

Carolina Nursing

2019 NURSING ANNUAL REPORT



2019 Nursing Annual Report

Produced by

The Division of Nursing
at UNC Hospitals

Producer

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Nursing Quality & Research

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June 2020

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**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!**

Catherine K. Madigan
DNP, RN, NEA-BC
Chief Nursing Officer and
Senior Vice President

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A letter from

Dr. Madigan



Catherine K. Madigan
DNP, RN, NEA-BC
Chief Nursing Officer and
Senior Vice President

Dear Colleagues and Friends,

Our annual report is always such a great reminder of the outstanding outcomes that our nursing team has achieved over the last year, and this year certainly is no different. We continue to be strongly committed to the UNC Hospitals professional practice environment that supports both patient-centered care delivery and the nursing staff who provide that care. Our Nursing team is a reflection of our mission—to be a leader in providing compassionate, quality care focusing on the unique needs of patients and families. 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!

2019 was a year of change for the health care system, as we began the journey towards our system vision of "One UNC Health." Our goal remains the same—to improve the health and well-being of North Carolinians and others we serve. To meet our mission and ensure our continued success as a leading public academic health system, UNC Health Care worked on reorganizing with a new strategy and operating model to ensure that our patients and their families remain at the center of all we do. We focused on the following aspirations:

ACT AS A SYSTEM

INTEGRATE CLINICALLY

COMPETE ON VALUE AND EXPERIENCE

ADVANCE OUR ACADEMIC MISSION

OUTPERFORM IN THE CENTRAL REGION

DEVELOP REGIONAL MODELS

ENHANCE CULTURE AND TALENT

INVEST IN NEW BUSINESSES



“

**UNC Health
Care worked on
reorganizing with
a new strategy and
operating model
to ensure that our
patients and their
families remain at the
center of all we do.**

Catherine K. Madigan
DNP, RN, NEA-BC
Chief Nursing Officer and Senior Vice President

This new strategy was designed to help us to create a more responsive, integrated health system to ensure patients continue to be at the center of all we do, and to enhance the patient experience no matter where in our system our patients may receive their care. While the nursing team impacts several of the areas outlined above, we clearly serve as the leaders in “competing on value (quality outcomes) and experience (Carolina Care!).” These are the foundations of who we are and what we do, and those will remain the central core of our good work.

Even with all of this change, you never wavered from your dedication to keeping patients and families first, and for that I am very grateful.

While there are many examples of this focus to choose from, I would like to acknowledge just a few tremendous accomplishments:

OUTSTANDING PATIENT EXPERIENCE AWARD™

Our feedback from patients and families tells us that you are doing an outstanding job, as evidenced by the fact that we received the 2019 Outstanding Patient Experience Award™ from Healthgrades, given to the hospitals that are in the top 15% in the nation for overall patient experience based on HCAHPS scores. We have received this award every year since 2015, a terrific accomplishment. Additionally, UNC Hospitals is ranked second among 93 academic medical centers for Patient Centeredness by Vizient, and is currently at the 91st percentile for the category 'likelihood to recommend the hospital' on HCAHPS scores. I am so proud of these achievements and what they represent even while you are juggling other challenges.

A FOCUS ON EDUCATION

We continue to support our nursing staff in working to obtain their Baccalaureate degree in nursing, as evidence supports a positive relationship between higher levels of nursing education and better patient outcomes. With our focus on this goal of a high percentage of clinical RNs with BSN or higher degrees in Nursing, we ended the 2019 year with a rate of 75% 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 47% 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.

OUTPERFORMING IN PATIENT SAFETY

We have some outstanding patient safety metric outcomes to celebrate! For the sixth time in a row, UNC Hospitals received an "A" for the Leapfrog hospital safety grade. This is considered the gold standard measure of patient safety and is based on 28 different outcome measures and data. In Calendar Year 2019 for nursing quality measures, we achieved several meaningful successes: 77% of inpatient units outperformed the National Database for Nursing Quality Indicators top 25th percentile benchmark for restraint measures; 72% of units outperformed the NDNQI national benchmark for fall prevention; and 68% of units outperformed the NDNQI national benchmark for skin care, putting us in the top 25th percentile benchmark for this indicator. Additionally, our Central Line infection rate, our C. Difficile rate, and our Hospital Acquired Pneumonia rates were all below the ones for last year. These are remarkable achievements and mean such good things for our patients! The nursing team contributes heavily to success in exceeding our organizational quality goals in reducing patient harm. And as we all know, every time these metrics improve, it means more patients are going home because of your good work.

MAGNET® REDESIGNATION

Our document was successfully submitted in August as we work towards our Magnet® redesignation! This is an important milestone on our journey towards our third designation, and particularly impressive as it showcases a multitude of examples of the quality and research projects that you are doing throughout the hospitals, clinics, and procedural areas. The document is a wonderful celebration of examples of outstanding patient care and outcomes. We look forward to welcoming the Magnet appraisal team in 2020 for a site visit as the next step in our journey.



