
Nursing excellence in FY20

Fiscal year 2020: Oct. 1, 2019–Sept. 30, 2020





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Note: This report spans a time frame in which COVID-19 protocols went into effect

Thank you for bringing our Prisma Health purpose to life:
Inspire health. Serve with compassion. Be the difference.

Nursing editor: Krista Vaughan, BSN, RN, NPD-BC

On the cover: RN Hilda Mateo Lugo works at the Heart Hospital at Richland Hospital.

Message from the Senior Vice President and Chief Nursing Officer



During these challenging times in healthcare, it is good to know that no matter what difficulties we face, we can beat the odds when we have the "A" team on our side.

Knowledge, skill, experience and heart: That is our lineup. It is what is needed to fight diseases both chronic and acute. It is what we need to overcome the despair of a patient suffering from a lifelong illness. It is what we give to a mother who fears for the well-being of her child, how we come together as a team when we fight for the life of a patient who is the victim of trauma.

And it is how we will beat this devastating virus that has spread across our land.

Understanding, skill, experience and heart are what leaders bring to the field in support of the team. Negotiating, optimizing and coaching are needed to provide the resources to strengthen the team. And when we bring our leaders and team members together, with the same goal and the same game plan, we are united – and we are unstoppable. We fight on behalf of our patients, our families and our communities.

As we battle the COVID-19 pandemic, we fight on behalf of our world.

And we will win this battle. I have seen the courageous work of all our caregivers as we stretched ratios, created alternate sites of care and worked longer days than we could have ever imagined. As we do this work, pain is relieved, fear is quieted, suffering is eased.

This is the work of healthcare. This is the charge of nursing. I am confident in the outcome because I know that we are on the winning side. We have the right plan, the right team, and we will prevail.

As we look back at the extraordinary year we experienced – together – we can be thankful that we had the heart to make it through, and we can find gratitude and joy in the anticipation of the new opportunities that lie ahead.

With care,

A handwritten signature in black ink that reads "Carolyn Swinton". The signature is written in a cursive, flowing style.

Carolyn Swinton, MN, RN, NEA-BC, FACHE

Senior Vice President and Chief Nursing Officer, Prisma Health

"The harder the conflict, the more glorious the triumph. What we obtain too cheap, we esteem too lightly; it is dearness only that gives everything its value. I love the man that can smile in trouble, that can gather strength from distress and grow."

– Thomas Paine

Nursing Strategic Plan for fiscal years 2020–2022

Through our commitment to nursing excellence by leading and empowering an innovative team and by advancing the nursing profession, we strive to bring to life the Prisma Health purpose: *Inspire health. Serve with compassion. Be the difference.*

Leadership

Develop superior, transformational leaders who inspire and advance the nursing profession in an environment and culture of professionalism, compassion, and nursing excellence.

- Promote diversity and inclusion of leadership abilities for decision-making and team member engagement.
- Implement and encourage use of leader learning opportunities to expand leadership development and experience through learning labs and mentoring opportunities.

Quality and patient experience

Create a patient-centered experience by cultivating highly reliable performance via achieving and sustaining zero harm through the relentless pursuit of excellence.

- Ensure use of evidence-based practice (EBP).
- Understand the impact of nursing care in preventing patient harm.
- Improve patient experience through use of hourly and nurse/physician rounding, bedside shift report, and connection to purpose.
- Integrate/interpret data to conduct process improvement at the unit level.
- Incorporate unit-specific quality data in service line shared governance councils.

Nursing education

Create a learning environment for nurses to apply EBP to ensure safe, timely and exceptional nursing care.

- Standardize practice.
- Use data to inform decisions/create curriculum.
- Commit to growth and development of current and future nursing generations through clinical training and mentorship.

Nursing research

Create a culture of inquiry and curiosity with research/EBP and advance the nursing profession by generating new knowledge.

- Mentor and empower clinical nurses to:
 - Enhance their understanding of nursing research.
 - Knowledgeably critique and synthesize EBP and nursing research.
 - Participate in and/or conduct EBP nursing research.
- Support nurses in implementing and disseminating EBP through poster/podium presentations and publications.
- Provide infrastructure and support to encourage and support EBP research, as well as implement EBP research findings.

Staffing and finance

Optimize workforce models to:

- Recruit, engage and retain top talent.
- Achieve optimal balance between quality and cost.
- Become nationally recognized as a “Best Place to Work.”
- Meet productivity and financial goals for nursing and the organization.
- Implement patient acuity tools for team member assignments.
- Educate and engage team members on budget and finance processes to become strong financial stewards.

Nursing Shared Governance: A year of transition

Nurses across Prisma Health were excited to learn about our new structure for the Shared Governance Councils in 2020.

Our nursing philosophy supports the belief that the team members closest to patient care (i.e., clinical nurses) are the best people to be involved in shared decision-making about improving healthcare outcomes and the professional practice environment. When front-line clinical nurses are empowered to make decisions, they are more likely to take ownership and responsibility for their practice.

Shared governance promotes joint accountability and responsibility for making decisions that affect nursing practice. It is a key component of nursing excellence outlined in the principles of the Magnet® Recognition and Pathways to Excellence® programs from the American Nurses Credentialing Center.

Council members received detailed information about the new structure and the role they will play. Beginning in January, the second Wednesday of the month was designated Nursing Shared Governance Day across Prisma Health, with Campus Councils meeting in the third week and Unit Councils meeting in the third and fourth weeks. This cadence allows for two-way communication between front-line nurses and the councils responsible for decision-making.

FY20 Coordinating Council members:

Leadership – Lauren Brodie, NM, Moultrie Suite, Heart Hospital (Richland Hospital); Tracy Draganic, NM, The Family Birthplace, Patewood Hospital

Research – Christina Dye, RN, Internal Resource Pool, Greenville Memorial Hospital

Professional Development – Tara Evans, RN, PACU, Baptist Hospital; Caitlin Marshall, RN, The Family Birthplace, Greenville Memorial Hospital

Informatics & Technology – Sarah Knorr, RN, Neuro ICU, Richland Hospital; Jody Booth, RN, Trauma ICU, Greenville Memorial Hospital

Practice Excellence – Stephanie Pittman, RN, Parkridge Women’s Services; Christy McJunkin, RN, Pediatric Intermediate, Greenville Memorial Hospital; Kristin Riley, RN, ICU/CCU Greenville Memorial Hospital

APP Council (Midland’s Only) – Patrick Todd, NP, PH-USC Orthopedic Center-Orthopedic Trauma

Coordinating Council – Georgia Altus, RN, MICU, Richland Hospital; Katrina Thompson, RN, GI Lab, Greenville Memorial Hospital



Names of chairs for each Campus Council are listed on individual hospital pages.

Nursing by the numbers at Prisma Health



Number of nurses: 7,978
7,645 RNs (1,179 PRN)
333 LPNs (36 PRN)



New nurse hires: 1,265
1,070 FT/PT
195 PRN



Retention rate: 84%
88% FT/PT
66% PRN



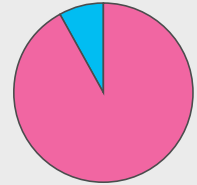
Terminations: 1,249
835 FT/PT
414 PRN



Turnover rate: 16%
(voluntary and involuntary)
12% FT/PT
34% PRN

Gender

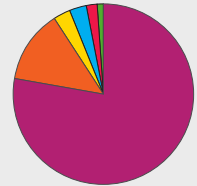
92% Female
8% Male



7,314 Female
662 Male
2 Unspecified

Race/Ethnicity

78% White
13% Black
3% Two or more races
3% Asian
2% Hispanic/Latino
1% American Indian/Native Alaskan,
Native Hawaiian/Pacific Islander, unspecified



Professional Nursing Clinical Ladder Program

Our Clinical Ladder Program replaces both the CARE and ASCEND programs for clinical bedside nurses. The program supports the Nursing Strategic Plan specific to recruitment and retention of RNs, in addition to professional growth and development that further supports quality care. The ladder recognizes clinical excellence for bedside practice, enhances team member satisfaction and validates professional nursing activity representative of Magnet concepts of nursing excellence.

Baptist Easley Hospital

Samantha Blackwood, Level II
Stephanie Purcell, Level II

Greenville

Jessica Anderson, Level II
Kelley Anderson, Level II
Rachel Banta, Level IV
Baileyanne Bennett, Level IV
Francie Caldwell, Level II
Lauren Chasteen, Level IV
Maria Coll-Perez, Level II
Dominic Collaretti, Level II
Richelle Crews, Level II
Breanna Dalmolin, Level IV
Taylor Fowler, Level II
Laurynn Gorski, Level II
Sharon Grant, Level IV
Cayla Hahn, Level II
Jessica Hendrix, Level II
Kelli Kubitschek, Level IV
Tyler Layton, Level II
Nina Lee-Pittman, Level IV
Timothy Malinowski Jr., Level II
Ellyn Marionneaux, Level II
Constance Martinez, Level II
Stacey Masse, Level IV
Sheena McBride, Level II
Morgan McCarty, Level II
Jennifer Melton, Level IV
Jessica Mills, Level IV
Morgan Onley, Level II
Mary Sansbury, Level II
Cynthia Sharrock, Level II
Noelani Simmons, Level II
Brandy Smith, Level II

Chandler Smith, Level III
Taylor Tucker, Level IV
Erica West, Level II
Dorothy Williams, Level IV

Greer

Tammy Barger, Level IV
Heather Killingsworth, Level IV
Megan Reid, Level IV
Nancy Smith, Level IV
Brandy Williams, Level II

Hillcrest

Traci Dewald, Level II
Angela Moore, Level II

Oconee

Shannon Freeman, Level II
Heather Galbreath, Level II
Julie Marcengill, Level II
Sandra Marcengill, Level II
Jill Sandifer, Level IV
Sara Smith, Level II

Patewood

Ashley Adams, Level II
Leah Ballard, Level II
Sandra Berryhill, Level III
Suzanne Betz, Level II
Monica Boada-Cordova, Level II
Robyn Dicks, Level II
Kathy Duncan, Level II
Angela Ezzelarb, Level II
Karen Frizzell, Level II
Ann Goodman, Level II

Heather Gosnell, Level II
Hannah Hammond, Level II
Lauren Harper, Level IV
Gabrielle Hinson, Level III
Heather Hooper, Level III
Michelle Johnson, Level II
Megan Kennedy, Level IV
Debbie Laird, Level II
Karen Maner, Level II
Susan McCall, Level II
Theresa McNair, Level II
Amber Miller, Level II
Christa Moormeier, Level II
Caitlyn Pourcho, Level IV
Michele Pruitt, Level II
Margaret Ranck, Level II
Susan Rogers, Level II
Robyn Roof, Level II
Erica Santana, Level IV
Amy Smith, Level II
Ashley Talmage, Level II
Karen Taylor, Level II
Rebecca Taylor, Level III
Jennifer Tice, Level II
Jacqueline Waldrop, Level II
Rebecca Wilke, Level II
Kayla Williamson, Level II

Richland

Cecilia Burton, Level IV
Crystal Price, Level III
Lindsey Watts, Level II

Tuomey

Merry Hopkins, Level II
Allison Wharton, Level II



Congratulations to these exemplary teammates for their dedication and commitment in bringing our purpose to life.

Nursing recognition awards

All award recipients below are RNs unless noted otherwise.

