across professional and personal domains, which has been widely reported (5). Marvaldi et al. (4) meta-analysis found that healthcare workers worldwide endure high psychiatric symptoms brought on by the COVID-19 pandemic. The symptoms include anxiety, depression, acute stress, post-traumatic stress, and sleep disorders. Busch et al. (1) also found consistent evidence for the pervasive and profound impact of infectious disease outbreaks, including COVID-19, on HCWs' mental health. A study by Cenat et al. (2) found that the short-term mental health consequences of COVID-19 are equally high worldwide. However, reports of insomnia are significantly higher among HCWs than among the general population. Research has established that the COVID-19 pandemic has significantly impacted HCWs, although many ongoing studies remain.

Objective

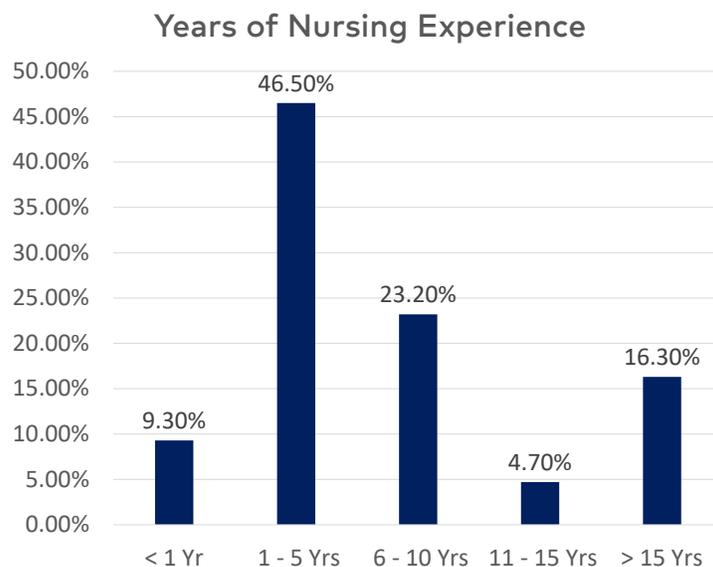
- Describe the psychological effects of COVID-19 on frontline nurses.
- Identify measures management can implement to help frontline nurses cope with the psychological effects of COVID-19.

Methods

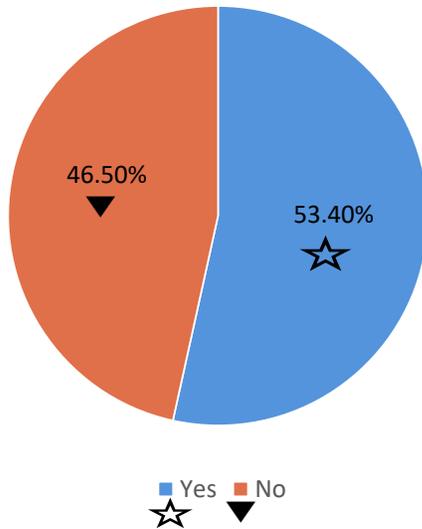
- Interviewed 43 frontline nurses using the Depression Anxiety Stress Scale – 21 (DASS-21) to assess the psychological impact of COVID-19 on them. Two additional questions were added to determine if nurses considered leaving the profession and what measures management could implement to help them.

