

# Carolina Nursing

2018 Nursing Annual Report



LETTER

MAGNET® STORIES

FEATURE

STAFF PROFILES

STAFF AWARDS

ACCOMPLISHMENTS

# 2018

## Nursing Annual Report

### Produced by

The Division of Nursing  
at UNC Hospitals

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### Producer

Peggy Mattingly, RN  
Nursing Quality & Research

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### Design

Rivers Agency

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### Photography

Tom Fuldner

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### Video Production

Bruce Wittman,  
Eagle Video Productions

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May 2019



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# A LETTER FROM Dr. Madigan



“We are strongly committed to the UNC Hospitals professional practice environment that supports both patient-centered care delivery and the nursing staff providing care.”

## Catherine Madigan

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

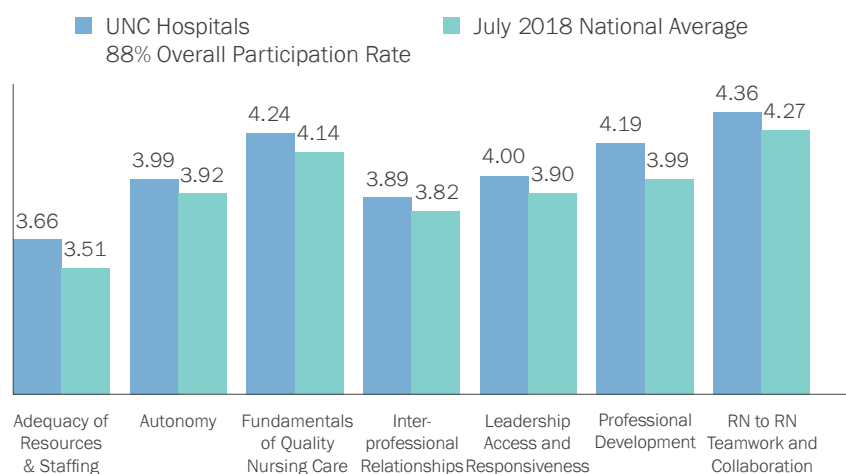
## Dear Colleagues and Friends,

I am very pleased to have the opportunity to highlight the wonderful work that we have accomplished during this past year. We are strongly committed to the UNC Hospitals (UNCH) professional practice environment that supports both patient-centered care delivery and the nursing staff providing care. I am always amazed at the passion and dedication that the nursing team demonstrates to each patient and to each other. You are Carolina's finest!

## People

We are extremely proud that Nursing performed very well in the Workforce Engagement Survey, specifically in the categories of the RN Excellence questions taken in May 2018. A total of 2,182 nurses participated in the survey with an 88% response rate. In the survey, our outcomes exceeded the benchmarks for all seven Magnet® domains at the “overall level”. These include *Fundamentals of Quality Nursing Care, Autonomy, Adequacy of Resources*

## ANCC Category Performance Scores





I am always amazed at the passion and dedication that the nursing team demonstrates to each patient and to each other.

*and Staffing, Interprofessional Relationships, Leadership Access and Responsiveness, Professional Development and RN to RN Teamwork and Collaboration.* As the largest segment of the health care workforce, engaged nurses are central to effective, efficient, caregiving teams.

The 2010 Institute of Medicine report on the future of nursing recommended that by 2020, 80% of nurses should be prepared with a Baccalaureate degree in nursing as evidence supports a positive relationship between higher levels of nursing education and better patient outcomes. We continue to focus on this goal of a high percentage of clinical RNs with BSN or higher degrees in Nursing with a rate of 74% this year, higher than the 73% for national average for Magnet® designated hospitals and significantly higher

than the national average for all hospitals of 54%. Similarly, we continue to have a high percentage of clinical RNs who have achieved certification in their specialty area. UNCH now has more than 44% of RN staff who are certified, again higher than the national average for Magnet® designated hospitals of 36%. The Nursing Professional Development Council and Certification Committee have worked diligently to assist in meeting or exceeding these goals.

## Quality and Service

In Fiscal Year 2018 for nursing quality measures, we achieved several meaningful successes: 83% of inpatient units outperformed the National Database for Nursing Quality Indicators (NDNQI) top 25th percentile benchmark for restraint measures; 75% of units outperformed the

NDNQI national average benchmark for fall prevention; and 71% of units outperformed the NDNQI national average benchmark for skin care, putting us in the top 25th percentile benchmark for this indicator. Even more impressive, we have continued the trend of decreasing Catheter-Associated Urinary Tract infection (CAUTI) rates for our patients, down to 1.00 infections per 1000 catheter days compared to our rate last year of 1.50 infections per 1000 catheter days. Similarly, our C. Difficile rate is down to 0.53 infections per 1000 patient days compared to our FY17 rate of 0.59 infections per 1000 patient days. Finally, our cumulative rate for Central Line-associated Bloodstream Infections (CLABSI) is down to 1.86 infections per 1000 central line days compared to our rate of 2.10 infections per 1000 central line days. These are remarkable achievements and mean such good things for our patients! We are contributing heavily to success in meeting or exceeding organizational quality goals in reducing patient harm. Many thanks to the Nursing Quality Council and their collaboration in our *Spread of Innovations* initiative focused on CLABSI reduction.

We also continue to provide an excellent patient experience for our patients and families. Year to date our score for patient satisfaction was at the 84th percentile nationally for the HCAHPS “Overall” score, which is our highest performance to date. Communication with Nurses is at the 80th percentile, which is an increase of 11

percentile points from last year. Impressively, our HCAHPS scores show that we are in the 91st percentile of the category “patients recommend the hospital”. The UNC Hospitals Hillsborough Campus is in the 95th percentile for inpatient hospitals of similar size, quite a remarkable achievement. Additionally, and as a result of your good work, UNC Hospitals received the 2018 Outstanding Patient Experience Award™ from Healthgrades, which is awarded to the top 15% of hospitals nationally based on HCAHPS scores. We have now received this award five years in a row! Your continued dedication to our Carolina Care initiatives clearly shows not only in our Press Ganey and HCAHPS data, but also in the many letters and comments that I get from grateful patients and families who have been touched by your care. I am so proud of the outstanding work that you do in this area.