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

Catherine K. Madigan
DNP, RN, NEA-BC
Chief Nursing Officer and
Senior Vice President

As you can tell, I continue to be grateful and extremely proud of the nursing team 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!

Sincerely,

Cathy

Catherine K. Madigan, DNP, RN, NEA-BC
Senior Vice President and Chief Nursing Office,
UNC Medical Center
Chief Nurse Executive, UNC Health



Angela Overman

MSN, RN, NE-BC

Clinical Director

Erica Wolak

MHA, BSN, RN, NE-BC

Senior Clinical Quality Management Engineer

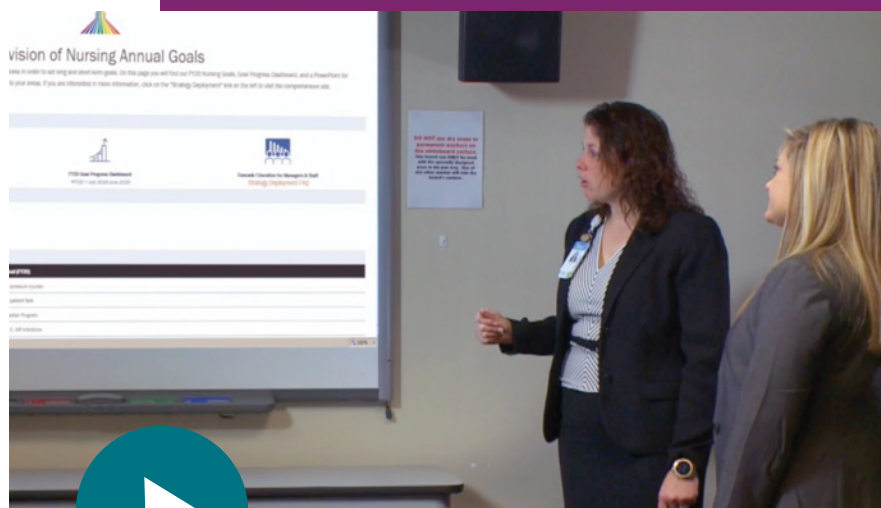
Transformational Leadership

Leading the Way Forward

Developing a strategy to execute the vision for the Division of Nursing takes a village. Dr. Cathy Madigan, Jacqui Harden Jacobs and their leadership team partnered with improvement leaders in Nursing and Operational Efficiency to provide structure to their short-term and long-term goals through a process called Strategy Deployment. It provides structure for goal setting and deployment by creating alignment between an organization's strategic objectives and functions, and it paves the way for more efficient goal achievement for the Division of Nursing.

“It’s important that every staff member knows what our Nursing Goals are, and how their work contributes to the whole.”

Erica Wolak, MHA, BSN, RN, NE-BC
Senior Clinical Quality Management Engineer





Courtney A. Wilson

MHA, BSN, RN, CPN
Clinical Nurse III

Renee Barbee

BSN, RN, CPN
Clinical Nurse III

Structural Empowerment

Helping Families Heal

While opioid use continues to sweep the nation and devastate lives, a light of hope recently began to shine among staff and families in the NC Children's Hospital. A novel treatment protocol called Eat, Sleep, Console was introduced that quickly showed positive results in bringing relief to newborns born of opioid-addicted mothers. The unique and successful techniques used were soon spread to the UNC Health Care Systems sister hospitals and beyond.

“Over a 14 month period, 1,300 fewer doses of morphine were administered. When we saw these results, we felt excited and were compelled to share them with others.”

Courtney A. Wilson, MHA, BSN, RN, CPN
Clinical Nurse III





Suzy O'Leary MSN, RN

Patient Services Manager III

Exemplary Professional Practice

Evolving to Help Our Aging Population

As baby boomers age, their health care needs are projected to place a significant demand on local emergency services. How is UNC Hospital's Hillsborough Campus Emergency Department preparing to meet the need? By pursuing and becoming the first geriatric-accredited ED in the state of North Carolina!

“Our team efforts resulted in an EPIC build of our screenings, now available system-wide in all of our emergency departments across the state.”

Suzy O'Leary, MSN, RN
Patient Services Manager III





Angie Ramsey MSN, RN, CPN

Clinical Nurse IV

New Knowledge, Innovations and Improvement

Enhancing Communication, One Move at a Time

Angie Ramsey loves a challenge. When her manager tasked her with coming up with a way to improve staff interpersonal communication through team building, her creative juices started flowing. Soon, Angie became the inventor of a game that has been sweeping nursing units at UNC Hospitals. Now staff are growing more effective in their communication skills and having fun while doing so!

“Overall, the game incorporates aspects of communication, decision making and scenarios designed to promote mutual respect.