Results

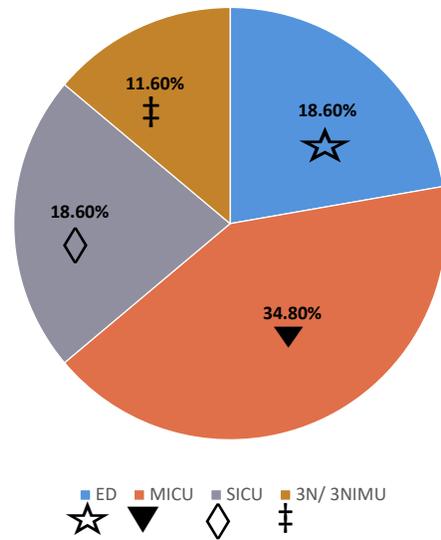
- Scores on the DASS-21 scale indicated that stress, anxiety, and depression are significant psychological problems among frontline nurses.
- Findings found that 23 out of 43 (53.5%) nurses have considered leaving the profession due to the COVID-19 pandemic.
- Nurses identified mental health resources, adequate staffing, improved remuneration support, encouragement and understanding, team engagement activities, childcare assistance, and better communication as management decisions that could be implemented to help them.



Thoughts of Leaving the Nursing Profession



Units Nurses Worked



Discussion

- Findings from the demographic data of nurses show that most nurses (46.5%) had 1 - 5 years of nursing experience. This indicates that more “younger” nurses are in our hospital than experienced nurses. Hill found that years of nursing experience support expertise and positively impact the quality of care provided. It is, therefore, essential to develop and implement strategies to retain experienced nurses.
- Stress, anxiety, and depression were prevalent in frontline nurses during the pandemic. The findings of this study are similar to the other results about the psychological effects of COVID-19 on HCWs (1,2,5).
- The fact that more than half (53.5%) of the nurses considered leaving nursing during the pandemic was also instructive. The pandemic has had a significant toll on nurses.

Conclusion

- COVID-19 has had a significant impact on nurses’ mental health. Mental health resources should be provided, and nurses educated on how to access them.
- The nurses in HCA Houston Northwest have not been spared the effects of this pandemic. It can be seen from the findings that stress, anxiety, and depression were prevalent among nurses during the pandemic.
- The fact that more than half (53.5%) of the nurses considered leaving nursing during the pandemic was also instructive. The pandemic has greatly affected nurses, as in all previously cited studies.
- The nurses also stated they want management to give them better remuneration/bonuses/gifts, encouragement, support, understanding, empathy, team engagement activities, childcare assistance, better staffing, better communication, and guaranteeing their safety. All these requests should be considered when putting together strategic plans.

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6 North

The Impact of an Intentional Reminder on the compliance of Chlorhexidine gluconate (CHG) Documentation

Project Lead: Lesa Cordova BSN, RN, CVRN-Level I

Background

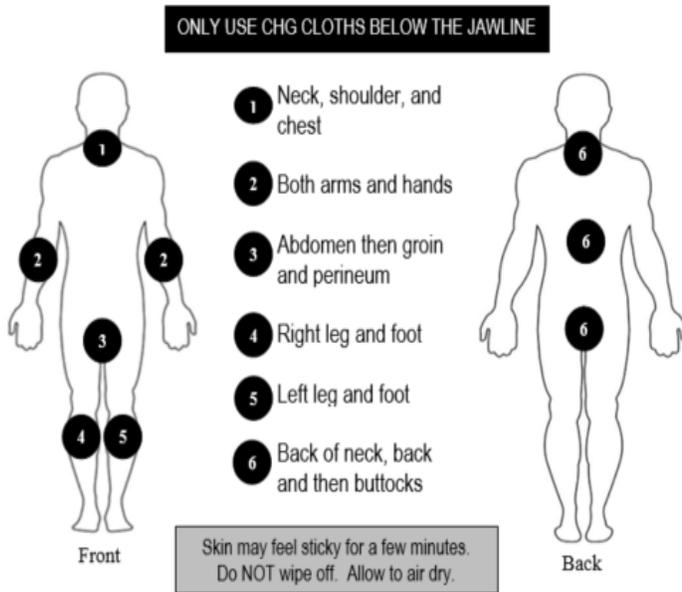
- CHG documentation showed a lack of compliance.
- Verbal reminders have been used with slight improvement.
- PICOT: What is the impact of an intentional reminder placed on patients' doors on the compliance of CHG bathing and Foley care from April 4, 2022, through August 31, 2022?

