



CHRISTUS[®]
TRINITY MOTHER FRANCES
Health System

NURSING ANNUAL REPORT 2021

MAGNET
RECOGNIZED



AMERICAN NURSES
CREDENTIALING CENTER



TABLE OF CONTENTS

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Table of Contents & Editorial Board	2
President's Message	3
Chief Nursing Officer's Message	4
Nursing Strategic Plan 2019 – 2022	6
Transformational Leadership	8
Shared Governance During The Pandemic	10
DAISY Award	12
BEE Award	13
Nursing Excellence Awards	14
Good Samaritan Award	16
Core Values Award	17
Interdisciplinary Collaboration Awards	18
Connect To Purpose	20
Service Line Accomplishments	22
Clinical Excellence	23
Message of Gratitude from Families	24
Nurses Owning Their Practice	26
Empirical Outcomes	28
New Knowledge, Innovation & Improvements	30
Nursing Research Studies	31
Nursing Professional Development Highlights	32
Transition To Practice	33
Community Outreach	34
Across the System: CNO Reports	36

PRESIDENT'S MESSAGE



In reflecting upon our journey since our last Annual Report, I am proud of an amazing year for nursing accomplishments at **CHRISTUS Mother Frances Hospital - Tyler**. I have never been more in awe of the nursing staff than I have over this past year. You have provided excellent nursing care in some of the most challenging circumstances ever. Thank you for the work you do every day.

While the coronavirus remained headline news throughout 2021, the non-COVID-19 related business of nursing went on daily, and so did you. In every role and on every unit, you consistently showed your dedication in spite of the demands – *personal and professional* – placed on you by the pandemic. **CHRISTUS Mother Frances Hospital - Tyler** is indeed fortunate to have outstanding nursing professionals who embody our mission of *extending the healing ministry of Jesus Christ*. Thank you again for allowing me to be part of this amazing team.

Jason Proctor, MBA
Ministry President
CHRISTUS Mother Frances Hospital - Tyler

"And whatever you do, do it heartily, as to the Lord and not to men, knowing that from the Lord you will receive the reward of the inheritance, for you serve the Lord Christ." Colossians 3:23-24



CHIEF NURSING OFFICER'S MESSAGE

Thank you, CHRISTUS Mother Frances - Tyler nurses, for being leaders in patient care, especially during the last 18 months of the COVID-19 pandemic and the snow storm earlier this year.

I want to acknowledge you for the resilience and empathy you have demonstrated during a challenging time for our profession. While we didn't expect to have to practice nursing through a pandemic, you have risen to the occasion and provided excellent care that reflects the values of Florence Nightingale.

As nurses, we serve others every day and live our mission of extending the healing ministry of Jesus Christ. Over the past year I have seen numerous examples of our mission in action through the dignity and compassion you extend to our patients. Despite the anxiety that the pandemic has created for each of you as a nurse, the dedication that you have continued to demonstrate is most inspiring. We have a stellar team and I want to acknowledge the efforts of our nurses to include inpatient nurses, outpatient nurses, procedural nurses, house supervisors, educators, case managers, advance practice nurses, and our infection prevention and

quality nurses for their commitment and selfless dedication over the past year. Your teamwork has had a greater impact on patients' lives than ever before in your profession.

While you have cared for many COVID-19 patients throughout this pandemic, you have maintained your focus on Zero Harm and our Magnet journey. You have continued to deliver excellent care to our patients following evidence-based practices and high reliability principles. You have also continued to support our Magnet journey to re-designation, which highlights your professional growth and development, your voice as a nurse, and ownership of your individual nursing practice. I'm very proud of our entire nursing team and excited to see what our future holds.

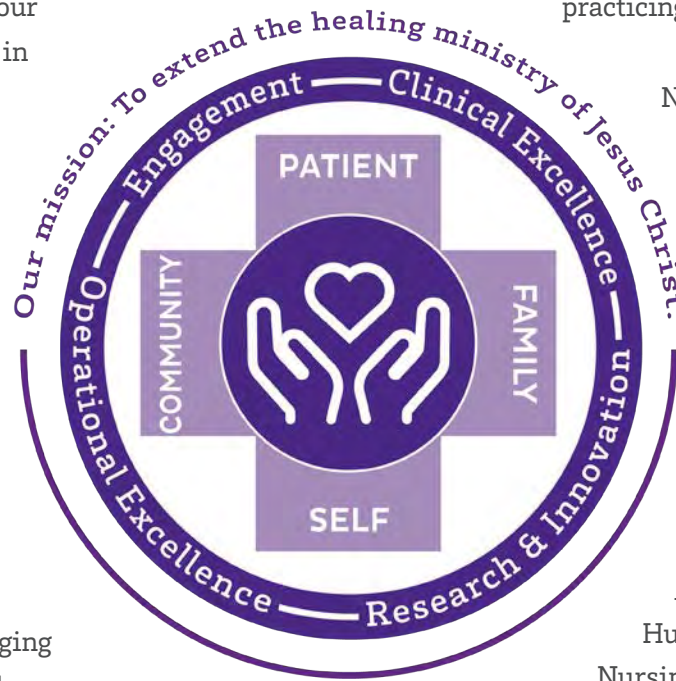
Shelly Welch, MBA, BSN, RN, NEA-BC
Chief Nursing Officer
CHRISTUS Mother Frances Hospital - Tyler

Chief Nurse Executive
CHRISTUS Mother Frances Health System

caring – healing **PROFESSIONAL PRACTICE MODEL**

Our organizational mission to *extend the healing ministry of Jesus Christ* guides our professional practice as nurses in our transformational journey of caring for our patients, their families and our community. At the center of the model is a heart held by two hands: our heart is our spiritual center and our hands allow us as caregivers to *extend the healing ministry of Jesus Christ*. We work together towards the attainment of our nursing strategic goals by engaging our nursing teams, preventing harm through clinical excellence, improving patient

outcomes through research and innovation and practicing at the top of our license.



Nursing fosters a caring-healing environment that supports Associates to practice loving-kindness, authentic presence, and cultivation of one's own spiritual practice in the service of patients, families, and our community.

Our Professional Practice Model reflects Dr. Jean Watson's Human Caring theory, our Nursing Strategic Plan and our Nursing Philosophy.



NURSING STRATEGIC PLAN 2019 – 2022



ENGAGEMENT

GOAL 1: INCREASE OVERALL RETENTION RATE OF CLINICAL NURSES.