DAISY recipients

Baptist Hospital: Aysia Cotton, Behavioral Health; Nichole Carvelho, Behavioral Health; Lee Boyd, Endoscopy; Brandon McCray, 8th Medical Surgical

Baptist Easley Hospital: DAISY program begins in 2021!

Baptist Parkridge Hospital: Victoria Doctor, ED; Judy McMahan, ED; Sarah Hendrix, Women's Services

Greenville Memorial Hospital: Christina Dye, Internal Resource Pool; Taylor Tucker, Emergency Trauma Center; Amber Walston, NP, Pediatric Specialty; Cindy Crowe, Medicine Clinics; **Team Award:** Adult Vascular Access Team

Greer Memorial Hospital: Sheila Bivens Davis, The Family Birthplace

Hillcrest Hospital: Tracey Hoffert, ICU; Kymberly Morales, Periop Department; Robby Cummings, Nuclear Medicine; Kelly Daigle, ED; Lauren Forrester, Medical-Surgical; **Team Award:** Hillcrest ICU

Laurens County Hospital: Daria Hughes, The Family Birthplace; **Team Award:** ED

Oconee Memorial Hospital: Sara Barker, The Family Birthplace; Grady Kelly and Meredith Simpson, Recovery Room; Venita Elkins, ICU Intermediate; **Team Award:** The Family Birthplace

Patewood Hospital: Kathy Duncan, The Family Birthplace

Richland Hospital: Jessica Eaddy, Infants & Toddlers; Kiley King, NICU; Janine Blevins, Surgery; Savannah Broach, STICU; Dianne Matlock, Patient Care Administration; Felicia Wesley, L&D

Tuomey Hospital: Brad Guldán, Medical Stepdown Unit; Kristina Keller, Outpatient Surgery Center; Kristin Cronin, ICU; Erica Freeman, Family Place; Carmen Mullins, ICU; Kristian Pritchard, L&D; Renee Geddings, Surgical Inpatient; Kristy Smith, Medical Surgical

Prisma Health Corporate: Dianne Matlock, Engagement Practice Coach



Click here

For pictures and to learn more about the DAISY Award, go to:
<https://sway.office.com/ZUDBkfyMg8xjpidL?ref=Link>

Nursing Excellence awards

Ambulatory areas – Leadership: Amanda Westhart; **Clinical:** Amanda Buckelew; **Rising Star:** Morgan Williams

Baptist Easley Hospital – Leadership: Donna McIntire; **Inpatient:** Kate Bowers; **Rising Star:** Juiana Topel;
Support Partner: Sam Jackson (non-RN)

Greenville Memorial Hospital – Specialty RN: Ellen Kennedy; **Support Partner:** Emaleigh Beeler (non-RN);
Rising Star: Parker Smith; **Inpatient:** Laureen Chasteen; **Leadership:** Cassie Mueller; **Outpatient:** Julia Nichols;
Ambulatory: Tori Settle

Greer Memorial Hospital – Inpatient: Susan Clark; **Outpatient:** Elaine Lipscomb; **Ambulatory:** Sabrina Brown;
Specialty: Rachel Stauffer; **Leadership:** Dedra Ray; **Rising Star:** Ashtyn Laserna

Laurens County Hospital – Inpatient: Meredith Sims; **Outpatient:** Patty Reagin; **Rising Star:** Emily Randolph;
Leadership: Kayla Staton; **Specialty:** Aubrey Rodriguez, NP

North Greenville Hospital – Leadership: Colt Shope; **Rising Star:** Jordan Rodriguez; **Inpatient:** Felicia Leese;
Specialty: Nadine Mulligan

Oconee Memorial Hospital – Specialty: Mary Boggs; **Outpatient:** Kimberly Boyer; **Support Partner:** Cherlyn Brown (non-RN); **Inpatient:** Amanda Griswold; **Leadership:** Joni Metler

Patewood Hospital – Inpatient: Theresa McNair; **Outpatient:** Greg Barger; **Specialty:** Kerrie Roberson; **Support Partner:** Tracy Meeks (non-RN); **Leadership:** Bettina Keasler; **Rising Star:** Tara Hamilton

For pictures and to learn more about Nursing Excellence awards, go to:
<https://sway.office.com/GG1O4yiFd15cVKKM?ref=Link&loc=mysways>

Click here

Palmetto Gold winners

Prisma Health Corporate: Ann R. Shelton; **Richland Hospital:** Jeanne Huntley, Sheila Lyle, Tonya Sanchez, Carrisa Walter, Megan Turner Beza; **Tuomey Hospital:** Barbara Kenawy

For pictures and to learn more about Palmetto Gold,
<https://sway.office.com/jBSeyi5DBEI3GYLA?ref=Link>

Click here

What is a Professional Practice Model?

A Professional Practice Model (PPM) is a schematic rendering of a theory, phenomenon or system depicting how nurses practice, collaborate, communicate and develop professionally. It supports nurses' control over care delivery and the environment in which that care is given. These models center on the caring relationship between nurses and patients.



Prisma Health Baptist, Baptist Parkridge, Richland and Tuomey hospitals use the “patient- and family-centered, team-based care” model.

Nurses agree to collaborate with other disciplines, provide safe patient-focused care, and use evidence-based practices and protocols. They pledge to distinguish themselves as professionals, improve patient outcomes and use their voice through the shared decision-making model of an “excellence designated” hospital team.

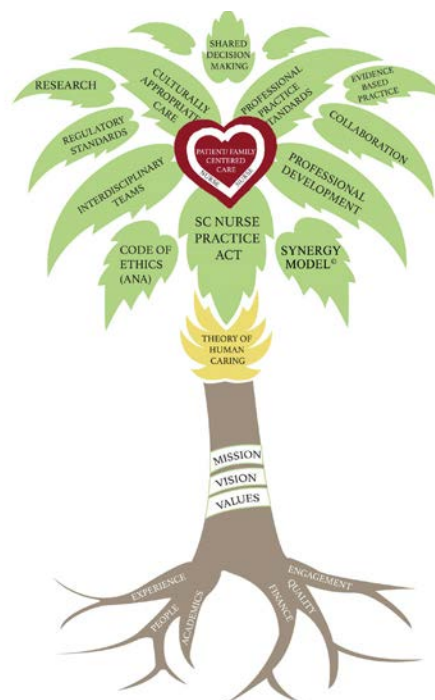


The PPM used by nurses at **Prisma Health Baptist Easley, North Greenville and Oconee Memorial hospitals** is also based on patient- and family-centered care.

Their depiction includes hands holding a starburst to symbolize their vision to transform healthcare by remaining committed to nursing excellence through leadership, knowledge, caring and innovation. Care is respectful of and responsive to each patient's preferences, needs and values. The hands represent human touch as the basis for care in a supportive, healing environment. The sunburst acknowledges that elements such as regulatory standards, evidence-based practices and social support are factors in that care.

Nurses at **Prisma Health Greenville Memorial, Hillcrest and Patewood hospitals** use a depiction of a tree whose roots are experience, people, academics, finance, quality and engagement.

The image is built on a vision of transforming healthcare by a dedication to nursing excellence. The essential components of nursing practice, while independent, ultimately come together at the heart of the structure, illustrating a commitment to patients to provide care respectful of and responsive to their unique needs, preferences and values. The clinical nurse promotes, advocates for and strives to protect the health, safety and rights of every patient.



Nursing Vision: Transforming Health Care by Our Commitment to Nursing Excellence

Prisma Health Greer Memorial Hospital nurses are committed to excellence through caring, leadership, knowledge and innovation.

Their model of diverse hands reaching toward each other in the shape of a heart symbolizes the caring center of patient care; the hands represent all stakeholders, including clinicians. A transpersonal caring relationship goes beyond ego to higher “spiritual” caring created by “caring moments,” including a pledge to protect human dignity, honor one another’s needs and help those in need.



COMMITMENT TO NURSING EXCELLENCE

THROUGH CARING, LEADERSHIP, KNOWLEDGE & INNOVATION

A PPM is the driving force of nursing practice – it “connects the dots” between professional concepts and practice. Eleven Prisma Health campuses have adopted a PPM displaying the components that nurses in each hospital value most.

Ambulatory Services



Nursing leadership

Jenn Turner, MSN, RN

Jenn became Vice President of Ambulatory Nursing and Virtual Health in May 2020, including Medical Group practices in Greenville, Columbia and Sumter. She is a graduate of Greenville Technical College, Clemson University and University of Phoenix; her nursing background includes emergency services (both adult and pediatric) and urgent care.

Nursing excellence examples

COVID-19 response

Mindy Martin, LPN, Practice Manager of Family Medicine–Forest Drive, has been on the front line of the COVID-19 effort since the pandemic began. She spent many weekends at community testing sites, supporting her team and encouraging their participation in these events.

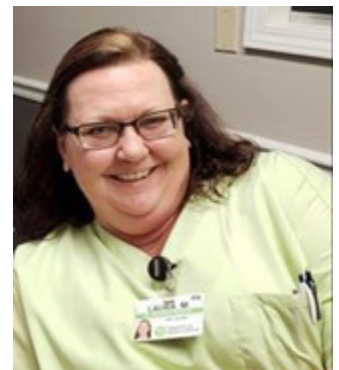


Focus on population health

Physician practices in the rural Upstate saw a need to increase transitional care to the community. Thinking outside the box, the group centralized this endeavor, maximizing the bandwidth of the nurse to perform essential assessments and reduce care gaps. Laura Moore, MHA, BSN, RN, led these efforts and experienced progressive improvement in the rate of completion of Transitions of Care encounters, resulting in decreased readmission rates and improved continuity of care. Laura was recognized with a Nursing Excellence award for Specialty nursing care in the ambulatory setting.

Stepping up in time of need

From collecting samples at drive-thru testing sites to speaking with those anxious to navigate their COVID-19 quarantine, seek care or return to work safely, nurses rose to the occasion. Often with little notice and no precedent, nurses from the Medical Group spent their time off meeting this need. Tammie Lord, BS, RN, Patient Safety and Quality Coordinator, continues to lead and coordinate these efforts.

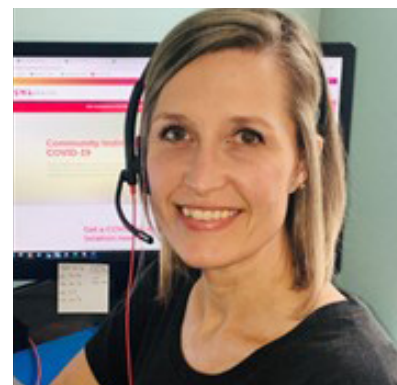


Physician practices in the rural Upstate saw a need to increase transitional care to the community. The group centralized this endeavor, maximizing the bandwidth of the nurse to perform essential assessments and reduce care gaps.

Just a phone call away

As Manager of Telephone Triage, Wendy Watson, BSN, RN, CPEN, approaches challenges with enthusiasm and vigor. The idea for the Community Outreach Hotline was birthed from a need to decompress ED back lines early in the pandemic so that the department could focus on direct patient care. In taking on the task, the Nurse Triage team embraced a tripled workload – without any increase in staffing. Coming into her role as the pandemic began, Kelli Morrison, BSN, RN, Assistant Nurse Manager, has proven invaluable. She shows up as a leader who helps shoulder the increased workload without a second thought.