Objective

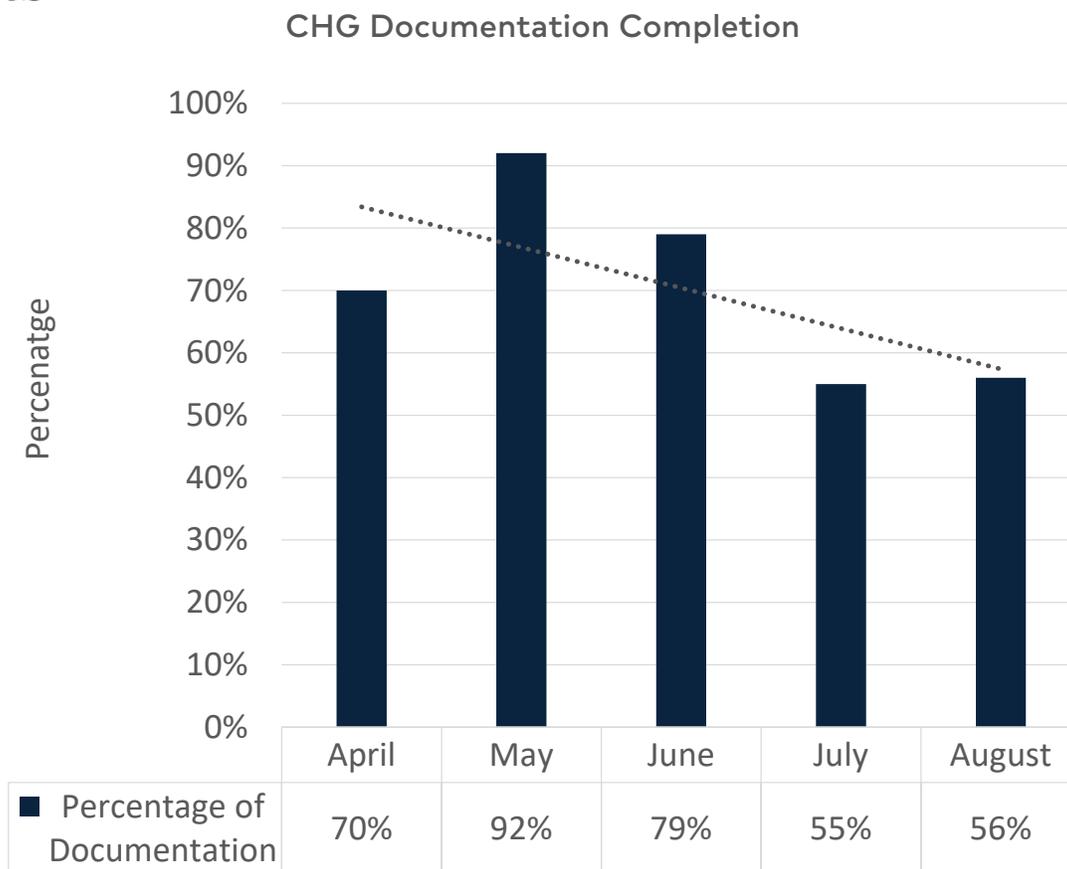
- Reminders would increase documentation of CHG and Foley care assuring compliance of Infection Prevention protocols.

Methods

- CHG Signage
- CHG Data Compliance Report
- Education in Morning Huddles



Results



Discussion

- In addition to signage, education of the CHG bathing process was conducted during the change of shift huddle.
- Posters were utilized to show the proper use of the CHG wipes.
- CHG signage was reviewed during change of shift huddle with the multidisciplinary team so they understood purpose of signage reminder.

Conclusion

- When looking at the data, it shows that while education and purposeful reminders are excellent ways to encourage your staff to document CHG, the reminders, and the education must continually be done. This could be because of the regular turnover of staff, or an increase in agency staff, or a combination of both. Nursing leadership should be taking moments to educate, remind, and reeducate staff to ensure to continue our mission, “Above all else, we are committed to the care and improvement of human life.”

