CARING.
PRACTICE.
COLLABORATION.
COMMUNICATION.
PROFESSIONAL DEVELOPMENT.

2. Leadership Message
5. Highlights—At a Glance
17. WE PROVE Every Day That “Impossible” Is Just an Opinion
18. WE GO Beyond Traditional Thinking
19. WE PUSH Medicine Further than Ever Before
20. WE APPLY Science and Creativity to Our Thinking
22. WE TURN Ideas into Reality
24. Collaboration in the Pursuit of Excellence
26. We Are Committed to Providing High-Quality Clinical Care

IBC. In Fond Memory of Debra Lione, RN
HACKENSACK UNIVERSITY MEDICAL CENTER’S VISION
To Lead the Pursuit of Excellence in Healthcare

NURSING’S VISION
Pursuing Excellence in Professional Nursing Practice and Care Delivery

HACKENSACK UNIVERSITY MEDICAL CENTER’S STATEMENT OF PURPOSE
Hackensack University Medical Center is a team committed to providing an exceptional patient experience through quality patient-centered care, education, research and community outreach.

Hackensack University Medical Center, a nonprofit teaching and research hospital located in Bergen County, New Jersey, is the largest provider of inpatient and outpatient services in the state. This 775-bed facility has gone beyond traditional thinking by creating an entire campus of care, including: the Heart & Vascular Hospital, the John Theurer Cancer Center, the Joseph M. Sanzari Children’s Hospital, and the Donna A. Sanzari Women’s Hospital. As a result of using science and creativity to push medicine further, HackensackUMC has been named one of America’s 50 Best Hospitals by HealthGrades® for six years in a row—the only hospital in New Jersey, New York, and New England to receive this honor.

The medical center has been named to the Leapfrog Top Hospitals List; received 17 Gold Seals of Approval™ by the Joint Commission; is ranked in Cancer, Cardiology and Heart Surgery, Ear, Nose & Throat, Gastroenterology, Geriatrics, Neurology and Neurosurgery, Orthopedics and Urology by U.S. News & World Report’s “2012-13 Best Hospitals” list; is ranked in four specialties on U.S. News & World Report’s “Best Hospitals Metro Area Top 10”; and its Joseph M. Sanzari Children’s Hospital was among the top 25 Best Children’s Hospitals for neurology and neurosurgery in the U.S. News & World Report’s “2012-13 Best Children’s Hospitals” rankings. HackensackUMC is also listed as one of the 50 Best Hospitals in America by Becker’s Hospital Review; is named one of the Thomson Reuters 100 Top Hospitals®; and is a Magnet® recognized hospital for nursing excellence, the first hospital in New Jersey and second in the nation, receiving its fourth designation in April 2009. The medical center is the hometown hospital of the New York Giants, and remains committed to its community through fundraising and community events. To learn more about one of the nation’s top 50 hospitals, visit: www.HackensackUMC.org.
We are pleased to present our 2011 Patient Care Services Annual Report.

Throughout the year, your contributions to fulfilling HackensackUMC’s vision, “To Lead the Pursuit of Excellence in Healthcare,” has been evident. We are privileged to receive letters of praise from our patients and their loved ones speaking to the dedication of our nursing staff and the ways in which you made a difference in their lives.

You not only provide care to our patients, but are involved in research, publications, medical missions, community service, scholarly and academic involvement, and national and international presentations. Your passion, attention and commitment to the care of our patients, families and community-at-large have indeed created a culture of innovation, service and excellence—all keys to our success.

As the state’s leading provider of inpatient and outpatient services, you have and continue to be instrumental in achieving and sustaining high-quality, value-based outcomes. Your contributions are immeasurable and have greatly contributed to our reputation of exceptional clinical care, which has enabled Hackensack University Health Network to expand its services and reach within the region. Hackensack University Health Network is the New Jersey-based parent company of HackensackUMC, the HackensackUMC Foundation, Hackensack University HealthPartners Medical Group, and corporate joint venture partners with LHP Hospital Group in the ownership: HackensackUMC at Pascack Valley and HackensackUMC Mountainside. With more than 9,000 employees and 2,200 credentialed medical staff members at hospitals within the Network, Hackensack University Health Network is the largest healthcare system in northern New Jersey. The Network has current clinical collaborations and affiliations with Hackettstown Regional Medical Center, NYU Langone Medical Center’s Division of Pediatric Surgery, Palisades Medical Center, and Saint Clare’s Health System. It also formed a strategic alliance with the North Shore-LIJ Health System, and a clinical affiliation with MinuteClinic, the retail healthcare division of CVS Caremark. This Network growth will allow our nursing team to remain an influential force in care delivery within our main campus, as well as affiliate campuses. We are confident that the high-level of quality from our nursing team will continue as the Network expands, offering more patients access to our award-winning care.

Nursing, the largest group at the forefront of care delivery, is the backbone of frontline care. Our nurses are renowned for achieving Magnet® recognition for Nursing Excellence, the highest honor that can be bestowed by the American Nurses Credentialing Center. We were the first in New Jersey and the second in the country to receive this designation—a true testament to the quality of care and your aim to pursue excellence in professional nursing practice.

We would like to thank all of you for your hard work, dedication and unwavering commitment to proving that “impossible” is just an opinion!

Sincerely,

ROBERT C. GARRETT
President and Chief Executive Officer
HackensackUMC

DIANNE A.M. AROH, RN, MS, NEA-BC
Executive Vice President, Chief Nursing and Patient Care Officer
HackensackUMC
This is WHO WE ARE

PROFESSIONAL PRACTICE MODEL

Pursuing Excellence in Professional Nursing Practice

PRACTICE
The nurses at HackensackUMC deliver high quality, patient-centered care to our patients and their families. Our shared decision making model provides us with the opportunity to utilize evidence-based practice and nursing research in the delivery of care.

COLLABORATION
As facilitators and advocates, we develop a partnership in care with our patients, their families and with fellow healthcare professionals.

COMMUNICATION
We strive to promote the professional image of nursing through active engagement in patient education, quality initiatives, and innovation to promote continuity of care for patients and their families including local and global outreach.

PROFESSIONAL DEVELOPMENT
We embrace lifelong learning and we encourage and support one another in ongoing professional development and growth.

CARING
Our Professional Practice Model is based on Jean Watson’s Theory of Human Caring which is a convergence of the art, theory and science of nursing.
This is WHAT WE DO

CARE DELIVERY MODEL
Pursuing Excellence in Care Delivery

PRACTICE
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COLLABORATION
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COMMUNICATION
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PROFESSIONAL DEVELOPMENT
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CARING
Our Professional Practice Model is based on Jean Watson’s Theory of Human Caring which is a convergence of the art, theory and science of nursing.
Service to the Community/Missions—At a Glance

Miguelina Argueta, RN, BSN, CCRN, Pediatric Intensive Care Unit; Cynthia Bachemin, RN, MSN, Pediatric Intensive Care Unit; Joshua Matlin, RN, BSN, CCRN, Pediatric Intensive Care Unit; Sandra McPherson-Gichie, RN, Pediatric Intensive Care Unit; Veronica Que, unit clerk, Pediatric Intensive Care Unit; and Anna Senra, RN, MSN, CCRN, Pediatric Intensive Care Unit. Participated in the inaugural 5K NJ Sharing Network Walk/Run in New Providence, NJ, as team, “The Force be PICU,” to raise awareness about organ and tissue donation in June 2011.