I am delighted to recognize all of our inpatient units that have achieved the “Beacon Award for Excellence” from the American Association of Critical-Care Nurses! The AACN created the Beacon award to recognize individual units that have set a path to excellence in an effort to highlight those that distinguish themselves in every facet of patient care. Beacon designation represents one of many significant milestones on the path to optimal outcomes and exceptional patient care. This designation is extremely difficult to attain and I am thrilled that we now have twelve units that have reached this level of

recognition, the most in North Carolina and tied for most in the country. The units are: Neurosciences ICU, Medical ICU, Surgical Trauma ICU, CVTICU, Medical Progressive Care Unit, Intermediate Surgical Care Unit, 5 Bedtower, 6 Bedtower, 5 West, 7 Neurosciences, 5 Anderson and 3 Anderson/ICCU. What an amazing accomplishment!

## Growth

We continued to expand services and units this past year. Our Cardiovascular and Thoracic ICU (CVTICU) expanded from 9 to 16 beds in 2018. Additionally, the ENT and Psychiatry clinics moved from our main campus and we are in the midst of building a new flexible space for use by our ED team in that space. The design for the new area incorporates input and ideas from patients and staff, and will include many improved features for our patients, families and team members. Finally, we are on track for our exciting new Surgical Tower. It is currently slated to open in 2022, with input from nursing staff, physicians, patients and other team members.

## Innovation

The Nursing Diversity Council has collaborated with our EPIC team to improve the way in which we capture gender identity and sexual orientation information for patients. The team is working on comprehensive education for all staff to provide respectful care in a sensitive manner for each patient.

The Nursing Research Council continues a strong collaboration with the SON and Health Sciences Library and has completed a review of nursing literature on opioid alternatives for patients based on the current crisis.

The Nursing “Spread of Innovations” model was implemented successfully to share best practices in Hospital Acquired Pneumonia. Many thanks to the Nursing Quality Council and Nursing Performance Improvement for their good work to reduce pneumonia infections for our patients.

We continue our partnership with the UNC School of Nursing to prepare nurse scholars to shape the future of healthcare through the Hillman Scholars Program. The UNC-CH SON is one of only two universities chosen for this prestigious award. Many of our units participated in the clinical integration process for students and we have received rave reviews about their experiences.

As you can tell, I am grateful and extremely proud of the nursing staff at UNCH for all of their accomplishments and contributions to our patients and team members. Our nurses demonstrate their caring and compassion every day in taking care of our patients and families. I have every confidence that we will continue the great work that we are doing to better the lives of the people of North Carolina as we head into another exciting year. This is why we believe so strongly in the power of nursing, and are proud to be Carolina Nursing!

# Transformational Leadership



## Linda Long

BSN, RN, CCRN  
Clinical Nurse IV

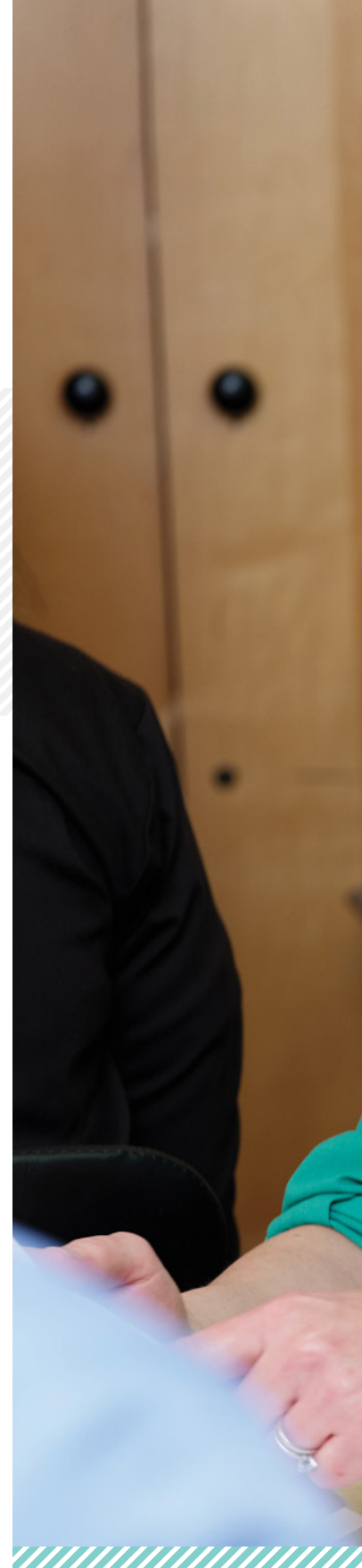
### An EPIC Improvement

Documenting in the electronic medical record is a timely task for any nurse. Since going live with EPIC at UNC Hospitals, many patient assessment items required documentation in multiple fields. It became evident that creating universal

documentation standards would significantly streamline this process. By doing so, double documentation could be eliminated, improving consistency and clarity of documentation and saving nurses' time. This improvement has positively impacted nursing staff throughout the hospital.



As a result of our project, a post-survey revealed that nursing staff were spending less time charting—an average of 26 minutes per day.







# Structural Empowerment



## Crista Creedle

BSN, RN, OCN  
Patient Services Manager III

### Certification Matters!

Saying certification matters begs the question—why? As a nurse, becoming professionally certified demonstrates to others that you have the knowledge, skills and abilities to provide high quality care to patients and their families. To triple the hospital’s certification rate within the last ten years and beat the national benchmark by 20% required creativity,

hard work and organizational support by nurse leaders and the Nursing Certification Committee. In recognition of this achievement, the American Board of Nursing Specialties selected the University of North Carolina Hospitals as its 2018 Nursing Certification Advocacy Award winner. This prestigious award is given to only one organization throughout the nation each year.



We have worked together...to propel nurse certification rates at UNC Hospitals to 49%. The most recent national benchmark...is 39%. So clearly, we are over-achieving.





# Exemplary Professional Practice



## Krista Wells

MSN, RN, CCRN  
Clinical Nurse Education Specialist

### Collaboration Makes the Difference

Unmarked G-tubes can potentially migrate from their original position without obvious evidence of movement. To prevent this potential safety risk, what began as a 'small project' developed

into an inter-professional effort that would ultimately lead to the revision of policy and order sets based on the latest evidence to ensure enhanced patient outcomes. The key to our success was effective collaboration and strong project champions.



We will roll this out hospital-wide very soon, and we are thrilled that this 'little project' will make a big impact on the safety of our patients.