Over time, the hotline has become Prisma Health’s connection to the people we serve. From COVID-19 symptom management to testing recommendations, visitation concerns to vaccine scheduling, there is scarcely an area the hotline doesn’t touch. Despite long hours and the mental fatigue that comes with such high-stakes work, this group of nurses has never lacked the one ingredient making them so successful: compassion.



Ambulatory Services nurses from the Midlands’ region in collaboration with the National Guard and Prisma Health Accountable Communities, has provided weekly COVID-19 testing for the community.

Quality and empirical outcomes

- Medical Group nurses addressed gaps in hypertension control by applying MAP principles (**M**easure accurately, **A**ct rapidly, **P**artner with patients). By focusing on techniques to measure blood pressure accurately, the risk of HTN-related complications has been reduced for patients.
- Improving the screening process for suicidal ideation has involved removing personal bias and addressing barriers. By recruiting nursing volunteers to work on focus groups, Ambulatory Services has begun to move the mark on compliance by performing suicidal risk screenings regularly and with accuracy.
- Assessing for falls risk in physician practices has organization-wide implications. Led by Lena Warner, MN, RN, Ambulatory Clinical Practice Specialist, nursing has worked diligently to improve the screening process at each visit. Plus, all falls in the ambulatory setting have been carefully reviewed to determine and correct their root cause.



Post-Acute Services



Nursing leadership

Laura Burke, MBA, BSN, RN

Laura became Executive Director/CNO of Post-Acute Services in July 2020. She oversees Prisma Health services including Hospice, Home Health, EMS, Case Management, SNF and PACE. She is a graduate of Northwood University and University of Detroit Mercy. Her nursing background includes critical care, emergency, medical-surgical, home care, trauma and emergency management. Laura also served as a volunteer firefighter and first responder.

Nursing excellence examples

- During the summer, Lila Doyle residents enjoyed a parade while sitting outside the skilled nursing facility where families and friends could drive by to see their loved ones.
- “The house that Geralyn built”: Joseph Mitchell had experienced much trauma in his life, including a landlord who was taking financial advantage of him. His living conditions were horrible; he had no furniture and little food. Kell Culclasure, RN, with Prisma Health Tuomey Home Health, collaborated with social worker Geralyn Coleman to secure him not only a fully furnished apartment that he could afford, but also an ID card from the DMV, which he said made him “feel like a person now.”



“Thank you,
Tuomey’s angels!
I don’t know what
I’ve done in life to
deserve you guys
as friends.”

– Joseph Mitchell
(Home Health patient)

The Home Health team worked to furnish his apartment, including cooking utensils and food. With the move, Joseph was within walking distance of much-needed healthcare and a pharmacy, and was able to get healthier in a place where he felt safe and secure.

Susan Arrants, manager of the Sumter office, said it’s not unusual for everyone on the team to pitch in. “It makes my heart swell to think of everything my team does in this community. *Inspire health. Serve with compassion. Be the difference.* We are doing all of that all the time!”

Quality and empirical outcomes

Quality and Patient Safety Dashboard (rolling 12-month performance end of FY20)

Care setting	Goal score	Weighting	Prior period clinical outcome score	Clinical outcome score
Post-Acute quality	5	10%	120	120
Prisma Health overall (Target = 100)	5	100%	100	110

Acute Care



Nursing leadership

Patricia "Pidge" Lohr, DNP, RN, CENP, joined Prisma Health in August 2020 as VP and CNO for Acute Care. She reports to Senior VP and CNO Carolyn Swinton, MN, RN, NEA-BC, FACHE, and is responsible for supporting other CNOs in their leadership of the 12 acute care hospital campuses for Prisma Health.

Pidge works to ensure high-quality patient care by enhancing interdisciplinary collaboration; streamlining operations; aligning standards of care in nursing; and providing strong communication among nurses, physicians, other caregivers and administrators throughout Prisma Health.

She participates with the governing body, management, medical staff and clinical leaders in key decision-making processes, including assisting with the development and execution of the strategic plan for nursing, program development and PI activities.

Our hospitals

For our 12 hospital campus locations, see inside back cover.



Baptist Hospital



Baptist Easley Hospital



Baptist Parkridge Hospital



Greenville Memorial Hospital



Greer Memorial Hospital



Hillcrest Hospital



Laurens County Hospital



North Greenville Hospital



Oconee Memorial Hospital



Patewood Hospital



Richland Hospital



Tuomey Hospital

Baptist Hospital



Nursing leadership

Christine "Tina" Ralyea, DNP, MBA, MS-NP, NE-BC, CNL, OCN, CCRN

Tina has served as CNO since April 2019. She also serves as CNO for Baptist Parkridge Hospital. A graduate of Daemen College (MS-NP, BSN) and Capella University (DNP), her nursing background includes many years in critical care and leadership in a variety of areas such as women's, critical care, oncology, neurosciences and past CNO roles.

Campus Council

Chair: James "Walter" Patterson, BSN, RN

Campus Council accomplishments

- Set a goal of 30% falls reduction. While the goal was not met, the campus reduced falls by 15%.
- HCAHPS scores highlighted the value of nurse leader rounding success on 9A Ortho, with results in seven of the nine metrics outperforming the goal (and having the highest surveys returned, with an n = 231 in 2020). The team is dedicated to hourly rounds, up-to-date communication boards and assuring a safe environment for patients.
- Supported COVID-19 units:
 - Focused on self-care for team members
 - Looked at how to optimize communication with patients, requested more iPads, and fostered communication updates for families secondary to the absence from loved ones and limited visiting hours.

Nursing excellence examples

- The ED met all goals for the PG/HCAHPS survey (and are in all green). They were also able to hire new team members and reduce the number of travelers down to one. They celebrated "100+ days with no mislabeled specimens" in January 2020.
- In January, the NICU marked a year of being CLABSI-free.
- The 5th Long Medical Telemetry Unit Council set out to reduce falls by 30% for the year and exceeded that goal, celebrating a 50% reduction.
- Lori Swearingen, BSN, RN, from the Behavioral Health Day Treatment Center, was recognized by peer Gail Brower for her dedication as a compassionate, passionate nurse. Daily she assesses and devotes herself to patients with mental health concerns that may not be visible to others. Lori has knowledge, training and empathy in the field of behavioral health.
- RN Robin Mauldin was spotlighted May 20 as a Prisma Health Hero in Prisma Health's internal e-newsletter for understanding the importance of public health education. Robin's job shifted during the pandemic to being responsible for the COVID-19 drive-thru testing in Columbia. Her team also led the Call Center, contacting patients with test results and answering COVID-related questions.



Lori Swearingen, BSN, RN

Magnet® journey

Baptist Hospital is on the Magnet journey and submitted their Magnet document August 2020.

- James “Walter” Patterson, RN, was recognized as a Prisma Health Hero in Prisma Health’s July 8 internal e-newsletter. Walter was acknowledged for his commitment to provide the best care possible to COVID-19 patients.
- The hospital was named “High Performing” in knee and hip replacements and in colon cancer surgery (U.S. News & World Report).
- The hospital also received stroke, diabetes and cardiac honors for delivering high-quality care (American Heart Association).
- Early in the pandemic, Perioperative Services stopped all elective surgeries. This meant the team was asked to go to multiple areas to staff, serve as site managers, perform COVID-19 swabbing and meet the various needs of the campus. The amazing team members stepped up and then resumed their regular roles in mid-May, with orthopedics returning June 1.



Welcome home,
Perioperative Services
and Orthopedics!

Quality and empirical outcomes

- CAUTI reduction: 72.73% from prior year
- CLABSI reduction: 62.50% from prior year
- NICU’s quality care continues: >600 days without CLABSI, >1400 days without VAP, >300 days without mislabels
- C. diff reduction: 40% from prior year

Zero CAUTI in 2020

- IICU
- PCU
- 5th Long
- 9A Ortho
- 8A Oncology
- FP
- BP/OBHRT
- 5A/7A

Zero C. diff 2020

- PCU
- 5th Long
- FP
- 5A/7A

Zero CLABSI in 2020

- PCU
- 5th Long
- 9A Ortho
- 8 Medical
- 3rd Surgical
- FP
- BP/OBHRT
- 5A/7A



Nursing
recognition

[Click here](#)

for DAISY recipients

Award winners also listed on pages 6–7.

Baptist Easley Hospital



Nursing leadership

Angela Neeley, DNP, MSN, RN, CEN

Angie assumed the role of CNO for Baptist Easley Hospital in September 2020. She has worked at the hospital for 25+ years, with the last 17 serving in leadership roles. Before taking on the role of CNO, Angie was Nurse Manager of the ICU and ED.

Campus Council

Co-chairs: Robyn Porter, RN, and Diane Acosta, BSN, RN

Campus Council accomplishments

- Coordinated recognition for the Nursing Excellence awards at the campus level.
- Increased campus membership across all units.

Nursing excellence examples

- During the pandemic, nurses worked with the Clinical Education department to train ED, Medical-Surgical and Perioperative Services nurses to care for a higher acuity patient population. During this time, current ICU nurses went to North Greenville Hospital to provide support in caring for critical patients, while Medical-Surgical nurses assisted at Oconee Memorial Hospital.



- Earned DHEC's award for excellence in paternity acknowledgment – achieving 67%.
- Awarded Blue Distinction for Maternity Care from BlueCross BlueShield, demonstrating expertise and a commitment to quality care for deliveries, evidenced by better overall patient satisfaction and a lower percentage of early elective births.



In FY20, Baptist Easley Hospital recorded a 48% reduction in inpatient falls compared to the prior fiscal year.

Baptist Easley Hospital's Nurses Honor Guard members include Stormy Shealy, Julie Schlecht, Karen Chandler, Martha Holcombe, Teri Nix, Mary McGee, Debbie Clapp, Nancy Allen, Michelle Kilmer and Ann Gassmann.

- The Nurses Honor Guard of South Carolina began November 2019. Stormy Shealy, an RN in the ED at the hospital, founded the first S.C. chapter and led a group of colleagues in forming the Upstate Chapter. Stormy also serves as president for the statewide group. Efforts initiated at this hospital have now expanded with three chapters active across the state (Upstate, Midlands and Lowcountry). The new organization recognizes individuals who have dedicated their lives to the nursing profession. Its purpose is to provide comfort to the family and let them, as well as the community, know the value of each nurse being honored.
- The hospital held an in-service on the Maxi Twin to train on patient transfers from cars and use of the gait belt.

Quality and empirical outcomes

Nurses at the hospital celebrated four Zero Harm Awards from the S.C. Hospital Association:

- CLABSI in the ICU: 30 months
- Surgical site infection (SSI) for colon surgery: 36 months
- SSI for hip replacement: 24 months
- SSI for abdominal hysterectomy: 18 months

In FY20, Baptist Easley Hospital recorded a 48% reduction in inpatient falls compared to the prior fiscal year.

HCAHPS performance exceeded targets in six of nine composites for patient experience.

Through collaborative efforts, the ED's "left without being seen" rate was reduced by 4.3% compared to the prior year, ending FY20 at 2.7%.



Nursing recognition

[Click here](#)

for Nursing Excellence winners

Award winners also listed on pages 6–7.

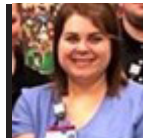
Baptist Parkridge Hospital



Nursing leadership

Christine "Tina" Ralyea, DNP, MBA, MS-NP, NE-BC, CNL, OCN, CCRN

Tina has served as CNO since April 2019. She also serves as CNO for Baptist Hospital. A graduate of Daemen College (MS-NP, BSN) and Capella University (DNP), Tina has an extensive nursing background that includes many years in critical care and leadership in a variety of areas such as women's, critical care, oncology, neurosciences and past CNO roles.



