

# Shared Goals and Mutual Trust





## DEDICATION

As 2020 has been designated the Year of the Nurse by the World Health Organization, this report is dedicated to our nurses, not only for their life-saving and heroic efforts during the current pandemic, but also for their everyday acts of compassion, professionalism, and advocacy.

We also dedicate this report to Maggie Kaplen, a philanthropist, advocate, mentor, and retired nurse. In 2018, she generously committed to financially supporting our nursing strategic plan. Mrs. Kaplen and The Kaplen Foundation made a transformative gift of \$10 million in 2019 to establish The Kaplen Institute for Nursing Excellence at Englewood Health. The gift, the largest in Englewood Health's history, comes at an especially opportune time. The nursing profession is facing unprecedented challenges as we enter a new decade. This extraordinary gift is especially noteworthy because it will provide access to professional development resources for our existing nursing professionals and create a pipeline for new nurses to establish careers at Englewood Health. We are deeply grateful to Maggie Kaplen for her trust in us.

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On the cover: Professional registered nurses from across the hospital. Top row, left: Melissa Cubala, Wan Hyuck-Youh, Daniele Harkin, Jillian Rucereto; Top row, center: Marta Glaba (holding certificate); Top row, right: Marilyn Joseph, Adrian Tiongson, Sheranina Reyes, Leigh Hartung. Bottom row, left: Virginia Murphy; Bottom row, center: Adrienne Green; Bottom row, right: Jodie Steuth, Jean Englemann.

A LETTER FROM

# Kathleen Kaminsky, MS, RN, NE-BC

Senior Vice President, Patient Care Services  
Chief Nursing Officer



For nearly 35 years, I have had the honor and privilege of being part of the Englewood Health team while serving the community in which I was raised. Growing up in the city of Englewood, and going to school in town, I have always felt a deep connection to this hospital.

So, in 2018, when I was asked to take on the role of chief nursing officer, I was humbled and delighted. The past two years have only strengthened the commitment and passion I feel for Englewood Health, the practice of nursing, and my nursing colleagues across the organization.

I see the impact our nurses have on our patients, their families, and our community every day when I come to work. The impact expands outward in response to the changing needs and demands of society. It is also born out of the one-on-one care and attention brought to every individual patient and family member. As this report was going to press, our nurses, our hospital, and our community were facing the overwhelming challenges of a pandemic. I was heartened, but not surprised, by how our nurses rose to the occasion to meet the needs of our patients. Yet even under typical circumstances, nurses shape the health care experience in immeasurable ways.

In 2018 we committed to updating our strategic plan, framed by our professional practice model, based on feed-

back from our team members and built on shared goals and mutual trust.

Based on the five components of our professional practice model—patient care management, nursing practice, collaborative practice, community outreach, and leadership—we developed specific, measurable outcomes. The goal is to

provide an exceptional workplace environment where our team members have access and opportunity to professional development to support their goals. Our nurses have successfully implemented unit-based teams that are driving improvements in patient outcomes, teamwork, and autonomous practice. We have witnessed tremendous growth in our nurses taking on leadership roles, from chairing unit-based teams and councils, mentoring, and precepting to seeking career growth opportunities at Englewood Health.

Our Magnet nurses are extraordinary, and I send my deepest gratitude to everyone on our nursing team. On behalf of Englewood Health, I am delighted to share with you this report of their accomplishments from 2018 and 2019.

Kathleen Kaminsky, MS, RN, NE-BC  
Senior Vice President, Patient Care Services  
Chief Nursing Officer  
Englewood Health

In 2018 we committed to updating our strategic plan, framed by our professional practice model, based on feedback from our team members and built on shared goals and mutual trust.

# Nursing Vision

To be a provider of family-centered care in an innovative, therapeutic, and safe environment where actions are directed to the ultimate good of the patient.

# Englewood Health Mission



Englewood Health will be the regional leader in providing state-of-the-art, compassionate care in a humanistic environment.

The mission of Englewood Health is to:

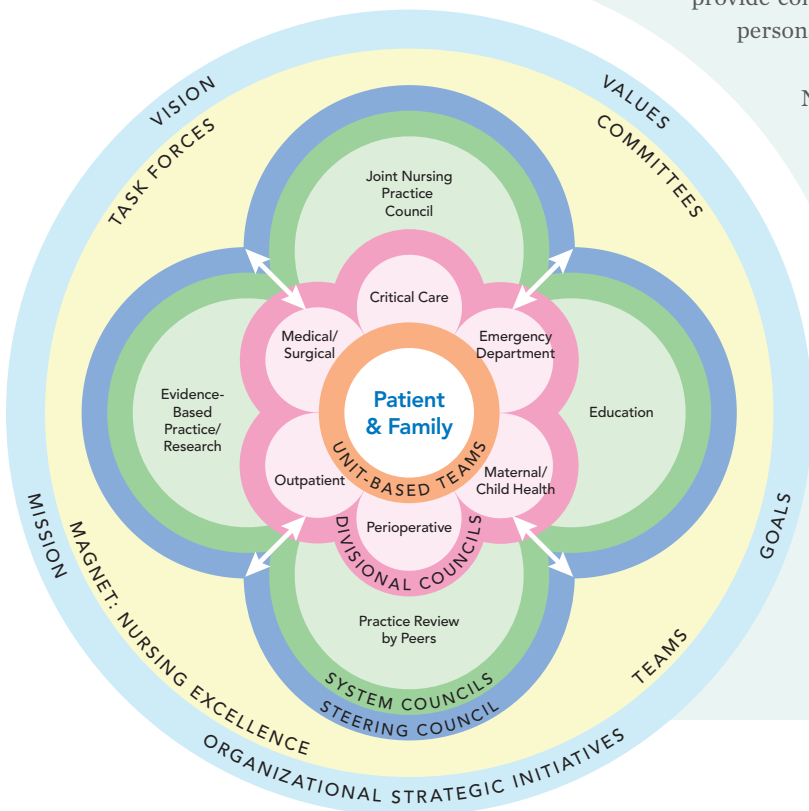
1. Provide comprehensive, state-of-the-art patient services.
2. Emphasize caring and other human values in the treatment of patients and in relations among employees, medical staff, and community.
3. Be a center of education and research.
4. Provide employees and medical staff with maximum opportunities to achieve their personal and professional goals.

Nursing actively contributes to the Englewood Health mission. We recognize and accept our responsibility to play an integral role in achieving that mission, and through our participation and leadership, we will contribute to an environment that enables its success.

# Nursing Philosophy

The nursing philosophy incorporates ideas from Jean Watson's theory of caring. Caring is central to nursing at Englewood Health. Nurses at Englewood Health accept our patients and families for who they are now and for what they may become. Effective caring promotes health in our patients and families, who are our principal focus and concern. Our practice of caring in nursing integrates biophysical knowledge and knowledge of human behavior, to promote a higher level of well-being in those who are not at an optimum level of wellness. The nurturing behaviors provide comfort and therapy in the presence of illness or disease and foster personal development.

Nurses provide a caring environment for patients and their families, allowing patients to choose the best action for them at any given time. Nursing care is provided in an interpersonal relationship process of nurse-with-patient, nurse-with-family, and nurse-with-group. Our practice of caring at Englewood Health emphasizes humanistic values in the treatment of the patient and our relationships among all staff and community.