References

- Dunn, Kelly Jean. (2020). Increasing Compliance of Chlorhexidine Wipes to Prevent Hospital-Acquired Infections. Walden Dissertations and Doctoral Studies

Emergency Department

The Impact of Inhaled Isopropyl Alcohol for Nausea

Project Lead: Melanie Aluotto MSN, RN, CEN, NEA-BC, TCRN, CLSSGB, Esther Martinez BSN, RN, Andrea Falcon RN, Brittany Larsen BSN, RN, CEN, William Beam RN, Breana Abbott BSN, RN, Kaley Miller RN, and Michaela Smith BSN, RN

Background

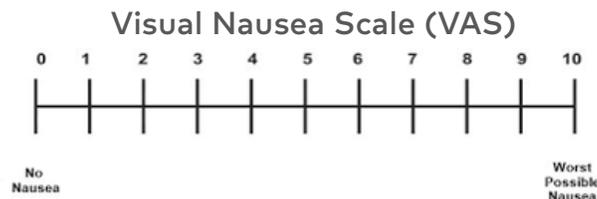
- During the COVID-19 pandemic, Emergency Departments were overrun with volume and acuity. This led to an increased waiting time for many lower acuity patients. Medicating the patients in the waiting room was challenging due to the overburden on the system and delays in getting orders and obtaining medication.
- Patients experiencing nausea during prolonged wait times was a frequent problem at HCA Houston Northwest. The Unit Based Council (UBC) and leadership team wanted to address this issue and improve the comfort of these patients.

Objective

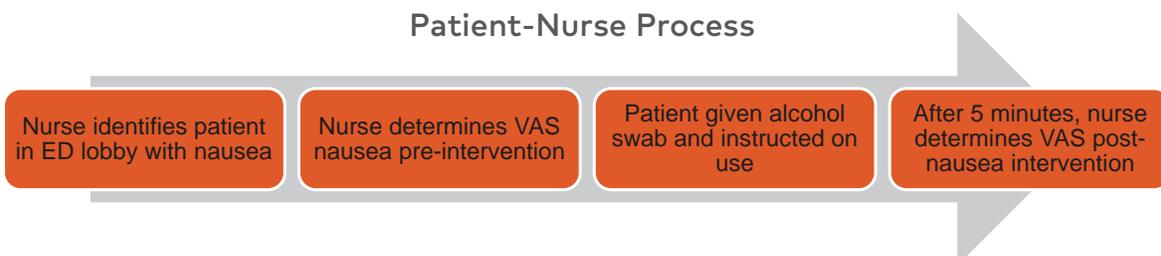
- Reduce nausea in Emergency Department patients who were waiting in the lobby.