Katrina Caturan, RN, BSN, Operating Room. International Medical Missions to Yap, Micronesia in March 2011 and the Philippines in May 2011 with Grace Dental and Medical Mission (GDMM), Dracut, MA. Provided dental, medical and surgical services to adults and children.

Sandra Chan Weber, RN, BSN, CCRN, CWCN, Medical Intensive Care Unit. Volunteer Cub Scout recruiter as a parent with nursing as a profession for the Mahwah Cub Scout, Pack 258, NJ. Taught three weeks of the Webelos Readyman Activity Badge where the boys learned to do CPR and the Heimlich maneuver, and identified signs of stroke and hurry cases in December 2011.


Maryann Collins, RN, MSN, CNS, BSN, Patient Care Coordinator, Infectious Diseases Outreach Program. Runs clinic that treats indigent HIV patients by annually writing and receiving federal funding from the Ryan White Grant to pay: the physicians treating these patients, emergent lab work, HIV medications, TB testing supplies, vaccines and supplies for influenza, HBV and HAV vaccines, and specialty care for HIV patients—especially regarding women’s health issues. Funding was awarded February 2011 and the clinic serves Bergen, Passaic and Hudson counties in New Jersey.

Stephanie Cohen, M.D., Department of Plastic & Reconstructive Surgery; Suzanna Cordova, CST, surgical technician, Main Operating Room; Maryann Kourgalis, RN, BSN, Department of Plastic & Reconstructive Surgery; Pankaja A. Mandhle, M.D., Department of Anesthesiology; Kathleen O’Hara, M.D., Trauma and Critical Care Services; Rachel Peralta, RN, BSN, CCRN, Pediatric Intensive Care Unit; Lisa Pflug, RN, BSN, CPN, Pediatric Day Accommodation Suite; Cindy Steele, M.D., associate director of the Tomorrows Children’s Institute, Joseph M. Sanzari Children’s Hospital; Edward Strauss, RN, AAS, CNOR, RNfA, Main Operating Room; Laura VanDePutte, RN, BSN, CPON, nurse manager, Outpatient Pediatrics; Luis Yaya, RN, AAS, Main Operating Room; and

We are engaged, passionate and focused on leading our profession.

Evangeline B. Epper, RN, BSN, CGRN, Endoscopy; Jacqueline Green, RNC-OB, BSN, Labor and Delivery; Anne Patrick, RNC-OB, EFM, Labor and Delivery. International Medical Mission to Kigali, Rwanda in April 2011 with the International Organization for Women and Development Inc. (IOWD), a non-profit, 501(c)(3) organization. Treated obstetric fistula and other birth-related trauma.

Giuseppina Finnerty, RN, BC, MSN, clinical level IV, Urology/Kidney Transplant Department. Facilitated and developed a template for quarterly urology educational in-services, educating registered nurses, advanced practice nurses, technicians, nursing assistants and clinical educators on urology topics at HackensackUMC. The 2011 educational in-services were: “Optimizing Nursing Care of the Patient Undergoing Prostatectomy” and “Nephrectomy, Partial Nephrectomy, and Nephroureterectomy: Indications for Surgery and Perioperative Patient Care.”

Meliam Gonzales, RN, BSN, trauma prevention coordinator and clinical educator, Department of Trauma/Surgical Critical Care & Injury Prevention. Spearheads Safe Kids “Walk This Way” and “Halloween Safety” programs to promote positive examples of pedestrian safety for children—presenting to students at Saint Joseph’s Academy in Bogota, NJ, Academy of Our Lady in Glen Rock, NJ, and Lowell Elementary School in Teaneck, NJ. Also spearheads “Get It Together Seatbelt Challenge,” a program offered to Bergen County High Schools to encourage seatbelt use and safe driving behaviors. In 2011, 22 high schools participated in the program.

Mary T. Granholm, RN, MSN, ANP-BC, nurse practitioner, Bone Marrow and Stem Cell Transplant Program, John Theurer Cancer Center. Volunteer as a care provider at the Bergen Volunteer Medical Initiative in Hackensack, NJ, providing free primary medical care to the uninsured in Bergen County.

Helen N. Hall, RN-BC, MSN, APN-C, Cardiac Services, Heart & Vascular Hospital. Volunteered for the American Nurses Credentialing Center (ANCC) Medical Surgical Nurse Standard Setting Study at the ANCC Headquarters in Silver Spring, MD.


Christine Lisa, RN, AAS, OCN, John Theurer Cancer Center. Organized fundraiser held in Hoboken, NJ for Northern New Jersey’s Gilda’s Club in Hackensack, NJ and raised $3,000. Gilda’s Club is dedicated to providing emotional and social support for persons touched by cancer.

Njoki Ng’ang’a, RNC, MPhil, MSc, PhD(c), Labor and Delivery. International Medical Mission to Kigali, Rwanda in October 2011 with the International Organization for Women and Development, Inc. (IOWD), a non-profit, 501(c)(3) organization. Treated obstetric fistula and other birth-related trauma.

Neveen Shosha, RN, MAS, CCM, CPHQ, Performance Improvement clinical advisor, Department of Patient Care. Provides hot meals for people in need at the Bayonne Soup Kitchen Assumption Church in Bayonne, NJ.

Kirsten Sommer, RN, BSN, 3 Link North Intermediate Care. International Medical Mission to Chinandega, Nicaragua in May 2011 with Quinnipiac University, Hamden, CT. Volunteered and donated supplies to hospitals and health clinics in the rural communities of Nicaragua. Provided direct patient care, educated the community, shared experiences and communicated with healthcare professionals, donated medical supplies, and provided a presentation to healthcare providers and government health representatives about “Tips for Self Care.”

Melissa Statile, RN, BSN, Urology. International Medical Mission to Nairobi, Kenya in March 2011. Brought diabetes supplies donated by HackensackUMC to the only diabetes education center in East Africa. Offered medical advice, and donated money, which will help to put a Kenyan girl through nursing school starting February 2012.

Doreen Tabussi, RN, BSN, CPN, nurse coordinator, Pediatric Rheumatology, Joseph M. Sanzari Children’s Hospital. Volunteer for Camp CHAT (Children Have Arthritis Too) in Hackettstown, NJ; chairperson of “Team Recruitment” and team captain of “Hackensack Heroes: Walking on Sunshine” for the 2011 Arthritis Foundation Bergen County Walk at Bergen Community College, Paramus, NJ.

Christine Vinci, RN, ADN, data specialist, Department of Patient Care. Team Captain of “Inspirational Journey” for the 2011 Muscular Dystrophy Association (MDA) Muscle Walk
held at The Prudential Center in Newark, NJ, March 2011. Team collectively raised more than $217,000. Committee Member for the MDA’s Fourth Annual “A Toast to Life Cocktail Party and Reception,” held at Il Villaggio in Carlstadt; NJ, November 2011. The event raised more than $33,000.

Michelle Wilder, RN, BSN, CPN, Pediatric Cardiology, Joseph M. Sanzari Children’s Hospital. International Medical Mission with Heart Care International, an international non-profit organization dedicated to providing and improving the care of congenital heart patients in developing countries, to San Salvador, El Salvador in May 2011 and Lima, Peru in October 2011. Provided pediatric diagnostic and interventional catheterizations, as well as closed and open heart surgeries. Also, co-chairperson of the Congenital Heart Defects (CHD) Coalition Awareness Walk-A-Thon, Ridgewood, NJ.