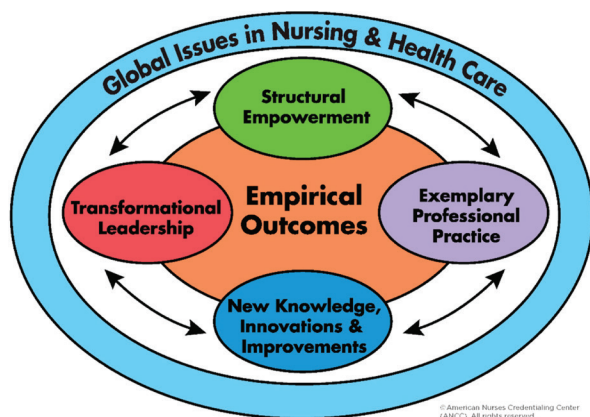
# Nursing Council Structure

# Magnet Nursing at Englewood Hospital



Englewood Hospital is proud to be among the 7 percent of hospitals in the nation that have been recognized by the Magnet Recognition Program® of the American Nurses Credentialing Center (ANCC). This distinction has been earned four consecutive times by our nursing team, most recently in 2016, for quality patient care, nursing excellence, and innovations in professional nursing practice. In 2020, we are submitting our application for redesignation.

According to the ANCC, Magnet Recognition is not merely an award or badge of honor. It is steadfast proof of a hard-earned commitment to excellence in health care, with contented nurses at its heart. The Magnet Recognition Program designates organizations worldwide whose nursing leaders successfully align their nursing strategic goals to improve the organization's patient outcomes. This gold standard program provides a roadmap to nursing excellence, which benefits the whole of an organization. To nurses, Magnet Recognition means education and development through every career stage, which leads to greater autonomy and shared decision-making in areas such as standards development, performance improvement, material resources, research/evidence-based practice and education. To patients, it means the very best quality nursing care, delivered by nurses who are nurtured to be the very best they can be.



## MAGNET MODEL

The Magnet Model is designed to provide a framework for nursing practice and research.

## TRANSFORMATIONAL LEADERSHIP

In our professional practice model (PPM), leadership is one of the five areas of focus. Our PPM states that visionary leadership is utilized to support practice and the delivery of patient care. Every nurse in the organization is a leader. The five practices of exemplary leadership\* are:

- ▶ Model the way
- ▶ Inspire a shared vision
- ▶ Challenge the process
- ▶ Enable others to act
- ▶ Encourage the heart

In addition, our nursing strategic plan lays out goals in the areas of patient care management, nursing practice, collaborative practice, community outreach, and leadership. According to ANCC, the four components of transformational leadership are: idealized influence, inspirational motivation, intellectual stimulation, and individualized consideration.

Examples of how our nurses demonstrate the Magnet components of transformational leadership include the alignment of our nursing strategic plan with the organizational strategic plan to provide clear direction for teamwork, collaborative practice, system-wide care management, and community partnerships. In addition, nurses at all levels advocate and participate in practice-related decision-making, including practicing autonomously. We are preparing for the future through staff involvement and regular engagement in professional development activities. These include succession planning, mentoring, employee satisfaction and engagement, collaboration, superior patient outcomes, and quality care, as well as a positive workplace environment.

## STRUCTURAL EMPOWERMENT

Structural empowerment provides nurses with the opportunity to engage, grow, and influence. It includes shared decision-making, which can be seen through the involvement of nurses at all levels in committees, councils, and teams throughout the organization. Strong collaborative relationships and multidirectional communication can be seen across disciplines, both internally and externally. Lifelong learning is a large component within this standard. Our

commitment to professional development is evident in all the initiatives set forth to increase certification. Englewood Health has also supported nurses' attendance at both internal and external conferences. For nurses, teaching and providing culturally sensitive care are things that we do every day.

### EXEMPLARY PROFESSIONAL PRACTICE

Exemplary professional nursing practice is the essence of a Magnet organization and the nurses' success. This standard emphasizes communication among the interdisciplinary team and quality patient care. The standard centers on how nurses apply the professional practice model; develop, implement, and evaluate standards of practice and standards of care; and involve themselves in nursing and patient satisfaction efforts. Our focus on this component calls on nurses to assume leadership roles in interdisciplinary communication, to engage internal and external

experts, and to utilize current literature and professional standards to support the delivery of best practices. We also integrate patients and their support systems into the care delivery model, which helps to promote individualized patient/family-centered care.

### NEW KNOWLEDGE, INNOVATIONS AND IMPROVEMENT

This component encompasses evidence-based practice, research, performance and quality improvement, and innovations. It includes the introduction of new models of care, the application of existing and new evidence, and active contributions to the science of nursing. At Englewood Health, we adopted the Johns Hopkins Nursing Evidence-Based Practice Model in 2019. The model offers a powerful problem-solving approach to clinical decision-making and will be used by our unit-based teams and councils in implementing evidence-based projects. ■

### OUR MAGNET CHAMPIONS

*As of May 2020*

Lindie Abdon, BSN, RNC-MNN  
Cyndee Alegria, BSN, RNC-OB  
Donna Arden, RN, CRN  
Lisa Barrale BSN, RN, CCRN, CSC  
Elizabeth Beddoe, BSN, RN, CGRN  
Jessica Burgio, BSN, RN  
Lizgrey Chigo, RN  
Brendt de St. Paer, BSN, RN, CCRN  
Yessenia Escolero, RN  
Diana Galdieri, RN, MSN  
Joan Giampavolo, AAS, RN  
Nancy Harper, BSN, RN  
Donna Hennessy, AAS, RN  
Precious Inay, MSN, RN, ONC  
Lauren Kim, RN

Jamie Lee, BSN, RN  
Michelle Lindsay, BSN, RN  
Denine Long, BSN, RNC  
Susan Maher-Dzieman, BSN, RNC-LRN  
Marguerite Mattesich, BSN, RN-BC  
Virginia Murphy, MSN, RN, CCRN  
Margaret Nolan, BSN, RN  
Heidee Remo, BSN, RN  
Susan Riordan, RN, AAS, BA  
Mallory Smallze, BSN, RN-BC  
Margaret Smith, BSN, RN, CNOR  
Teresa Sole, BSN, RN  
Monica Tan, BSN, RN  
Sarah Uran, BSN, RN

### RN HIGHLIGHT

**Mallory Smallze, BSN, RN-BC**

*Magnet Champion*



Mallory Smallze, BSN, RN-BC, is an oncology/neurology nurse and a Magnet Champion. When asked by her manager to be a champion over a year ago, Smallze seized the opportunity. Having worked at another hospital, she saw the difference in nursing at a Magnet-designated facility. "Nurses here are always trying to make things better, and Englewood Health encourages this by fostering autonomy, but still in a safe way. This hospital's policies and procedures provide a great structure and support environment for nurses. Englewood also offers many opportunities to grow." She is currently more than halfway through the nurse practitioner program at William Paterson University, thanks in part to financial support from Englewood Health.

### ENGLEWOOD HEALTH NURSES ATTEND MAGNET CONFERENCES

A group of nurses from across the organization attended the 2018 and 2019 Magnet Conferences with great enthusiasm. They had the opportunity to learn about best practices from organizations around the world, through podium presentations, posters, and networking. Topics of discussion included projects related to nursing clinical outcomes, such as falls and pressure injuries; professional governance structures such as councils and unit-based teams; mentoring; succession planning; caregiver stress and safety; aromatherapy in clinical care; professional development; engagement; and much more. The participants left the conferences eager not only to share what they had learned with their peers, but also to integrate ideas into practice.



## Our Nursing Professional Practice Model

The term “professional practice model” refers to the nursing structure used to deliver care. Englewood Health’s model is designed to meet the challenges of healthcare and the needs of patients and their families, as it optimizes the RN’s role. The model, congruent with the Magnet components, supports the concepts of shared decision-making through a decentralized approach. The goals are to improve patient-care quality and safety; drive autonomy, accountability, and performance transparency; participate in life-long learning; and increase job satisfaction and engagement.

All nursing team members provide their expertise to support and enhance care in a humanistic and responsive environment, and each caregiver is valued and plays an integral role in providing care.