Objective:

- Decrease overall turnover rate to 16% by end of FY 2022.
Specifically, decrease turnover rate incrementally by 10% each fiscal year.

GOAL 2: FOSTER TRANSFORMATIONAL LEADERSHIP AT ALL LEVELS OF NURSING.

Objectives:

- All eligible nurses at all levels demonstrate knowledge, skills, and abilities (KSA) on the ANCC Magnet® recognition program by March 2020.
- All eligible clinical units will support shared governance by fully implementing unit-based councils by December 2020.
- All eligible charge nurses will attend Charge Nurse Forum quarterly.

GOAL 3: PROMOTE A HEALTHY WORK ENVIRONMENT.

Objectives:

- Implement comprehensive wellness program for clinical staff by June 2022.
- Implement a diversity and inclusion program for clinical staff by end of June 2022.



CLINICAL EXCELLENCE

GOAL 1: SUSTAIN PROCESSES THAT ENSURE ZERO HARM ACROSS THE MINISTRY.

Objectives:

- Surpass NDNQI benchmark for all 4 nurse-sensitive indicators each quarter by the end of 8 rolling quarters.
- All eligible nurses at all levels will demonstrate 100% completion rate of high reliability organization (HRO) HealthStream courses by August 2019.

GOAL 2: FOSTER EFFECTIVE COMMUNICATION AND INTERDISCIPLINARY COLLABORATION.

Objectives:

- Safety event review meets the five-day turnaround time at least 80% of the time.
- Maintain gains from daily safety huddles.

GOAL 3: SUPPORT THE PROFESSIONAL DEVELOPMENT OF CLINICAL NURSES.

Objectives:

- Increase Bachelor of Science in Nursing (BSN) rate by 5% over two years.
- Increase nursing specialty certification rate by 5% over two years.
- Clinical departments achieving at least 51% nursing specialty certification rate may set a maintenance goal of 51% or greater each year.



RESEARCH & INNOVATION

GOAL 1: LEVERAGE RESEARCH AND INNOVATION TO IMPROVE PATIENT OUTCOMES.

Objectives:

- Complete two nursing research studies by December 2020.
- Conduct one ongoing nursing research study by December 2021.

Note: RN must be Primary Investigator (PI)

GOAL 2: PROMOTE A CULTURE OF INQUIRY THROUGH EVIDENCE-BASED PRACTICE AND PROCESS/QUALITY IMPROVEMENT.

Objective:

- Newly-graduated nurses complete and present EBP projects at the end of residency.
- Support clinical teams in the implementation of process/quality improvement projects (PI/QI).



OPERATIONAL EXCELLENCE

GOAL 1: REDESIGN CARE TO OPTIMIZE TOP-OF-LICENSE PRACTICE FOR NURSES

Objective:

- Implement improvements from Nursing and Pharmacy Gemba project on medication process by August 2019.

GOAL 2: IMPLEMENT SUSTAINABLE SOLUTIONS TO SUPPORT THE NURSING WORKFORCE.

Objective:

- Develop innovative care models to meet the changing needs of COVID-19 patients.

Note: Top-of-license practice, per the Advisory Board Company expert panel, is the ability to practice to the full extent of one's education, i.e., how nurses spend their time across their shift and an examination of "non-value-added work" or activities that can be delegated. Buck, et al. (2018), Journal of Nursing Administration

TRANSFORMATIONAL LEADERSHIP

NURSING LEADERSHIP COUNCIL

The CHRISTUS Mother Frances Hospital – Tyler Nursing Leadership Council serves as a venue for collaboration that promotes a culture of advocacy and support for Associates. Led by clinical directors, the Nursing Leadership Council elects its Chair and Co-Chair in June of each year. For fiscal year 2021, the Council voted unanimously to focus on the following goals to align with the Zero Harm efforts across CHRISTUS Health.

- Increase Glint pulse survey participation rate by 10% quarterly.
- Achieve patient experience top box overall score of 76% monthly.
- Decrease nurse-sensitive indicators (CAUTI, CLABSI, falls with injury) by 10% quarterly.

Through the existing Northeast Texas Zero Harm committee's structure, clinical directors were paired with a physician leader. This dyad relationship provides a diverse and inclusive process to review current state and opportunities for improvement. The dyad meets with a workgroup consisting of clinical nurses, subject matter experts, and an executive champion. The clinical directors worked closely with their peer group through the Nursing Leadership Council, workgroup meetings, and various unit-level activities. Although the COVID-19 pandemic has impacted the incidence of hospital-acquired conditions, the Council continues to hardwire best practices by actively engaging Associates.



OUR NURSING LEADERSHIP TEAM

ELEVATING PROFESSIONAL PRACTICE & PATIENT SAFETY



THE NURSING PEER REVIEW COMMITTEE INCLUDES NURSES (LVN, RN, AND/OR APRN) FROM CTMFHS AND CHRISTUS TRINITY CLINIC (CTC)

NURSING PEER REVIEW COMMITTEE

Nursing peer review is designed to provide a process for fact-finding, analysis and evaluation of events including a nurse in a climate of collegial problem-solving focused on obtaining all relevant information about an event, to assure the nurse due process, to decide if the nurse engaged in conduct subject to reporting to the Board of Nursing (BON), and to make recommendations for corrective actions [BON Rule 217.19(a)]

It is the philosophy of CHRISTUS Trinity Mother Frances Health System (CTMFHS) to utilize the nursing peer review to promote a non-punitive, just practice environment for nurses. This includes addressing a nurse's conduct, to the extent consistent with safe patient care, at the facility level and not reporting the nurse to the BON except as required by the Nurse Practice Act and BON rules.

SHARED GOVERNANCE DURING THE PANDEMIC



During fiscal year 2021, Shared Governance Councils demonstrated considerable flexibility as they transitioned to a virtual format and continued to meet. Council leaders and facilitators alike honed their ZOOM skills to allow Council members the opportunity to participate in shared governance. **CHRISTUS Trinity Mother Frances Hospital – Tyler** is committed to supporting the voice of clinical nurses to participate in interdisciplinary groups. This provides an environment for nurses to make shared decisions that impact nursing care delivery and drive positive outcomes.