Campus Council

Chair: Paige Record, BSN, RN, CEN

Campus Council accomplishments

- Patient experience at 80th percentile (exceeding Prisma Health goal in each of the nine domains)
- Falls reduction by 10%
- Zero CAUTI for 365 days (100% improvement)
- CLABSI: ICU has maintained 42 months with no CLABSI
- C. diff: 57.14% reduction
- SSI for knee replacement: Zero infections since the hospital opened in 2014

Nursing excellence examples



Opening of the Level II/Special Care Nursery.

- In October 2019, Tracy Pound, Nurse Manager for Women's Services; Michael Bundy, CEO; Jennifer Risinger, MD, CMO; and neonatologist David Marsh, MD, helped christen the newly opened Level II/Special Care Nursery. This was a special day for the hospital and the new mothers who deliver here to reduce transfers of special-needs babies to another facility.
- Ashley Dillon, RN, was recognized as a Prisma Health Hero in Prisma Health's internal e-newsletter on June 12 for assisting in the COVID-19 response in various roles. She initially worked at drive-thru COVID-19 screenings when her role switched from OR nurse. Ashley later became a site manager for nursing units caring for COVID-19 patients. She pivoted again when surgery reopened.
- The Oaks Medical Surgical Unit worked on a PI project headed by James Moore, Nurse Manager, to get patients out the door within 120 minutes of the discharge order being placed. The team collected data on barriers and safe discharge processes and reduced their times by 21% in FY20. This interprofessional team includes nurses, patient care techs and transport members who worked hard to achieve this goal. As a result, the team was awarded the Best Raked Leaves award.



Best Raked Leaves
The Oaks
December 2019



Magnet® journey

The hospital has been on the Magnet journey since opening April 2014. This amazing team of nurses, physicians, patient support techs, rehabilitation and respiratory therapists, pharmacists, security officers, Environmental Services techs and so many others welcomed Magnet surveyors from around the country for a three-day virtual site visit in August 2020. The teams shared incredible stories of the great work they do to improve patient outcomes.



After the site visit, team members waited patiently to learn if they had achieved this extraordinary honor. Baptist Parkridge Hospital received Magnet designation shortly after FY20 ended.



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Quality and empirical outcomes

- Hospital acquired infections for FY20 totals since FY19: CAUTI reduced by 200%; VAP, none to date; C. diff infections reduced by 67%.
- Hand hygiene compliance as rated by “secret shoppers” upon room entry was 81.72%. Upon exit, compliance was 90.38%.
- CMS 5-Star Rating (top quality rating)
- Outstanding Patient Experience Award (Healthgrades)
- “A” Safety Grade (The Leapfrog Group)
- 2020 Top General Hospital (The Leapfrog Group)
- Two Zero Harm Awards (S.C. Hospital Association) – SSI: 66 months with no infections, CLABSI: The ICU celebrated 42 months without an infection.
- Women’s Services reduced peri- and postpartum fevers from 6% to 3.5% due to an increase in compliance of perineal care. It also increased documentation of perineal care at insertion of Foley catheter from 13.8% to 31.2%.



**Nursing
recognition**

Click here

for DAISY recipients

Award winners also listed on pages 6–7.

Greenville Memorial Hospital



Nursing leadership

Lori L. Stanley, DNP, RN, NEA-BC, CENP

Lori has served as the CNO for Greenville Memorial campus since April 2015. Campus scope encompasses Greenville Memorial Hospital, Children's Hospital, Marshall I. Pickens Hospital (behavioral health), Roger C. Peace Rehabilitation Hospital, hospital-based clinics and North Greenville campus. Her clinical background is in critical care and emergency nursing.

Associate CNO

Kristi B. Coker, PhD, MHA, RN

Kristi has worked with Prisma Health for 33 years and served in numerous nursing leadership positions, including Director of Children's Hospital and Nurse Manager of Pediatric ICU and Pediatric Hematology/Oncology. She was promoted to ACNO in 2020.



Campus Council

Chair: Katrina Thompson, BSN, RN; Chair-elect: Breanna Dalmolin, BSN, RN, CCRN

Campus Council accomplishments

- Consistently tracked and trended quality data to develop and implement action plans for improvement as needed in collaboration with unit councils.
- Supported nursing recognition for certified nurses, Nursing Excellence award winners and DAISY recipients.
- Collaborated with nursing leadership to increase taking part in the Clinical Ladder Program and working toward nursing specialty certification.
- Provided education identified by nursing focused on leadership and development of unit QI projects.



Members of the Greenville Memorial Campus Council

Nursing excellence examples

Women's Services

- Top 50 U.S. hospital for gynecology (U.S. News & World Report)
- Recognized by Becker's Hospital Review, in conjunction with Newsweek/The Leapfrog Group, as one of 236 top maternity hospitals in the country and one of four in S.C.
- Baby-Friendly USA redesignation
- Implementation of:
 - OB Hemorrhage PI Team (RN/MD membership) Quantitative Blood Loss and adherence to OB Hemorrhage Safety Bundle.
 - SNAPPI communication tool to improve situational awareness and collaborative communication among all disciplines.
- Providing telehealth
 - Lactation visits and 24/7 Lactation Help Line.
 - Nurse-Family Partnership televisits to increase client compliance and retention.
- EBP Initiative Unit Council – Newborn Delayed Bathing, "Wait for Eight."
- Poster presentations: "Hypertension in Pregnancy Safety Bundle," winning top honors in the 26th Annual Perinatal Partnership Conference; "Expanding Prenatal Care Options for Low-risk Patients Using the Baby Scripts Application," 26th Annual Perinatal Partnership Conference; "Hypertension in Pregnancy Safety Bundle" and "Severe Maternal Morbidity Review" accepted for AWHONN virtual conference.

Emergency Trauma Center (ETC)

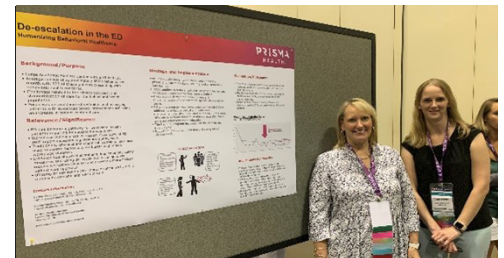
- Collaborated and coordinated with facilities across the Upstate to address the COVID-19 pandemic.
- SANE nurses recognized by Julie Valentine Center and also received a grant from the center to improve care of this special patient population.
- De-escalation Team created to provide special care for behavioral health patients. The ETC is an entry point for many behavioral health patients to receive treatment. The ETC team provides remarkable quality care to this vulnerable population. Education and implementation of the De-escalation Team has contributed to a decrease of more than 80% in use of chemical restraints since 2017. This team provides support to improve patient outcomes and team member safety.

Medicine units

- Cardiac Telemetry collaborated with the Heart Failure Redesign Team to create a video library within the hospital and in-home settings via MyChart, thus improving patient education and compliance.
- Named "High Performing" in heart failure, colon cancer surgery and COPD care (U.S. News & World Report).
- Enhanced discharge process and scheduled postdischarge appointments through the Resource Center to improve follow up.
- Apheresis team partnered with physicians to study plasma exchange for treating COVID-19 patients to reduce cytokine storm.
- 50 Best Hospitals in Vascular Surgery (Healthgrades).

Top 50 U.S.
hospital for
gynecology

(U.S. News &
World Report)



ETC Nurse Manager Cassie Mueller and Clinical Practice Specialist Cathie Osika-Landreth presented a poster at the Magnet Conference in October 2019 in Orlando about the De-escalation Team.

Best Regional Hospital

(U.S. News & World Report)



Perioperative Team walks to support Junior Diabetes Research Foundation (JDRF) – Guardians of the Glucose.

Critical Care units

- Telmediq system used for early notification of potential hypothermic therapy with ETC, CCU charge nurse, STEMI/RRT and medical CCTS to improve patient outcomes.
- Converted Progressive Critical Care to a COVID-19 ICU.
- Enhanced unit recognition for Clinical Excellence, Good Catch and Servant's Heart.
- Implemented best practice family daily contact using video technology during COVID-19 visitation restrictions.
- Participated in research study monitoring capabilities of PA catheters.

Perioperative Services

- All areas worked with surgeons, Infection Prevention, Materials, Bed Board Office and nursing units to design a process to perform surgeries on COVID+ patients that decreases length of stay and provides safe care to this new patient population.
- Perioperative Services collaborated to determine decreases in surgical volumes while meeting the needs of the community during the COVID-19 pandemic.
- OR Nurse Manager Jennifer Michael was featured as a Prisma Health Hero in the Sept. 3 edition of Prisma Health's internal e-newsletter. Her team first pivoted to handling only those critical surgeries that could continue during the height of the pandemic. Now back to seeing many patients and helping them get the care they need, Jennifer focuses on keeping patients and those who care for them safe.

Marshall I. Pickens Hospital (behavioral health)

- Increased team member engagement and decreased turnover, providing opportunities to increase patient volumes and serve the community more effectively.
- Significantly increased patient satisfaction scores.

Roger C. Peace Rehabilitation Hospital

- "Stay on Your Hall to Prevent a Fall Program" decreased patient falls, resulting in exceeding the benchmark for patient falls for three consecutive quarters. Falls with injury have decreased 50% over a two-year span.
- Collaborated to open a surge unit for medical-surgical beds, allowing Greenville Memorial Hospital to care for an increased number of COVID-19 patients.
- Participated in Medication Safety Improvement Project on three units.

Cancer Institute

- Provided an opportunity to minimize ETC visits and deliver enhanced care by collaborating to open an after-hours urgent care clinic from 4:30–8 p.m.
- Recognized many nurses for certification and extraordinary care with DAISY and Nursing Excellence awards.
- Had research accepted in many publications, including: "Successfully Transitioning Patients from Treatment to Lifetime Clinic," "Symptom Management Among Cancer Survivors: Randomized Pilot Intervention Trial of Heart Rate Variability Biofeedback" and "Changes in Body Composition and Fatigue in Cancer Survivors During a 12-week Supervised Exercise Oncology Rehab Program."

Children's Hospital

- PICU Multidisciplinary Team developed new sedation protocols and early mobility for ventilated patients.
- Peds Sedation project for no-call/no-show patients reduced no-show rates by 64% and improved patient and family satisfaction.
- Peds PICC team had zero insertion-related infections in FY20.
- CLABSI rate has remained at 0 for 574 days in the NICU.