# New Knowledge, Innovations and Improvements



## Amy E. Jordan

MSN, RN-BC  
Patient Services Manager III

### Enhancing Safety and Outcomes

Making meaningful connections between nurses and psychiatric patients is the core of the patient care model and treatment while hospitalized. The WakeBrook Hospital inpatient nursing team began implementing the Recovery Model in 2018. The Recovery Model is a holistic,

person-centered approach to mental health care that provides a framework for nurses to partner with patients to create hope and treatment plans through shared control. To date, this approach has yielded a 68% decrease in the numbers of seclusions and restraints used on the unit. This decreases the risk of injury to patients and staff, thereby creating a safer environment of care for everyone.



The model speaks to building relationships with the patient where their idea of a meaningful life is central to how care is individualized.





# The Beacon Award for Excellence

**Angela S. Overman**, MSN, RN, NE-BC  
Director, Surgery Services

**The American Association of Critical Care Nurses (AACN) created the Beacon Award for Excellence to recognize individual units that have set a path to excellence in an effort to highlight units that distinguish themselves in every facet of patient and family-centered care.**

Recognizing that there are different levels of excellence, the Beacon Award designation is stratified into three rankings—gold, silver and bronze.

The Beacon Award for Excellence is a significant milestone on the path to exceptional patient care and healthy work environments. The award recognizes unit caregivers who successfully improve patient outcomes and align practices with AACN's six Healthy Work Environment Standards. Units that achieve this three-year designation meet national criteria consistent with the Magnet Recognition Program®, the Malcolm Baldrige

National Quality Award and the National Quality Healthcare Award.

Beacon awardees set the standard for excellence in patient care environments by collecting and using evidence-based information to improve patient outcomes, patient and staff satisfaction and credibility with consumers. In terms of recruitment and retention, a Beacon Award signifies a positive and supportive work environment with greater collaboration between colleagues and leaders, higher morale and lower turnover. The process is driven by the nursing staff, helping to nurture empowerment and leadership.

The application consists of a series of 38 questions specific to the hospital and unit. Units who receive the Beacon Award meet detailed criteria in the following categories:

- Leadership structures and systems
- Appropriate staffing and staff engagement
- Effective communication, knowledge management and learning development



## The Beacon Award for Excellence is a significant milestone on the path to exceptional patient care and healthy work environments.

- Evidence-based practice and processes
- Outcome measurements

Applications are assigned to a panel of expert reviewers who evaluate the application using an objective scoring system. The review process takes 5-7 months, which includes an executive summary and final feedback report with recommendations for improvement.

Currently there are only 542 designated Beacon units in the country with 22 of those being in North Carolina. UNC Hospitals (UNCH) is fortunate to have 12 of the 22 Beacon units in the state. As an organization, UNCH is tied for the second most Beacon designated units in the country.

The units and their level of designation include:

### Gold Level Designation:

- 5 Anderson
- 5 Bed Tower
- 5 West
- 7 Neurosciences

### Silver Level Designation:

- 3 Anderson/Intermediate Cardiac Care Unit
- 6 Bed Tower
- Cardiovascular Thoracic ICU
- Intermediate Surgical Care Unit
- Medical ICU
- Medicine Progressive Care Unit
- Neuroscience ICU
- Surgical Trauma ICU

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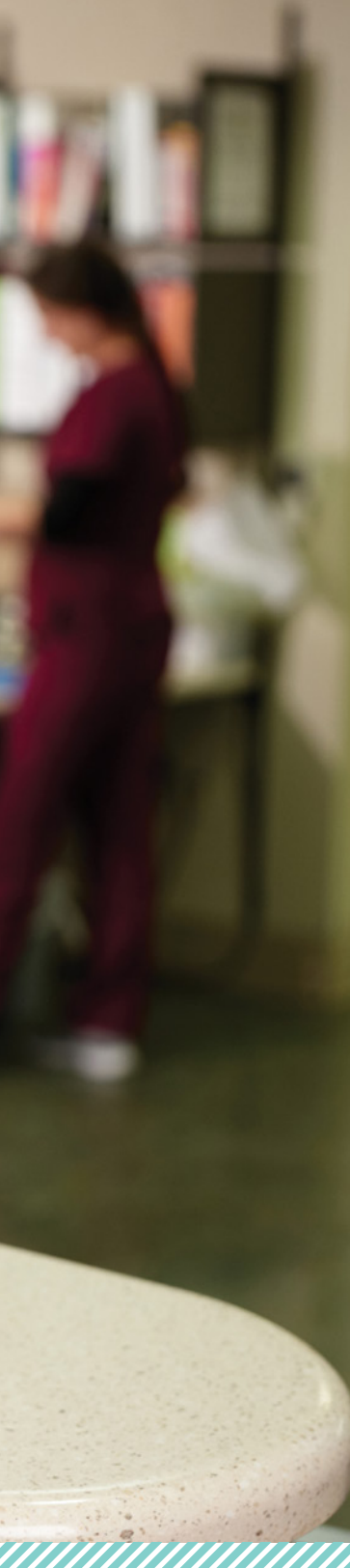
**UNCH is tied for the second most Beacon designated units in the country.**

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AACN recognizes newly designated units during its annual conference, the National Teaching Institute (NTI), at a special ceremony. Over the past 4 years, UNCH has been recognized at the ceremony for the large number of Beacon designated units. We are very proud of the outstanding work and patient outcomes evidenced by the large number of our Beacon units!



Our team walked away...with a strong understanding of the great outcomes we could accomplish through increased collaboration with one another on behalf of our patients.