Laura Wisse, RN, BSN, CNOR, Robotic/Transplant Surgery. Volunteer medical reservist for the Morris County Medical Reserve in New Jersey.

AWARDS AND RECOGNITION—AT A GLANCE

Dianne A.M. Aroh, RN, BSN, MS, NEA-BC, executive vice president, chief nursing and patient care officer. Recipient of the 2011 Tribute to Women In Industry (TWIN) Award, honored at the YWCA of Bergen County’s 37th Annual Tribute to Women and Industry (TWIN) Awards in Teaneck, NJ. Recipient of the 2011 Community Services Award, honored by the National Association for the Advancement of Colored People (NAACP), Bergen County Branch.

Melissa Arroyo-Hernandez, RN, BSN, Pediatric Emergency Room Trauma Core Committee co-chair, Pediatric Emergency Department. Recipient of the 2011 Excellence in Service Award from Felician College in Lodi, NJ.

Karen Beggs, RN, MSN, CPN, Performance Improvement Department; Gina Dovi, RN, BSN, CPHON, Pediatric Oncology; Gail Morchel, RN, BSN, COHN-S, CIC, Infection Control Department; Debbie Peters, RN, BSN, CPON, Reuten Clinic; and Jennifer Romalin, APN, MSN, CCRN, Pediatric Emergency Department. Recipients of the Teamwork Award at the National Nursing Patient Safety Awards at Georgetown University, Washington, D.C., April 2011, for their poster presentation, “Uniting a Multi-disciplinary Team with a Common Goal: Decreasing CA-BSI’s.” This presentation highlighted the teamwork and outcomes achieved by the Joseph M. Sanzari Children’s Hospital BSI Committee in significantly reducing healthcare associated central catheter bloodstream infections.

Linda Cohen, RN, MSN, APN, CDE, ADM-BC; Joseph Giangola, MD; Linda Gogates, RD, MS, CDE; Mona Lefkowitz, RN, MSN, APN, CDE; Janet Longo, RN/RD, BSN, CDE; Toni Manzo, RN, BSN, CDE; Kathe Olohan, RN, MSN, APN, CDE; Kathy Tigue, RD, MS, CDE; and Doreen Zappitelli, RN, AD, CDE, MOLLY Diabetes Education Center for Adults and Children. The diabetes center received its seventh recertification from the American Diabetes Association (ADA) for being a certified self-management diabetes education program, November 2011.

Maryann Collins, RN, MSN, CNS, BSN, patient care coordinator, Infectious Diseases Outreach Program. Recipient of the nationwide contest, “5 Years 5 Heroes,” honored at the U.S. Conference on AIDS in Chicago, IL, by the Bristol Myers Squibb Company/Atripla. She was one of five winners chosen by five celebrity judges from hundreds of essays that were submitted.

Virginia Flynn, RN, MSN, CCRN, education specialist, Department of Clinical Education. Recipient of Nursing Spectrum’s New York/New Jersey Region 2011 Nursing Excellence Teaching Award.

Helen N. Hall, RN-BC, MSN, APN-C, Cardiac Services, Heart & Vascular Hospital. Recipient of the 2011 Jean Marshall Scholarship Award from the NJ Institute for Nursing and recipient of the Cultural Competency Award from Felician College in Lodi, NJ.

Njoki Ng’ang’a, RNC, MPhil, MSc, PhD(c), Labor and Delivery. Awarded Graduate Research Assistantship on National Institutes of Health (NIH) funded study, “Maternal & Child Outcomes of a Prison Nursery Program” (Grant Number R01 NR007782, M. Byrne, PI) by Columbia University, NY.

Melinda S. Weber, RN, MS, APN, AOCN-C, APN manager, John Theurer Cancer Center. Recipient of the Helmsman Award at HackensackUMC. Recipients of this award are viewed as excellent communicators, highly skilled at their jobs, have an eye for detail, and one who leads their team in the right direction.
2011 NURSES WEEK—
NURSING EXCELLENCE AWARDS AT HACKENSACKUMC

ADVANCING & LEADING PROFESSIONAL
AWARD
Kelly Briggs, RN, BSN, MBA
Nurse Manager, Acute Elder Care Unit

CLINICAL CARE AWARD
Laura Wisse, RN, BSN, CNOR
Robotic/Transplant Surgery

EDUCATION AWARD
Patricia Tiseo, RN, CGRN
Endoscopy Services

FRIENDS OF NURSING AWARD
Theresa Kressaty, Pharm.D.
Pharmacy

INNOVATION AWARD
Katie DeMarco, RN, CHPN, MSHS, MSN
Department of Pain and Palliative Medicine

MANAGEMENT AWARD
Carol Weber, RN, BSN, NE-BC
Nurse Manager, Pediatric Intensive Care Unit

MEDICAL MISSION AWARD
Lisa Pflug, RN, BSN, CPN
Pediatric Day Accommodation Suite

MENTORING AWARD
Kimberly Stinson, RN, BSN, OCN
John Theurer Cancer Center

NON-CLINICAL NURSE AWARD
Frances Parisi, RN, BSN, CEN
Pediatric Emergency Room

RESEARCH AWARD
Claudia Douglas, RN, MA, CNN, APN-C
Manager, Nursing Practice and Research

SERVICE TO THE COMMUNITY AWARD
Jose Cotty, RN, CEN, CTRN, MICN
Mobile Intensive Care Unit

TEAM SPIRIT AWARD
Nursing Staff at the John Theurer Cancer Center

ACADEMIC APPOINTMENTS—AT A GLANCE

Kimberly Dimino, RN, MSN, CCRN, Pediatric Intensive Care Unit, Joseph M. Sanzari Children’s Hospital. Adjunct professor at William Paterson University in New Jersey.

Giuseppina Finnerty, RN, BC, MSN, clinical level IV, Urology/Kidney Transplant Department. Adjunct professor at Bergen County Community College in New Jersey.

Alexis A. Fitzsimmons, RN, MSN, BSN, WHNP-C, nurse manager, Inpatient Psychiatry. Adjunct faculty in the School of Nursing and Allied Health at Fairleigh Dickinson University in New Jersey.

Maureen Imbrogno, RN, MSN, CAN-BC, Infusion Center. Adjunct professor at Bergen County Community College in New Jersey.

Mary T. Granholm, RN, MSN, ANP-BC, nurse practitioner, Bone Marrow and Stem Cell Transplant Program, John Theurer Cancer Center. Clinical adjunct faculty in the Undergraduate Nursing Program at Felician College in New Jersey.

Joanne Wendolowski, RN, MS, BC, Health Awareness Regional Program (HARP). Clinical adjunct faculty for Community Health and Health Assessment programs at Felician College in New Jersey.
PROFESSIONAL INVOLVEMENT AND DEVELOPMENT—AT A GLANCE

Dianne A.M. Aroh, RN, BSN, MS, NEA-BC, executive vice president, chief nursing and patient care officer. Advisory board member for The New York Times, New York; Fairleigh Dickinson University, New Jersey; Felician College, New Jersey; American Organization of Nurse Executives (AONE); Organization of Nurse Executives of New Jersey (ONE/NJ), New Jersey; Greater New York Organization of Nurse Executives (GNYONE), New York; and The College of Health Professions (CHP) Advisory Board at Pace University, New York.