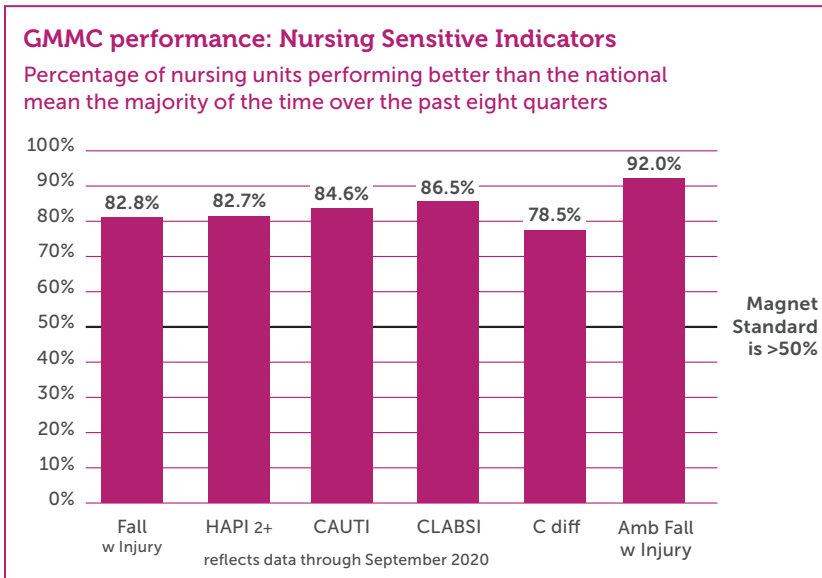
Nurses in the community

Trauma nurses educated the community on many topics, including:

- Alive at 25 – four-hour teen driving safety class
- Stop the Bleed – hemorrhage control for people with little to no medical training
- Falls prevention training
- School Nurse Education Day SMART & Jump START Triage
- Helmet fittings/bicycle safety at daycare centers

Quality and empirical outcomes

Because of nurses' attention to safety and improvement in collaboration with other members of the healthcare team, Nursing Sensitive Indicators performance exceeded the national benchmark set by the Magnet® Recognition Program (see bar graph).



Quality accomplishments:

- CLABSI reduced by 24% (FY19–FY20), with top decile performance through August of 2020
- CAUTI reduced by 24% (FY19–FY20)
- C. diff reduced by 37% (FY19–FY20)
- Established interdisciplinary Greenville Memorial Hospital Falls Committee, seeking innovative approaches to prevent patient falls in all areas



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Magnet® designation

Greenville Memorial Hospital earned Magnet designation in 2018. In fall 2020, the Magnet Champions of Excellence kicked off redesignation activities with a half-day retreat. (Update: The application for redesignation was accepted April 2021 with final documents due April 2022.)



Nursing recognition

[Click here](#)

for DAISY recipients

[Click here](#)

for Nursing Excellence winners

Award winners also listed on pages 6–7.

Greer Memorial Hospital



Nursing leadership

Bonne T. Johnson, DNP, MSN, BSN, RN, CENP

Bonne has been the CNO for Greer Memorial Hospital since 2007. She is a graduate of Medical University of South Carolina and spent many years in a variety of positions in the Lowcountry before moving back home to Greer in 2007. Bonne has served as CNO for a total of 26 years, including Colleton Medical Center, Summerville Medical Center and Greer Memorial Hospital.



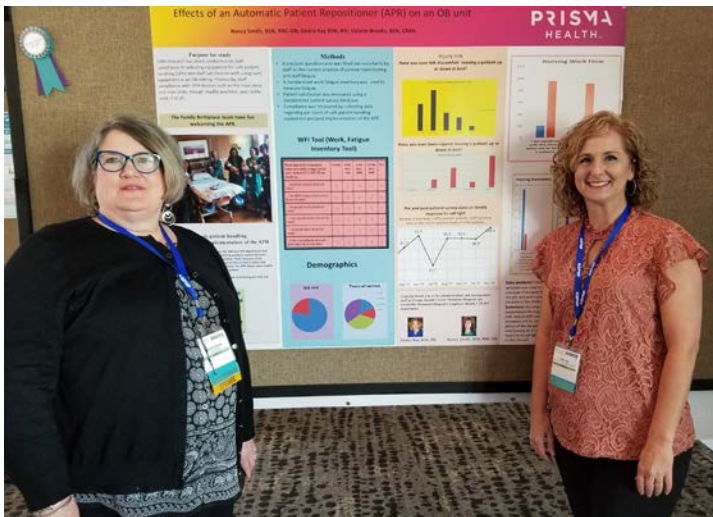
Campus Council

Co-chairs: (l-r) Megan Reid, BSN, RN, and Nancy Smith, BSN, RN

Nursing excellence examples

- Nancy Smith, BSN, RN, ANM, Clinical Nurse, was Principal Investigator for a study on the Hercules bed; this study was later featured at a conference in San Diego and national webinar
- Rachel Stauffer, RN, Infection Prevention Specialist for Greer Memorial Hospital, was named a Prisma Health Hero in the June 2 Prisma Health internal e-newsletter. Rachel was acknowledged for her efforts keeping the hospital team and community safe.
- Meals on Wheels
- Adopt-a-Highway
- CMS 5-Star Rating (top quality rating in January 2020)
- Fall 2020 "A" Safety Grade (The Leapfrog Group)
- Blue Distinction Center for maternity care (BlueCross Blue Shield)
- Baby-Friendly USA redesignation
- Outstanding Patient Experience Award (Healthgrades), given to the top 15% of U.S. hospitals for patient experience
- Get with the Guidelines – Gold Plus with Honor Roll, Diabetes Type II Honor Roll (American Heart Association)
- Five Zero Harm Awards (S.C. Hospital Association) – CLABSI in the ICU: 88 months, hospital-onset MRSA: 84 months, SSI for abdominal hysterectomy: 66 months, colon surgery: 66 months, SSI for knee replacement: 66 months
- In two Zero Harm categories – CLABSI and MRSA – the hospital earned a special Crystal Award for logging no such infections over a time frame of at least seven continuous years.

Greer Memorial Hospital is the state's sole hospital to earn straight A's in hospital safety for five years in a row.



(l-r) RNs Valorie Brooks and Dedra Ray alongside the poster in which RN Nancy Smith was PI.



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Magnet® designation

Greer Memorial Hospital was awarded Magnet designation in 2016. The team is currently working on redesignation documents.

Quality and empirical outcomes:

- Falls prevention study: Medical-Surgical inpatient
- Hercules bed study: L&D
- Medical-Surgical has worked hard on reducing C. diff and created a Greer-specific K card, including forming an interdisciplinary team for this initiative.
- All areas are working on using the Purewick® device to limit Foley days, thus keeping the hospital at zero harm for CAUTI since April 2020.

The ICU at Greer Memorial Hospital has not recorded a CLABSI in eight years.



Nursing recognition

[Click here](#)

for DAISY recipients

Award winners also listed on pages 6–7.

Hillcrest Hospital



Nursing leadership

Rachael Drake, MSN, RN, NE-BC

Rachael has served as the ACNO and subsequent CNO for Hillcrest Hospital since June 2019. She has been with Prisma Health for nearly seven years. Rachael has more than 20 years of healthcare experience that includes emergency medicine, postoperative care and nursing leadership.



Campus Council

**Chair: Teena Thurman, RN; Warren Perez, RN,
Pathway Coordinator**

Campus Council accomplishments

- Revised ED stroke process.
- Using EBP, implemented single RN verification for subcutaneous heparin.
- Promoted community health by participating in the Monarch Meet Your Neighbor Event. (Monarch Elementary School focuses on the health sciences.)

Nursing Excellence examples

- Medical-Surgical implemented MD/RN rounding to improve communication with physicians, nurses and patients. The team followed the PATIENT acronym. **P**: Plan of care discussed with patient and family. **A**: Anticipated discharge/transfer is reviewed. **T**: Test/diagnostic results are discussed. **I**: Issues/concerns identified by the patient are resolved. **E**: Explanation of medications, diagnosis, prognosis with patient and family. **N**: Nurses provide feedback regarding assessment and pain control. **T**: Thank the patient and encourage patient and family to write down questions.
- HCAHPS scores in Medical-Surgical have gone up in the following domains: Communication with nurses: 93rd percentile; communication with doctors: 91st percentile after RN/physician rounding began.
- The ICU collaborated with a member of the Medical-Surgical ICU at Greenville Memorial Hospital to create a proning book with detailed information to help support the ICU as it transitioned into a high-acuity COVID-19 setting. The ICU worked with the medical director and with respiratory therapists to receive additional training on proning, ARDS, sedation, paralytics and COVID-19 patient management. During this time, the facility also earned a Zero Harm Award.
- Revised and reimplemented the Sepsis Green Sheet to guide compliance with core measure requirements and serve as an SBAR tool for handoff of actual or potential sepsis patients.
- Submitted Primary Stroke Certification Application; provided training to administer tPA, reducing the need for patient transfers.
- Developed a formal process for inpatient stroke alerts.
- Conducted a Pathway to Excellence kickoff



Glen Stoddard (middle), pictured with nurses, a pharmacist and ED physician from Hillcrest Hospital, at Modern Woodmen of America's chapter meeting.



Nurses in the community

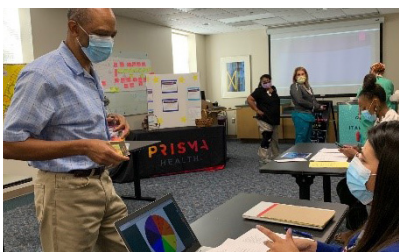
- Hillcrest Hospital nurses held a free drive-thru flu clinic in September 2020 where they welcomed members of the community to receive a flu vaccine.
- On Feb. 27, nurses, pharmacists and ED medical director attended Modern Woodmen of America's chapter meeting and used the Genentech stroke education presentation to educate the community on signs of stroke.

Quality and empirical outcomes

- Two Zero Harm Awards (S.C. Hospital Association)
- Zero Stage 3, 4 or unstageable pressure ulcers
- The ICU went 306 days without a fall.
- "A" Safety Grade (The Leapfrog Group)
- CMS 4-Star Rating for quality
- Vizient Top Performer – 5-Star Rating (fifth-ranking community hospital in the nation)
- American Society for Metabolic and Bariatric Surgery Center of Excellence
- Blue Distinction Center for Bariatric Surgery (BlueCross BlueShield)
- Redesignation of Diagnostic Imaging Center of Excellence (American College of Radiology)
- Get with the Guidelines – Silver Plus Stroke Recognition, Target Type II diabetes Honor Roll Recognition (American Heart Association)
- Patient Experience HCAHPS dashboard met all nine domains
- Top quartile performance for sepsis bundle
- Top quartile performance for OP-23 Stroke Head CT/MRI results for stroke patient within 45 minutes of arrival

Pathway to Excellence® journey

In September 2020, Hillcrest Hospital nurses and other team members celebrated the start of their Pathway to Excellence journey with a day of ice cream, trivia, display boards, snacks and prizes, with plans to submit their final document June 1, 2021.



Nursing
recognition

[Click here](#)

for DAISY recipients

[Click here](#)

for Nursing
Excellence winners

Award winners also
listed on pages 6–7.

Laurens County Hospital



Nursing leadership

W. Kay Swisher, MSN, RN

Kay has served as the CNO for Prisma Health Laurens County Hospital for nearly 15 years. She has been a nurse for 49 years.

Campus Council

Chair: Hannah Price, BSN, RN

Campus Council accomplishments

- New Campus Council leadership member joined the team: RN-Pathway to Excellence Specialist Sheree Mejia, MSN/MHA, RN.
- Nurses Week 2020: With community support and donations, the Campus Council organized a fun-filled week of nurse appreciation.
- Campus Council underwent reorganization and stabilization of structure, participation and engagement.