Angie Ramsey, MSN, RN, CPN
Clinical Nurse IV





Enhancing Workplace Safety

Paul B. Perryman, MS, MSN, RN, NE-BC
Associate Director, Inpatient Psychiatry Services

In November 2019, 3,247 UNC Hospitals employees participated in the biannual Patient Safety Culture survey. Some of the survey results showed staff reports of experiencing violence from patients and visitors. When compared to staff reports in the Safety Awareness for Everyone (SAFE) incident reporting system, the frequency was inconsistent with the survey results. These results indicated a need to focus on improving supportive strategies for frontline staff who are the victims of workplace violence (WPV) in addition to improved reporting of events in SAFE.

The Workplace Safety Committee (WSC) is an ongoing intraprofessional committee that uses this data to develop support strategies related to WPV.

BEHAVIOR RESPONSE TEAM (BRT) BOOT CAMP

Based on feedback from frontline staff on the 'BRT End User' survey, the Advanced Life Support Training center in collaboration with members of the Behavioral Response Team Oversight Committee developed a multidisciplinary training for members of the BRT. The BRT members include Hospitals Police, Behavioral Health RNs, House Supervisors, and Physicians. The first half of this class aims to ensure that everyone on the BRT understands

current hospital policies on issues related to Code Walkers, Elopement, and Behavioral Responses; the first steps of the Involuntary Commitment Process; how to incorporate Team STEPPS into the Behavioral Response setting; and basic de-escalation skills. During the second half of this training, the interdisciplinary group learns how to implement advanced physical interventions that assist with safely establishing control of a patient using a team approach. The class ends with a series of case scenarios where the group role plays and applies the skills they learned. Feedback from this class was positive and, as a result, the Advanced Life Support Training Center will be facilitating more of these classes until all BRT members are trained.

SUPPORT FOR REPORTING AND INTOLERANCE OF WORKPLACE VIOLENCE

The WSC completed its design and publication of signs with images of frontline staff and the Executive Leadership team to encourage staff reporting incidents of verbal, physical, and sexual violence in the workplace. Additionally, signage was finalized with a message from the Executive Leadership team stating that UNC Hospitals is a place for healing, and that abusive behaviors towards health care workers will not be tolerated. These signs are located at high-traffic locations such as hospital entrances and admissions areas. The WSC recently met with leadership from the Outpatient Clinics who will also be using these signs throughout the many UNC Hospitals clinic locations.

IMPLEMENTATION OF WORK PLACE SAFETY DEPARTMENT WEBPAGE ON THE INTRANET

This webpage was created as a centralized place for all UNC Hospitals staff to access valuable resources to assist in preventing and managing WPV. Resources provided include all applicable policies and guidelines, previously described signage, as well as high-level and department-specific data and graphs for tracking the numbers and locations of WPV incidents for continued focused improvement efforts.

“ UNC Hospitals is a place for healing, and... abusive behaviors towards health care workers will not be tolerated. ”





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Initial tactics include the implementation of an aggression/violence screening tool for patients on admission to proactively determine who is at higher risk so interventions can be developed.

2020 PLANS

At the end of 2019, the WSC conducted a gap analysis of UNC Hospitals' Workplace Safety Program using the recommendations in the 2019 Joint Commission Sentinel Alert on Workplace Violence as a target state. This gap analysis identified a number of recommendations for improvement, including the following:

Recommendation 1: Clearly define WPV and establish systems across the organization that enable staff to report workplace violence instances, including verbal abuse.

Recommendation 2: Capture, track, and trend all reports of WPV – including verbal abuse and attempted assaults when no harm occurred.

Recommendation 3: Provide appropriate follow-up and support post WPV incident including psychological counseling and trauma-informed care if necessary.

Recommendation 4: Review each case of workplace violence to determine contributing factors. Analyze data related to WPV and worksite conditions to determine priority situations for intervention.

Recommendation 5: Develop quality improvement initiatives to reduce incidents of WPV using data to drive the implementation of cost-effective, evidenced-based solutions.

Recommendation 6: Train all staff in de-escalation, self-defense, and response to emergency codes.

In February 2020, the WSC prioritized and approved its primary goals for calendar year 2020 to include: 'Define and develop a recommended system for follow up and support after workplace violence incidents, to include counseling and trauma-informed care' and 'Develop a process for elevating violent incidents for review and dissemination of lessons learned.' Initial tactics include the implementation of an aggression/violence screening tool for patients on admission to proactively determine who is at higher risk so interventions can be developed and flagging charts in EPIC to ensure relevant high-risk information can be confidentially communicated with all involved in a patient's care to increase awareness and provide specialized interventions.

The WSC is committed to communicate their work and the current state of workplace violence at UNC Hospitals. Resources and data related to workplace violence can be found on the Workplace Safety Program SharePoint site on the intranet at <https://uncmedicalcenter.intranet.unchealthcare.org/dept/WorkplaceSafety/Pages/default.aspx>.