## STAFF PROFILE

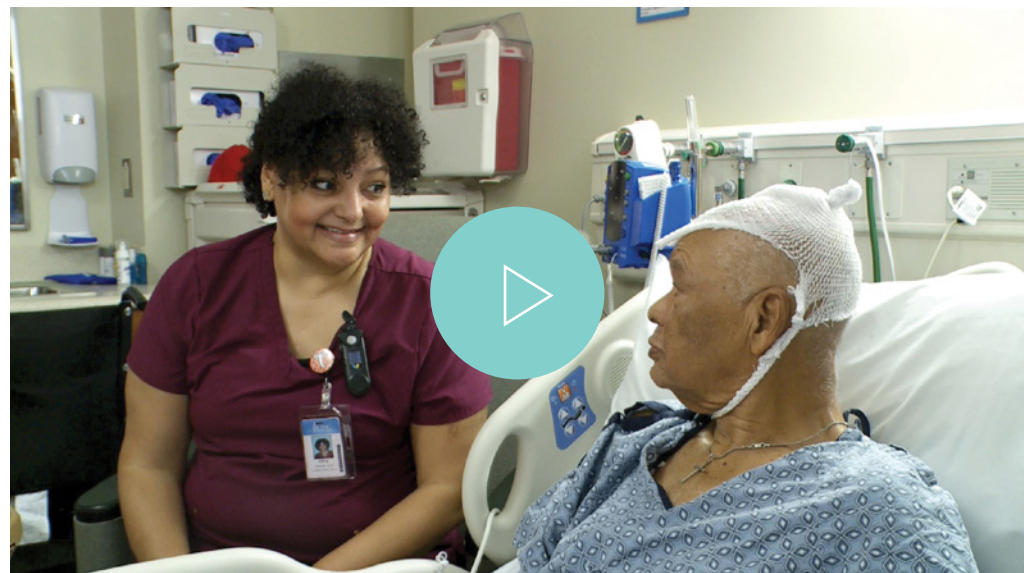
# Char-Norie Poteat

BSN, RN-BC  
Patient Services Manager III

### Rising to the Top

Patient experience is an important measure of the quality of care for patients and families that UNC Hospitals monitors routinely. This is assessed using surveys from both Press Ganey Associates and HCAHPS and the results are shared with departmental leaders. In response to a challenge to incorporate patient experience rounding more frequently to improve patient experience

outcomes, the 5 East staff were inspired to not only meet but to exceed their unit goals for this metric. The 5 East team demonstrated effective teamwork and a focus on improved communication with their patients and the care team by receiving the 2018 Carolina Care Awards for the highest overall Press Ganey scores, highest HCAHPS scores, most improved Press Ganey scores and highest HCAHPS rating for Surgery Services.







It feels good to know that I can help them during potentially stressful times like this. It's my favorite part of being a Patient Liaison.





## STAFF PROFILE

# Jhoanna Ventura

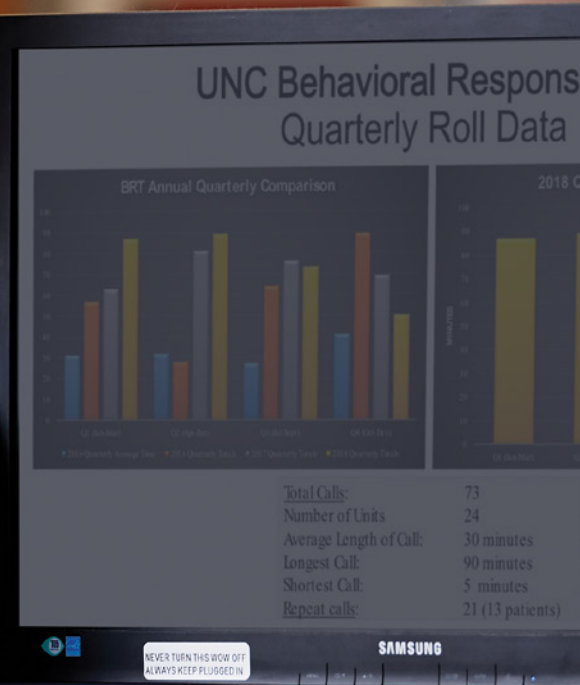
LPN  
Patient Liaison

### A Helping Hand Through Hard Times

Waiting on a loved one during a surgical procedure can be a stressful time. UNC Hospitals Hillsborough Campus has integrated the role of patient liaisons to help mitigate anxiety during this time. Jhoanna Venture is an LPN on the

surgical team who thrives on serving in this important role. She greets and orients every patient upon arrival for surgery, serves as a vital communication link between the OR staff and the family during the procedure and reunites the patient and loved ones in the recovery area when the surgery is finished.





This training first teaches nurses how to think like a patient who is in a very vulnerable situation.

## STAFF PROFILE

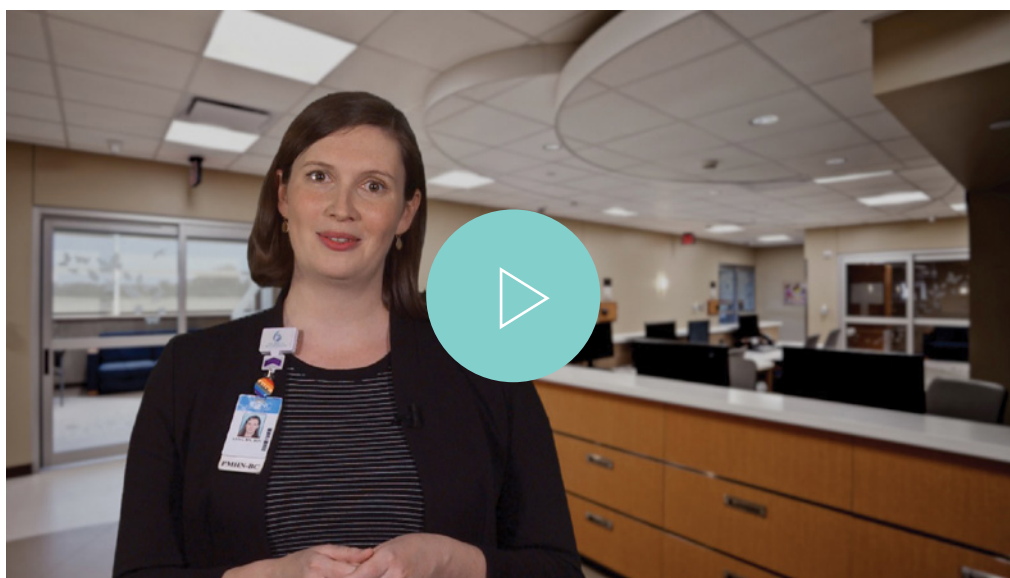
# Anna Soloway

BSN, RN-PMHN  
Nurse Educator

## Turning Anxiety into Outcomes

How does a nurse provide therapeutic support to a patient who is verbally, physically or emotionally abusive, without going into a defensive or frightened mode themselves? Anna Soloway, BSN, RN, is

helping nurses help themselves to better understand and manage their own needs during these moments. An educated and empowered nurse is then in the best position to help defuse a patient's reaction and provide care for the whole person while preventing further escalation of the situation.