Methods

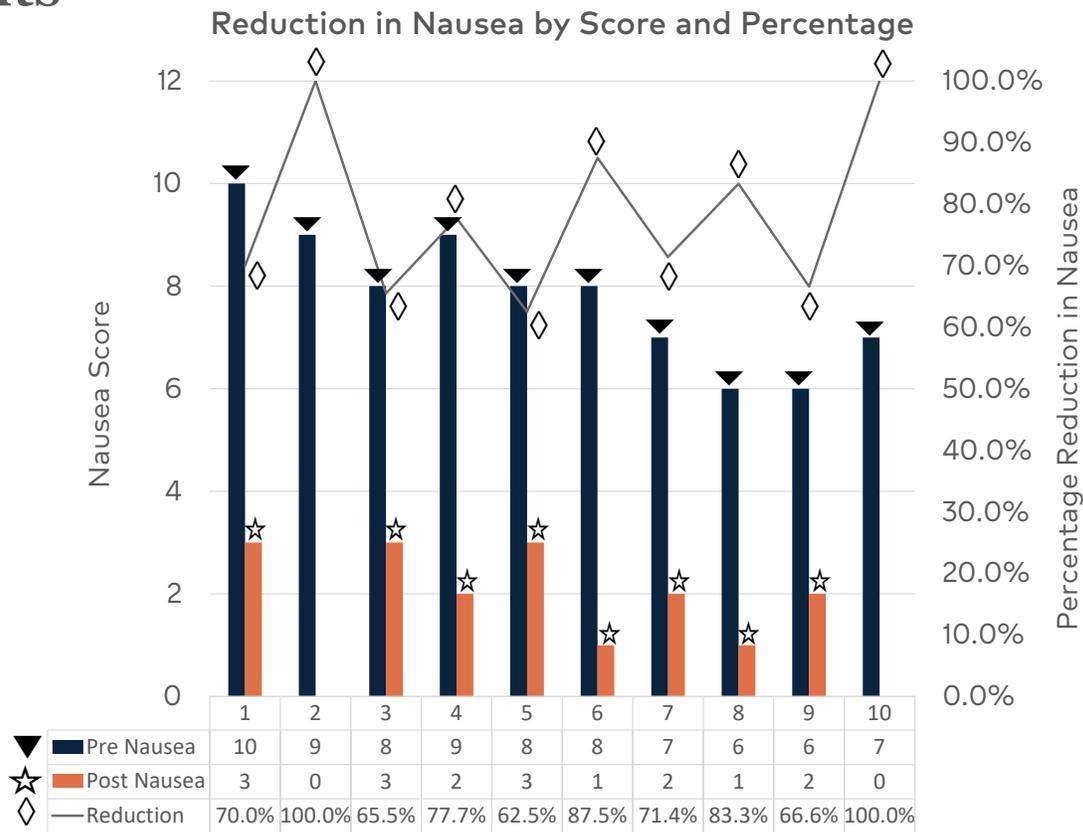
- A literature review was performed utilizing the ENA University portal accessing the Emergency Nurses Association (ENA) professional specialty standards that support emergency nursing. Additional research was found through the American College of Emergency Physicians (ACEP) on inhaled isopropyl alcohol (IPA) for use in nausea. The ED nursing practice council wanted to implement this new practice in the ED. They submitted the project and an IRB proposal for research. On January 4, 2022, the project was IRB approved.
- Education was provided to the ED staff and providers on the project and the nausea rating scale. The method utilized allowed patients to sniff an alcohol pad every 2-4 minutes. A visual analog score (VAS) is used before and 5 minutes after IPA administration. The patient rated their nausea on a Likert scale of 0-10. Ten patients > 18 years of age were provided the adjunct intervention between January 2022 and March 2022.



Patient-Nurse Process



Results



Discussion

- The study intervention was designed as an adjunct to clinical interventions. None of the participants received an antiemetic prior to the IPA intervention. However, it is unknown if they were administered an antiemetic later in their ED visit.
- The participants reported an average reduction of 6.25 points or an average decrease of 78.17% in the Visual analog score (VAS) within 5 minutes of IPA use. The nursing staff was excited about adding this adjunct to patient treatment for nausea in the Emergency Department. The nurses reported a reduction in workload by limiting the number of times they needed to leave the ED lobby to obtain antiemetics.

Conclusion

- There was a significant reduction in nausea for patients utilizing inhaled IPA. By implementing a new practice based on ENA's clinical practice guidelines, the use of IPA in ED patients allowed nurses to quickly reduce the discomfort of those experiencing nausea while they awaited additional treatment