The philosophy and structure of our professional practice model is based on the Social Policy Statement and the

Code of Ethics for Nurses with Interpretive Statements of the American Nurses Association. Based on our beliefs and values, we support and endorse an integrated practice

model. This model takes the education, experience, and competence of each caregiver and matches it to the needs of the patient and family. It gives the RN the authority and accountability for patient care management. Each nursing team member contributes expertise to support and enhance this care in a humanistic and responsive environment, and each caregiver is valued and plays an integral role in providing care. Professional

practice models illustrate the alignment and integration of nursing practice with the mission, vision, and values that nursing has adopted.





Angelique Dimacali, BSN, RN,  
Oncology/Neurology unit (4 Dean)

## PROFESSIONAL PRACTICE MODEL OVERVIEW

Five areas link together our professional practice model, each interdependent on the others.

- 1. Patient Care Management** is built on standards that reflect predefined patterns for patient care based on diagnosis. The standards, based on research and current evidence, ensure consistency and continuity across different settings. Performance improvement is integrated into the process to ensure safe, efficient, and effective care. The integration of evidence-based practice and research into clinical and operational processes is visible in our clinical practice. The delivery methodology and environment facilitate a caring and humanistic approach to patient and family care. We value patient autonomy regarding choice of treatment, as well as how and where care will be provided. Innovations in patient care, nursing, and the practice environment are the hallmark of organizations receiving Magnet recognition.
- 2. Nursing Practice** is an integrated practice model built upon the principles that every caregiver is valued and that “a nurse is a nurse” is contrary to our beliefs. Nursing is provided based on one’s scope of practice, as defined by one’s education, experience, and competence. Nurses delegate to other caregivers, guided by the nursing delegation algorithm developed by the NJ Board of Nursing and the ANA Principles for Delegation. The nursing practice model includes caregivers, care support/clinical roles, and care support/educators.
- 3. Collaborative Practice** recognizes that patient care management requires an interdisciplinary approach. This collaborative approach is defined in the institution’s Provision of Care Plan. In this model, the nurses, in collaboration with the physician and other health-care professionals, define the care and evaluate the outcomes of the care provided.
- 4. Community Outreach** includes participation in local, state, and national organizations where nurses are positioned to promote the growth of the profession as a whole. They share information with peers through publications and seminars. As clinicians, nurses provide education and screening functions for the community at large.
- 5. Leadership** — specifically *visionary leadership* — supports practice and the delivery of patient care. The chief nursing officer (CNO) is viewed as the foremost nursing leader at Englewood Hospital. The CNO represents nursing when interacting with others, both within and outside the institution. The nurse executive, however, cannot do this alone. Every nurse in the organization is a leader. As the healthcare environment evolves, we must become voices and participants in the change. ■

# Nursing Goals and Strategies

## PATIENT CARE MANAGEMENT

Care is provided based on evidence based practice.

Goal	Outcomes	2018 Tactics
Provide safe, high-quality patient-centered care.	<ul style="list-style-type: none"> <li>▶ Reduce hospital-acquired infections.</li> <li>▶ NDNQI (nurse sensitive) indicators: achieve benchmarks/maintain.</li> <li>▶ Revise/update all evidence based protocols by 3/15/19.</li> <li>▶ Introduce innovative practice.</li> <li>▶ Reduce throughput times.</li> <li>▶ Patient experience: achieve Magnet mean.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Division councils, system councils, unit and multidisciplinary teams to be data driven to improve outcomes.</li> <li>▶ Evaluating evidence on strategies to improve outcomes.</li> <li>▶ Implement bedside shift report.</li> <li>▶ Unit teams/councils to include innovation on agenda.</li> </ul>

## NURSING PRACTICE

Nurses engage in lifelong learning and professional development.

Goal	Outcomes	2018 Tactics
Provide practice environment that fosters teamwork, autonomy, and professional development.	<ul style="list-style-type: none"> <li>▶ RN Satisfaction - achieve Magnet goal.</li> </ul>	
Nurture next generation of nurses.	<ul style="list-style-type: none"> <li>▶ Reduce vacancy rate.</li> <li>▶ Reduce agency usage.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Develop residency model based on ANCC standards.</li> <li>▶ Develop and implement specialty orientation programs for hard to recruit areas:               <ul style="list-style-type: none"> <li>→ Periop 101</li> <li>→ Critical Care</li> <li>→ Maternal Child Health</li> </ul> </li> <li>▶ Provide opportunities for existing staff to train in new specialties.</li> </ul>
Invest in national board certification for experienced staff.	<ul style="list-style-type: none"> <li>▶ Increase percentage of specialty certifications by 1% per year (2017: 35%).</li> </ul>	<ul style="list-style-type: none"> <li>▶ Implement programs designed to support nurses in achieving specialty certifications including:               <ul style="list-style-type: none"> <li>→ Success Pays</li> <li>→ OCN</li> <li>→ CEN</li> </ul> </li> <li>▶ Provide onsite certification preparation courses including CEUs to prepare staff for success.</li> </ul>
Achieve BSN percentage 80% by 2020.	<ul style="list-style-type: none"> <li>▶ Maintain BSN percentage above 80% (2017: 83%).</li> </ul>	<ul style="list-style-type: none"> <li>▶ Tuition reimbursement.</li> </ul>

	Goal	Outcomes	2018 Tactics
Professional Development	Increase number of nurse investigator studies.	▶ Number of IRB studies with RN investigator.	▶ Evidence-based Practice Council to actively focus on support of RN investigators.
	Invest in nurses attending national and regional meetings.	▶ Number of nurses attending national and regional meetings.	▶ Identify specialty conferences and support nurse's attendance. (e.g. Critical Care, Ortho, Magnet)
	Provide coaching and support for staff submitting abstracts/posters.	▶ Number of staff submitting abstracts/posters to regional/national meetings.	▶ Evidence based practice council to support staff as well as CNS group.
	Support ongoing professional development of experienced staff.	▶ Revise needs assessment tool to gather more meaningful feedback. ▶ Complete needs assessment 2019. ▶ Evaluate transition into practice based on ANCC criteria for: new nurses, nurses new to organization, APNs.	▶ Education Council to review and recommend tools. ▶ Distribute 2018 calendar.
Teamwork & Autonomy	Actively support practice environment that supports autonomy in practice.	▶ Implement Unit Based Teams with clinical nurse leadership in 50% of units by 12/18.	▶ Train and coach unit based teams leaders. ▶ PPM Model Review. ▶ CNO meetings with chairs. ▶ Share accomplishments widely via staff meetings, newsletters and other vehicles.
	Recognize and reward excellence.	▶ Increased RN recognition via the unit teams and organizational initiatives.	▶ Seek opportunities to nominate nurses for internal and external recognition. ▶ Magnet Champions to implement Daisy Award Program.

## COLLABORATIVE PRACTICE

The provision of care is multidisciplinary.

Goal	Outcomes	2018 Tactics
Nurses are actively engaged in interprofessional care planning and decision making.	▶ Number of interdisciplinary care plans. ▶ Number of clinical staff participation on Multidisciplinary Teams.	▶ Through Epic implementation, identify gaps in current build and develop plan to design and implement top 5 priorities in 2018. ▶ Recruit staff to actively participate on teams (e.g. Sepsis, CJR, Stroke, Epic, C-diff).

## COMMUNITY OUTREACH

Nurses collaborate with the community to improve health.

Goal	Outcomes	2018 Tactics
Nurses actively engage in both professional organizations and community health programs.	<ul style="list-style-type: none"> <li>▶ Increase number of nurses engaged in professional organizations (board/committee roles).</li> <li>▶ Increase number of staff participating in Englewood Health-sponsored community outreach/events.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Manager/staff survey of community health activities and professional organizations.</li> <li>▶ Develop database to record and track.</li> <li>▶ Participation in Englewood Health events.</li> <li>▶ Identify nurses to engage with New Jersey Action Coalition.</li> <li>▶ Encourage volunteers to work with BVMI (Bergen Voluntary Medical Initiative).</li> </ul>

## LEADERSHIP

Leaders are recognized as transformational.