Katrina Caturan, RN, BSN, Operating Room. Associate missionary of Grace Dental and Medical Mission (GDMM), Dracut, MA.

Linda Cohen, RN, MSN, APN, CDE, ADM-BC, manager, MOLLY Diabetes Education Center for Adults and Children. Developed and coordinated educational “survival skills” sessions to teach diabetes caregivers how to properly tend to adults and children with this disease. This free program is sponsored by a grant from Becton, Dickinson and Company (BD) for the MOLLY Diabetes Education Center for Adults and Children at HackensackUMC, Hackensack, NJ, offered throughout 2011.

Linda Cohen, RN, MSN, APN, CDE, ADM-BC, manager, MOLLY Diabetes Education Center for Adults and Children, and Joseph Giangola, M.D., chief, Diabetes Section and medical director, Adult Division, MOLLY Diabetes Education Center for Adults and Children. Sub-principal investigator/coordinator for a research study involving Becton, Dickinson and Company (BD) insulin pen needles in obese subjects.

Joan Colella, RN, MPA, MSN, NP-C, APN-C, Radiation Oncology, John Theurer Cancer Center. Chaired HackensackUMC’s Accountable Care Organization (ACO) Workgroup Committee and developed objectives to meet assigned goal of “involving patients in their care decisions.” Chaired HackensackUMC’s Advanced Practice Nurse (APN) Peer Review Workgroup. Member of HackensackUMC’s Planning Committee for the 2011 APN Annual Conference.


Katie DeMarco, RN, CHPN, MSHS, MSN, Department of Pain and Palliative Medicine. Founding member and vice president of Legislation and Health Policy for the New Jersey Palliative Care Advanced Practice Nurse Consortium.

Claudia Douglas, RN, MA, CNN, APN-C, supervisor, Clinical Practice & Research. Member of the Middletown Community Health Center’s Medical Board, Middletown, NY.

Claudia Douglas, RN, MA, CNN, APN-C, supervisor, Clinical Practice & Research and Mary Lamontagne, RN, BSN, CRNI, director of Infusion Center, Hepatitis Center, Outreach Program, and Infectious Diseases. Served as investigators in a HackensackUMC research study, “A controlled trial to compare the overall complication rate between two peripheral IV catheters systems.”

Giuseppina Finnerty, RN, BC, MSN, clinical level IV, Urology/Kidney Transplant Department. President of Northern New Jersey Chapter 114—Society of Urologic Nurses and Associates (SUNA). Accepted into Clinical Ladder Level IV position at HackensackUMC, Hackensack, NJ, July 2011.

Mary Lamontagne, RN, BSN, CRNI, director of Infusion Center, Hepatitis Center, Outreach Program, and Infectious Diseases. Appointed to the Infusion Nurses Society National Education Council. Term runs from May 2010 to May 2012.

Cassandra Martin-Walters, RN, MSN, nurse manager, Neonatal Intensive Care Unit. Accepted into the 2011 American Organization of Nurse Executives (AONE) Nurse Manager Fellowship Program.

Denise Menonna Quinn, RN-BC, MSN, AOCNS, transplant insurance nurse coordinator, John Theurer Cancer Center. Reviewer for the Oncology Nursing Society’s Continuing Education Department to ensure quality and current oncology programs throughout the country. A member of the New Jersey State Nurses Association’s (NJSNA) Continuing Education Review Team to enhance nursing educational programs throughout the state. A member of the Board of Directors for the Child Wellness Research Foundation, a foundation dedicated to funding hospitals and research organizations in a tireless effort to discover cures and treatments for childhood illnesses.

Kara Mirabella, RNC-OB, MSN, Labor and Delivery. Attended the Resolve Through Sharing (RTS) Bereavement Coordinator Training Conference, co-sponsored by Good Samaritan Hospital, Suffern, NY, and Gundersen Lutheran Medical Foundation Bereavement Services, La Crosse, WI, in May 2011. Currently RTS Bereavement Coordinator on Labor and Delivery Unit at HackensackUMC, Hackensack, NJ.
Njoki Ng’ang’a, RNC, MPhil, MSc, PhD(c), Labor and Delivery. Founding member of the Center for Children & Families at Columbia University School of Nursing, New York, and member of the Medical Advisory Board for the International Organization for Women & Development (IOWD).

Patricia Nierstedt, RN, MS, CEN, trauma program coordinator, Department of Patient Care. 2011 President-elect of the New Jersey Emergency Nurses Association.

Catherine Picarelli, RN, BSN, CNN, nurse coordinator, Pediatric Nephrology. Secretary of the Northern New Jersey Chapter of the American Nephrology Nurse Association.

Ramiro T. Ramos, RN, MSN, BSN, CCRN, nurse manager, Noninvasive Cardiovascular Lab and Cardiac Prevention and Rehabilitation Center, in collaboration with Julius Gardin, M.D., chairman of the Department of Internal Medicine; Susan Hutter, operations manager of Academic Affairs; David Landers, M.D., Division of Cardiology; Louis Teichholz, M.D., interim co-chairman of Heart & Vascular Hospital, chief of Cardiology; Cheryl Williams, administrative assistant; the Heart & Vascular Hospital and the New Jersey Chapter, American College of Cardiology, coordinated and planned the First Annual Heart & Vascular Symposium: New Developments in Heart and Vascular Disease Management at the John Theurer Cancer Center at HackensackUMC, Hackensack, NJ, September 2011.

Carol Rios, RN, BSN, OCN, nurse case manager, Breast Cancer Division, John Theurer Cancer Center. Advisory Board Member for national publication, OncNurse. Member of HackensackUMC’s Comprehensive Breast Care Committee, which assisted in the process of HackensackUMC receiving the Joint Commission DSC Breast Accreditation in June 2011.

ABSTRACTS/PRESENTATIONS—AT A GLANCE

Sue Abramson, RN, BSN, ONC and Oscar Acosta, RN, BSN, ONC, “Evidence-Based Practice: Vein Finder,” Nursing Research and Innovation Council Conference at HackensackUMC, Hackensack, NJ, September 2011.

Denyse Addison, RN, MSN, CCE; Kathy Burke, RN, Ph.D., MS, NEA-BC; Jazmin Cascante, RN-BC, BSN; Joan Colella, MPA, MSN, NP-C, APN-C; Sanchita Das, Pharm.D.; Nilesh Desai, RPh, MBA; Claudia Douglas, RN, MA, CNN, APN-C; Ramonita Jimenez, RN, MPA, NE-BC; Jewell Varughese, Pharm.D.; and Christine Vinci, RN, ADN, “Transforming Care At the Bedside (TCAB)—Nurse Pharmacy Rounds on Medical Surgical Units,” poster presentation, Nursing Research and Innovation Council Conference at HackensackUMC, Hackensack, NJ, September 2011 and the 2011 APN Annual Conference at HackensackUMC, November 2011.


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62.9% RNs Providing Direct Patient Care with BSN as Highest Degree

3.5% RNs Providing Direct Patient Care with MSN as Highest Degree

Karen Beggs, RN, MSN, CPN; Gina Dovi, RN, BSN, CPHON; Gail Morchel, RN, BSN, COHN-S, CIC; Debbie Peters, RN, BSN; and Jennifer Romalin, APN, MSN, CCRN, “Uniting a Multi-disciplinary Team with a Common Goal: Decreasing CA-BSI,” National Nursing Patient Safety Awards at Georgetown University, Washington, D.C., April 2011.