References

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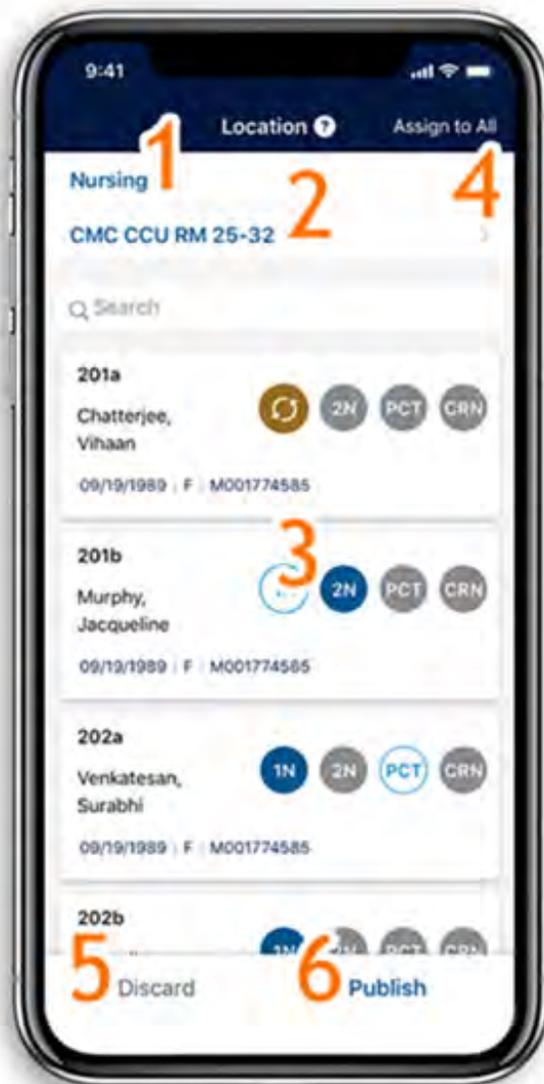
Integrated Clinical and Operational Navigation (ICON) rolled out in the first quarter of 2022. ICON is a performance management system that provides nursing and respiratory leadership the ability for team-based action planning and shared performance improvement filtered down to the unit level. It provides performance visibility and uses a scientific process to drive change and improve clinical outcomes. It helps leaders ensure quality care is delivered safely and efficiently. Leadership involvement spans from the Chief Nursing Officer to the Clinical Nurse Coordinators. Action plans can be selected from one of four categories: Quality & Safety, Operations, People & Engagement, and Care Experience. Four action plans are available: Assess, Manage, Perform or Teach. Typically, teams first assess performance through the completion of weekly Shared Performance Improvement (SPI) rounds. SPI rounds are logged into the ICON software. Upon completion of the assess action plan, the teams can review a calculated Initiative Score that helps them identify if a gap in practice exists. They can then determine if it is necessary to move to an additional action plan level for the same initiative or select a new initiative. Teach action plans allow the standards of care to be taught the same way every time. The Perform action plan can be utilized to validate if the standards of care are being performed according to practice expectations. The Manage action plan validates if the standards of care are hardwired. Overall facility performance is monitored by leadership utilizing a Power BI ICON Daily Operations Dashboard that focuses on departments having active action plans, action plans in response to reported safety events, such as a fall or hospital-acquired condition. It recognizes high-performing units with high teamwork scores. Weekly Gulf Coast Division meetings spurred on friendly competition in the beginning weeks of implementation, with each hospital adopting a team mascot. HCA Houston Healthcare Northwest was referred to as the Northwest Ninjas.



Care Team Assignments

The HCA Care Team application (CTA) was developed to create a single source of assignment for our bedside caregivers. It allows nurses and other clinicians to easily assign themselves to the patient's care team, integrating with enterprise systems like Mobile Heartbeat/iMobile, Rauland Borg Nurse Call, and Hill Rom Nurse Call.

The benefit to our facility is the escalation of future clinical decision support signals directly to the appropriate caregiver to ensure that our patients are safe. CTA assignment data provides insight into staffing and acuity so that leadership can assess resource needs in real-time. CTA also allows 90 percent of staff assignments to be completed within 30 minutes of shift change, with a primary nurse assigned within an hour of shift change.