Goal	Outcomes	2018 Tactics
Visionary leadership is utilized to support practice and the delivery of patient care.	<ul style="list-style-type: none"> <li>▶ RN Satisfaction: achieve Magnet goals.</li> <li>▶ CAPRA completion.</li> <li>▶ Unit based teams launched for 100% units with at least 50% clinical nurse leadership.</li> <li>▶ Reduce traveler use through recruitment of qualified candidates and professional development training programs.</li> <li>▶ Increase participation and membership in professional organizations.</li> <li>▶ ONL mentoring (2 participants).</li> <li>▶ Recruit top talent.</li> <li>▶ Revise and update Professional Practice Model and Strategic Plan.</li> <li>▶ Evaluate transition into practice models for leaders based on ANCC criteria.</li> <li>▶ Succession planning for all levels.</li> <li>▶ Revise intranet content to ensure ease of access for staff.</li> </ul>	<ul style="list-style-type: none"> <li>▶ Consistently practice The Five Practices of Exemplary Leadership*:</li> </ul> <ol style="list-style-type: none"> <li>1. MODEL the Way             <ul style="list-style-type: none"> <li>→ Clarify values by finding your voice and affirming shared values</li> <li>→ Set the example by aligning actions with shared values</li> </ul> </li> <li>2. INSPIRE a Shared Vision             <ul style="list-style-type: none"> <li>→ Envision the future by imagining exciting and ennobling possibilities</li> <li>→ Enlist others in a common vision by appealing to shared aspirations</li> </ul> </li> <li>3. CHALLENGE the Process             <ul style="list-style-type: none"> <li>→ Search for opportunities by seizing the initiative and looking outward for innovative ways to improve</li> <li>→ Experiment and take risks by constantly generating small wins and learning from experience</li> </ul> </li> <li>4. ENABLE Others to Act             <ul style="list-style-type: none"> <li>→ Foster collaboration by building trust and facilitating relationships</li> <li>→ Strengthen others by increasing self-determination and developing competence</li> </ul> </li> <li>5. ENCOURAGE the Heart             <ul style="list-style-type: none"> <li>→ Recognize contributions by showing appreciation for individual excellence</li> <li>→ Celebrate the values and victories by creating a spirit of community</li> </ul> </li> </ol>



▲ Nurses, physicians, hospital leaders, and other team members gather for the annual Celebration of Excellence award ceremony, recognizing achievements in patient safety and quality.

# Patient Care Management

High-quality, patient-centered care is fundamental in our professional practice model. By bringing evidence-based practice to bedside care, nurses have a profound impact on outcomes. Over the past two years, we have worked to reduce hospital-acquired infections, update evidence-based protocols, introduce innovative practice, reduce throughput time, and enhance the patient experience.

GOAL: Provide safe, high-quality patient-centered care.

## ENROLLMENT IN INSTITUTE FOR HEALTHCARE IMPROVEMENT COURSES

In 2019, we began offering our nurses access to quality and patient safety coursework from the Institute for Healthcare Improvement (IHI). The program was initially offered to the nursing leadership team, care managers, and council/unit-based team chairs and then expanded to all RNs. By the end of the year, more than 30 team members have achieved their Basic Certificate in Quality and Safety.

30+ Englewood Health team members earned a Basic Certificate in Quality and Safety through the Institute for Healthcare Improvement.

## PATIENT OUTCOMES

Patient outcomes, including nurse-sensitive indicators, show the impact that nurses have on the quality of care delivered through the application of evidence-based practice. Through the work of our practice councils and unit-based teams, and in partnership with medical staff, our quality department, and other disciplines, we have seen progress in important patient safety and quality metrics.

	2018	2019 Goal	2019
C-sections	28.8%	< 23%	21.6%
Elective early deliveries	1.6%	≤ 5%	0%
C-diff	1.141	SIR < 1	0.411
Methicillin-resistant Staphylococcus aureus (MRSA)	0.221	SIR < 1	0.805
Central line-associated bloodstream infections	0	SIR < 1	0.273
Catheter-associated urinary tract infections	0.237	SIR < 1	0.494
Barcode Medication Administration	92.3%	95%	95.9%

## PATIENT EXPERIENCE

Our councils and unit-based teams are committed to enhancing the patient experience, and many of their initiatives are directed toward this goal.

	2018	2019
Patient Experience – Ambulatory Surgery	87.4%	89.1%



### RN HIGHLIGHT

#### **Brendt de St. Paer, BSN, RN, CCRN**

*Care Manager, Medical/Surgical ICU*

Since joining Englewood Health in early 2016 straight out of nursing school, Brendt de St. Paer, BSN, RN, CCRN, has been a valued colleague and a respected mentor, focused on delivering the best care to patients and effecting systems-level change in pursuit of this goal.

In his first two years at Englewood Health, he was engaged in the implementation of Epic, the electronic health record system, while working on the cardiopulmonary unit. During this time, de St. Paer was encouraged by the critical care advanced practice nurse to pursue further specialization in critical care. He applied for an open position in the Medical/Surgical Intensive Care Unit, was offered a role as a staff nurse, and began his orientation program for new or newly transitioned nurses. The orientation program, along with formal critical care coursework at Hackensack University Medical Center, prepared him for not only provid-

ing bedside care in the high-acuity setting, but for ultimately earning his critical care certification (CCRN) in 2019. In the same year, he was promoted to care manager.

As care manager, he also serves as co-chair, along with the assistant nurse manager, of the Critical Care Unit-Based Team. With a focus on performance improvement and nurse satisfaction, the team has obtained new bedside carts, hardwired the use of bedside shift reports, initiated several employee recognition programs, and other activities. De St. Paer and his co-chair, Dorothy Meehan, RN, MS, CCRN, APN, have also collaborated with the emergency department's nursing leaders and physicians to improve throughput of patients admitted from the ED.

De St. Paer is one of several dozen Englewood Health nurses to receive the IHI certificate in quality and safety. The program, which was introduced to our nursing team in 2019, offers online coursework in performance improvement and evidence-based practice. "As a new care manager, I found the IHI training to be very valuable," he says. "It helped supplement my experience on the unit with a deeper understanding of performance improvement and implementing changes to make sure that patients get the best care." He also participated in the Johns Hopkins Nursing Evidence-Based Practice Model training. Using skills and knowledge gained from these programs—along with a natural thirst for always improving the experience for both patients and other nurses—de St. Paer is now chairing a multidisciplinary team focused on early mobility of patients in the ICU.

"I have been very fortunate, starting from the beginning of my career here," he says. "I've had excellent preceptors and colleagues who have provided great support and encouragement every step of the way."

### HOSPITAL-WIDE AWARDS & RECOGNITIONS 2018 AND 2019



▲ Since 2002; four consecutive times



▲ Spring 2020



▲ Among the top 10% of hospitals in the nation



**PATIENT CARE MANAGEMENT CASE STUDY:  
REDUCING LENGTH OF STAY IN INPATIENT  
BEHAVIORAL HEALTH**

Acute inpatient psychiatric care, while a relatively small proportion of psychiatric care in a community-based system, often carries a length of stay longer than is medically necessary. The care model focuses on stabilization and safety, and a rapid discharge is important to optimize capacity. Complications related to medical comorbidities and lack of post-acute referral networks are major contributors to a long length of stay. At Englewood Health, the length of stay in our behavioral health/psychiatric unit rose to 12.4 days in the first quarter of 2018.