## NURSING STAFF RECOGNITION AWARDS

# Nurse of the Year



**Janet Siwec**

BSN, RN, CPN  
Clinical Nurse IV,  
Children's Services



**Jason Jones**

RN, CEN  
Flight Nurse,  
Emergency Services



**Rebecca Michael**

MSN, RN, CCRN-CSC  
Clinical Nurse IV, Heart &  
Vascular Inpatient Services



**Crystal Harris**

RN, PCCN  
Clinical Nurse III,  
Medicine Services



**Courtney Wolff**

BSN, RN, OCN  
Oncology Nurse Navigator,  
Oncology Outpatient Services



**James Lambert**

ASN, RN  
Clinical Nurse II,  
Perioperative Services





Our nurses demonstrate their caring and compassion every day in taking care of our patients and families.



**Roselin Mathew**

BSN, RN  
Clinical Nurse II,  
Psychiatry Services



**Linnea Van Pelt**

BSN, RN, CMSRN, OCN  
Clinical Nurse IV,  
Surgery Services



**Laura Thomas**

MSN, RN  
Inpatient Abdominal Transplant  
Coordinator, Transplant Services



**Lisa Lacks**

BSN, RN, CURN  
Clinical Nurse III,  
Urology Services



**Angela Perkins**

BSN, RN  
Clinical Nurse II,  
Women's Services

“As the largest segment of the health care workforce, engaged nurses are central to effective, efficient, caregiving teams.”

**Catherine Madigan**

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

## NURSING STAFF RECOGNITION AWARDS

# Assistive Personnel of the Year



**Alexis Fearrington**

Clinical Support Technician II,  
Children's Services



**Penelope A. Alston**

Clinical Support Technician,  
Emergency Services



**Shalencia Burwell**

Clinical Support Technician II,  
Heart & Vascular Inpatient  
Services



**Donna Lawson**

Administrative Specialist,  
Heart & Vascular  
Outpatient Services



**Linda M. Boyd**

Health Unit Coordinator,  
Medicine Services



**Oyama Mapp**

Recruiting Specialist,  
Nursing Employment





I am grateful and extremely proud of the nursing staff at UNCH for all of their contributions to our patients and team members.



**Shinnette Johnson-Richmond**  
Health Unit Coordinator,  
Oncology Inpatient Services



**Jocelyn Brown**  
Central Sterile Technician  
Supervisor, Perioperative  
Services



**Georgina A. Nyarko**  
Behavioral Health Technician,  
Psychiatry Services



**Chelsea Newcomer**  
Clinical Support Technician II,  
Rehabilitation Center



**Julie Neville**  
Health Unit Coordinator,  
Surgery Services



**Terri Moses**  
Clinical Support Technician II,  
Women's Services



## NURSING STAFF RECOGNITION AWARDS

# Individual Nursing Recognition



### Friend of Nursing

#### **Tom Ivester**

MD, MPH  
Vice President for Medical  
Affairs/Chief Medical Officer  
Services, UNC School  
of Medicine



### Friend of Nursing

#### **Lauren Hill**

MSN, AGPCNP-BC  
Nurse Practitioner,  
Thoracic Surgery



### Collaborative Colleague

#### **Emily Hoke**

PTA, IASSC-CBB  
Quality & Organizational  
Excellence Analyst—Team Lead,  
Performance Improvement and  
Patient Safety



### SAGE Nurse of the Year

#### **Joyce Kern**

BSN, RN-BC  
Clinical Nurse IV,  
Surgery Services



### Nurse Leader of the Year

#### **Jessica Glazier**

MSN, RN, CMSRN  
Clinical Nurse Education  
Specialist, Nursing Practice &  
Professional Development



### Nurse Manager of the Year

#### **Paul Perryman**

MS, RN-BC  
Patient Services Manager III,  
Psychiatry Services



### Faculty of the Year

#### **Jessica Zegre-Hemsey**

PhD, RN

Assistant Professor, UNC  
School of Nursing

Congratulations!

**Thank you to  
all of the 2018  
winners for your  
dedication and  
hard work!**





# 2018

## Professional Accomplishments

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# Awards & Appointments

## Quality Professional of the Year, North Carolina Association of Healthcare Quality

### Carol W. Bengé

BS, RN, CPHQ  
Quality and Organizational Excellence Leader, Nursing Quality & Research