UBC HIGHLIGHT: CVICU

In alignment with the Nursing Practice and Outcomes Council (NPOC), unit-based councils (UBC) demonstrated creativity to facilitate participation at the unit level. The cardiovascular intensive care unit (CVICU) offered multiple platforms through Facebook Live and concurrent Zoom link. The CVICU UBC created ad-hoc work groups to focus on UBC feedback and staff professional development. They also conducted a "Speaker Series." Nurses and Unit Technicians (UT) worked together to redesign the UT job description to foster improvement in care tasks. A highlight for the CVICU team this past spring was virtual participation in the AACN NTI annual conference. This motivated the CVICU nurses to prepare for their specialty certification.

ADVANCING PROFESSIONAL PRACTICE

Nurses are now able to access the *CE Unlimited* section of HealthStream to earn free continuing nursing education (CNE) credits and find courses. Nurses can choose from a variety of nursing specialty certifications, take assessments to identify strengths/opportunities, access study cards and participate in a prep course. What is the cost for these education offerings that include CNEs? They're free. In addition, nurses may utilize the Tuition Assistance and Reimbursement process to be reimbursed for the cost of the exam after successful completion. Finally, clinical nurses completing nursing specialty certifications appropriate for their patient population can earn an additional \$0.50/hour per hour worked for up to two specialty certifications. For the clinical nurse seeking to advance his or her professional practice? It is "Win, Win and Win".



CE Unlimited
Unlimited Access to Education

FY2021 NURSING EXCELLENCE

CLINICAL NURSES

BSN Prepared.....**58%**
ADN Prepared.....**39%**
Percentage of Nurses with a
Specialty Nursing Certification.....**36%**

NURSING LEADERSHIP

Advanced Nursing Degree.....**50%**
and other Master's Degree
Percentage of Nurse Leaders
with a Specialty Nursing Certification.....**79%**

SHARED GOVERNANCE LEADERSHIP: FY 2021

NURSING LEADERSHIP COUNCIL

Co-Chairs:

Jennifer Lewis, BSN, RN, PCCN
& Michelle Hopkins, MBA, BSN, RN

ADVANCED PRACTICE CLINICIANS COUNCIL CHAIR

Cassie Whetstone, PA-C

NURSING PRACTICE AND OUTCOMES COUNCIL CHAIR

Maria Hartnauer, BSN, RN, CMSRN

AMBULATORY CARE COUNCIL CHAIR

Jamie Smith, BSN, RN

NURSE STAFFING COMMITTEE CHAIR

Michael Vining, BSN, RN

NURSING PEER REVIEW COMMITTEE CHAIR

Mona Gaw, DNP, RN, NEA-BC, FACHE, CPHQ



COUNCIL STRUCTURE

daisy AWARD



FOR EXTRAORDINARY NURSING CARE

The DAISY Award is a nationwide program that rewards and celebrates the extraordinary clinical skill and compassionate care delivered by nurses every day. An acronym for Diseases Attacking the Immune System, the DAISY Foundation was formed in November 1999, by the family of J. Patrick Barnes who died at age 33 of complications of Idiopathic Thrombocytopenic Purpura (ITP). The nursing care Patrick received when hospitalized profoundly touched his family. Now in its 21st year, the DAISY Award program continues to honor nurses for the care and compassion they provide. CHRISTUS Trinity Mother Frances Health System (CTMFHS) is proud to be a DAISY Award Hospital Partner, recognizing one of our nurses with this special honor every month.

daisy AWARD WINNERS



KAITLYN BALL, BSN, RN
5 Dawson, June 2021



PATRICIA BROOKS, LVN
CTC Mineola, December 2020



RYAN DEMENT, BSN, RN, CCRN
Neuro ICU, March 2021



HOLLI FRANK, RN
4 Dawson, October 2020



KATHY SHELTON, BSN, RN
NRC, July 2020

bee AWARD

FOR EXTRAORDINARY UNIT TECHNICIAN CARE

The Being Extraordinary Every day (BEE) Award was launched in 2019 as a way to honor Unit Technicians (UT) or Patient Care Technicians (PCT) who support the role of the nurse to deliver extraordinary patient care. Just as the daisy cannot bloom without the support of the bee, nurses need the outstanding teamwork provided by UTs or PCTs in order to flourish. BEE Award nominations are submitted by leaders, peers, patients, families and reviewed by a committee. Awards are presented on a quarterly basis. The BEE Award nominee portrays a positive presence at **CHRISTUS Trinity Mother Frances Health System**. They are respectful, anticipate needs, share information, promote teamwork, and foster an environment of safety. These Associates exemplify our mission of *extending the healing ministry of Jesus Christ*.

TEAM BEE AWARD

Unit Technicians at **CHRISTUS Mother Frances Hospital - Winnsboro** Inpatient Unit were nominated and received a special team BEE Award for the care and compassion provided to their patients and families.



bee AWARD WINNER

NADIA MILLER

Unit Technician, NorthPark Pain Center

2021 NURSING *excellence* AWARDS

CHRISTUS Mother Frances Hospital - Tyler recognizes nurses within the organization who demonstrate nursing excellence as part of their daily practice. Nominations were submitted by peers, reviewed by a selection committee, and peers voted for the following categories: Nurse of the Year, Advanced Practice Nurse of the Year, Rookie of the Year and Transformational Leader of the Year.

The Structural Empowerment Role Model of the Year awardees were selected from the annual nominations representing several areas. For fiscal year 2021, the Nurse Executive Council voted to recognize clinical nurses who went above and beyond during the COVID-19 pandemic. In addition, special recognition for key Associates and teams were also given during the awards ceremony on May 13, 2021.



KIMBERLY FOWLER, RN, CMSRN
6 LPOHH
Structural Empowerment
Role Model Award



ROBIN GOODWIN, BSN, RN
SURGERY
Structural Empowerment
Role Model Award



VALERIA JOHNSON-PARR, BSN, RN
4 DAWSON
Structural Empowerment
Role Model Award



CHRISTLE KELLEY, BSN, RN
4 ORNELAS
Structural Empowerment
Role Model Award



KYLE MCBRIDE, RN, PCCN
4 BTT
Structural Empowerment
Role Model Award



MARIA ROOT, BSN, RN
6 LPOHH
Structural Empowerment
Role Model Award



JAMIE SANDERS, RN
HPP EYE CLINIC
Structural Empowerment
Role Model Award



MADISON THRASHER-SMITH,
BSN, RN, CCRN, CVICU
Structural Empowerment
Role Model Award



TAYLOR WEATHERS, BSN, RN
ECC
Structural Empowerment
Role Model Award



ALEXANDRIA WILLIAMS, BSN, RN
THE BIRTH CENTER
Structural Empowerment
Role Model Award