Linda Leighton, MSN, RN, APN, nurse manager of the unit, sits on our health system’s Behavioral Health Strategic Planning Team. One of the team’s strategies has been to improve throughput by reducing inpatient length of stay. To achieve the goal of at least a one-day reduction, Leighton and her fellow team members set about to improve the discharge planning process. The team first identified

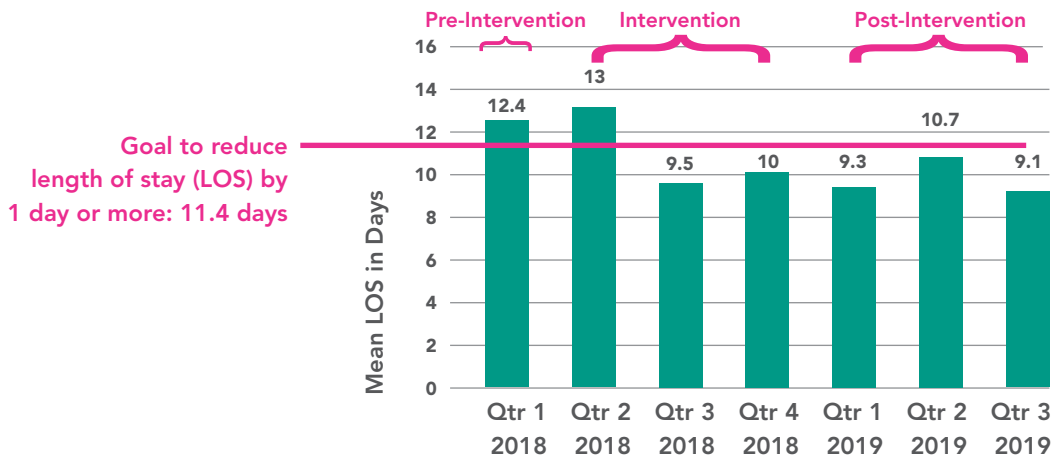
▲ Linda Leighton, MSN, RN, APN, nurse manager of the inpatient psychiatry unit (right), with her colleague Jo-Ann Venezia, MPA, BS, RN, DCS, program director.

a need to strengthen the hospital’s post-acute referral network. Availability was limited for outpatient programs that meet the needs of our discharged patients—for example, patients with a substance use disorder who need detox/rehabilitation programs but have no insurance or are placed on waiting lists for rehabilitation programs; homeless patients with no shelter availability, because of expressed suicidal thoughts; and dementia patients who need long-term placement from subacute rehab or when their families can no longer support them at home because of aggression or other behaviors.

**Interventions**

The multidisciplinary team worked to ensure appropriate post-acute connections to care, as well as implemented a discharge planning calendar used by the team to ensure progress toward goals. The team focused on barriers to discharge.

**DECREASE IN PATIENT LENGTH OF STAY, INPATIENT BEHAVIORAL HEALTH UNIT  
2018 AND 2019**





Nursing education scholarship recipients and benefactors at the 2018 Scholarship Awards Brunch.

## Nursing Practice: Professional Development and Autonomy

Our focus on nursing practice includes professional development as well as teamwork and autonomy. Over the past two years, we have put considerable effort into increasing opportunities for nurses to grow professionally—through certification and specialty training, formal degree-granting education programs, continuing education, and participation in regional/national meetings.

**GOAL:** To provide a practice environment that fosters teamwork, autonomy, and professional development.

### **NURSING RESIDENCY PROGRAM INSTILLS VALUE OF EVIDENCE-BASED PRACTICE**

The year-long Englewood Health New Nurse Residency Program launched its first cohort of nurse residents in April 2019. The New Nurse Residency Program provides professional development support for nurses who have 12 months or less of experience with workshops, case studies, and simulation activities; it culminates with an evidence-based project.

Englewood Health was the first healthcare organization in Bergen County and the second in New Jersey to implement

the Vizient/American Association of Colleges of Nursing (AACN) Nurse Residency Program. By supporting nurses in their transition from an academic setting to clinical care, we foster a highly qualified staff. We prepare our new nurses for clinical encounters and for communicating with other medical professionals, as well as with patients and families, and we encourage them to become future leaders.

The nurse residency curriculum focuses on five major areas of development:

- ▶ Critical thinking and clinical reasoning
- ▶ Patient safety and leadership
- ▶ Interprofessional leadership
- ▶ Evidence-based practice
- ▶ Professional progression

Carolyn Clark, BSN, RN, and Coleen Shea, BSN, RN, participated in the program in 2019 and are staff nurses on the orthopedic surgery unit. They undertook a project on the value of peer group perioperative education classes in reducing preventable hospital readmissions.



Their literature review found that many hospital readmissions after elective joint surgeries are preventable through education. Providing education in peer groups before hospital discharge can increase patient/family efficacy. They worked with the unit-based team and advanced practice nurse to implement a discharge preparation class, which included home monitoring of signs and symptoms, wound

In 2018 and 2019, a total of

**27**

nurses went through the nurse residency program.

care, deep vein thrombosis prevention, and medication management. After providing preoperative and postoperative classes over a six-month period to elective joint surgery patients to better educate them on how to achieve the best outcomes possible, the percentage of elective joint surgery readmissions fell from 2.2 percent to 1.3 percent for those patients who attended both the preoperative and postoperative education.

## NURSING CERTIFICATION



▲ Certified nurses gather at the Ninth Annual RN Certification and Career Advancement Day, held in March 2019.

Board certification in a nursing specialty is encouraged for all registered nurses at Englewood Health. Certification demonstrates a commitment to professional development, including the knowledge necessary to provide high-quality, evidence-based care to the community.

Our strategic plan acknowledges the benefits of certification—for our nurses, for the hospital, and for our patients and families. We have invested in specialty certification preparation courses and provided access to these courses for our nurses at no cost. Our goal is to increase the percentage of specialty certified nurses by 1 percent each year.

In 2018 and 2019, we hosted 11 on-site certification exam review sessions, attended by 96 nurses, 36 of whom earned certification. Staff were encouraged to take advantage of programs paid for by Englewood Health including the Success Pays Program from the American Nurses Credentialing Center, the Yes YOU Can! Program from the Board of Certification for Emergency Nursing, and similar programs from the Orthopaedic Nurses Certification Board and Oncology Nursing Certification Corporation.

	2017	2018	2019
Certification	38%	41%	48%
BSN	83%	84%	86%

## SPECIALTY EDUCATION AND ORIENTATION PROGRAMS

Hospitals are challenged with recruiting for specialty nursing positions, such as those in critical care and perioperative services. Over the past several years, we have developed specialty education and orientation programs for new nurses, as well as for current nurses who want to move into a specialty unit or new role.

In 2018 and 2019:

- ▶ 7 medical/surgical RNs successfully completed the Critical Care Program and joined the Medical/Surgical Intensive Care Unit (MSICU) nursing team.
- ▶ 6 RNs completed Periop101, an education program, in partnership with Rutgers University, to prepare nurses to be competent in perioperative nursing.
- ▶ 6 RNs completed the Maternal/Child Health specialty program.
- ▶ 2 RNs completed an emergency nursing program to join the Emergency Department nursing team.

## CONTINUING EDUCATION

Through our Center for Clinical Practice, as well as programs offered by CE Direct, we support the ongoing professional development of our nursing team members.

In 2018 and 2019:

- ▶ Our Center for Clinical Practice hosted 834 professional development programs, with 14,448 attendees.
- ▶ Englewood Health nurses completed more than 11,000 CE Direct courses with 15,000 contact hours.



Emergency Department nurse Jon-Kerwin Lagasca, MSN, RN, FNP-BC delivered a presentation on mindful meditation at the 2019 Nursing Research and Evidence-Based Conference.