## Aspiring Nurse Leader, UNC Hospitals Division of Nursing

### Paul Couch

BSN, RN, CCRN-CMC  
Clinical Nurse III, Heart & Vascular Services

## Great 100 Nurse, North Carolina Great 100, Inc.

### Benny Doyle

BSN, RN, PCCN  
Clinical Nurse IV, Heart & Vascular Services

### Amy Hamilton

RN  
Clinical Nurse II, Heart & Vascular Services

### Jennifer Haynes

MHA, MSN, RN, CPEN, CMTE  
Patient Services Manager III, Emergency Services

### Sonya Lester

BSN, RN, CCRN  
Clinical Nurse IV, Surgery Services

### Leanne Ormsby

BSN, RN-BC  
Clinical Nurse III, Surgery Services

### Rachel Pasaporte-Calva

BSN, RN-BC  
Clinical Nurse III, Heart & Vascular Services

### Leigh Ramsey

MSN, RN, CPN  
Clinical Nurse IV, Children's Services

### Tonya Stafford

BSN, RN, CPN, CTP-C  
Clinical Nurse III, Children's Services

### Kaitlin Strauss

BSN, RN, PCCN-K  
Chest Pain Coordinator, Heart & Vascular Inpatient Management

### Robyn Tolley

BSN, CMSRN, OCN  
Clinical Nurse III, Surgery Services

### Sarah Waters

MSN, RN, ANP-BC  
Heart Failure Nurse Practitioner, Cardiology

## Gerritsen-Boote Award, UNC Hospitals Division of Nursing

### Tina Glisson

Clinical Support Technician II, Cardiac Intensive Care Unit

### Richard Perez

RN  
Clinical Nurse II, Hillsborough Campus Critical Care Unit

### Amber Thompson

RN, CCRN  
Clinical Nurse IV, NC Jaycee Burn Center

### Kathy Wilson

RN, CCRN  
Clinical Nurse III, Surgical Intensive Care Unit

## Appointed, Editorial Board, American Nurse Today

### Christine Hedges

PhD, RN, NE-BC  
Director, Nursing Quality & Research

## Carolina for the Kids Grant: \$9000

### Anna Lyaifer

PhD, RN, CCRN, CLNC  
Clinical Nurse IV, Children's Service

## Glaxo Fellowship in Nursing Fund Academic Scholarship: \$2500

### Agnes B. Royal

BSN, RN-BC, NE-BC  
Patient Services Manager III, Surgery Services

## American Association of Critical-Care Nurses Gold Level Beacon Award for Excellence

### 5 Anderson:

### Linda Drogos

BSN, RN-BC, CNML  
Manager

## Awards & Appointments (Cont.)

### American Association of Critical-Care Nurses Gold Level Beacon Award for Excellence (Cont.)

#### 5 Bed Tower:

##### Jennifer Emory

MSN, BA, RN-BC, CNL  
Interim Manager

#### 5 West:

##### Gretchen Lee

BSN, RN-BC  
Manager

#### 7 Neurosciences:

##### Paige Roberts

MBA, BSN, RN, PCCN  
Manager

### American Association of Critical-Care Nurses Silver Level Beacon Award for Excellence

#### 6 Bed Tower:

##### Turkeisha Brown

MSN, RN, NE-BC  
Manager

#### Intermediate Surgical Care Unit:

##### Andrea Dicus

MSN, RN, PCCN  
Manager

#### Medical Intensive Care Unit:

##### Lewis McKenzie

MA, BSN, RN, NE-BC  
Manager

## Certifications

##### Mark Aguilar

RN, CRN  
Clinical Nurse II, UNC Hospitals  
Hillsborough Campus - Imaging

##### Sarah Al-Najjar

BSN, RN, PCCN  
Clinical Nurse II,  
Surgery Services

##### Kathryn Anthony

BSN, RN, CMSRN  
Clinical Nurse III,  
Medicine Services

##### Katherine Anzinger

BSN, RN, CCRN  
Clinical Nurse II,  
Surgery Services

##### Theresa W. Behler

BSN, RN, CPN  
Clinical Nurse III,  
Children's Services

##### Becky Blasingame

BSN, RN, CCRN  
Clinical Nurse II,  
Children's Services

##### Rachel Boushell

BSN, RN, CPN  
Clinical Nurse II,  
Children's Services

##### Allison Brown

BSN, RN-BC  
Clinical Nurse II,  
Surgery Services

##### Eylse Bullock

BSN, RN-BC  
Clinical Nurse III, UNC Hospitals  
Hillsborough Campus

##### Tiffany Cafarella

RN-BC  
Clinical Nurse II,  
Medicine Services

##### Lindsey Cournoyer

RN-BC  
Clinical Nurse II,  
Surgery Services

##### Madison Cryans

BSN, RN, CCRN  
Clinical Nurse II,  
Surgery Services

##### Karina A. Cuskey

BSN, RN, CPN  
Clinical Nurse II,  
Children's Services

##### Kaitlyn Drenckpohl

BSN, RN, CCRN  
Clinical Nurse II,  
Surgery Services

##### Brittany Edmonson

BSN, RN, CPN  
Clinical Nurse II,  
Children's Services

##### Kathie Foushee

BSN, RN, CCRN, CPHN  
Clinical Nurse II,  
Hospice Inpatient

**Lauren Georges**

BSN, RN, CCRN  
Clinical Nurse II,  
Children's Services

**Myrna Giordani**

BSN, RN, CMSRN  
Clinical Nurse II,  
Surgery Services

**Megan Hall**

RN-BC  
Clinical Nurse II,  
Medicine Services

**Haley Hamilton**

BSN, RN, CMSRN  
Clinical Nurse II,  
Surgery Services

**Ryan Haushalter**

BSN, RN, CPN  
Clinical Nurse III, Children's  
Specialty Clinic

**Sam Jemiolo**

BSN, RN, CPN  
Clinical Nurse II,  
Children's Services

**Rosette Joseph**

BSN, RN, CCRN, CNRN  
Clinical Nurse II,  
Surgery Services

**Lia Kenyon**

BSN, RN, CPN  
Clinical Nurse II,  
Children's Services

**Cynthia Kilongosi**

BSN, RN-BC, CMSRN  
Clinical Nurse II,  
Surgery Services

**Shara Laccone**

BSN, RN, CCRN  
Clinical Nurse II,  
Children's Services

**John Lakas**

BSN, RN, CPN  
Clinical Nurse II,  
Children's Services

**Marc Lalonde**

BSN, RN, CCTC  
Clinical Nurse IV,  
Transplant Services

**Kumar Levina**

BSN, RN-BC  
Clinical Nurse II, Psychiatry  
Services - WakeBrook

**Victoria Lewis**

RN, CMSRN  
Clinical Nurse II,  
Surgery Services

**Emily Lingg**

BSN, RN, CCRN  
Clinical Nurse II,  
Children's Services

**Bonnie Locklear**

BSN, RN, CCRN  
Clinical Nurse II,  
Surgery Services

**Olivia Lunardo**

BSN, RN-BC  
Clinical Nurse II,  
Medicine Services

**Tichafara Blessing**

**Masakadza**  
BSN, RN, CCTC  
Nursing Care Coordinator,  
Transplant Services

**Leah Mayer**

BSN, RN, SCRN  
Clinical Nurse II,  
Surgery Services

**Nicole McChesney**

RN-BC  
Clinical Nurse III,  
Medicine Services

**Patricia Michell**

RN, CPN  
Clinical Nurse II, Children's  
Specialty Clinic