Linda Cohen, RN, MSN, APN, CDE, ADM-BC; Joseph Giangola, M.D.; Linda Gogates, RD, MS, CDE; Mona Lefkowitz, RN, MSN, APN, CDE; Janet Longo, RN/RD, BSN; and Toni Manzo, RN, BSN, CDE; Kathie Olohan, RN, MSN, APN, CDE; Kathy Tigue, RD, MS, CDE; and Doreen Zappitelli, RN, AD, CDE, “Hackensack Improves Inpatient Diabetes Care: Team Effort Improves Indicators, Increases Communication Among Staff.” American Association of Diabetes Educators (AADE) 38th Annual Meeting & Exhibition, Las Vegas, NV, August 2011.


Joan Colella, RN, MPA, MSN, NP-C, APN-C; Claudia Douglas, RN, MA, CNN, APN-C; and Nancy VanBuiten, RN, MSN, CCRN, APN-C, “APN Peer Review: A Process to Translate Competency into Practice Measures.”Sigma Theta Tau Research Day at Fairleigh Dickinson University in New Jersey, April 2011.

Joan Colella, RN, MPA, MSN, NP-C, APN-C; Claudia Douglas, RN, MA, CNN, APN-C; Karen Setti, RN, MSN, CCRN, APN-BC; Krystyna Toczyłowski, RN, MSN, IBCLC, APN-C; and Nancy VanBuiten, RN, MSN, CCRN, APN-C, “APN Peer Review: An Innovative Practice Journey.” 2011 APN Annual Conference at HackensackUMC, Hackensack, NJ, November 2011.

Andrea Delmarmo Hicks, RN, MSN, CNL, “Care of Patients Requiring Cervical Spine Immobilization” and “Think Beyond the Bedside: A Staff Nurse’s Experience of Completing an Evidence-Based Project.” Nursing Research and Innovation Council Conference at HackensackUMC, Hackensack, NJ, September 2011.

Andrea Delmarmo Hicks, RN, MSN, CNL, “Care of Patients Requiring Cervical Spine Immobilization,” 2011 APN Annual Conference at HackensackUMC, Hackensack, NJ, November 2011.

Claudia Douglas, RN, MA, CNN, APN-C; Christi Iacono, RN-BC, BSN; Besarta Lumani, RN-BC, BSN; Anthony Rocco, BS, stroke coordinator; Alyssa Taylor, RN, BSN; and Rose Williams, BSMT, MSCRA, “Standardized Stroke Assessments and Effective Rehabilitation Interventions,” Nursing Research and Innovation Council Conference at HackensackUMC, Hackensack, NJ, September 2011.

Virginia Flynn, RN, MSN, CCRN, “We Wear Many Hats: Peer Reviewed Portfolio to Aid the Professional Development of the Educator,” National Nursing Staff Development Organization Annual Conference, Chicago, IL, July 2011.


Barbara McGoey, RN, BSN; Mary Ann Michelis, M.D.; and Harini Morisetty, “The Incidence of Positive Patch Tests in an Allergy Practice Compared to Published Dermatological Data.” American Academy of Allergy, Asthma & Immunology National Conference, San Francisco, CA, February 2011.

Patricia Nierstedt, RN, MS, CEN, “Care of the Geriatric Trauma Patient,” 2011 Bergen/Passaic Education Day at Chilton Hospital, Pompton Plains, NJ, April 2011.


Denise Menonna Quinn, RN-BC, MSN, AOCNS, “Chemotherapy and Biotherapy Course,” Bergen/Passaic Nurse Educators Program at St. Joseph’s Regional Medical Center, Paterson, NJ, March 2011 and December 2011.


Denise Menonna Quinn, RN-BC, MSN, AOCNS, “Nursing Education Continues to Move with the Changing Tides,” Drexel University Nursing Education Institute, Atlantic City, NJ, June 2011.


Christine Vinci, RN, ADN, “Transforming Care At the Bedside (TCAB)—Nurse Pharmacy Rounds on Medical Surgical Units,” podium presentation, Nursing Research and Innovation Council Conference at HackensackUMC, Hackensack, NJ, September 2011.


**PUBLICATIONS—AT A GLANCE**


2011 FIRST-TIME CERTIFICATIONS—AT A GLANCE

Natalie Agolio, RN-BC
Medical-Surgical Registered Nurse

Joanne Anastasi, RN, OCN
Certified Oncology Nurse

Kyoung-Sun Baek, RN, PCCN
Progressive Care Certified Nurse

Pamela Benecke, RN-BC
Certification in Gerontological Nursing

Eileen Beysel, RN, OCN
Certified Oncology Nurse

Mary Borja, RN-BC
Certification in Gerontological Nursing

Allison Brooks, RN-BC
Medical-Surgical Registered Nurse

Sharon Cadovious-Hardenbergh, RN, CPN
Certified Pediatric Nurse

Geralyn Cardinale, RN-BC
Medical-Surgical Registered Nurse

Melanie Cardona, RN, CPN
Certified Pediatric Nurse

Patricia Cavanna, RN, CNOR
Certified Nurse, Operating Room

Ryan Ciesla, RN-BC
Certification in Gerontological Nursing

Casey Clappsy, RN-BC
Medical-Surgical Registered Nurse

Kathryn Colon, RN, CPON
Certified Pediatric Oncology Nurse

Sandra Cusack, RN, CPN
Certified Pediatric Nurse

Lorena DeJesus, RN, CPN
Certified Pediatric Nurse

Michelle DeJesus, RN, CEN
Certified Emergency Nurse

Antonietta Dela Cruz, RN, CPEN, CEN
Certified Pediatric Emergency Nurse and Certified Emergency Nurse

Andrea Delmarmo Hicks, RN, CNL
Clinical Nurse Leadership Certification

Nancy Flade, RN, CPAN
Certified Post Anesthesia Nurse

Fides Guzman, RN, CNOR
Certified Nurse, Operating Room

Meghan Hartnett, RN, CCRN
Critical Care Registered Nurse

Catherine Herrmann, RN, CCRN
Critical Care Registered Nurse

Susan Ifill, RN-BC
Medical-Surgical Registered Nurse

Colleen Jenkins, RN, OCN
Certified Oncology Nurse
<table>
<thead>
<tr>
<th>Name</th>
<th>Certification/Role</th>
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<tbody>
<tr>
<td>Lorraine Johnson, RN-BC</td>
<td>Medical-Surgical Registered Nurse</td>
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<tr>
<td>Elizabeth Jones, RN, OCN</td>
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<td>Ashley Kahler, RN, CPN</td>
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<td>Kimberly Kelly, RN, OCN</td>
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<td>Maryellen Kluxen, RN, CIC</td>
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<td>Gail Komine, RN, CPEN</td>
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<td>Jennifer Kopelman, RNC-OB</td>
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<td>Vivian Kotora, RN, CPN</td>
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<td>Lisa LaRubbio, RN, CPN</td>
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<td>Rimma Macer, RN, CPN</td>
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<td>Erika Masias, RN-BC</td>
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<td>Laura Meyer, RN, OCN</td>
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<td>Nancy Minutillo, RN, CPN</td>
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<td>Kara Mirabella, RNC-OB</td>
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<td>Laura Musano, RN-BC</td>
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<td>Frances Parisi, RN, CEN</td>
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<td>Joseph Reissner, RN, CPEN</td>
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<tr>
<td>Anne Rooney, RNC-NIC</td>
<td>Certified Neonatal Intensive Care Nurse</td>
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<td>Leizl Ruiz, RN, CNOR</td>
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<td>Erin Salerno, RN, CCRN</td>
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<td>Faith Salinger, RN, CPEN</td>
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<td>Debra Salvatore, RN, OCN</td>
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<td>Anna Senra, RN, CCRN</td>
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<td>Neveen Shosha RN, CPHQ</td>
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<td>Gloria Spina-Mianulli, RN, OCN</td>
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<td>Jillian Trinidad, RN-BC</td>
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<td>Mary Xenakis, RN, OCN</td>
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<td>Joanna Yohannes Tomicich, RN, APN-C</td>
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<td>Irina Zargarian, RN, PCCN</td>
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<td>RN Turnover Rate</td>
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<td>Magnet® Re-Designations for Nursing Excellence</td>
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<td>RN Vacancy Rate</td>
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<td>Nursing Research Studies in 2011 submitted to the IRB</td>
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</table>
We prove every day that “impossible” is just an opinion