## **NURSE-INVESTIGATOR STUDIES**

### **Improving Neonatal Intensive Care Unit (NICU) Outcomes Through Nursing**

PI: Valerie French, MBA, BSN, RNC-LRN; RN Investigator: Mary Ellen Garrity, MSN, RNC-MNN

### **Registered Nurses' Knowledge on Opioid Overdose**

PI: Theresa Lee, BSN, RN

### **Attitudes and Knowledge of Pain Management among Nurses**

PI: Joshua Han, BSN, RN

### **Effect of Mindfulness Meditation on Stress in Hospital Emergency Department Nurses**

PI: Jon-Kerwin Lagasca, MSN, RN, FNP-BC

### **Can Proactive Rounding Using a Reliable and Variable Rounder Model Decrease the Incidence of Patient Falls?**

PI: Carol Eastman, MSN, RN

### **Using Ultrasound to Detect Muscle Wasting in Critically Ill Adult Patients**

PI: Jill Cox, PhD, APN-C; RN Investigators: Sharon Roche, PhD, RN, APN-C, CCRN; Rachele Isip, MSN, RN, APN, CWOCN; Virginia Murphy, BSN, RN, CCRN; Ellen Peterson, BSN, RN

### **Retrospective Analysis of Data Collection and Availability in Perioperative Autologous Blood Collection and Reinfusion Techniques**

PI: Sherri Ozawa, MSN, RN

### **A Pilot Study to Look at the Use of Stabilizing (Weighted) Pacifier vs. the Use of a Traditional Non-Stabilizing (Non-Weighted) Pacifier to Improve Infant Comfort, Caregiver Satisfaction, and Safety During Non-Nutritive Sucking**

PI: Mary DeRitter, MSN, RN, CNL

### **Same Day Discharge versus Overnight Stay in Patients Undergoing Elective PCI**

PI: Adrianna Harulaj, BSN, RN

## **ATTENDANCE AT NATIONAL AND REGIONAL MEETINGS**

We encourage nurses to attend regional/national meetings and conferences as part of their professional development. Examples of regional and national conferences attended by our nurses in 2018 and 2019 were:

- ▶ Academy of Medical-Surgical Nurses (AMSN) Convention
- ▶ American Association of Critical Nurses (AACN) National Teaching Institute (NTI)
- ▶ American Society for Gastrointestinal Endoscopy (ASGE) Penn Live GI Endoscopy and Liver Disease
- ▶ ANCC National Magnet Conference
- ▶ Association of periOperative Registered Nurses (AORN) Conference
- ▶ Association of Women's Health, Obstetric and Neonatal Nurses (AWOHNN) Conference
- ▶ Fetal Infant Mortality Review (FIMR) Program
- ▶ International Stroke Conference
- ▶ National Association of Orthopaedic Nurses (NAON) National Congress
- ▶ Neonatal Nursing Symposium at Children's Hospital of Philadelphia
- ▶ Oncology Nursing Society Conference
- ▶ Optical Coherence Tomography Conference
- ▶ Organization of Nurse Leaders
- ▶ Partnership for Maternal & Child Health Regional Education Committee
- ▶ Press Ganey National Client Conference
- ▶ Safe Patient Handling and Mobility Conference
- ▶ Society of Gastroenterology Nurses and Associates (SGNA) Manometry Course
- ▶ Vizient Nurse Residency Conference

## UNIT-BASED TEAMS

In addition to division councils, we introduced unit-based teams led by clinical nurses over the last two years. These teams are a new forum for nurses to provide input and effect change. As their name implies, the teams are focused on specific improvements on their unit.

The goals of the teams fall into several areas of focus:

- ▶ Professional Development Access and Opportunity
- ▶ Nursing Foundations for Quality of Care
- ▶ RN-to-RN Interaction
- ▶ Autonomy

Teams meet monthly to discuss, plan, and implement activities related to these objectives.

Here are some highlights of their accomplishments:

- ▶ The **Behavioral Health** team has improved their patient education and orientation handbook, collaborated with social workers and psychiatrists to reduce length of stay, enhanced patient group meeting participation, updated protocols, and improved nursing education through webinars and biannual review of the psychiatric mental health nursing certification.
- ▶ The **Critical Care** team has improved professional development among staff by discussing evidence-based articles and communicating opportunities to attend professional meetings and conferences, developed a staff newsletter and improved the use of bulletin boards for communication, implemented bedside shift reports and care plans.
- ▶ In the **Emergency Department**, the unit-based team helped update protocols, including those related to stroke, rabies, sexual assault, and the cardiac catheter-

ization lab. The team also expanded educational opportunities such as the certification review course, domestic violence and child abuse education, breaking bad news, opioid education, and bleeding control.

- ▶ The **Maternal/Child Health** team has hosted a perinatal bereavement event, a breastfeeding conference, skills fairs and certification exam review courses; helped procure equipment; developed a plan for newborn admissions in Labor and Delivery to promote maternal/infant bonding and exclusive breastfeeding; and improved communication among units in Maternal/Child Health.
- ▶ The **Medical/Surgical** units have implemented fall-prevention programs, introduced new employee recognition activities, and hosted professional development educational presentations and drills. They have also been involved in the development of protocols and changes in patient care for bariatric patients, patients on telemetry, and patients with urinary catheters.
- ▶ In the **Outpatient** areas (Endoscopy, Infusion, Radiation Oncology, Interventional Radiology, Cardiac Catheterization Lab, Wound Care, and Cardiac Rehabilitation), team activities have focused on professional development, patient experience, and teamwork. They have also focused on improving outcomes, such as improving throughput for STEMI patients. Other initiatives include creating patient education materials and advocating for additional equipment such as an isolation cart and additional monitor for the endoscopy procedure room.
- ▶ The **Perioperative** teams have organized a skills fair, improved communication between Pre-Admission Testing and the ambulatory surgery area, and implemented the ORLocate system to prevent retained foreign bodies. The teams also focused on patient experience and professional development.



▲ The Cardiopulmonary (6 Dean) unit-based team



▲ The Interventional Radiology unit-based team



In 2019 the RN informatics clinical coordinators from our Information Technology department were recognized with the “Friend of Nursing” award for their collaborative efforts with our patient care service teams.

## Collaborative Practice

Our professional practice model emphasizes the importance of collaboration among disciplines to ensure the highest quality patient care and best outcomes. Over the past two years, we have fostered an environment that supports collaborative practice.

GOAL: Nurses are actively engaged in interprofessional care planning and decision making.

### GETTING PATIENTS SAFELY HOME AFTER JOINT REPLACEMENT SURGERY

The Comprehensive Joint Replacement program is a great example of how collaboration can help achieve positive outcomes for patients. As part of this program, Englewood Health brought together almost 15 disciplines to focus on improving the outcomes of patients undergoing joint replacement surgery. Adopting a new model of discharging patients directly to home with visiting home services, the team worked closely with the Visiting Nurse Association of Englewood. Discharging patients to home can help reduce infections and improve their recovery, in a familiar and safe environment.

Our 2 Kaplen (orthopedics and neurosurgery unit) team—surgeons, RNs, physical therapists, care coordinators, advanced practice nurses, and patient navigator—along with

representatives from quality and population health, pain management, pre-admission testing, communications, and other areas have been working together on this initiative since 2016. Since that time, the percentage of patients discharged home following total joint replacement surgery has increased 88 percent.

	2016	2017	2018	2019
Patients Discharged Home After Joint Replacement Surgery	31.9%	49.5%	55.7%	60.0%



▲ Orthopedic nurse practitioner Marie Sarubbi, APN, and patient care navigator Colleen Wojna, BSN, RN, are key members of the Comprehensive Joint Replacement program.