For more information or to join, please contact:

Barbara-Ann Bybel
Barbara-Ann.Bybel@unchealth.unc.edu

Paul Perryman
Paul.Perryman@unchealth.unc.edu

Adam Little

BSN, RN-BC

Patient Services Manager III

Steven Blalock

Peer Support Specialist

A Personalized Roadmap for Recovery

Life offers many lessons. The difficult ones often teach us the most, once we are ready to learn. No one knows this better than Steven. A struggle with alcohol addiction left him believing there was little in life to look forward to. Then he accepted the help of others to discover true meaning and purpose for his life. Now he uses those lessons in partnering with the UNC Hospital Emergency Department team to help patients who are ready to start their journey toward health and a meaningful life.

“ This process works—partly because of the process, and partly because of the tremendous support of the UNC Hospitals leadership team and clinical staff.

Steven Blalock
Peer Support Specialist





In Memory of Steven Blalock

We are deeply grateful for his significant contribution to those seeking to restore true hope, love and peace in their lives.

Carina Salzman

BSN, RN, PCCN

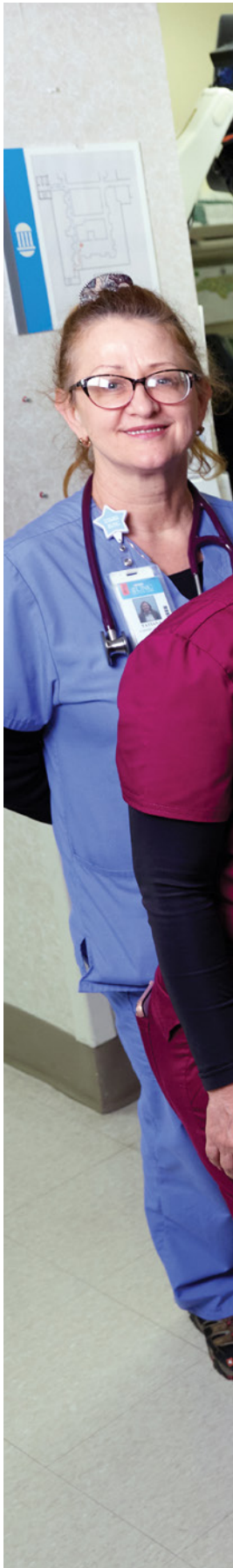
Clinical Nurse III

Celebrating Our Diversity

Diversity comes in many forms and makes our lives better for acknowledging it. 3 Anderson's nursing staff began celebrating their diversity inadvertently, as Carina Salzman simply looked for a way to increase attendance at staff meetings. Then she mentioned food—one of the universal connectors—and everyone stepped up to participate.

“What we all learned is that embracing different cultural traditions, and treating others the same, ultimately created for us a more united and productive team.”

Carina Salzman, BSN, RN, PCCN
Clinical Nurse III





Sharmila Soares-Sardinha

MSN, RN, CCRN

Patient Services Manager III

Tim Werlau

BSN, RN-BC

Clinical Nurse IV

Making Quality Transparent

Quality improvement comes with the territory when it comes to health care. There is no end to pursuing excellence, and Sharmila Soares-Sardinha and Tim Werlau recently led a project that sought to improve quality metric reporting transparency to staff and patients. They are thrilled that this project has yielded a reduction in patient harm and improved patient experience scores.

“Quality TV has created transparency on every unit in Surgery Services where we excel while increasing our opportunities for improvement.”

Tim Werlau, BSN, RN-BC
Clinical Nurse IV







Nursing Staff Recognition Awards

These awards serve as tangible recognition of the countless vital contributions nurses make in support of the patient care, teaching, research and public service missions of UNC Hospitals.

FRIEND OF NURSING



David C. Mayer, MD
Professor of
Anesthesiology and
Professor of Obstetrics
and Gynecology

Vice Chair of
Education,
Anesthesiology

FRIEND OF NURSING



David J. Weber, MD, MPH
Professor of Medicine,
Pediatrics and
Epidemiology

Medical Director,
UNC Hospitals' Departments of
Hospital Epidemiology and Occupational
Health Service

Associate Chief
Medical Officer, UNC
Health Care

COLLABORATIVE COLLEAGUE



Jason Smith, CHESP
Director,
Environmental
Services

FACULTY OF THE YEAR



Maureen Baker, PhD, RN, CNL, CHSE
Clinical Assistant
Professor
University of North
Carolina at Chapel Hill
School of Nursing

SAGE NURSE OF THE YEAR



Gale Hasty, RN
Clinical Nurse II
Oncology Services

NURSE LEADER OF THE YEAR



Brandy Martin, BSN, RN, CPN
Administrative Nursing
Supervisor
Nursing Staffing
Systems

NURSE MANAGER OF THE YEAR



Turkeisha Brown, MSN, RN, NE-BC
Nurse Manager
Medicine Services

“

I continue to be grateful and extremely proud of the nursing team at UNCH for all of their accomplishments and contributions to our patients and team.