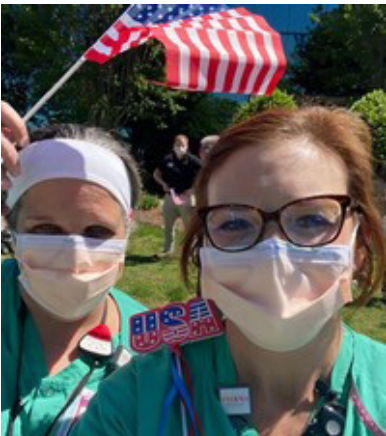
Nursing excellence examples

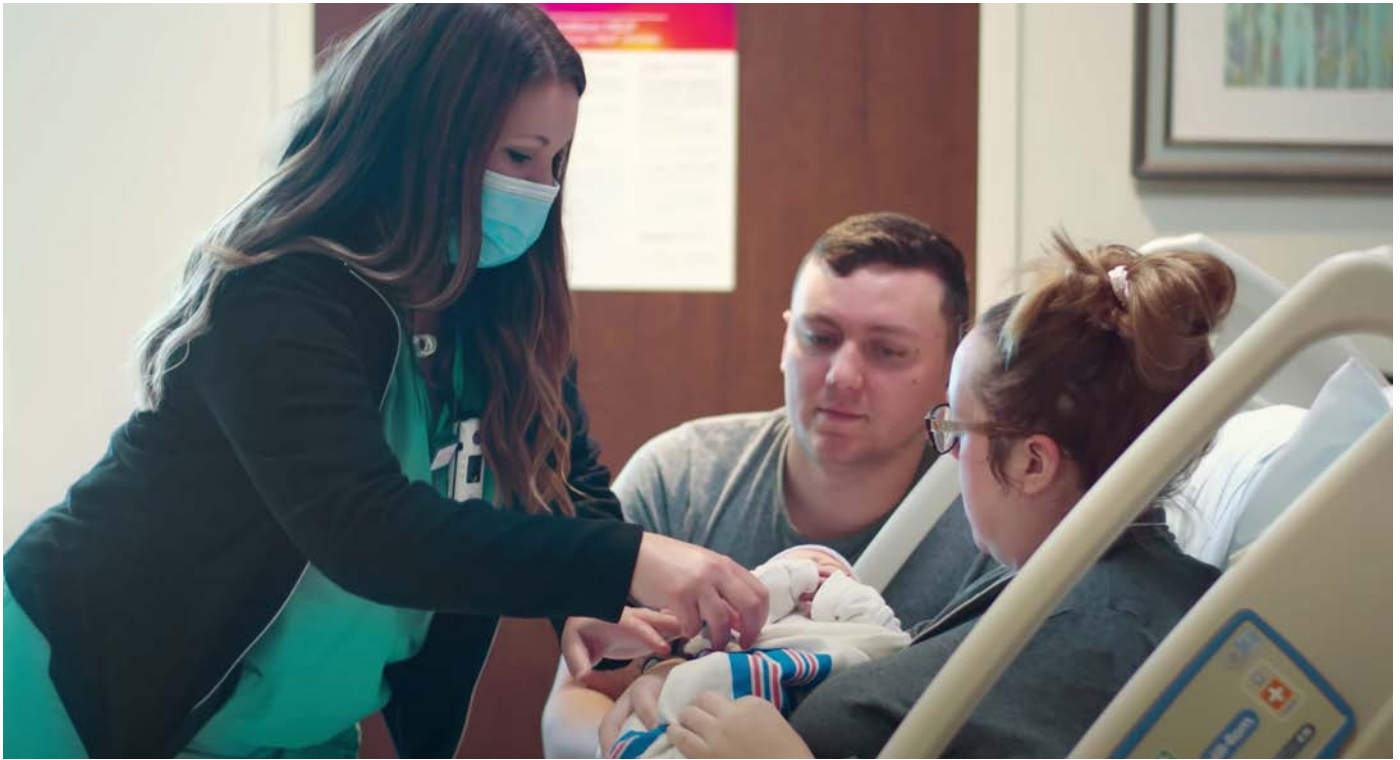
- Bronze Achievement/Quality Award for stroke care (American Heart Association)
- Best Maternity Care hospital (Newsweek/The Leapfrog Group)
- Baby-Friendly USA designation
- "A" Safety Grade (The Leapfrog Group)
- National hand hygiene award (SC Johnson)



Nurses in the community

- Dempsey, a local restaurant in Laurens, brought catered food to show appreciation for healthcare workers.
- In August, Peggy Smith, RN, fit-tested school nurses for N95 masks at the Laurens School District 55.
- Patti Peterson, ED Nurse Manager, was lauded as a Prisma Health Hero in the June 16 internal e-newsletter distributed by Prisma Health. Patti took special care to keep team spirits up during a time of pandemic uncertainty: She checked in on her team frequently and helped them "in the trenches" as much as possible.
- The Laurens County leadership team and Samaritan's Purse volunteers helped Seneca tornado victims April 24.
- April 27: Operation American Resolve Swamp Fox Salute to COVID-19 Responders Flyover. Pictured: (l-r) Cristy Martin, RN, Nurse Manager of Perioperative Services, and Ashley Albert, RN, Nurse Manager of The Family Birthplace.





Laurens County Hospital has earned several honors for its maternity and newborn care.

Quality and empirical outcomes

Four Zero Harm Awards in FY20:

- SSI for knee replacement: 30 months
- SSI for hip replacement: 42 months
- SSI for colon surgery: 48 months
- SSI for abdominal hysterectomy: 66 months

Pathway to Excellence® journey

Welcomed Sheree Mejia, MSN/MHA, RN, as RN–Pathway to Excellence Specialist on March 29.

Pre-journey accomplishments:

- Assessed and began implementing the groundwork to build sustainable foundational structures and processes to establish a positive practice environment.
- Supported and promoted front-line and leadership team member engagement in nursing shared decision-making.
- Reorganized and stabilized structure, participation and engagement within the Campus Council.
- Set a timeline of late 2022 for officially starting the Pathway journey.



Nursing
recognition

[Click here](#)

for DAISY recipients

[Click here](#)

for Nursing
Excellence winners

Award winners also
listed on pages 6–7.

North Greenville Hospital



Nursing leadership

Lori L. Stanley, DNP, RN, NEA-BC, CENP

Lori has served as the CNO for North Greenville Hospital since 2016. She also is the CNO for several sister Prisma Health hospitals. Her clinical background is in critical care and emergency nursing. Lori earned her BSN from the University of Pittsburgh, master's degree from Florida Institute of Technology and doctorate from Florida State University.

Associate CNO

Teresa Billig, MHA, BSN, RN, CNML

Teresa has been the ACNO for North Greenville Hospital and Roger C. Peace Rehabilitation Hospital since April 2018. A nursing graduate from Clemson University, Teresa earned her master's degree from Medical University of South Carolina. Her background has focused on nursing leadership, patient experience and quality.



Campus Council

Chair: Taylor Clark, RN

Campus Council accomplishments

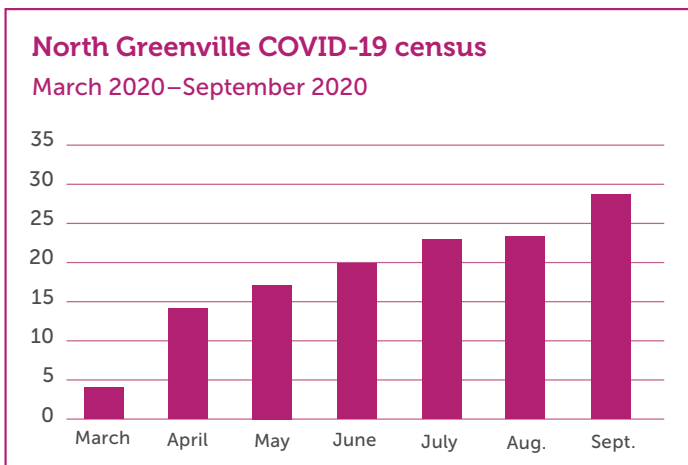
- Focused quality initiatives on reducing falls, CAUTI, CLABSI, C. diff, VAP and VRE.
- Recognized nurse excellence through Nursing Excellence awards, DAISY awards and other honors.
- Collaborated with other campuses to safely transport and care for patients here with specialty LTACH or COVID-19 conditions.

Nursing excellence examples

In early 2020, the need for a dedicated COVID-19 facility surfaced: North Greenville Hospital began the transformation. By mid-March, the facility had been transformed

to meet the anticipated needs to care for and treat patients with COVID-19.

Preparation included items such as increased staffing and other resources, educational offerings on ICU care, process changes, updated workflows, environmental changes, negative pressure rooms, increased respiratory equipment, donning and doffing, PPE, hand hygiene, site managers and site manager training, and specific supplies such as extended IV tubing. This transformation included both clinical and nonclinical team members, and each one rose to the challenge. The first patient was admitted March 25.



Christiana Gartner, Clinical Nurse Educator, was named a Prisma Health Hero in the June 25 edition of Prisma Health’s internal e-newsletter. Christiana was integral in setting up processes for COVID-19 patients and building a dedicated COVID-19 ICU from the ground up – from integrating reassigned team members to staying abreast of the latest treatment protocols.

After becoming a COVID-only facility:

- The hospital logged zero facility-based transmissions of the virus from patient-to-team member or team member-to-team member.
- Safely re-opened outpatient Lab and Radiology to accommodate the community.
- Added patient room cameras and tele-sitters for enhanced safety.
- Nurses participated in three COVID-19 clinical trials.
- Initiated a best practice called “Stay on Your Hall to Prevent a Fall” to decrease falls in the facility.

Quality and empirical outcomes

- “Top Performer” in keeping patients safe from falls (NDNQI).
- Bar code compliance of 97.4% – highest across Prisma Health.
- Before becoming a COVID-only facility, recorded zero harm in CAUTI, CLABSI, VAE and C diff.
- Achieved more than an 80% reduction in facility-acquired VRE.
- Consistently attained greater than 90% compliance in hand hygiene.



Magnet® journey
In FY21, North Greenville Hospital will report to Greenville Memorial Hospital, which means it will join that hospital’s redesignation efforts in FY22.



Nursing recognition

Click here

for Nursing Excellence winners

Award winners also listed on pages 6–7.

Oconee Memorial Hospital



Nursing leadership

Connie Spykerman, DNP, MBA, RN, NEA-BC, CNOR

Connie has served as CNO since January 2020. She earned her doctorate and her nurse executive certificate from the University of South Carolina. Her background includes many years of nurse executive leadership, quality, performance improvement, practice and innovation, risk management, compliance, and patient safety. Connie's clinical background is in perioperative services.



Campus Council

Chair: Angie Cromer, BSN, RN, RNC-OB

Campus Council accomplishments

Nursing innovations have proven crucial to pandemic response. Nurses here not only provided quality care, but also reimagined and reinvented healthcare delivery to meet the growing demand of patient needs, including:

- Integrative and holistic healthcare delivery models, including bereavement service for fetal loss, improved access to care via the Managing Abstinence in Newborns program, and environmental upgrades in L&D/OB, Quiet Time and Early Mobility program
- Alternative pain management therapies, including aromatherapy, music therapy, guided imagery and postpartum C-section pain bundle
- Virtual RN/physician rounding
- Interdisciplinary proning team
- Crisis nursing team models of care
- Development of Surge ICU units
- Development of dedicated Observation Unit
- Development of Serenity Rooms to promote well-being for team members



“Nursing is at the heart of patient care at Oconee Memorial Hospital. I am inspired by the dedication of our nurses to our patients, to each other and to the practice of nursing. I am proud to serve alongside such a talented nursing team who are making a difference every day.”