## REDUCING DOOR-TO-PROVIDER TIME IN THE EMERGENCY DEPARTMENT

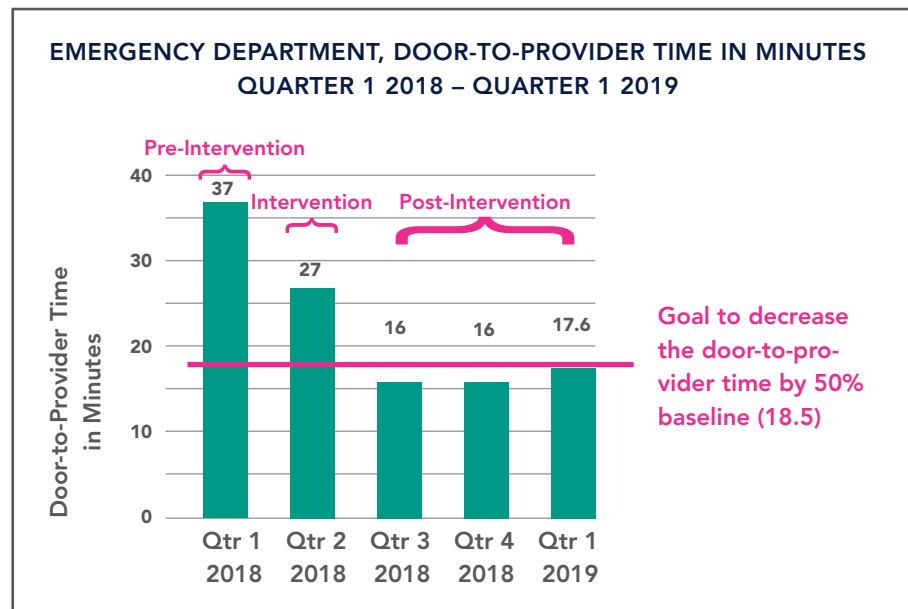
Overcrowding and increased wait times in emergency departments (ED) are concerns, from both a quality and patient experience perspective. With extended wait times, patients become frustrated and dissatisfied and may leave before being evaluated by a provider.

Patient flow in the ED is influenced by both structural and process factors. ED throughput and crowding have been linked both to clinical patient outcomes and to service and quality outcomes. The time from when a patient arrives at the ED to when they are seen by a provider (door-to-provider time) has been reported in the literature as having significant implications on left-without-being-seen rates, with patients overwhelmingly mentioning prolonged wait times as the reason for leaving prior to assessment. When a patient decides to leave without being seen by a qualified medical provider, they place themselves at increased risk of serious health issues and potential death. From a service perspective, door-to-provider times can also be a significant predictor of patient satisfaction.

In the first quarter of 2018, the door-to-provider time, a key metric for wait times, was 37 minutes. The ED Council set a goal to decrease the door-to-provider time for all emergency patients by 50 percent.

### 2nd Quarter Interventions

Through Emergency Department Council recommendations, it was decided that two RNs, an emergency room technician, and a provider in triage working as a team would positively influence patient throughput to decrease door-to-provider times. To support this process change, positions for additional RN FTEs were approved.



Members of the Emergency Department Council, including care manager Dianne Steele, MSN, RN, CEN, and assistant chief Erik Chu, MD.



Wound care nurse Alice Shu, BSN, RN, CWCN, participated in a health outreach event for the Chinese American community in 2019.

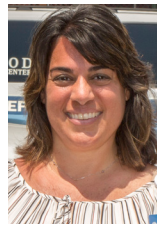
## Community Outreach

Nurses have the opportunity to improve the care not only of their patients, but also of the community at large. A pillar of our nursing strategic plan is community outreach, whereby we encourage nurses to collaborate with the community to improve health. This can be through participation on boards and committees of professional organizations, as well as in community outreach events sponsored by Englewood Health and other local organizations.

**GOAL:** Nurses actively engage in both professional organizations and community health programs.

**ENGLEWOOD  
PROUD TO BE  
STIGMA-FREE**

### IMPROVING MENTAL HEALTH IN OUR COMMUNITY



The New Jersey Action Coalition (NJAC), one of 51 coalitions under the umbrella of the Campaign for Action and the AARP, connects diverse health care providers to existing community projects in support of healthier communities, well-being, and equity for New Jersey citizens. Denise Arzoomanian, MSN, RN, CEN, director of nursing for critical care, volunteers for the coalition as the ambassador for Bergen County. In this role, she pairs nurses with volunteer opportunities within the community.

In 2018, Arzoomanian worked with the coalition to bring mental health first aid training to the hospital. Englewood hosted an 8-hour education program that introduces participants to the unique risk factors and warning signs of mental health problems in adults over 65. The program provided an educational opportunity for community organizations to learn about the risk factors and warning signs of a variety of mental health challenges common among older adults, such as depression and anxiety.

This activity aligns not only with our organization's goals of improving mental health for our community, but also with Healthy People 2020—the federal government's prevention agenda for building a healthier nation. One of the goals of Healthy People 2020 is to improve mental health through prevention and by ensuring access to appropriate, quality mental health services.

## MOTHER/BABY NURSE BRINGS HOPE TO NATIVE HAITI



After witnessing the destruction in her native Haiti from the devastating earthquake of 2010, Leocadie Toussaint, BSN, RN, went home several times to assist in relief efforts. Even though tens of thousands had been left homeless, she was struck by the resilience of the people. She continued to offer assistance, in particular, to her hometown of Liancourt.

“Many Haitian families lack educational backgrounds and therefore cannot assist children with their studies,” she says. “In my own life, I had parents who believed in and promoted the value and importance of education, but themselves were unable to provide assistance with my schoolwork. So I learned firsthand what it is to grow up struggling in school.”

Beating the odds, Toussaint succeeded in earning her bachelor’s degree and is an RN in the Mother/Baby Unit at Englewood Health.

In response to the difficulties that she witnessed and had faced in her youth, in 2014 Toussaint founded the Liancourt Community Center ([www.liancourtkids.org](http://www.liancourtkids.org)). This 501(c)(3) nonprofit organization provides after-school tutoring and healthy snacks, while empowering children with the skills, confidence, and success to pursue higher education. Staffed by certified teachers, the center works to improve the children’s chance of a promising and successful future. As the only such afterschool program in Liancourt, the center is passionate that educating children is essential to creating opportunities and breaking the cycle of poverty. The Liancourt Community Center’s goal is to continue growing and expanding its services in this community and into other regions of Haiti. The center relies upon the generosity of individuals and local businesses such as Living Word Community Church to achieve its mission and to expand its services within Liancourt, as well as its outreach services to bordering towns.



## ENGLEWOOD RN NAMED PRESIDENT OF PROFESSIONAL SOCIETY

In 2019, Sherri Ozawa, MSN, RN, clinical director of the Institute for Patient Blood Management and Bloodless Medicine and Surgery at Englewood Health, as well as the senior director of Patient and Family Engagement, was named president of the Society for the

Advancement of Blood Management (SABM). A founding member, Ozawa has been with SABM since its inception in 2001, previously serving on its board of directors and as executive director. This is the first time that a non-physician has been elected to lead the international medical society.

As a former critical care nurse and an ethics committee member, she developed an interest in patient rights early on. This led her to the field of bloodless medicine in 1995, when its original intent at Englewood Hospital was to treat Jehovah’s Witness patients, for whom transfusion was not an option.

But “it expanded far beyond just one patient population,” Ozawa said. Researchers, including those at Englewood, found that patients treated without blood transfusions often did just as well as—or better than—those who received them. Bloodless medicine also reduced the risk of transmitting infection and disease, among other adverse outcomes, and significantly reduced healthcare costs.

As president, Ozawa will oversee national and international education initiatives, including development of online education tools, and a certificate program assessing proficiency in patient blood management.

## ONCOLOGY NURSE FORMS BREAST CANCER SUPPORT GROUP



▲ Wan Hyuck Youh, BSN, RN, OCN, second from left, at the 2019 Walk for Awareness.