Catherine K. Madigan
DNP, RN, NEA-BC
Chief Nursing Officer and
Senior Vice President

ASSISTIVE PERSONNEL OF THE YEAR



Michael Almond
Health Unit
Coordinator
Children's Services



Sonja Carl
Clinical Behavioral
Health Technician
Psychiatry Services



Marie Conteh
Nursing Assistant
Nursing Staffing
Systems



Amy Crisp
Clinical Support
Technician II
Perioperative Services



Kimberly Cross
Clinical Support
Technician II
Heart & Vascular
Services



Ameer Edwards
Health Unit
Coordinator
Medicine Services



Mary Finnan
Clinical Support
Technician II
Women's Services



Priscylla Leao
Administrative
Associate
GI Support Services



Shanell Parris
Administrative Specialist
UNC Center for
Transplant Care



Teresa Roberts
Administrative Specialist
Kidney Pre-Transplant
Program



Jasmin Rice
Health Unit
Coordinator
Emergency Services



Marianne Ruddiman
Health Unit
Coordinator
Surgery Services



Luwam Teame
Clinical Support
Technician I
Oncology Services

NURSE OF THE YEAR



Mae Castor
BSN, RN
Clinical Nurse II
Medicine Services



Lorna Chucran
BSN, RN
Clinical Nurse II
Nursing Staffing
Systems



Charise Deloach
BSN, RN
Clinical Nurse II
Women's Services



Renee Desimone
RN
Clinical Nurse II
Psychiatry Services



Miranda Gerber
BSN, RN, OCN
Clinical Nurse II
Oncology Services



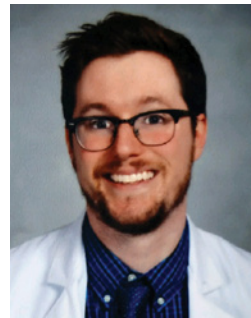
Heather Walsh Jones
BSN, RN-BC
Clinical Nurse III
Surgery Services



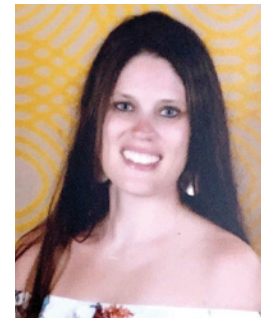
Meghan Maness
BSN, RN, CPN
Clinical Nurse II
Children's Services



Deanna Navarro
BSN, RN
Clinical Nurse III
Acute Dialysis



Kyle Smith
BSN, RN, CEN, CPEN
Clinical Nurse II
Emergency Services



Lindsey Tichenor
BSN, RN, CNOR
Clinical Nurse IV
Perioperative Services



Ibrahim Toronka
BSN, RN, CRRN
Clinical Nurse II
Rehabilitation Center



Amy Wilcox
BSN, RN
Clinical Nurse II
Heart & Vascular
Services

“ Our Nursing team is a reflection of our mission—to be a leader in providing compassionate, quality care focusing on the unique needs of patients and families.

Catherine K. Madigan
DNP, RN, NEA-BC
Chief Nursing Officer and Senior Vice President



Professional Accomplishments



Awards & Appointments

2019 Future is Bright Award, Wound, Ostomy and Continence Nurses Society

Morgan Womble
BSN, RN, CWOCN
Wound, Ostomy, Continence Nurse
Surgery Services

2019 Tayitta Hadar ISCU Interprofessional Award

Nicole Frisk
BSN, RN, CCRN
Clinical Nurse III
Surgery Services

Carolina for the Kids Foundation, UNC Health Foundation

Anna Lyaifer
PhD, RN, CCRN, CLNC
Clinical Nurse IV
Children's Services

Deborah D. Wood Patient Advocacy Award, Carolinas Society for Healthcare Consumer Advocacy

Paige Roberts
MBA, BSN, RN, PCCN
Patient Services Manager III
Surgery Services

Emerging Nurse Leader Award, UNC Hospitals Professional Development Council

Brittany Hawkins
BSN, RN-BC
Clinical Nurse IV
Heart & Vascular Services

Adrienne Leonardelli
MSN, RN-BC
Clinical Nurse II
Psychiatry Services

Jennifer Ragan
BSN, RN, CPN
Clinical Nurse IV
Children's Specialty Clinic

Kelly R. Watson
BSN, RN, CPN
Nurse Coordinator
UNC Center for Transplant Care

Great 100 Nurse, North Carolina Great 100, Inc.