TARA WOOD, BSN, RN, CMSRN
5 BTT
Structural Empowerment
Role Model Award

2021 NURSING *excellence* AWARDS



PATRICIA LYDIA, LVN
HOHP URGENT CARE
COVID Nurse Hero – Clinic



CHERYL AUSTIN, BSN, RN, CCRN
NURSING RESOURCE CENTER
COVID Nurse Hero – Hospital



DELKESHE DUNCAN, MSN, RN, CRNA
APRN of the Year



NICOLE TRPKOSH, BSN, RN
SURGERY
Rookie of the Year – Hospital



BROOKLYN SMITH, LVN
HOHP PEDIATRICS
Rookie of the Year – Clinic



SUSAN JOHNSON, RN
DIGESTIVE DIAGNOSTIC CENTER
Nurse of the Year – Hospital



CORTNEY SHELTON, BSN, RN
CLINICAL DIRECTOR, PRE-OP
Good Samaritan Award



MOLLY WARD, BSN, RN
HPP ORTHOPEDICS
Nurse of the Year – Clinic



KEVIESHA LACY, BSN, RN, NEA-BC
CLINICAL DIRECTOR, 5 ORNELAS
Transformational Leader of the Year



MICHELLE HOPKINS, MBA, BSN, RN
CLINICAL DIRECTOR, 5 BTT, OCC, OP INFUSION
Nightingale Award

good samaritan AWARD



(L-R) CORTNEY SHELTON, BSN, RN & MR. JOHN ZUMBRO

good samaritan AWARDEE

CORTNEY SHELTON, BSN, RN, PRE-OP
CLINICAL DIRECTOR, PRE-OP

John Zumbro, avid motorcyclist, was riding alongside his nephew one day and preparing to access Interstate 20. As he entered the highway via the on ramp, a distraction on his left resulted in he and his motorcycle drifting to the right of the interstate which lacked an adequate shoulder. Losing control of his motorcycle, he was thrown from the bike and landed in the ditch alongside I-20. Mr. Zumbro noted the first thing he could remember was not being able to move his head and a calm voice asking him to be still as he had just been in an accident.

That voice belonged to Cortney Shelton, BSN, RN, Pre-Op Clinical Director. She and her daughter witnessed the accident and stopped to provide assistance. Cortney was kneeling at his head, using her knees to stabilize his head until CHRISTUS Flight For Life arrived. Her actions significantly reduced the risk of Mr. Zumbro suffering a catastrophic spinal cord injury. Cortney followed up with Mr. Zumbro two to three months after the accident. He was very grateful to connect again with the nurse who he felt had saved his life and to share his recovery had gone very well. For this demonstration of compassionate care, Cortney was awarded the inaugural Good Samaritan award at the Nursing Excellence Awards in May 2021.

core values AWARD



(L-R) MARIA ROOT, BSN, RN WITH GENA RAGLAND, BSN, RN 6 LPOHH CLINICAL DIRECTOR

core values AWARDEE MARIA ROOT, BSN, RN

The clinical team on 6 LPOHH has provided care for patients infected with the COVID-19 virus since the pandemic began. Members of the 6 LPOHH clinical team often had to think “outside of the box” to meet the needs of their patients. In November 2020, Maria Root, BSN, RN worked with multiple disciplines to bring together two spouses, both infected with COVID-19 and one nearing the end of life. They, along with their children, were given precious time to be together. Gena Ragland, BSN, RN 6 LPOHH Clinical Director, recognized Maria’s advocacy for these two patients and their family by acknowledging her in the CHRISTUS Kudos recognition platform. The Core Values Award Committee noted Gena’s recognition and selected Maria as the recipient of the February 2021 Core Values award for Compassion.



Maria Root with 6 LPOHH nurses, respiratory therapists, case managers, unit technicians, environmental services staff and the LPOHH leadership team led by Deb Chelette, MHA, BSN, RN, Vice President of Operations.

interdisciplinary collaboration **AWARDS**

The adage “it takes a village” has never been more evident than it was during the COVID-19 pandemic. All areas of the hospital came together to ensure the needs of our patients and Associates were met in a safe, timely, and effective manner. The Nurse Executive Council voted to recognize these interdisciplinary teams for their commitment to our Mission as we navigated the challenges of the pandemic.



LIZ SHELTON & DAVID HALES

*environmental
services team*



TODD DEROO & VAN JETER

supply chain team



TAMMI HUNTT, MSN, RN, CIC

infection prevention team

interdisciplinary collaboration **AWARDS**

“

Our nursing team is grateful for the daily support you and your team in the Laboratory provide so that we can provide timely care to our patients. Your team has made significant sacrifices during the COVID-19 pandemic. We are thankful to have your expertise and your commitment to serve.



PATUSA MAYFIELD, MBA-HCM, MT (ASCP)
DIRECTOR, LABORATORY SERVICES

special recognition



DR. MARK ANDERSON
CHIEF MEDICAL OFFICER

special recognition

We are grateful for the consistent partnership and support you have provided to nursing. Your leadership and genuine concern for the welfare of our patients make our work easier. Our nursing team sincerely appreciates the culture of collaboration you have put in place.

”

connect to purpose

“

I knew I wanted to be a nurse when I was 9 years old. My grandfather was very sick and I felt helpless. I knew then that one day, I would care for the sick. I love coming to work every day! To be challenged and to find an opportunity to teach and show compassion. This is my why.” ~Cheryl

“My faith has nourished my work in my role as a nurse; and yet somehow, my role has also nourished my faith. This is my why. God placed this in my heart to serve. Nursing is a humbling and rewarding profession – it is my passion, even if the shifts are long and challenging. My love for others has made me stronger. I love my patients and I certainly love my work family.” ~Val

“My mother and I were impacted so strongly by the nursing staff at Mother Frances when she got into a car wreck. I love being able to encourage and share God’s love with others when they are going through a hard time. This gives me purpose and it pushes me to learn more each day and keep challenging myself for our patients. I know God has placed me here to share His lights and love with everyone.” ~Bri

“My why is my love to help others! I enjoy being the person who helps others. God put me here and decided my journey includes caring for many. ~Mindy

”

“My purpose began as a new journey to help others and improve my knowledge & skills as a nurse. Since then, I have gained so much more. I’ve learned that my compassion to help others and provide them with a smile proves to be more beneficial to their healing. Knowing my patients know I care for them is my why.” ~Melissa

“Jesus put me here for a reason. I always knew I wanted to become a nurse, especially after my cousin was born premature. Now, I can’t wait to get to the NICU but I love my current team. I know that God wakes me up every morning to love those I come in contact with. This is my why.” ~Abby

we are His hands



SERVICE LINE ACCOMPLISHMENTS

350TH TAVR IMPLANT RECOGNITION

In the Summer of 2021, the Transaortic Valve Replacement (TAVR) team celebrated the milestone of successful completion of 350 implants. The TAVR procedure gives patients not eligible for surgical intervention the opportunity to receive an aortic valve replacement via a noninvasive procedure. The TAVR procedure is done in a hybrid surgery suite designed for both Cath Lab procedures and Cardiovascular surgery. Successful TAVR procedures

require a strong interdisciplinary team of which nursing is an integral part.