OPTIMIZING OUTPATIENT CARE FOR CHRONIC DISEASES

Avoidable hospital readmission affords healthcare systems one of the best opportunities to reduce cost and improve care, quality and value. According to the Agency for Healthcare Research and Quality/Healthcare Cost Utilization Project Cost, (Jiang, Russo and Barrett, 2009) hospitals spent $30.8 billion on 4.4 million avoidable admissions. A meta-analysis of randomized controlled trials (RCT) evaluating the effect of health-specific patient education coupled with discharged phone calls found a 21 percent reduction in the relative risk of re-hospitalization (CI 0.68 -0.91; p <0.001) (Gwadry-Sridhar, Flintoft, Lee, Lee and Guyatt, 2004). Our Heart Failure Program at the Heart & Vascular Hospital developed several strategies to reduce readmission in the heart failure population. Among the many are:

- Interdisciplinary Heart Failure Readmission Committee
- Heart Failure Admission Reduction Pilot
  — Connecting with patients at 30, 60 and 90 days after discharge
- Post-discharge Phone Calls: follow-up

HackensackUMC’s Strategic Directions, under the section on quality entitled “Patient Management/Outcomes,” states to, “Develop clinical management programs for patients with chronic diseases to optimize outpatient care in order to prevent readmission, improve quality of life and enhance functional status.”
According to the National Health and Medical Research Council (2011), “Palliative care should not be confined to ‘end of life’ care,” but rather it can be defined as “…an approach that improves the quality-of-life of patients and their families facing the problems associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychological and spiritual.” HackensackUMC’s Palliative Care team is aligned with this definition. In an effort to help and support the family when faced with difficult decisions, the Palliative Care team collaborated with the direct-care nurses and physicians in the Intensive Care Units (ICU) to develop this patient-centered initiative.

The team is comprised of expert caregivers specialized in minimizing pain and symptoms for patients with serious or chronic illnesses through a holistic, compassionate approach in conjunction with medical treatment and care. Throughout the patient’s illness, the team focuses on the relief of stress, pain and symptoms, and ultimately assists with offering the patient the best quality of life possible by supporting the patient’s mind, body and spirit. This extra layer of support offered by the Palliative Care team to patients and their families seeks to lessen the stress and tension surrounding illness.

The family and healthcare providers meet to discuss and coordinate care and treatment for all stages of illness. They work together on advance care planning and identify interdisciplinary services to support the patient’s quality-of-life goals to ensure that decisions are fully informed, respecting the patient and family’s values and goals.

At HackensackUMC, our forward-thinking caregivers are proactive in creating an intentional caring and healing environment, transcending the way care has been provided over time. When it comes to quality of life for our patients, we go above and beyond to make certain they are afforded nothing short of the best.
We push medicine further than ever before

EVIDENCE-BASED INTERVENTION: MANAGING MUCOSITIS

Our commitment to fulfilling our pursuit of excellence in professional nursing practice and care delivery is best exemplified in the oral mucositis evidence-based practice (EBP) project.

Chemotherapy and radiation therapy, the mainstay of current cancer treatment, often results in devastating side effects. Mucositis, an inflammatory and/or ulcerative lesion of the oral and/or gastrointestinal tract is a common therapy-related toxicity affecting up to 100 percent of bone marrow transplant patients, 80 percent of patients receiving radiation therapy, and approximately 40 percent of patients undergoing standard multi-cycle chemotherapy (Harris, 2006). Mucositis significantly impacts the patient’s overall physical and functional well-being, as well as their quality of life. The consequences of mucositis include pain, malnutrition, dehydration and bleeding; all of which may lead to increased emergency room visits, hospitalization and potential therapy interruption.

As facilitators and advocates, we developed a partnership with fellow healthcare professionals to address this debilitating side effect. This advance practice nurse (APN)-led multidisciplinary team, which included nurse managers, direct care nurses, physicians, a pharmacist, a nutritionist and a case manager, represented radiation oncology, bone marrow transplant, medical oncology and pediatric populations. These groups collaborated and identified opportunities for improving patient oral assessment, patient oral hygiene practices and the management of mucositis. (See chart below)

The translation of the best evidence into practice as demonstrated in this EBP project shows the convergence of the art and science in nursing, and our dedication to excellence in our practice and care for our patients.
We apply science and creativity to our thinking

ENHANCING QUALITY, IMPROVING PATIENT OUTCOMES

“It is estimated that approximately 50 million stroke survivors worldwide currently cope with significant physical, cognitive and emotional deficits.” (Miller, 2011) Improving patient outcomes remains a fundamental priority across the continuums of care. Our nurses, collaborating with their interdisciplinary colleagues, participate in research contributing to the body of evidence.

As a direct result of our membership in the Northeast Cerebrovascular Consortium (NECC), our staff nurses’ participation in a research study entitled, “The Feasibility to Assess and Document Post Stroke Functional Status and Caregiver Availability as Part of the Rehabilitation Assessment in Acute Care Hospitals,” was the first clinical stroke research study conducted by our Stroke Center at HackensackUMC. Led by principal investigator and sub-principal investigator respectively, Besarta Lumani, RN-BC, BSN and Christi Iacono, RN-BC, BSN, in collaboration with Anthony Rocco, stroke coordinator, Rose Williams, BSMT, MSCRA, research coordinator and Claudia Douglas, RN, MA, CNN, APN-C, manager of Nursing Practice and Research, the study’s aim was to:

• Document the existing decision process for acute assessment for rehabilitation
• Incorporate key patient factors known to predict the rehabilitation needs

Applying and translating best evidence and research into practice is an exciting approach to excel in meeting patient care needs and improving patient outcomes. According to the National Stroke Association, stroke is the fourth leading cause of death and a leading cause of serious, long-term adult disability in the United States (National Stroke Association, 2009). Currently, across the nation there lacks a standard tool for assessing stroke patients’ discharge to acute rehabilitation. Effective rehabilitations initiated early following the onset of a stroke can enhance recovery and minimize functional disability.

The translation of the best scientifically-based evidence, standards and guidelines into practice remains our central focus toward assuring patient-centered care.