Linda Drogos
BSN, RN-BC, CNML
Patient Services Manager III
Heart & Vascular Services

Tiffany Ellis
BSN, RN, CCRN
Clinical Nurse III
Heart & Vascular Services

Katherine Neighbors
BSN, RN, CPN
Clinical Nurse III
Outpatient Services

Chelsea Werlau
BSN, RN-BC
Clinical Nurse III
Surgery Services

President's Award, United Ostomy Association of America

Lara Leininger
BSN, RN, CWOCN
Wound, Ostomy, Continence Nurse
Surgery Services

Research in Nursing & Health Authorship Award, Southern Nurses Research Society

Cheryl A. Smith-Miller
PhD, RN-BC
Nurse Scientist
Nursing Quality & Research

Vanderbilt University School of Nursing Distinguished Alumni Award

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

Certifications

Ashley Amodei
BSN, RN, CMSRN
Clinical Nurse II
Surgery Services

Katherine Anzinger
BSN, RN, CCRN, TCRN
Clinical Nurse II
Surgery Services

Becca Baldwin
MSN, RN, CPHQ
Quality & Organizational
Excellence Leader
Nursing Quality & Research

Alyssa Beglin
BSN, RN-BC
Clinical Nurse II
Surgery Services

Amanda Brown
RN-BC
Clinical Nurse II
Surgery Services

Abby Burroughs
BSN, RN
Clinical Nurse II
Heart & Vascular Services

Alex Carrico
MSN, RN, TCRN, MICN
Trauma Nurse Educator/Outreach
Coordinator
Emergency Services

Devin Cheek
BSN, RN, CMSRN
Clinical Nurse II
Surgery Services

Michaela Cline
BSN, RN, CMSRN
Clinical Nurse III
Surgery Services

Cristie Dangerfield
MSN, CCRN-K, CNL
Patient Service Manager III
Heart & Vascular Services

Alicia Hobson
BSN, RN, RNC-OB
Clinical Nurse II
Women's Services

Joy Holder
BSN, RN-BC
Clinical Nurse II
Surgery Services

Jessica Kender
BSN, RN, CNOR
Clinical Nurse III
Perioperative Services

Megan Kratzat
BSN, RN
Clinical Nurse II
Heart & Vascular Services

Kathryn Lenz
BSN, RN, PCCN
Clinical Nurse II
Medicine Services

Adrianne Leonardelli
MSN, RN-BC
Clinical Nurse II
Psychiatry Services

Kimberly Lessig
BSN, RN, CMSRN
Clinical Nurse II
Surgery Services

Kali Londa
BSN, RN, PCCN
Clinical Nurse III
Medicine Services

Zack Lopez
BSN, RN
Clinical Nurse II
Heart & Vascular Services

Kelly Lowe
RN-BC
Clinical Nurse II
Surgery Services

Candace Makanda
BSN, RN-BC
Clinical Nurse II
Surgery Services

Laura Maracinkowski
BSN, RN, PCCN
Clinical Nurse II
Medicine Services

John Massengale
RN, PCCN
Clinical Nurse II
Medicine Services

Nicholas Mauriello
BSN, RN-BC
Clinical Nurse II
Surgery Services

Beth McLean
BSN, RN, CPN
RN Care Coordinator
Children's Clinics

Danielle R Miller
BSN, RN, CHFNP
Team Lead LVAD Coordinator
UNC Center for Transplant Care

Lauren Myers-Bromwell
BSN, RN-BC
Clinical Nurse II
Children's Specialty Services -
Raleigh

Leann Oakley
BSN, RN, CMSRN
Clinical Nurse II
Emergency Department - UNC
Hospitals Hillsborough Campus

Jennifer Owen
BSN, RN
Clinical Nurse II
Heart & Vascular Services

Podium Presentations

Zeliha Ozen
MSN, CCRN
Clinical Nurse II
Heart & Vascular Services

Joseph Pareja
BSN, RN-BC
Clinical Nurse II
Surgery Services

Nathan Pearl
BSN, RN, CCRN
Clinical Nurse II
Surgery Services

Ann Sexton
BSN, RN, CWOCN
Wound Ostomy Continence
Nurse
Surgery Services

Tyler Weber
BSN, CCRN
Clinical Nurse II
Heart & Vascular Services

Katherine Williams
BSN, RN-BC
Clinical Nurse III
Medicine Services

Xiaoyan Zhang
RN, CPN
Clinical Nurse II
Children's Clinics

Building a Successful Advanced Program

Managing Heart Failure Patients
NYHA Class I-IV

Danielle Miller
BSN, RN, CHFNP
Transplant Nurse Coordinator
UNC Center for Transplant Care

Building a Unit Culture of Positivity

Neonatal and Pediatric Critical
Care Conference: Leading,
Growing, Learning

Ashley Amodei
BSN, RN
Clinical Nurse II
Surgery Services

Michaela Cline
BSN, RN, CMSRN
Clinical Nurse III
Surgery Services

Creating a Latino Kidney Transplant Clinic at UNCH

UNC School of Medicine Ethical
Issues in Caring for the Underserved:
The Vulnerable, Marginalized
and Forgotten

Marilyn Hanson
MSN, RN
Transplant Nurse Coordinator
UNC Center for Transplant Care

Diabetes Education and the Power of Play

Triangle Physician Endocrine
Consortium

Michelle Curl
BSN, RN, CDE
Nursing Coordinator
Children's Clinics

Early Stage Transplant Education Program

Duke Transplant Advanced Practice
Provider Bootcamp

Leonard Jason Lobo, MD
Medical Director
Pulmonary Transplant and Interstitial
Lung Disease