During the procedure itself, nurses from the CVOR and Cath Lab serve as circulating nurses, ensuring proper patient preparation, procedure documentation and communication with the family and CVICU team. These nurses may also participate in the actual procedure, using the expertise from their particular specialty to assist the providers and other team members.

ONCOLOGICAL SURGERY GROWTH



THE CHRISTUS MOTHER FRANCES HOSPITAL – TYLER SURGERY CLINICAL TEAM

The residents of Tyler and East Texas have been blessed to have oncological surgery services available at **CHRISTUS Mother Frances Hospital – Tyler**. The volume of patients served has steadily increased from FY19 to FY21. The oncological team includes an expert team of surgeons, anesthesiologists, surgical technicians, and clinical nurses (see photo above).

CLINICAL EXCELLENCE

TDSHS LEVELS OF CARE

CHRISTUS Mother Frances Hospital – Tyler received its initial designation as a Level III Maternal facility from the Texas Department of State Health Services (TDSHS).

NEONATAL SURVEY

(September 29 & 30, 2020)

MATERNAL SURVEY

(May 6 & 7, 2021)

COE ACCREDITATION & CERTIFICATION

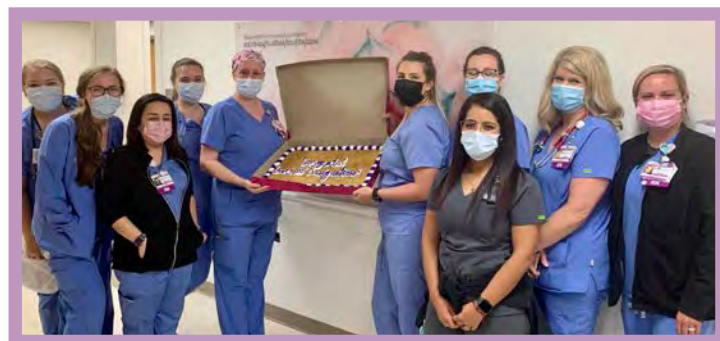
Commission on Cancer Accreditation Survey
(October 9, 2020)

TJC Advanced Hip & Knee Disease Specific
Certification (November 3 & 4, 2020)

TJC Spine Surgery Disease Specific Certification
(November 5, 2020)

TJC Comprehensive Stroke Disease Specific
Certification (January 4-6, 2021)

TJC Hip Fracture Disease Specific Certification
(April 23, 2021)



CLINICAL NURSES ON LABOR & DELIVERY
CELEBRATING LEVEL III MATERNAL DESIGNATION



CLINICAL NURSES ON 5 DAWSON
CELEBRATING LEVEL III MATERNAL DESIGNATION



CENTER OF EXCELLENCE (COE) TEAM

(L-R) Stephanie Thomas, MBA, MSN, RN, NE-BC, CPN, Shelby Tellechea, RN, Brenna Stidham, MBA-HCM, BSN, RN, ONC, Maria Ibarra, BSN, RN, Betsy Carson, BSN, RN, CBN, MBSCR, Jennifer Reeves, BS, MSN, RN, ASC-BC.

MESSAGES OF GRATITUDE



We want to thank each of you for the care you took of our Dad. You each went above and beyond and we greatly appreciate everything. May you receive many blessings. God bless each of you."

"Hello! I am so grateful that I was able to visit my mom while she was in ICU. She was on her deathbed and with me visiting her she seemed to come around very well. Each and every person I met there have been so sweet and helpful and I'm so thankful to have met them. I appreciate you allowing families to visit. May God continue to bless you all as you bless others."

"It is with much gratitude that I write this message regarding the ability to schedule and receive a time each day to visit my mother in the ICU. Meagan and Tyler have been essential in making the process smooth and comforting in a very difficult time filled with so many unknowns."

"There is no monetary value I can place on the interaction I was able to have with my mother while she was hospitalized in the Covid unit supported by this program."



"I would like to thank you from the bottom of my heart, the visit was very special. My family and I appreciate you so very much. The nurse assistant who helped us with protective equipment was very helpful and kind. I know the world is facing hard times but with proper equipment provided I think this experience is going have a great outcome."

from family members

"When the family visitation program began, my husband was under complete sedation and on the ventilator. He was not awake and not responsive, but it helped me in so many ways to be able to see him, talk to him, lay my hands on him and pray for him. It gave me peace to see he was not in pain and it allowed me to meet all of the wonderful staff who had been caring for him since he arrived. His care team was the best and I know all of you were rooting for him to recover and go home. I know he was so well taken care of.

I cannot thank the hospital enough for daring to try the visitation program. I truly believe my being allowed to see him made the difference in him and helped him make up his mind that he was going to go home. We are extremely grateful to you all."

*"I feel like my dad got better every time after we talked!
It's been so comforting to be able to connect. Thank you!"*

”

"Wanted to send an email and let you know that having the visitation program for the COVID unit at CHRISTUS Mother Frances was such a nice way to help families keep in some sort of contact with their family. Having just come through the loss of my precious daddy, my mom was also positive for COVID and very sick. We're a very close family and not sure what I or my mom would have done without the ability to see each other during this time."

“

Being able to see my mother has made a huge difference in her mental wellbeing. Once again thank you. You have made our loved one's stay in the hospital as easy as it could be under these very difficult times."