**Samantha Moyer**

BSN, RN, TCRN  
Clinical Nurse II,  
Surgery Services

**Jamie Oakes**

RN-BC  
Clinical Nurse II,  
Medicine Services

**Carrie Ouellette**

RN, CMSRN  
Clinical Nurse II,  
Surgery Services



## Certifications (Cont.)

### Sara Planer

BSN, RN, CCRN  
Clinical Nurse II, Heart &  
Vascular Services

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### Elizabeth Prosser

BSN, RN, CCRN, CMC  
Clinical Nurse II, Heart &  
Vascular Services

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### Lesley Rink

BSN, RN, CCRN  
Clinical Nurse II,  
Surgery Services

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### Elise Rodriguez

BSN, RN, RN-BC, BMTCN  
Clinical Nurse III,  
Surgery Services

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### Jennifer Royster

BSN, RN, CMSRN  
Clinical Nurse II,  
Surgery Services

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### Danielle Schmidt

BSN, RN, CCRN  
Clinical Nurse II,  
Surgery Services

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### Brooke Sebastian

BSN, RN, CPN  
Clinical Nurse II,  
Children's Services

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### Danielle Stolfi

BSN, RN, CCRN  
Clinical Nurse II,  
Children's Services

### Richard Stratton

BSN, RN, CRN  
Clinical Nurse II, Imaging - UNC  
Hospitals Hillsborough Campus

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### Alison Stroh

BSN, RN-BC, CARN  
Clinical Nurse II, Psychiatry  
Services - WakeBrook

---

### Robyn Tolley

BSN, RN, CMSRN, OCN  
Clinical Nurse III,  
Surgery Services

---

### Linnea Van Pelt

BSN, RN, CMSRN, OCN  
Clinical Nurse IV,  
Surgery Services

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### Roda Vargas

RN-BC  
Clinical Nurse II, UNC Hospitals  
Hillsborough Campus

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### Jennifer White

BSN, RN, CMSRN  
Clinical Nurse II,  
Surgery Services

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### Julia York

BSN, RN, CPN  
Clinical Nurse II,  
Children's Services





# Podium Presentations

## *Improving the Post Fall Process: A Lean Initiative*

2018 American Nurses Association Quality & Innovation Conference

**Becca Baldwin**  
MSN, RN

## *Pediatric Sedation Service with a Nurse Driven Nitrous Oxide Program*

Society of Pediatric Nurses 28th Annual Conference

**Kara Berneking**  
BSN, RN, CPN

**Ashley C. King**  
MSN, CPNP

## *Journey to a New Heart*

The Beat Goes On: Partnerships in Heart & Vascular Care Conference

**Brooke McLaughlin**  
BSN, RN, CCRN-CMC

**Terri Webb**

## *Positivity: Broaden and Build Your Way to Resilience*

American Organization of Nurse Executives Inspiring Leaders Conference

**Paige Roberts**  
MBA, BSN, RN, PCCN

## *Managing a Psychiatric Diagnosis on an Acute Care Floor: The Development and Implementation of a Protocol to Manage Patients with Anorexia Nervosa in an Acute Care Inpatient Setting*

Society of Pediatric Nurses 28th Annual Conference

**Janet Siwiec**  
BSN, RN, CPN

**Amber Kirkley**  
BSN, RN, CPN

## *MRI Scheduling for the Pediatric Specialty Care Team: A Lean Six Sigma Project*

Society of Pediatric Nurses 28th Annual Conference

**Heidi Troxler**  
MSN, RN, CPN

**Kara Berneking**  
BSN, RN, CPN

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# Poster Presentations

## ***PICU Restraint Reduction: A Purple Belt Project***

UNC Hospitals Quality Expo

**Whitney Adams**  
CCLS

**Craig Register**  
MSN, RN, CCRN

**Tiffany Ellis**  
RN, CCRN

**Amy Selimos**  
MSN, RN, PCNS-BC

**Vivian Gannaban**  
BSN, RN, CCRN

**Heidi Troxler**  
MSN, RN, CPN

**Michelle M. Gombas**  
DO

**Samantha Wilson**  
RN

**Traci Ockomon**  
BS, RRT

## ***Implementation of Interpreter Rounds Through a Spread of Innovations Model***

2018 Institute for Healthcare Quality Improvement Forum on Quality Improvement in Healthcare

**Becca Baldwin**  
MSN, RN

**Amber Kirkley**  
BSN, RN, CPN

**Shane Rogers**

**Sandy Givens**  
MSN, RN, CNL, RN-BC

**Eric Wolak**  
MSN, MHA, RN, NEA-BC

**Evan Overton**  
BSN, RN, PCCN

**Heidi Troxler**  
MSN, RN, CPN

**Lewis McKenzie**  
MA, BSN, RN, NE-BC, CFCN

**Severina Pagliara**

**Myriam Peereboom**

**Kathy Bradford**  
MD

## ***Providing Oral Care to Reduce Non-Ventilated Hospital Acquired Pneumonia***

2018 Institute for Healthcare Quality Improvement Forum on Quality Improvement in Healthcare

**Becca Baldwin**  
MSN, RN

**Angela Overman**  
MSN, RN, NE-BC

**Kathy Wood**  
MPH, BSN, RN, CSSBB, CPHQ

**Lisa Teal**  
BSN, RN, CIC

## ***Quiet Time Improves Patient Experience***

2018 Research and Quality Driving Excellence in Patient Care Conference

**Pam Ball**  
BSN, RN, NE-BC

**Erica Wolak**  
MHA, BSN, RN, NE-BC

**Candice Hunt**  
MHA

**Cheryl Smith-Miller**  
PhD, RN-BC

**Turkeisha Brown**  
MSN, RN, NE-BC

**Megahan Black**  
MD

**Eric Wolak**  
MSN, MHA, RN, NEA-BC

**Christine Hedges**  
PhD, RN, NE-BC

**Dan Lehman**  
MHA, BS, FACHE

## ***House-wide Skin Survey Express Workout***

UNC Hospitals Quality Expo

**Carol Bengé**  
BS, RN, CPHQ

**Kathy Wood**  
MPH, BSN, RN, CSSBB, CPHQ

**Lisa Jenkins**  
BSN, RN, CWON

**Erica Wolak**  
MHA, BSN, RN, NE-BC

## ***Improving Nurse Documentation of Non-pharmacological Venous Thromboembolism Prophylaxis Using the Kamishibai Audit Tool***

2018 American Nurses Association Quality & Innovation Conference

**Euniqua Bullock**  
MSN, RN-BC, CEN

## ***Implementation of a Stroke Response Nurse to Improve Door to Groin Puncture Times in Patients Undergoing Endovascular Therapy for Acute Ischemic Stroke***