Licensed Vocational Nurses Part of Our Team

Bringing back Licensed Vocational Nurses (LVNs) into the HCA Houston Healthcare Northwest inpatient hospital setting has been successful in the Inpatient Rehab units and the Emergency Department. These Units have demonstrated improvements in patient experience and staffing effectiveness. The Bryan Inpatient Rehab has hired eight full-time LVNs, and the Emergency Department has hired seven. Having these highly knowledgeable and skillful nurses back at the bedside has increased resources and supplemented the critical staffing shortage that is being faced nationwide. The evidence-based practice supports that better staffing and resources directly correlate with successful patient outcomes and patient satisfaction. The Bryan Inpatient Rehab in 2022 Quarter three was ranked number three out of all Inpatient Reabs in the HCA sector. Nursing sensitive indicators showed positive trends in Press Ganey; top box scores of overall care provided increased from 88.20 to 90.65 percent. The Emergency Department increased from 51.52 to 54.55 percent in top box scores. Patient experience is reaping benefits due to better quality of care, safer staffing ratios, and adequate staff availability. We look forward as a facility to continued growth and innovation with the implementation of LVNs back into the inpatient setting.



MyScheduler

MyScheduler is a new enhancement in 2022 to the Facility Scheduler application that grants greater flexibility and access for nursing staff to manage their work schedule, all with the convenience of using their mobile device. It complements and furthers the 2022 Nursing Strategy by optimizing technology to support staffing and the care team. Self-Scheduling is an excellent nurse satisfier. With this software, the nurse can:

- Self-Schedule
- Determine what needs are available for the unit to also them to request additional shifts
- Request time off
- Manage their preferred schedule
- View the department schedule

The new program has decreased the nursing workload by providing more balanced overall staffing across department shifts.

The screenshot displays the MyScheduler interface. At the top, a dark blue header contains a home icon, the user's name 'ANA', and several utility icons. Below the header, a 'WELCOME ANA' message is accompanied by a profile picture. The main section is titled 'Schedule Period Commitment' and shows a progress bar for '144/144 Hours' with a 'Submit' button. Below this, five circular indicators represent weekly commitments: WEEK 1 (30 hrs), WEEK 2 (36 hrs), WEEK 3 (42 hrs), WEEK 4 (36 hrs), and WEEKENDS (4 shifts). The bottom section shows a weekly grid for the period 'Nov 28, 2021 - Dec 25, 2021'. The grid has columns for days of the week (Sun to Sat) and rows for dates. Each cell in the grid contains either 'RESERVED' (in orange) or '10 NEEDS' (in blue), along with shift details like 'S06 0600-1200 (RN)' or 'A6 0600-1800 (RN)'. A 'SELF-SCHEDULING OPEN' indicator is visible in the top right of the grid area.