NURSES OWNING THEIR PRACTICE

NDNQI NURSE SATISFACTION SURVEY

In August 2020, the clinical nurses of CTMF-Tyler and its associated provider-based clinics, participated in an NDNQI Nurse Satisfaction Survey administered by the National Database of Nursing Quality Indicators (NDNQI). The survey addressed a variety of topics from multiple categories including nursing foundations for quality of care, nurse manager support, nursing resources/staffing and nurse-to-nurse interaction. Our performance was compared to other organizations who participated in the NDNQI survey throughout 2020. Over half of our units/departments outperformed the NDNQI benchmarks in each of the four categories, meeting Magnet standards for a successful survey. 41% of participating units/departments exceeded the NDNQI benchmark in every category. Departments who achieved 100% RN participation were recognized and individual raffle winners drawn from those who completed the survey.



MARIA WOOTEN
OCC



CYNTHIA BEWLEY
HF Clinic



CVOR



DAVI PELLEGALE
LPOHH 4

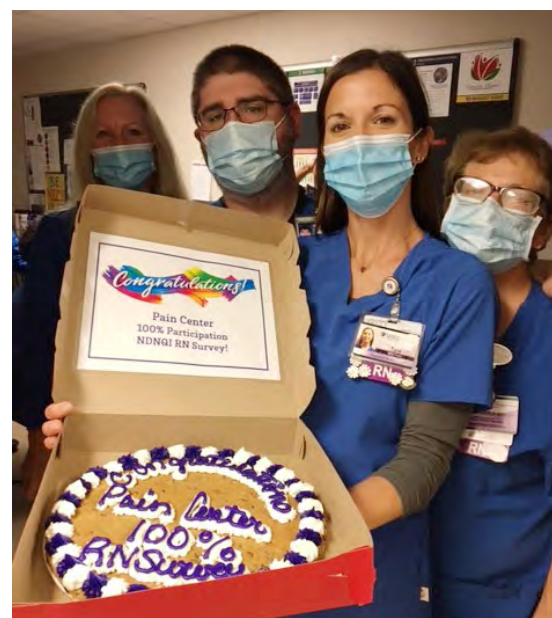


CARDIAC REHAB



PRE-OP

100% participation in the NDNQI. August 2020



PAIN CENTER

100% participation in The NDNQI RN Survey!



4 DAWSON

The only inpatient unit to reach 100% participation in the NDNQI RN Survey!



MAVREEN VELAYO
Pre-Op



CYNTHIA BALDRIGE
Surgical Oncology



ROBIN GOODWIN
Surgery



CHELSEA MUNOZ
CTC Cardio Thoracic Surgery



SURGERY
100% participation in the NDNQI RN Survey!



SHELLY STRICKLAND
South Tyler Surgery

EMPIRICAL OUTCOMES

NURSING EXCELLENCE SCORECARD

The Nurse-Sensitive Indicators (NSI) and Patient Experience scorecards demonstrate our performance over 8 consecutive quarters when compared against vendor benchmarks. NDNQI establishes the benchmarks for NSIs while Press Ganey (Q3 2019 - Q3-2020) and Qualtrics (Q4 2020 - Q2 2021) provide Patient Experience benchmarks. The departments highlighted below reflect the highest performance over the last two years.

Nurse Sensitive Indicator Highlights

HAPI (Healthcare Acquired Pressure Injuries)

Best Practices: Use of Scout technology, prevalence study team, Specialized critical care beds for ICUs, automatic wound care consult via EPIC for patients placed on ventilators.

CLABSI (Central Line Associated Blood Stream Infection)

Best practices: CHG baths, Cavilon skin prep/dressings, orange swab caps, red sterile caps, "Scrub the Hub"

Catheter Associated Urinary Tract Infection (CAUTI)

Best practices: External urinary catheter devices, quick-change incontinence device for men, nurse-driven foley catheter removal protocol, daily peri-care and foley catheter care

Falls with Injury

Falls with Injury are a challenge within our organization and provide opportunity for improvement. Best practices: purposeful hourly rounding, use of bed/chair alarms, use of telesitters, non-skid socks, and "No Pass Zone"

Falls with Injury Highlight Worth Mentioning

During the last 8 rolling quarters, Women's Services units 5 Dawson, Pediatrics and NICU have exceeded the NDNQI benchmarks in every quarter. In the Adult Medical Units, 5 LPOHH and 6 LPOHH have exceeded NDNQI benchmarks in 5 of 8 quarters, meeting Magnet standards of performance.



NDNQI NURSE SENSITIVE INDICATORS

Highest Performing Units (Q3 2019 - Q2 2021)
Across 8 Consecutive Quarters

UNIT	HAPI Stage 2 & Above	CLABSI	CAUTI
4 Dawson	7/8	8/8	6/8
6 Ornelas	6/8	6/8	8/8
4 LPOHH	7/8	6/8	6/8
5 LPOHH	7/8	7/8	8/8
6 LPOHH	6/8	7/8	8/8
Pediatrics	7/8	8/8	8/8



PATIENT EXPERIENCE (PRESS GANEY AND QUALTRICS)

Highest Performing Units (Q3 2019 – Q2 2021)
Across 8 Consecutive Quarters

UNIT	COURTESY & RESPECT	CAREFUL LISTENING	SAFETY	PATIENT EDUCATION
3 Dawson	8/8	6/8	5/7	5/8
5 Dawson	8/8	8/8	7/7	8/8
4 Ornelas	7/8	7/8	6/7	6/8
CVICU	8/8	7/8	7/7	8/8
5 LPOHH	7/8	8/8	7/7	8/8
6 LPOHH	5/8	6/8	5/7	5/8

Unit to Watch: 5 BTT opened in late September 2020. This unit has outperformed the NDNQI NSI benchmarks for HAPI, CLABSI, and CAUTI as well as all Patient Experience categories through Q2 2021.

Patient Experience Highlights

Overall Hospital Rating/Top Box Score for FY 2021: 73%

The Magnet Patient Experience scorecard shows categories of questions being asked of our patients that are specifically related to nursing care. Our performance is determined by comparison against available vendor benchmarks. Exceeding vendor benchmarks a minimum of 5 of 8 consecutive quarters meets Magnet standards.

- **Courtesy and Respect:** During your hospital stay, how often did nurses treat you with courtesy and respect?
- **Careful Listening:** During this hospital stay, how often did the nurses listen carefully to you?

- **Safety:** How often did the nurse(s) wash their hands or use hand sanitizer before examining you?
- **Safety:** How often did the nurse(s) check your ID bracelet before giving you medicine?
- **Patient Education:** Before giving you any new medicine, how often did hospital staff tell you what the medicine was for?
- **Patient Education:** During this hospital stay, how often did nurses explain things in a way you could understand?
- **Patient Education:** Before giving you any new medicine, how often did staff explain possible side effects in a way you could understand?