Kelly Watson
BSN, RN, CPN
Transplant Nurse Coordinator
UNC Center for Transplant Care

Engage Your Team in an Upward Spiral of Resilience

UNC Nurse Leadership Institute

Paige Roberts
MBA, BSN, RN, PCCN
Patient Services Manager III
Surgery Services

Improving Outcomes for Patients Admitted Through the Emergency Department: Implementation of a Standardized Report Process

NCONL Annual Conference and
Meeting

Eric Wolak
DNP, MHA, RN, NEA-BC
Director
Medicine and Oncology Services

Nursing the Planet

Vizient/AACN Nurse Residency
Program National Conference

Noemi Arias
BSN, RN
Clinical Nurse II
Children's Services

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

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

Podium Presentations (continued)

Oh, the Places You Can Go!: Using Evidence to Create a Positive Difference in Nursing

NCONL Annual Conference and Meeting

Paige Roberts

MBA, BSN, RN, PCCN
Patient Services Manager III
Surgery Services

Promoting Sleep Through Quiet Time at UNC Hospitals

UNC School of Medicine Sleep Symposium

Christine Hedges

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

Quiet Time: Reducing Noise to Improve Patient Care

IHQI Speaker Series: Sustaining and Spreading Improvement

Christine Hedges

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Registered Nurse's Role in Hepatology Practice

AASLD 2019 Liver Meeting

Lisa K Hardee

MSN, RN, CGRN
Nursing Coordinator

Strategies Implemented on a GI unit to Combat Staff Stress and Burnout; and to Promote Resiliency, Engagement & Retention

Philippine Nurses Association of North Carolina Conference

Agnes Royal

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

Time Management

UNC Nurse Leadership Institute

Erica Wolak

MHA, BSN, RN, NE-BC
Senior Quality Management Engineer, Nursing Quality and Research

VAD Population and Team Management: Pearls and Pitfalls

N.C. Partnership Summit

Danielle Miller

BSN, RN, CHFN
Transplant Nurse Coordinator
UNC Center for Transplant Care

Your Glass is Half Full: Applying the Evidence to Create an Upward Spiral of Resilience

Carolinas Society for Healthcare Consumer Advocacy's 36th Annual Conference

Paige Roberts

MBA, BSN, RN, PCCN
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Poster Presentations

A Beacon of Resilience: Using the Evidence for Positive Reinforcement on the Frontline

American Association of Critical-Care Nurses National Teaching Institute & Critical Care Exposition

Linnea Van Pelt
BSN, RN, CMSRN, OCN
Clinical Nurse IV
Surgery Services

Paige Roberts
MBA, BSN, RN, PCCN
Patient Services Manager III
Surgery Services

Timothy Werlau
BSN, RN-BC
Clinical Nurse IV
Surgery Services

Addressing Education Gaps Using A3 Thinking and Interprofessional Collaboration

112th NCNA Annual Convention
North Carolina Association for Healthcare Quality Conference

Jessica Glazier
MSN, RN, CMSRN
Clinical Nurse Education Specialist
Nursing Practice and Professional Development

Turkeisha Brown
MSN, RN, NE-BC
Patient Services Manager III
Medicine Services

Creating a Latino Kidney Transplant Clinic at UNC Hospitals

UNC Hospitals Quality Expo

Marilyn Hanson
MSN, RN
Transplant Nurse Coordinator
UNC Center for Transplant Care

Good Things Come in Threes: Applying a Simple Evidence-Based Tool to Build Staff Resilience

6th Annual Innovation at the Point of Care: Celebrating Quality & Research Conference

American Association of Critical-Care Nurses National Teaching Institute & Critical Care Exposition

School of Medicine Wellness
Scholarship Expo

Haley Hamilton
BSN, RN, CMSRN
Clinical Nurse II
Surgery Services

Linnea Van Pelt
BSN, RN, CMSRN, OCN
Clinical Nurse IV
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Improving Outcomes for Patients Admitted Through the Emergency Department: Implementation of a Standardized Report Process

6th Annual Innovation at the Point of Care: Celebrating Quality & Research Conference

Eric Wolak
DNP, MHA, RN, NEA-BC
Director
Medicine and Oncology Services

Improving the Patient Education Process in Medicine and Inpatient Oncology

UNC Hospitals Quality Expo

Kate Rowe
MSN, RN, PCCN
Clinical Nurse IV
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Eric Wolak
DNP, MHA, RN, NEA-BC
Director
Medicine and Oncology Services

LETTER

MAGNET® STORIES

FEATURE STORY

STAFF PROFILES

STAFF AWARDS

ACCOMPLISHMENTS

Poster Presentations (continued)

Let's Play! A Diabetes Education Board Game

79th American Diabetes Association
Scientific Sessions

Michelle Curl

BSN, RN, CDCES
Nursing Coordinator
Children's Clinics

Nursing the Planet

UNC Hospitals Quality Expo

Noemi Arias

BSN, RN
Clinical Nurse II
Children's Services

Haley Gandsey

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Clinical Nurse II
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Thomas Haire