– Connie Spykerman

Magnet® journey

Oconee Memorial Hospital will begin the Magnet journey in 2021.

Nursing excellence examples

- High-quality stroke care: Silver Plus Achievement/Quality Award (American Heart Association)
- Earned The Joint Commission’s Gold Seal of Approval and the American Heart Association/American Stroke Association’s Heart-Check mark for Advanced Certification as a Primary Stroke Center
- Recognized by Becker’s Hospital Review, in conjunction with Newsweek/The Leapfrog Group, as one of 236 Best Maternity Hospitals in the country and one of four in S.C.
- Baby-Friendly USA designation
- “A” Safety Rating – the sixth consecutive time (The Leapfrog Group)
- “High Performing” in heart failure and in COPD care (U.S. News & World Report)

Quality and empirical outcomes

- Interdisciplinary Line rounds
- C. diff checklist
- Stroke bundle with immediate response to CT
- Hospital throughput efforts
- Central Sterile Processing project to decrease SSI
- Defined roles during Rapid Response and codes

PI efforts:

- Improved OR turnover time through parallel processes
- Improved patient communication through Epic workflows
- Improved responsiveness to call lights



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Excellence winners

Award winners also listed on pages 6–7.

Patewood Hospital



Nursing leadership

Annie Trout, DNP, RN, NE-BC, CNOR

Annie has served as CNO and previously as ACNO of Patewood Hospital since June 2019. She has been with Prisma Health for 15 years and holds expertise in perioperative services. As a passionate nurse leader, Annie enjoys promoting the profession of nursing, as well as developing and mentoring future leaders.



Campus Council

Chair: Kayla Williamson, BSN, RN, RNC-MNN

Campus Council accomplishments

- Initiated a community service project to celebrate National Nurses Week (each floor chose a charity). Patewood Hospital donated to Loaves and Fishes twice throughout the year with 1,000+ pounds of food. The hospital also donated to Safe Harbor and the Greenville Humane Society.
- Developed a Hand Hygiene Task Force to enhance hand hygiene compliance in Family Beginnings.
- Created a Falls Committee, with no falls occurring since implementation (see below).
- Formed a Newborn Nursery Task Force to improve Newborn Nursery guidelines and the opening of the Level II/Special Care Nursery (see below).

Nursing Excellence example

- A task force was created by Unit Council to bridge the information gap, improve protocols and thus improve patient care by decreasing out-of-hospital transfers with the opening of the Level II/Special Care Nursery. The council met with NICU educators and clinical leaders; and it reviewed current Newborn Nursery policies, EBP for Level II special Care Nursery guidelines, guidelines with DHEC, and journal articles from January to March 2020. The four-bed Level II nursery opened April 2020, with results showing a decrease in out-of-hospital transfers and with nurses feeling confident in their knowledge of Level II nursery practices.
- Short-stay Nurse Manager Susan Ballew was tapped as a Prisma Health Hero in the June 18 edition of Prisma Health's internal e-newsletter. Susan played a fundamental role that helped support patient care during the first two months of the pandemic: She worked to connect patients and families via the iPad project, assisted a chaplain with patient visits, navigated Surgical Services under visitor restrictions, and integrated patients and team members from another Prisma Health facility when they were relocated to Patewood Hospital.

The four-bed Level II nursery opened April 2020, with results showing a decrease in out-of-hospital transfers.

Nurses in the community

Patewood nurses administered flu vaccines to hundreds of community members in October 2019 (see photo).

Quality and empirical outcomes

- On June 1, a nursing-led Falls Committee was initiated to assess, identify and partner to prevent falls. With the interventions and monitoring that took place following the first meeting, the fall count dropped to 0% in a few months!
- From 2018–2020, the Surgery Department noticed an increase in pressure-related injuries in pediatric patients undergoing tympanoplasty procedures. This prompted nurses to initiate a PI project starting May 20, 2020. After implementation of pressure-reducing positioning measures and a three-person postoperative skin check verification, the team saw 80% improvement by summer's end.
- 5-Star Rating for Patient Experience – only S.C. hospital (CMS)
- “High Performing” in knee and hip replacements (U.S. News & World Report)
- 100 Best Hospitals for Joint Replacement (Healthgrades)
- Guardian of Excellence Award for performing in the top 5% of patient experience (Press Ganey Associates)
- Blue Distinction Center for maternity care (Blue Cross BlueShield)
- Top Teaching Hospital (The Leapfrog Group): Just 55 of 2,100 facilities attained this distinction based on superior quality and patient safety



Pathway to Excellence® designation

Patewood Hospital redesignated for Pathway to Excellence status November 2018 and will resubmit November 2022.



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Excellence winners

Award winners also
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Richland Hospital



Nursing leadership

Janet Cunningham, MHCDS, MHA, RN, CENP, LSSB

Janet joined Prisma Health in September 2020 as Interim CNO at Richland Hospital. She has been an interim nurse leader for the past four years working at the CNO level in various hospitals. In addition, Janet has served as a nurse manager, nurse director and ACNO.

Associate CNO

Lisa James, DNP, MHA, RN, NEA-BC

Lisa has been with Prisma Health for 24 years and has served in numerous nurse leadership roles, including director positions in Women's Services, Critical Care Services, Medical Surgical Services and Specialty Services for Dialysis, ED and Disaster Preparedness and Emergency Services. She was promoted to ACNO in 2020.

Campus Council

Chair: Martin Mrazcek, BSN, RN

Campus Council accomplishments

The council focused on improved quality and reduction of patient harm in 2020. The team was successful, in partnership with unit councils, in reducing:

- Falls by 15%
- CAUTI by 72.73%
- CLABSI by 62.5%

Nursing excellence examples:

- Nurse Manager Alfreda Oree knew that balancing the needs of her unit for the elderly with restricted visitation and opening a unit for patients with COVID-19 would be a challenge. Through leading by example and supporting her team, Alfreda was named a Prisma Health Hero in the June 22 edition of Prisma Health's internal e-newsletter.



Heart Hospital

- Christina Branham, BSN, RN, Moultrie Suite, was appointed as the regional director for the South Carolina Nurses Association in October 2019.
- The Moultrie Suite team achieved Advanced Heart Failure certification from The Joint Commission in August 2020.
- Lauren Brodie, MSN, RN, CHF Nurse Manager, and Christina Branham, BSN, RN, Moultrie Suite, presented "Creating a Healthy Work Environment" at the South Carolina Nurses Association Annual Conference in October 2019.



- The Moultrie Suite celebrated no falls for two months in early FY20. The team had been working hard to reduce patient falls after a spike at the end of FY19 by holding a “No Falls for Fall” campaign. Interventions implemented by the Unit Council included a “Back to the Basics” game in which teams could compete to win points for using bed alarms, turning patients and employing proper hand hygiene. The campaign was a success, reducing falls on the unit from four to zero in a month (see top two photos).
- In January 2020, the Murray Suite Unit Council participated in the University of South Carolina PB&J competition by preparing 2000+ sandwiches to support area shelters. They also collected nonperishable items for Harvest Hope Food Bank (see top photo, right).

Outpatient Surgery

- Subie Johnson, RN, graduated from nursing school in 1993 with an associate’s degree. Subie has awesome nursing skills but was hesitant about going back to school, having been away from academia for so long. She wondered how she would be able to keep up with the new technology of virtual online classes. Subie began pursuing her BSN at the end of FY19; by the end of FY20, she had received the Excellence Award for Professional Communication and Leadership in Healthcare from Western Governors University.

ED

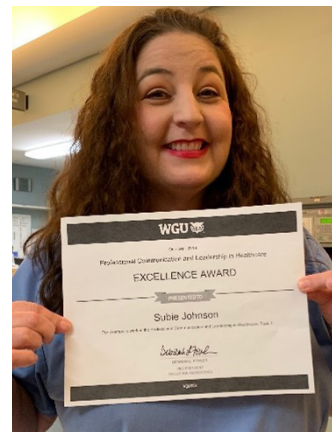
- The ED received Chest Pain Center certification in August 2020.

Women’s Services

- Kelly Melton, MSN, RNC-OB, CLC, Director of Nursing Women’s and Neonatal Services, was selected as a USC Amy V. Cockcroft Fellow and will complete her fellowship in 2021. Her project will focus on the AIM Safety Bundle (Alliance for Innovation on Maternal Health).

Medical Surgical Services

- Alfreda Oree, MSN, RN, CMS-RN, Manager of Hospital Case Management and former Nurse Manager of the 9E Acute Care for the Elderly Accountable Care Unit, presented her poster, “Accountable Care Unit: The Impact of Structured Interdisciplinary Bedside Rounds on an Acute Care for the Elderly Unit” at the 2019 South Carolina Nurses Association Annual Conference.
- In May, the team on 8 West Surgical Department celebrated 365 days without a CAUTI by enjoying gelatin samples.



Subie Johnson, RN



Children’s Hospital

- Amanda Felder, BSN, RN, presented her poster on “Pediatric Massive Transfusion Drills to Improve Care” at the Pediatric Trauma Society’s 6th Annual Meeting in November 2019 in San Diego. She was selected as a poster award winner.
- Children’s Hospital educators Sue Skelly, BSN, RN, CCRN; Ally Von Kannel, MSN, RN, CPNP-PC, CPN; and Nurse Manager Julie Lincicome, BSN, RN, CPN, hosted the Annual Children’s Hospital Pediatric Conference in January. In attendance were 63 healthcare professionals, including nurses, child life specialists, social workers, respiratory therapists, EMTs and eight from outside Richland Hospital. The team covered topics such as signs of disruptive behavior and de-escalation strategies, diabetes education for inpatients, EMS capabilities for pediatric emergencies and signs of sepsis.

Nursing Administration

- Lisa James, DNP, MHA, RN, NEA-BC, was invited to speak at the annual USC College of Nursing Annual Alumni Dinner in February 2020. She spoke about her professional educational journey, having just completed her DNP, and the benefits of advanced education.
- A Joy Cart debuted in FY20 to spread cheer and goodies throughout the hospital.



Quality and empirical outcomes:

- CAUTI: 72.73% reduction from prior year.
- CLABSI: 62.5% reduction from prior year
- C. diff: 40% reduction from prior year.
- 15 units received the Zero Hero Award for zero CAUTI in 2020.
- 14 units received the Zero Hero Award for zero CLABSI in 2020, achieving top quartile placement among similar hospitals in the Vizient database.
- 14 units received the Zero Hero Award for zero C. diff infections in 2020, achieving top quartile placement among similar hospitals in the Vizient database.
- Hand hygiene compliance as documented by "secret observers" increased by 46%.
- "High Performing" in heart failure and in COPD care (U.S. News & World Report).
- High-quality stroke, cardiac and diabetes care (American Heart Association).
- Blue Distinction Center for maternity care, spine surgery, cardiac care, and knee and hip replacements (BlueCross BlueShield).

Magnet® journey

Richland Hospital is on the Magnet journey, with an anticipated submission date of October 2021.



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Award winners also
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Tuomey Hospital



Nursing leadership

Terrie Carlton, MSN, RN-BC, NHA

Terrie was CNO at Tuomey Hospital from 2008–2020. She began her career here in 1991, then transitioned into various management roles, becoming an administrative director of several nursing and support departments in 2001.