NEW KNOWLEDGE INNOVATIONS & IMPROVEMENTS

TACVPR 2021 VIRTUAL CONFERENCE

In 2020, Ginnie Covey, BSN, RN, CV-BC, CHFNP was invited to present during the Texas Association of Cardiovascular and Pulmonary Rehab's 2021 Virtual Conference on May 22, 2021. The interactive presentation, titled "Understanding EKGs: Breaking Down the Heart Blocks" focused on the pathophysiology, identification and management of Atrioventricular Heart Blocks and discussed Bundle Branch Blocks within the context of telemetry monitoring.



GINNIE COVEY, BSN, RN, CV-BC, CHFNP
Magnet Program Director



SONYA GRIGSBY, DNP, APRN, AGACNP-BC
Advanced Practice Clinician

Sonya Grigsby, DNP, APRN, AGACNP-BC, serves our patients as a critical care provider. In February 2021, she shared her knowledge via a continuing education activity published in the February 2021 American Nurses Association journal *American Nurse*. The CNE activity addressed management of critical care patients experiencing shock and the medications commonly used to stabilize these patients.

Caring for patients receiving vasopressors and inotropes in the ICU

**Vigilant monitoring
will maximize outcomes.**

By Sonya M. Grigsby, DNP, APRN, AGACNP-BC



LEARNING OBJECTIVES

1. Identify receptors related to cardiovascular physiology.
2. Differentiate the effects of vasopressors and inotropes.
3. Discuss nursing care of patients receiving vasopressors and inotropes in the ICU.

The authors and planners of this CNE activity have disclosed no relevant financial relationships with any commercial companies pertaining to this activity. See the last page of the article to learn how to earn CNE credit.

Expiration: 2/1/24



MONA GAW, DNP, MPA, RN, NEA-BC, FACHE, CPHQ
Associate Chief Nursing Officer

IN PURSUIT OF THE QUADRUPLE AIM: MAKING JOY IN WORK POSSIBLE

Dr. Gaw was a podium presenter at the 2021 AONL national conference. Her doctoral scholarly focus on nurse engagement and joy in work highlighted one of the clinical units at CHRISTUS Mother Frances Hospital - Tyler.

The results of this evidence-based quality improvement (QI) project demonstrate IHI's Joy in Work initiative can potentially improve nurse engagement. Moreover, this project supports the quadruple aim and validates the need for caregivers to find meaning in their work in order to provide safe care for patients.

NURSING RESEARCH STUDIES

COMPLETED NURSING RESEARCH STUDIES

Faculty's and Employers' Perceived Importance of Quality and Safety Competencies (FEQSC) for Newly Graduated Registered Nurses

Site Primary Investigator:
Beth Neidlinger, MSN, RN, CENP
Completion Date: 09/2018

Improving Frontline Nursing Engagement
in Quality Improvement

Site Primary Investigator:
Mona Gaw, DNP, MPA, RN, NEA-BC, FACHE, CPHQ
Completion Date: 09/2020

ONGOING NURSING RESEARCH STUDIES

Implementation of a Post-Arrest Debriefing Tool
Following Adult Inpatient Cardiopulmonary Arrest
Resuscitation Events

Primary Investigator: Matthew Greene, MSN, ACNP

Roche Elecsys IL-6 Assay: Reference Range and
Clinical Performance Evaluation of Elecsys IL-6
Assay in Neonatal Sepsis (US) Collection Study

Co-Primary Investigator: Hope Justice, BSN, RN

NURSING PROFESSIONAL DEVELOPMENT HIGHLIGHTS

Total number of nurses
who attended New Nurse Orientation (NNO): **477**

Average number of nurses per NNO class: **20**

MD-RN Grand Rounds: **12**

NEWLY LICENSED NURSES RESIDENCY COHORT 6 GRADUATION



On February 2021, CHRISTUS Health ministries transitioned from American Heart Association (AHA) training on HealthStream to the AHA Resuscitation Quality Improvement (RQI)® Program which is an autonomous, simulation-based training to support high quality cardiopulmonary (CPR) skills.



TRANSITION TO PRACTICE



Maria Stewart, MSN,
APRN, AGACNP-BC, CCRN,
CMSRN has spent multiple
years with **CHRISTUS**
Mother Frances Hospital
- *Tyler* as her career in

health care has transitioned from a certified nursing assistant to LVN to RN and most recently to APRN.

Maria has spent much of her health care career working within Cardiology, first as a clinical nurse at the bedside on the telemetry unit then moving to specialty cardiac care in the Cath Lab and OPCU. Maria cross-trained to the CVICU to develop her critical care nursing skills while pursuing her advanced nursing degree. She chose to pursue an Acute Care Nurse Practitioner degree as she knew she still wanted to work within the hospital. She had the opportunity to complete nursing clinicals alongside APRNs David McCaskill, MSN, RN, FNP-BC, ACNP-BC, Lead Advanced Practice Clinician with the Cardiac Observation Team (COBS), Brandi Holcomb, MSN, APRN, AGACNP-BC, CCRN, Nurse Practitioner with LPOHH Cardio-Thoracic Surgery, and Jill Roberts, MSN, APRN, ACNP-BC with LPOHH Electrophysiology.

Since transitioning to her role as an APRN, Maria noted she has received training to serve as both a member of the COBS Team and to provide care to patients in the LPOHH Electrophysiology Clinic. When asked if she felt her transition into the APRN role was made easier with her years of nursing



MARIA STEWART, MSN, APRN,
AGACNP-BC, CCRN, CMSRN
Advanced Practice Clinician

experience in our organization, she replied "Yes and No". She shared initially it did feel different initiating orders for nurses who had recently been her peers but more time and experience in the role has resolved this. She felt her prior interactions with the cardiologists, surgeons, and advanced practice providers facilitated her transition. She noted they have all been very helpful by patiently answering her questions and teaching her. She says there isn't a day that goes by that she does not learn something new. All in all, Maria stated her transition from RN to APRN was very challenging but the most rewarding and satisfying accomplishment in her career. She will be the first to tell you **CTMF - Tyler** has given her a home and she couldn't be more thankful to be a part of it.