BSN, RN, CPN
Clinical Nurse II
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Pain Management in the Trauma Patient Population

UNC Hospitals Quality Expo

Bailey Allen

RN
Clinical Nurse I
Surgery Services

Rebecca Shaw

MA, BSN, RN-BC
Clinical Nurse IV
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Reducing Central-Line Blood Stream Infections (CLABSI) Through a Spread of Innovations Initiative

UNC Hospitals Quality Expo

Tracy Carroll

MSN, RN, NE-BC, CMSRN
Director
Heart and Vascular Services

Melanie Dawes

MBA, MHA, RN, NE-BC
Director
Children's Hospital

Shelley Summerlin-Long

BSN, MPH, MSW, RN
Clinical Senior Management Engineer
Epidemiology

Christa Clark

BSN, RN, CIC, CCRN
Infection Prevention Nurse
Epidemiology

Becca Baldwin

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Quality & Organizational Excellence
Leader, Nursing Quality & Research

Spread of Innovations: Patient Engaged Report

UNC Hospitals Quality Expo

Kathy Wood

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Surgery Services Pressure Injury Prevention Project: Standard Care for Nasogastric Tubes to Prevent Medical Device-Related Pressure Injuries on the Nose

UNC Hospitals Quality Expo

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Excellence Leader
Performance Improvement &
Patient Safety

The Success of the Customized Mentoring Program in the Newborn Critical Care Center

19th National Neonatal Nurses
Conference

35th Annual National Association of
Neonatal Nurses Conference

6th Annual Innovation at the Point of
Care: Celebrating Quality & Research
Conference

Anna Lyaifer

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Erica Van Inwagen

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Publications

Impact of a quality improvement initiative to optimize the discharge process of pediatric gastroenterology patients at an academic children's hospital.

Moo-Young, J., Sylvester, F., Dancel, R., Galin, S., Troxler, H., & Bradford, K. (2019). *Pediatric Quality and Safety*. Sep-Oct;4(5):e213. doi: 10.1097/pq9.0000000000000213

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Francisco Sylvester, MD

Sheryl Galin

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Heidi Troxler

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Kathy Bradford, MD

Managing insomnia in older adults.

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Maximizing the benefit of quality improvement activities: A spread of innovations model.

Wolak, E., Overman, A., Willis, B., Hedges, C. & Spivak, G. (2019). *Journal of Nursing Care Quality*. 2020 Jul/Sep 35(3):199-205. doi: 10.1097/NCQ.0000000000000438.

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Glen Spivak, MBA

System VP for Enterprise Support

Services

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Nursing Quality & Research

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[NAN.0000000000000337](https://doi.org/10.1097/NAN.0000000000000337)

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Response to violence.

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Jeffery Strickler

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Desai, C. S., Vonderau, J. S., Ma, X.,

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Chirag Desai, MD

Jennifer Vonderau, MD

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The space between: Transformative learning and Type 2 Diabetes self-management.

Smith-Miller, C.A., Berry, D., Miller,

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[org/10.1002/nur.2197](https://doi.org/10.1002/nur.2197)

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Research Projects

Assessing the Feasibility of Nurse's Use of a Post-extubation Dysphagia Screening Tool in the ICU

Judith Strubin

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Development

ED nurses' willingness and disaster preparedness perceptions of Ebola patient care at two hospitals

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Effect of High-Fidelity Simulation on New Graduate Nurse Confidence

Laura Marcinkowski

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Efficiency in the Operating Room

Rebecca Cintron

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Implementation of Advance Directive Screening Education in the Hospital Setting

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Implementing SAFEPLAN: A Communication Template for Emergency Nurses Caring for Psychiatric Patients

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Improving Emergency Department Length of Stay for Admitted Patients through the Implementation of a Standardized Report Process: A DNP Quality Improvement Project

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Is Nurse Intuition an Indicator for Patient Deterioration?

Ila Mapp

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Optimizing Nursing Response to In-Hospital Cardiac Arrest Events using In-Situ Simulation

Sarah Adcock

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Pathways to Diagnosis of Endometriosis among Women of Different Socioeconomic Statuses and Races

Martha Grace Cromeens

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Reliability of Non-Contact Infrared Thermometers in a Pediatric Post Anesthesia Care Unit

Annemarie Funt

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Standardized Universal Screening for Postpartum Depression in NICU Mothers

Clive Tucceri

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Telemedicine Visit with Pre- and Post-Liver Transplant Population

Amelia Milukas

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The Paci Trials

Jelena Kostic

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Using Vocera to Improve Interprofessional Collaboration on 4 Oncology

Jennifer Haley

BSN, RN
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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.

Catherine K. Madigan
DNP, RN, NEA-BC
Chief Nursing Officer and Senior Vice President



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