Campus Council

Chair: Amanda Hansen, BSN, RN, CMSRN, OCN

Campus Council accomplishments

- Implemented “Second Eyes” for lab specimens. This initiative involved having the charge nurse ensure that labels are attached to all specimens going to the lab, and that they are all for the correct patient. This process led to a significant decrease in unlabeled and mislabeled specimens throughout Tuomey campus.
- Continued to grow and increase nurse participation in unit councils.

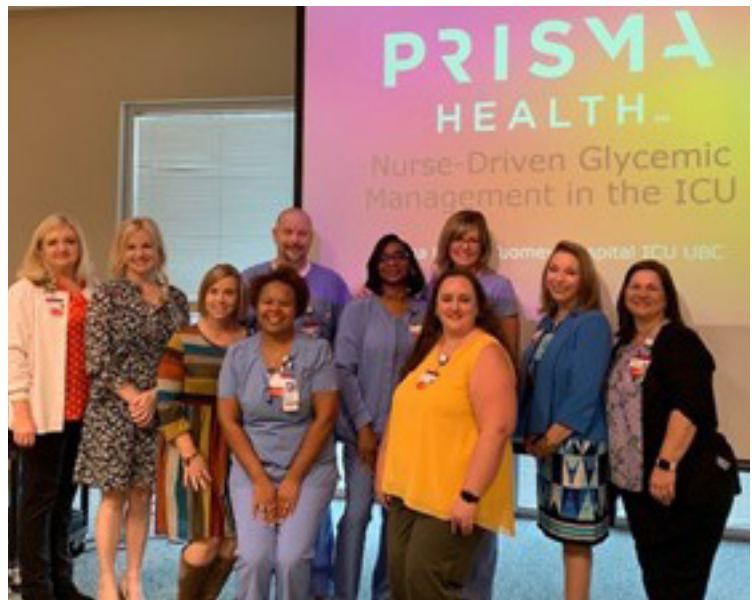
Nursing excellence examples

- An oncology nurse purchased a bell for patients to ring when finishing their chemotherapy journey. The team celebrated the first “Ring the Bell” ceremony November 2019.



- Terri Hannibal, Infection Prevention nurse, was featured as a “Prisma Health Hero” in Prisma Health’s weekly Team Member News e-newsletter on July 13 for reminding her teammates of best practices to stay safe and healthy to avoid COVID-19.

- The Oncology Unit Council tackled decreasing the use of central lines. Nurses on the unit collaborated with the appropriate provider to decrease the number of central lines accessed and advocated for de-access orders. The primary use for central lines is chemotherapy administration, and the unit strives to remove the line as soon as chemotherapy is completed. Central line checkoffs are conducted every three months by the floor’s central line champions to ensure nurses are refreshed multiple times throughout the year, can practice their skills and be quizzed on the most recent policies. By the end of FY20, the unit celebrated 520 days CLABSI-free since the central line champion initiative had started!
- The ICU Unit Council presented its work on a nurse-driven protocol for glycemic management during Nursing Grand Rounds in October 2019. The new protocol focused on nurses partnering with intensivist Hassan Amhaz, MD, to create nurse-driven glycemic management, which results in improved glycemic management, while avoiding hypoglycemia and standardizing insulin infusion therapy for hyperglycemia in the ICU (see photo).
- In January 2020, inpatient nursing units began participating in a monthly pressure-injury prevalence study to facilitate external benchmarking for NDNQI. This initiative helped bring awareness to pressure-injury prevention and the need for two nurses to conduct skin assessments.



Quality and empirical outcomes

- The hospital celebrated a decrease in all Nursing Sensitive Indicators (CSIs) from FY19–FY20: C. diff infections decreased by 31%, CAUTI by 50%, CLABSI by 11%, while VAP held steady at no infections.
- Blue Distinction Center for maternity care (BlueCross BlueShield)
- “High Performing” in heart failure and in COPD care (U.S. News & World Report)



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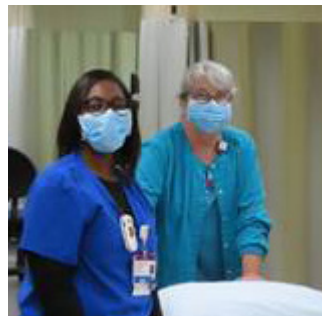
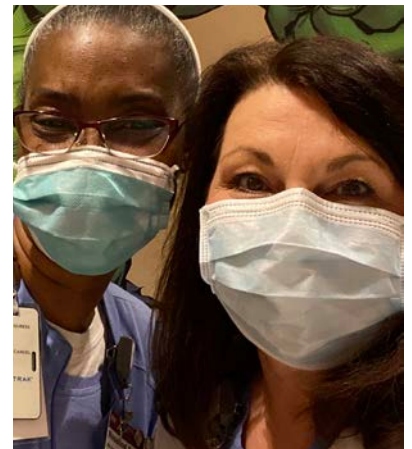
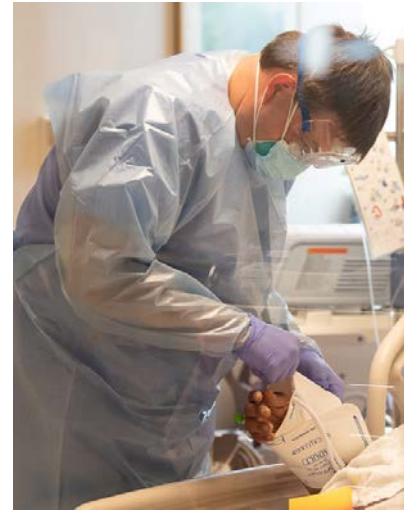
Pathway to Excellence® designation

Tuomey Hospital received Pathway to Excellence designation April 2019.

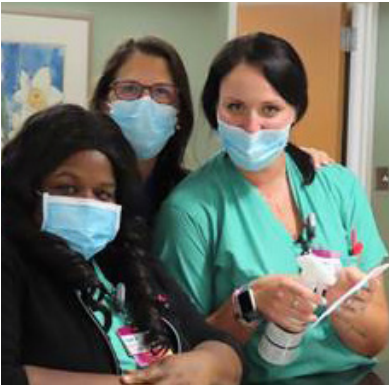
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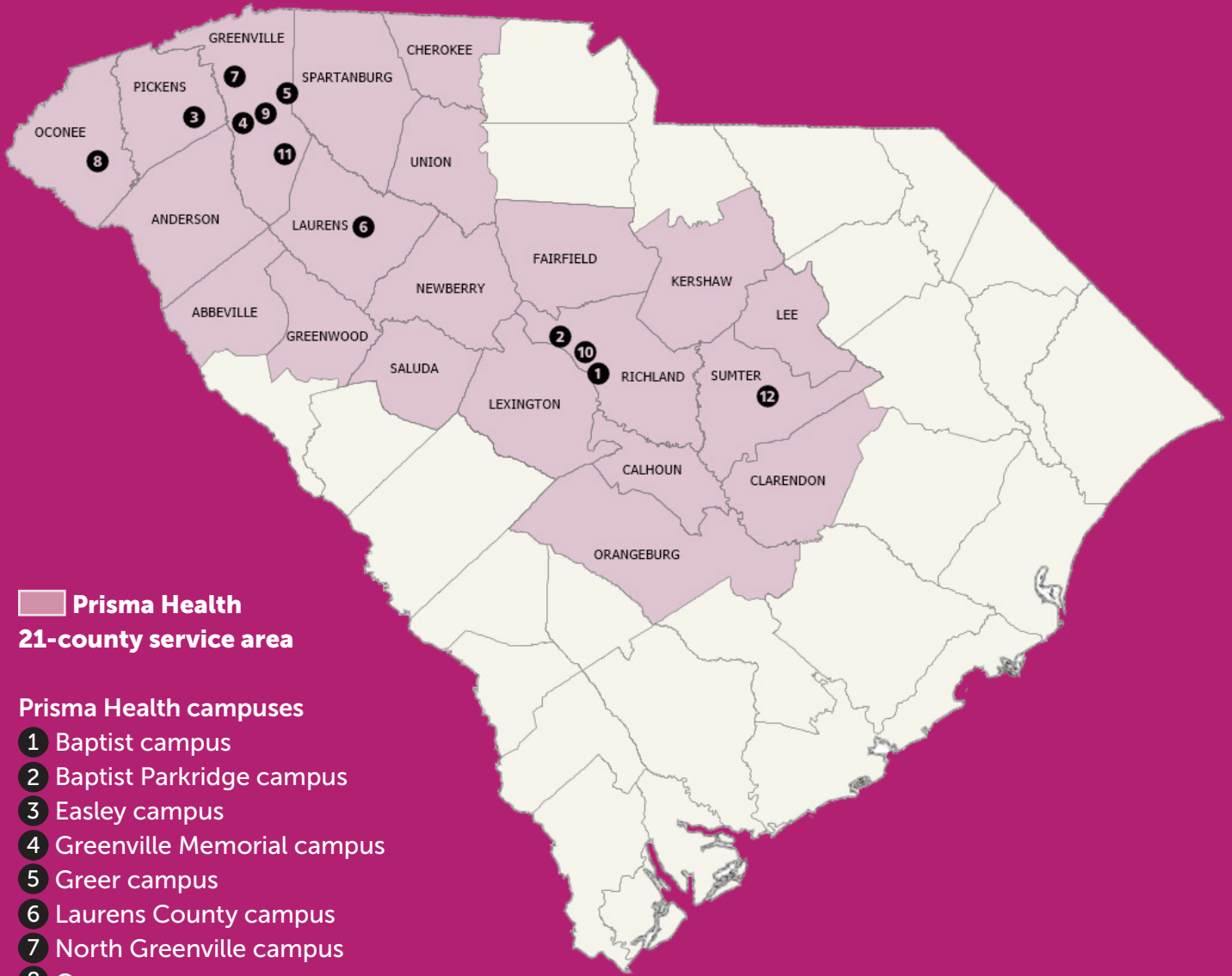
Year of the Nurse photo gallery

With pride and heartfelt appreciation for our outstanding nurses, we share this special look at FY20.









 **Prisma Health**
21-county service area

Prisma Health campuses

- 1** Baptist campus
- 2** Baptist Parkridge campus
- 3** Easley campus
- 4** Greenville Memorial campus
- 5** Greer campus
- 6** Laurens County campus
- 7** North Greenville campus
- 8** Oconee campus
- 9** Patewood campus
- 10** Richland campus
- 11** Simpsonville (Hillcrest Hospital) campus
- 12** Tuomey campus

PRISMA HEALTH®

Midlands

Baptist campus

Taylor at Marion St.
Columbia
803-296-5010

Baptist Parkridge campus

400 Palmetto Health Pkwy.
Columbia
803-907-7000

Richland campus

5 Medical Park Dr.
Columbia
803-434-7000

Tuomey campus

129 N. Washington St.
Sumter
803-774-9000

Upstate

Easley campus

200 Fleetwood Dr.
Easley
864-442-7200

Greenville Memorial campus

701 Grove Rd.
Greenville
864-455-7000

Greer campus

830 S. Buncombe Rd.
Greer
864-797-8000

Laurens County campus

22725 U.S. Hwy. 76 E.
Clinton
864-833-9100

North Greenville campus

807 N. Main St.
Travelers Rest
864-455-9206

Oconee campus

298 Memorial Dr.
Seneca
864-482-3100

Patewood campus

175 Patewood Dr.
Greenville
864-797-1000

Simpsonville campus

729 SE Main St.
Simpsonville
864-454-6100

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