COMMUNITY OUTREACH

COMMITMENT TO COMMUNITY INVOLVEMENT

Associates of CHRISTUS Mother Frances Hospital – Tyler (CMFH-Tyler) are supported to volunteer during various events to facilitate the extension of the CHRISTUS mission *“to extend the healing ministry of Jesus Christ”* beyond our care facilities and partner with other organizations to meet needs within our community.

In Tyler, Texas, the Bethesda Health Clinic (bethesdaclinic.org) was established in 2003 with the purpose of serving working adults in Smith County, Texas who do not have access to healthcare benefits through their employers or other sources. Shelly Welch, MBA, BSN, NEA-BC, CTMF - Tyler CNO serves on the Bethesda Health Clinic Board of Directors. A core of health care providers and an administrative team are employed by the clinic, but volunteer hours provided by physicians, advanced practice clinicians, nurses, dentists,

dental hygienists, and other technicians contribute significantly to patient care. Several years ago, multiple churches in Tyler committed to assist with increasing the availability of medical and dental care appointments by staffing Saturday morning clinics.

COMMUNITY EVENT

Ginnie Covey, BSN, CV-BC, CHFNP, Magnet Program Director at CTMF - Tyler, has represented Nursing on the Green Acres Baptist Church Bethesda Ministry Team since 2008. In preparation for a clinic scheduled April 24, 2021, she reached out to members of the Nursing Practice and Outcomes Council and the Magnet Champions seeking volunteers. It is the goal of the Council to participate in at least one community outreach event each fiscal year. The Magnet Champions are committed to promoting our Professional Practice Model which includes extending our mission to our community. Clinical nurses Rhoda Bullington, RN, CRRN, Tricia Durham, RN, CMSRN, Kimberly Fowler, RN, CMSRN, and Dante Matero, RN committed to serve the Bethesda Health Clinic patients that morning.



BETHESDA HEALTH CLINIC NURSING TEAM APRIL 24, 2021 0800-1200

Featured with Dr. Bill Moore, M.D., from left to right:

Rhoda Bullington, RN, CRRN: Clinical Nurse, Neuro ICU

Ginnie Covey, BSN, RN, CV-BC, CHFNP: Magnet Program Director

Dante Matero, RN: Clinical Nurse, CVICU

Tricia Durham, BSN, RN, CMSRN: Clinical Nurse, 4 Ornelas – Neuro Med

Kim Fowler, BSN, RN, CMSRN: Clinical Nurse, 6 LPOHH – Pulmonology

CLINICAL NURSES SERVING THE COMMUNITY





CHRISTUS TRINITY CLINIC CNO REPORT

SOBHA M. FULLER, DNP, RN-BC, NEA-BC
Ambulatory Chief Nursing Officer

CHRISTUS Trinity Clinic is the area's preferred multi-specialty medical group, with more than 600 Physicians and Advanced Practice Providers representing 41 specialties in 81 locations serving Northeast Texas across 41 counties.

Accomplishments:

Clinical Excellence (nurse-sensitive indicators and Zero Harm)

Blood pressure management implementation:
Engaging patients to follow-up using nurse visits to manage elevated blood pressure for patients with diagnosis of hypertension:

- Under 180/90 & asymptomatic
- 180/90 or above & asymptomatic
- 140/90 or above & symptomatic

Operational Excellence

(new care models and new designations)

- Development of a wellness nurse led model focused on elderly patients
- Development of an LVN extern program to increase recruitment efforts
- Ensuring Advanced Practice representation on ambulatory physician governance committees
- Implementation of the COVID-19 vaccine drive-through
- Nurse led COVID-19 symptom-based visit drive-through



ACROSS THE SYSTEM CNO REPORT



ANITHA SANDERSON, MSN, RN
CHRISTUS Mother Frances Hospital – Sulphur Springs
Chief Nursing Officer

Associate Engagement Overall Results: **82.75%**
 Consumer Experience: **75.6%**
 Clinical Nursing Turnover Rate: **8.74%**
 Hand washing score for 2020: **97.71%**
 Received an '**A**' rating from Leapfrog for
 five reporting periods
 Implemented animal-assisted workplace
 wellbeing program to combat workforce fatigue
 and increase patient safety
 Provided renewal room to create private space
 for Associates to "disconnect to reconnect"

LVN to RN:

Heather Van Graan – M/S
 Mandy Bruce – M/S
 Ana Camacho – M/S

RN to BSN:

Rachel Buckland – OR
 Nicole Eldridge – M/S
 Brigitte Zeigler – House Supervisor

RN to NP:

Hazel Fielder – OR

Nurses w/Specialty Certifications:

Scott Miller – CCRN
 Natalie Hicks – Low Risk Neonatal
 Kim Dougherty – Low Risk Neonatal

DAISY Award for Extraordinary Nurses:

Nizia Horton – PACU
 Tisha Patterson – M/S
 Kristi Couch – Neonatal



SULPHUR SPRINGS EMERGENCY ROOM CLINICAL TEAM



SULPHUR SPRINGS MEDICAL-SURGICAL CLINICAL TEAM



GEERTJE DE JONG MPA, BSN, RN
CHRISTUS Mother Frances Hospital – Winnsboro
Chief Nursing Officer

ACROSS THE SYSTEM CNO REPORT



Consumer Experience: *86.9%*
(second highest in the System)

Sepsis protocol compliance: *100%*

CLABSI: *Zero*

CAUTI: *Zero*

Hospital-acquired pressure injuries: *Zero*

Obtained initial Acute Stroke Ready
designation in Dec. 2020

Implemented an ongoing wound care
management performance improvement project

COVID-19 vaccines given to Associates and
the community (Dec. 2020 to April 2021): *675*

Free flu vaccines at the annual Winnsboro
Autumn Trails event (October): *57*

DAISY Nominations: *20*

BEE Nominations: *7*



ACROSS THE SYSTEM CNO REPORT



JAMIE MADDOX, MSN, RN
CHRISTUS Mother Frances Hospital – Jacksonville
Chief Nursing Officer

Falls with injury: *Zero*

Hospital-acquired pressure injuries: *Zero*

Associate Engagement: *88%*

ER and Inpatient Top Performer

Consumer Experience: *84.6%*

Achieved Joint Commission Acute Stroke

Readiness certification

DAISY Award Winner

Team DAISY Award for COVID-19 efforts

3 Unit Techs Completed LVN program

1 LVN completed RN

2 RN completed BSN

2 RN completed NP

2 RN completed Med-Surg certification





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Health System

CHRISTUShealth.org
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