## STROKE CENTER: DESIGNATIONS AND AWARDS

<table>
<thead>
<tr>
<th>Year</th>
<th>Designation</th>
<th>Recognition</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>“Primary Stroke Center”—Joint Commission</td>
<td>HealthGrades® Stroke Care Excellence Award for 6 years in a row</td>
</tr>
<tr>
<td>2007</td>
<td>“Comprehensive Stroke Center”—New Jersey Department of Health and Senior Services (NJDHSS)</td>
<td>HealthGrades® five-star rated (out of a possible five-stars) Treatment of Stroke for 10 Years in a Row (2003-2012)</td>
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<tr>
<td>2009</td>
<td>“Bronze Award”—Get With The Guidelines (GWTG) and American Heart Association/ American Stroke Association</td>
<td>One of HealthGrades ® America’s 100 Best Hospitals for Stroke Care™ in 2012</td>
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<tr>
<td>2010</td>
<td>“GWTG Silver Plus Award”</td>
<td>American Heart Association/American Stroke Association’s Gold Plus Achievement Award</td>
</tr>
<tr>
<td>2011</td>
<td>“GWTG Gold Plus Award”</td>
<td>American Heart Association/American Stroke Association’s Designation on the Target: Stroke Honor Roll</td>
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</tbody>
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The first hours after birth are a developmentally distinct time for a baby and there are well-documented short and long term physical and psychological advantages when a baby is held skin-to-skin during this time.” (Health Education Associates, 2011)

Breaking from the status quo, our nurses have taken the initiative to become actively involved in introducing, supporting, promoting and translating best evidence into the best practice of skin-to-skin contact between mother and baby, encouraging breastfeeding. This initiative, led by staff nurses, focuses solely on providing high-quality care and service for our patients. The launch of the “Simply the Breast, Simply the Best” campaign for breastfeeding unites research and evidence with practice change, yielding a positive shift in the environment and care for a new mother and her newborn.

From a global prospective, research suggests supporting mothers through breastfeeding is imperative. According to the World Health Organization (WHO), “…breast milk is the ideal food for newborns and infants. It gives infants all the nutrients they need for healthy development. It is safe and contains antibodies that help protect infants from common childhood illnesses—such as diarrhea and pneumonia, the two primary causes of child mortality worldwide.”

Our nurses not only link global perspectives on this and many other topics in nursing, but we are evolving both practice and care to best care for mother and baby. We give resources and literature to new mothers via an academic book and handouts at the bedside, we show an interactive video teaching the mothers how to breastfeeding, and we educate mothers on the importance and the benefits of breastfeeding and skin-to-skin contact. A lactation consultant is also available to assist in the process. Our nurses understand the importance of this initiative, constantly making ourselves available at the bedside to ensure adequate support is given.

Empowered, encouraged and supported when pursuing the best for our patients by our leaders and interdisciplinary team, we carefully examined an opportunity to improve the standard of care and transformed it despite any potential obstacles we may face with mothers including difficulties, fear and anxiety. Every day our nurses at HackensackUMC continue to turn ideas into reality.
JOSEPHINE’S DREAM

“Our mission started,” said Heidi Hartung-Rispoli, mother of Josephine Elle Rispoli, a beautiful, courageous seven-year-old who was treated at the Joseph M. Sanzari Children’s Hospital, and passed away after a 13 month-long battle with a brain tumor. Josephine had a wish for a place where she and other hospitalized children could play in the sunshine, interact with nature and just be children. During her hospitalization, all she wanted was to be home with her sisters and her dogs. She loved to be outside, catch frogs, run, swim, have fun, play hide-n-go seek and draw. However, being outside in the midst of treatment was not always possible. One day, Heidi saw a rooftop off of a conference room on the fifth floor of the Pediatric Oncology Unit.

Heidi said to Josephine, “There’s a space! We can make a garden! We’ll do it together!” They planned the space; a wishing fountain, climbing boulders, chalk board walls, plants, a custom whimsical awning to provide shelter from the sun and rain, an art table and a hand-hewn warrior pole for all the little warriors to sign their name. This would be a place to dream, a place to blow bubbles, an escape...a respite. Their vision included space to play, beautiful flowers to examine, inspirational artwork and a place for families to be together—24 hours a day, seven days a week.

A garden, with an interactive space incorporating all of Josephine’s wishes, is to be located at the exact location they first spotted; on the fifth floor of the Joseph M. Sanzari Children’s Hospital. We partner with our patients and their families in turning ideas into a reality—a place for Josephine’s life to stay bright and a place for hospitalized children to enjoy.

Josephine, a bright light, always making people smile and laugh, was smart, spunky, creative and generous.

On October 23, 2011, Josephine earned her angel wings with honor.
COLLABORATION IN THE PURSUIT OF EXCELLENCE

EMERGENCY AND TRAUMA CENTER (ETC)

In 2011, the ETC Observation Unit achieved major milestones in falls prevention. In 2010, 24 falls occurred in the unit. The goal was to reduce falls by seven percent in 2011, with a stretch goal of 25 percent falls reduction. Falls champion nurse, Helen Bello, RN, BSN, with the support of the Falls Reduction Resource Group, led the staff of 22 registered nurses, 10 nursing assistants and patient care technicians, and six unit clerks to a 71 percent reduction in falls (seven total for 2011).

In September 2011, the ETC Observation Unit was recognized by the Board of Governors and Robert C. Garrett, president and chief executive officer, and Dianne Aroh, RN, MS, NEA-BC, executive vice president, chief nursing and patient care officer, for reaching a milestone of 100 days without a fall, while reaching a record of 140 days without a fall.

ETC’s Unit-based Council Accomplishments for 2011
• Dedicated the Ambulance Triage Room
• Rotation of assignments for RNs
• Increased the number of sharps containers in Area B
• ETC’s Commitment to CARE MVP Awards
• Completed the Safety Culture Action Plan
• Increased RN participation in the council
• Assigned a champion for hospital and departmental projects

At HackensackUMC:

177 Unit Clerks
58 Patient Care Technicians
376 Nursing Assistants
Nursing Assistants
The nursing assistant assists patients with healthcare needs and activities of daily living, and provides bedside care—including basic nursing procedures. They must not only be skilled in providing basic nursing care and performing certain skills, but must also be able to observe the patient’s condition and communicate this information to the nurse. They are often the healthcare team member who spends the greatest amount of time with our patients and is actually an extension of our nurses—often referred to as the “nurse’s eyes and ears.” The nursing assistant is an important member of the healthcare team, and possesses a great deal of experience and ability.

Patient Care Technicians (PCTs)
PCTs possess the same skills and abilities as nursing assistants, but also have additional training and skills such as the ability to perform phlebotomy, 12 Lead EKGs and various orthopedic skills. PCTs are primarily in the ETC and on the 2 Main Observation Unit. The Clinical Education Department conducted four PCT Training programs in 2011.

Unit Clerks
The unit clerks play a key role on the nursing units. They are the first people our visitors see when they enter the unit. They are expected to greet everyone with a smile and assist them as needed. Responsibilities include:
• Initiate, maintain and coordinate information for the patient record
• Monitor inventory, and order supplies and equipment needed for the staff to render quality patient care
• Modify orders, schedule procedures and enter patient charges
• When needed, assist with patient transportation
• Keep the census board updated
• Assist in emergencies by procuring supplies and keeping other patients calm
• Send equipment for repairs
We are committed to providing high-quality clinical care

- Catheter-Associated Urinary Tract Infections (CAUTI) in 2011 in the Pediatric Intensive Care Unit (PICU)
- Ventilator-associated Pneumonia (VAP) in 2011 in the Coronary Care Unit (CCU)
- Ventilator-associated Pneumonia (VAP) in 2011 in the Medical Intensive Care Unit (MICU)
- Ventilator-associated Pneumonia (VAP) in 2011 in the Surgical Intensive Care Unit (SICU)
- Central Line-Associated Bloodstream Infections (CLABSI) in 2011 in the Neonatal Intensive Care Unit (NICU)

for the following birth weight categories:
- 751-1000 gms
- 1001-1500 gms
- 1501-2500 gms
- >2500 gms

Under the “Patient Management/Outcomes” of HackensackUMC’s Strategic Directions, the section on quality states, “Pursue ‘zero’ episodes of hospital acquired infections (HAI) and other hospital acquired conditions (HAC).”