2018 International Stroke Conference

**Nicole Burnett**  
BSN, RN, CNRN, SCRNI, CCRN-K

**Sonya Lester**  
RN, CCRN

**Ann Waller**  
BSN, RN, CMSRN, SCRNI

**Joyce Kern**  
BSN, RN-BC, SCRNI



### ***RN Vacancy: How to Optimize Hiring Practices***

2018 Research and Quality Driving Excellence in Patient Care Conference

**Virginia Eads**  
BSN, RN, NE-BC

**Jacci Harden**  
MHA, MBA, RN, NE-BC

**Crista Creedle**  
BSN, RN, OCN

**Erica Wolak**  
MHA, BSN, RN, NE-BC

**Jeanie Mascarella**  
MSN, RN

### ***Competency Assessment: A Journey from Skills Fair to Peer Review***

2018 Association of Nursing Professional Development Annual Convention

**Jessica Glazier**  
MSN, RN, CMSRN

**Amy Selimos**  
MSN, RN, PCNS-BC

### ***Validating Critical Care Skills using Evidence-Informed Practice***

2018 Research and Quality Driving Excellence in Patient Care Conference

**Maureen Heck**  
BSN, RN, CNML

**Billy Bevill**  
MSN, RN, NE-BC

**Erica Wolak**  
MHA, BSN, RN, NE-BC

**Lewis McKenzie**  
MA, BSN, RN, NE-BC

### ***Quiet Time Improves Patient Experience***

2018 ANCC National Magnet Conference

**Christine Hedges**  
PhD, RN, NE-BC

**Pam Ball**  
BSN, RN, NE-BC

### ***Effectiveness of Implementing a Defined Food Allergy Action Plan in the Public School Setting: Food Allergies in School-Aged Children***

American Academy of Allergy Asthma & Immunology

**Katherine Neighbors**  
BSN, RN, CPN

**Pamela Steele**  
PNP

**Kelly Creech**  
RN

**Michelle Hernandez**  
MD

### ***Anti-NMDA Receptor Encephalitis: A Man's Perspective***

50th Annual Education Meeting for American Association of Neuroscience Nurses

**Crystal Norton**  
BSN, RN-BC, SCRNP

**Heather Ritchie**  
BSN, RN, NE-BC

**David Baker**  
MSN, RN, SCRNP

**Joyce Kern**  
BSN, RN-BC

### ***Improving the 'BAT' Signal: A Proposed Checklist for Inpatient Code Strokes***

International Stroke Conference 2018

**Jason Richards**  
MD

**Ann Waller**  
BSN, RN, SCRNP

**Nicole Burnett**  
BSN, RN, CNRN, SCRNP,  
CCRN-K

**Susan Wilson**  
RN, ANP

**Pola Chojeka**  
MD

**Ann Beckwith**  
BS

**Luke Barr**  
MD

**David Huang**  
MD, PhD

### ***Implementation of Interpreter Rounds Through a Spread of Innovations Model***

2018 Research and Quality Driving Excellence in Patient Care Conference

**Shane Rogers**

**Amber Kirkley**  
BSN, RN, CPN

**Eric Wolak**  
MSN, MHA, RN, NEA-BC

**Sandy Givens**  
MSN, RN, CNL, RN-BC

**Becca Baldwin**  
BSN, RN

**Evan Overton**  
BSN, RN, PCCN

**Heidi Troxler**  
MSN, RN, CPN

**Lewis McKenzie**  
MA, BSN, RN, NE-BC,  
CFCN

**Severina Pagliara**

**Myriam Peereboom**

**Kathy Bradford**  
MD

## Poster Presentations (Cont.)

### *Improving the Patient Engaged Report Process in Medicine and Oncology Services*

2018 Research and Quality Driving Excellence in Patient Care Conference

**Kate Rowe**  
MSN, RN, PCCN

**Eric Wolak**  
MSN, MHA, RN, NEA-BC

### *One Patient, One Team, One Heart*

16th Annual The Beat Goes On: Partnerships in Heart & Vascular Care Conference

**Angela Shamblin**  
RN

### *Standardizing Discharge from NC Children's Hospital*

UNC 2018 Institute for Healthcare Quality Improvement Scholars Symposium

**Katherine D. Westreich**  
MD

**Heidi Troxler**  
MSN, RN, CPN

**May-Britt Sten**  
RN, MSN

**Alison R. Carroll**  
MD

### *Restraint Documentation Improvement Project*

2018 Research and Quality Driving Excellence in Patient Care Conference

**Kathy Wood**  
MPH, BSN, RN, CSSBB, CPHQ

**Elise Stanford**  
BSN, RN

**Barbara-Ann Bybel**  
DHA, MSN

**Susan Hayek**  
BSN, RN

**William Scheidler**  
MD

**Kacie Schlater**  
MSN, RN

## Publications

### *Quiet time improves patient experience.*

**Hedges, C., Hunt, C. & Ball, P. (2018).** J Nurse Care Qual. Published ahead of print September 6, 2018.

### *The path to a quieter unit.*

**Hedges, C., Wolak, E., Smith-Miller, C., Brown, T. (2018).** American Nurse Today, 13 (9), 40-46.

### *Three Good Things: Build resilience and improve well-being.*

**Roberts, P. (2018).** American Nurse Today. 13(12).

### *Reflective Practices: A key approach to meaningful recognition for healthy work environments.*

**Sherwood, G., Cherian, U., Horton-Deutsch, S., Kitzmiller, R., Smith-Miller, C. (2018).** Nursing Management. 22;24(10):30-34.

### *Portrait of an epidemic: Acute opioid intoxication in adults.*

**Strickler, Jeff. (2018).** Nursing 2018 48(9): 40-43.

### *Improving the precepting experience in a Burn Intensive Care Unit.*

**Thompson, Amber et. al. (2018).** Critical Care Nurse, 38 (3) 82-85.

### *Crisis intervention.*

**Van Fleet, S. (2018).** In N. J. Bush & L. M. Gorman (Eds.), Psychosocial nursing along the cancer continuum (3rd ed., pp. 393-405). Pittsburgh: Oncology Nursing Society.

# Research Projects

## Enhancing Compassion Satisfaction in Oncology Nursing

**Jacob Haskins**  
BSN, RN, BMTCN

## The Lived Experiences of Critical Care Nurses during Goals of Care Decision-Making: a Phenomenological Study

**Mary Kime**  
PhD, MSN, RN

## Improving NICU Infant Outcomes Through Nursing: Aim 2: Parent Satisfaction Research Study

Site PI for multicenter study led by University of Pennsylvania

**Michele S. Khoury**  
RN, RNC-MNN

## Nurses' Use of Quality Metrics in Clinical Practice

**Angela Overman**  
MSN, RN, NE-BC

## Evaluation of the PowerGlide Pro Midline Access Device

**Melody Padgett**  
BSN, RN, VA-BC

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