Capital Expenditures

Department/Service Line	Item	Amount
3 North	Accuvein Vein Finder	\$ 4884.24
3 North	Arjo Sara Steady	\$ 2,362.00
Atrium, Dialysis	Kronos Clock	\$ 4,738.00
IT&S	AV Refresh for A/B and South LobbyConference Room	\$ 76,630.00
Emergency	Bard Ultrasound System Console	\$ 25,818.00
Medical ICU & Surgical ICU	Belmont Rapid Infuser RI-2	\$ 68,000
Respiratory	Blood Gas Analyzer	\$ 40,265.00
Emergency, ICU, Surgery	C2Dx Compartment Pressure Monitoring	\$ 15,351.00
Neonatal ICU	Cardinal-Milk Refrigerator	\$ 7141.00
IT&S	CDW Heavy Utilization & Security PC's	\$ 5,097.00
Surgery	Cooling Vest	\$ 4,675.00
Cat Scan	CT IR Software Addition for Rev Evo Scanner	\$ 32,936.00
Surgical ICU	Edwards Hemosphere Advanced Monitoring System	\$ 39,620.00
Endoscopy	Endoscopy Monitors	\$ 251,240.00
Laboratory	Equipment Ortho Workstation for ID MTS Gel Cards	\$ 4,449.00
Administration	Hamilton MRI-HPG Ventilator Monitoring	\$ 80,226.00
Laboratory	Hemochron Signature Elite	\$ 7,390.75
Pathology	HM355S Microtome	\$ 31,600.00
Rehab Unit	Kermas Pelvis Floor	\$ 1619.00
Administration	Life Pack Defibrillators	\$ 115,116.00
Surgery	Medtronic NIM Vital System with Cart	\$ 59,236.00
Surgery	Mizuho OSI Orthopedic Traction and Traction Slide	\$ 81,138.00
Surgery	Mizuho OSI Pelvic Reconstruction	\$ 5,362.00
6 South	Mobility Assist	\$ 2,397.00
Mom/Baby & 6 South	Vital Sign Machines	\$ 30,577.00
Surgery	Olympus Shockwave Lithotripsy	\$ 20,000
Emergency	Panda Warmer	\$ 15,405.00
Plant Operations	Parking Garage Coil Grille	\$ 68,102.00
Plant Operations	Pevco Pneumatic Tube System Upgrade	\$ 265,717.00
Pharmacy	Refrigerators for Vaccine and Medication Storage	\$ 17,845.00

Pharmacy	Pharmacy Medication Packager	\$ 26,384.00
Plant Operations	Physician Lounge Cyber Workstations	\$ 59,440.00
Laboratory	Plasma Thawing Bath	\$ 6,051.00
Plant Operations	Press Tool Kit	\$ 3,408.00
Emergency	Prime Electric Wheel Stretcher	\$ 285,846.00
Rehab Unit	Prometheus Pelvic Floor Muscle Rehabilitation	\$ 15,236.00
Surgery	Star System	\$ 7,150.00
Labor & Delivery	Staxi Chairs	\$ 7171.00
Emergency, 6 South, Surgical ICU	Soma Tech Blanket Warmer	\$ 22,248.00
Sterile Processing	Steris Cart Wash Install	\$ 24,266.00
Ssurgery	Stille Fistula	\$ 3,967.00
Surgery	Storz S Imager	\$ 4,745.00
Endoscopy	Stretta Generator Replacement	\$ 8,118.00
Surgery	Stryker Endo Equipment	\$ 429,266.00
Medical ICU & Surgical ICU	Stryker Neuro Chairs	\$ 17,530.00
Pre op	Stryker Patient Chairs	\$ 42,273.00
Surgery	Stryker SLX Surgical Light	\$ 63,152.00
5 North & Neonatal ICU	Stryker Patient Recliners	\$ 129,545.00
3 North, 5 North & Women's Services	Stryker Wheelchairs	\$ 17,542.00
5 North	Wheelchairs	\$ 19,580.00
Rehab Unit	Xcite V2 RT-300 SLSA 6 Channel Cycle	\$ 78,155.00
Surgery	Zeiss Neuro Microscope	\$ 745,864.00
Surgery	Zimmer Surgical Tourniquets	\$ 38,970.00
General	Free Standing ED	\$ 577,907.00
General	Hybrid OR	\$ 3,879,850.00
General	Roofing Project	\$ 346,862.00
General	Women's ICU Expansion	\$ 444,133.00
General	BiPlane	\$ 458,478.00
General	LED Lighting Retrofit	\$ 587,521.00
General	Revolution CT Scanner Xfer	\$ 84,295.00
General	Site Renovations & Parking Lot	\$ 161,453.00

Total = \$ 10,398,006.24



**Thank you to all of our clinical colleagues at
HCA Houston Healthcare Northwest.**

You show up.

**You show our patients, our community, and
each other that you Care Like Family.**

We are a Family.

**Because of you, we are who we are at
Northwest.**