We have never wavered from this pursuit.
<table>
<thead>
<tr>
<th>Section</th>
<th>HackensackUMC 2011 4Q</th>
<th>Press Ganey Database Mean</th>
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<td>94.2</td>
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<tr>
<td>Nurses concern for comfort</td>
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<td>93.9</td>
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<td>Instructions regarding home care</td>
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<td>Degree pain was controlled</td>
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<td>Nurses’ attention to special/personal needs</td>
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<td>Nurses informed you using clear language</td>
<td>93.9</td>
<td>92.5</td>
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<td>Staff addressed emotional needs</td>
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<tr>
<td>How well your child’s pain was controlled</td>
<td>90.5</td>
<td>88.7</td>
<td>+1.8</td>
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<td>How well nurses communicated with you in a straight forward manner</td>
<td>94.7</td>
<td>90.2</td>
<td>+4.5</td>
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<td>Degree to which nurses cared about your baby as a person</td>
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<td>92.6</td>
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<td>Nurses’ encouragement of your participation in your baby’s care when possible</td>
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<tr>
<td>How well your pain was controlled</td>
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<td><strong>Nurses Section for 4&amp;5 Strawbridge</strong></td>
<td><strong>91.4</strong></td>
<td><strong>88.0</strong></td>
<td><strong>+3.4</strong></td>
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<tr>
<td><strong>Nurses Section for 9 Pavilion East</strong></td>
<td><strong>91.0</strong></td>
<td><strong>88.4</strong></td>
<td><strong>+2.6</strong></td>
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<td><strong>Outpatient Oncology—John Theurer Cancer Center Overall Mean</strong></td>
<td><strong>92.5</strong></td>
<td><strong>92.0</strong></td>
<td><strong>+0.5</strong></td>
</tr>
</tbody>
</table>

We are excellence in patient care
PRESSURE, ULCERS AND FALLS

Department of Patient Care
Falls 2008–2011

Total Rate Nosocomial Pressure Ulcers

CLABSI SICU 2004–2011
Rates/1,000 Device Days

Department of Patient Care
Falls 2008–2011

Total Rate Nosocomial Pressure Ulcers

CLABSI SICU 2004–2011
Rates/1,000 Device Days

28
INFECTION CONTROL

The Infection Control Department at HackensackUMC is a team of professionals responsible for overseeing all aspects of surveillance, prevention and control of infection throughout the medical center. “Healthcare-associated infections are among the top ten leading causes of death in the United States.” (Public Health Reports, 2007) The goal of the Infection Control Program is to prevent and control the occurrence of healthcare-acquired infections.

COMPONENTS OF THE INFECTION CONTROL PROGRAM:

Surveillance
• Identifying infections (both healthcare-acquired and community-acquired)

Prevention
• Prevention and control of disease transmission throughout the medical center

Education
• Education of personnel and patients regarding transmission and prevention of infections

The Infection Control Team:
Seated, from left: Maryellen Kluxen, RN, CIC, nurse epidemiologist and Linda Walker, RN, BSN, C, CIC, nurse epidemiologist
Standing, from left: Gail Morchel, RN, BSN, COHN-S, CIC, lead nurse epidemiologist; Carmen Polifronio, RN, BSN, MPA, CPHQ, CIC, nurse epidemiologist; and Wendy Hess, RN, CIC, director.

2011 INFECTION CONTROL DATA

Pediatric Intensive Care Unit (PICU) Ventilator-Associated Pneumonia

<table>
<thead>
<tr>
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<th>Infections</th>
<th>Rate/1,000 Device Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Feb</td>
<td>32</td>
<td>0</td>
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<tr>
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<tr>
<td>May</td>
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<tr>
<td>Jun</td>
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<tr>
<td>Jul</td>
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<td>Nov</td>
<td>14</td>
<td>3</td>
</tr>
<tr>
<td>Dec</td>
<td>33</td>
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</tr>
</tbody>
</table>

NHSN Mean 1.80

Cardiac Surgery Intensive Care Unit (CSICU) Ventilator-Associated Pneumonia Rate

<table>
<thead>
<tr>
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<th>Infections</th>
<th>Rate/1,000 Device Days</th>
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<tbody>
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<td>Jan</td>
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<tr>
<td>Feb</td>
<td>94</td>
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<tr>
<td>Mar</td>
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<tr>
<td>Apr</td>
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<tr>
<td>May</td>
<td>186</td>
<td>0</td>
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<td>Jul</td>
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<td>59</td>
<td>0</td>
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<tr>
<td>Dec</td>
<td>117</td>
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</table>

NHSN Mean 3.90

Medical Intensive Care Unit (MICU) Catheter-Associated Urinary Tract Infection Rate

<table>
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<th>Infections</th>
<th>Rate/1,000 Device Days</th>
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</thead>
<tbody>
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<tr>
<td>Feb</td>
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<td>0</td>
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<tr>
<td>Mar</td>
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<td>May</td>
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<td>Jun</td>
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<td>Jul</td>
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<td>Aug</td>
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<td>0</td>
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<tr>
<td>Dec</td>
<td>249</td>
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</tr>
</tbody>
</table>

NHSN Mean 2.30

Coronary Care Unit (CCU) Central Line-Associated Blood Stream Infection Rate

<table>
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<th>Infections</th>
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<td>0</td>
</tr>
<tr>
<td>Feb</td>
<td>182</td>
<td>0</td>
</tr>
<tr>
<td>Mar</td>
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<td>Jul</td>
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<td>Aug</td>
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<tr>
<td>Sep</td>
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<tr>
<td>Nov</td>
<td>186</td>
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<tr>
<td>Dec</td>
<td>165</td>
<td>0</td>
</tr>
</tbody>
</table>

NHSN Mean 2.00
In Fond Memory of
Debra Lione, RN

The HackensackUMC community was deeply saddened by the passing of Debra Lione, RN, nurse manager, Inpatient Operation Room, in December of 2011. Debra was an employee of the medical center for more than 25 years. Always a fighter, Debra fought cancer for 18 months. Her courage in her battle was an inspiration to all that worked with her on a daily basis and to anyone that knew her. She will be missed, and her many contributions to the medical center will live on.
Report By:
Claudia Douglas, RN, MA, APN, CNN
Manager, Clinical Practice & Research

Ashley Guarino
Data Coordinator

Special Thanks:
Robert C. Garrett
President and Chief Executive Officer

Dianne A.M. Aroh, RN, MS, NEA-BC
Executive Vice President,
Chief Nursing and Patient Care Officer

Audio Visual Services
Evangeline B. Epper, RN, BSN, CGRN, Endoscopy
Photography

Curran & Connors
Design

Infection Control, Performance Improvement and Service Excellence
Data

Marketing & Communications