In late 2018, Wan Hyuck Youh, BSN, RN, OCN, helped form a breast cancer support group for Korean Americans. Working with Englewood Health’s Center for Korean Health and Wellness and The Leslie Simon Breast Care and Cytodiagnosis Center, Youh created the group to serve as a resource for women with breast cancer looking for emotional support. The support group members also formed a team at the 2019 Walk for Awareness, a breast cancer awareness community event and fundraiser organized by the Englewood Health Foundation.



In 2019, the critical care nursing team worked with the construction team to help plan for the new ICU. By using practices of exemplary leadership, the nursing team members are collaborating to support patient care and the practice of nursing.

# Leadership

When we consider the concept of leadership, the first question we need to ask ourselves is, “What is a leader?” Based on our professional practice model, every nurse is considered a leader. Leadership can be seen in writing protocols, precepting a new nurse, mentoring, involvement in councils and teams with decision-making or advisory functions, and more. As an organization, Englewood Health is committed to having visionary leadership to support patient care and the practice of nursing.

GOAL: Visionary leadership is utilized to support practice and the delivery of patient care.

## RECRUITING AND MENTORING LEADERS

Over the two-year period 2018–2019, seventeen (17) staff RNs were promoted to care manager, educator, assistant nurse manager, or nurse manager. We also launched our enhanced mentorship program. In October 2019, a kickoff brunch for the program was held, attended by more than two dozen nurses, resulting in 18 pairings of mentors with a mentee.

## RN SATISFACTION

One of our strategic goals is to actively foster a practice environment that supports teamwork and professional development. The unit-based teams were a key vehicle to achieve this goal.

Magnet Category	2018	2019
RN-RN Interaction	5.04	5.15
Professional Development Opportunity	4.22	4.38
Professional Development Access	4.11	4.43
Interprofessional - roundup	3.01	3.81

More than **two dozen** nurses attended the kickoff for our enhanced mentorship program in fall 2019.



## SUCCESSION PLANNING FOR A SPECIALIZED ROLE



▲ Rachele Isip, MSN, RN, APN-C, CWOCN, and Jill Cox, PhD, RN, APN-CWOCN

Identifying and preparing successors at all levels is part of our strategic plan. For example, Jill Cox, PhD, RN, APN-CWOCN, the WOC (wound, ostomy, continence) nurse has held the advanced practice role for almost 25 years. The WOC-APN is uniquely qualified as well as being credentialed by the medical staff.

One of our medical/surgical staff RNs, Rachele Isip, BSN, RN, who had expressed an interest in this specialty role, was identified by Dr. Cox as strong candidate. Rachele completed her nurse practitioner program and, in 2018, achieved her specialty certification (CWOCN).

Through this transition, Englewood Health demonstrated the ability to cultivate and develop the next generation of nursing clinical leaders and retain top talent.

## REVISIONS TO OUR STRATEGIC PLAN

As part of our leadership objectives, we revised our strategic plan with additional tactics and outcomes for 2020.

### Patient Care Management

#### 2020 Tactics

- ▶ New protocols to be developed based on EBP
  - Delirium
  - Early mobility
  - Acute ETOH detox
- ▶ Reducing workplace violence risk
- ▶ Innovation
  - Human sex trafficking management and approach

### Nursing Practice: Professional Development

#### 2020 Tactics

- ▶ Invest in National Board Certification
  - Each unit should establish unit level goal
- ▶ Support ongoing professional development of experienced staff
  - Launch multidisciplinary simulation lab

### Nursing Practice: Teamwork And Autonomy

#### 2020 Tactics

- ▶ Actively support practice environment that supports autonomy in practice
  - Launch night team
- ▶ Recognize and reward excellence
  - Form team to lead Beacon award application

### Collaborative Practice

#### 2020 Outcomes

- ▶ Open portion of new ICU – fall 2020
- ▶ Achieve Joint Commission Disease Specific Recertification (spine, joint, stroke)

#### 2020 Tactics

- ▶ EBP study: Early mobility in the ICU with MDs, RT, PT and RN
- ▶ Palliative care program education and referrals for populations including heart failure

### Leadership

#### 2020 Outcomes

- ▶ Successful submission 2020 Magnet application: Scheduled for site survey
- ▶ Develop and implement drug diversion management program

# Nursing Research Conferences

2018

The Multiple Dimensions of Nursing Research and Evidence-Based Practice

## PRESENTERS

**Celeste Ann Bethon, DNP, MS, RN, NEA-BC**

Senior Director of Nursing, Inpatient Services, Englewood Health

**Nicole A. Champagne, DNP, BS, RN**

Nurse Educator, Center for Clinical Practice, Englewood Health

**Maria Natal-Gopin, PhD, MSN, RN-BC, CPHQ**

Director, Center for Clinical Practice, Englewood Health

**Bernadette Mazurek Melnyk, PhD, RN, APRN-CNP, FAANP, FNAP, FAAN**

VP for Health Promotion, University Chief Wellness Officer, Dean and Professor, College of Nursing, Professor of Pediatrics & Psychiatry, College of Medicine, Executive Director, the Helene Fuld Health Trust National Institute for EBP, The Ohio State University

In support of Englewood Health's mission and in support of our nursing vision—to be a provider of family-centered care in an innovative, therapeutic, and safe environment where actions are directed to the ultimate good of the patients—our Department of Nursing has hosted annual conferences for the past 25 years. Organized by the Nursing Research Conference Committee within the Center for Clinical Practice, these conferences have engaged nurses in the knowledge and application of research and evidence-based practice by promotion, education, implementation, evaluation and dissemination of changing trends and issues in nursing.

## 25 Years of Providing and Disseminating Nursing Research and Evidence-Based Practice through Annual Conferences

1994-1998

The themes of the conferences include Nursing Odyssey 2000 and Beyond; Nurses Caring, A Humanistic Approach; and a Focus on Clinical Nursing Research Validating the Art and Science of Nursing.

1999-2003

The themes of the conference surround cultural care, women's health, and end-of-life care.

1994

1994

The inaugural nursing research conference is established.

1994

**Edna Cadmus, PhD, RN, NEA-BC, FAAN**, presents the keynote address: Implementation of Humanistic Caring in Nursing Practice.

**Barbara Wiklinski, EdD, RN**, presents Has Humor a Meaning for Persons Adapting to a Cancer Experience?: A Phenomenological Question.

1995

1996

1996

**Jean Watson, PhD, RN, AHN-BC, FAAN**, presents the keynote address on caring, the theoretical frame of our nursing practice model.



Portrait L-R: Edna Cadmus, PhD, RN, NEA-BC, FAAN; Barbara Wiklinski, EdD, RN; Jean Watson, PhD, RN, AHN-BC, FAAN



Portrait L-R: Phyllis Peterson, RN, BS, De Gennaro, RN

1999

2000

2001

2002

2003

1999

**Erline Everett, MSN, RN-BC, ANP**, presents Survey of Preceptors' Self-Perception in Role Effectiveness in the Orientation of Graduate Nurses.

2001

**Marilyn Bookbinder, PhD, RN, FPCN**, presents the keynote address: Developing Benchmarks to Improve End-of-Life Care in Hospitals.



2003

**Grace Carcich, MSN, RN**, and **Karen Rafti, MSN, RN-BC**, present An Investigation of Experienced RNs' Satisfaction in Utilizing Self-Learning Modules Versus Tradition Lecture / Discussion Methods During Their Hospital Orientation Process.



Grace Carcich, MSN, RN; Karen Rafti, MSN, RN-BC

2002

The conference receives the Nursing Research Dissemination Award from Sigma Theta Tau International Honor Society of Nursing. **Sue Jackson, RN, PACU**, receives the award on behalf of the medical center.



**Sherri Ozawa, MSN, RN**

Senior Director, Patient and Family Engagement, Clinical Director, Patient Blood Management, Englewood Health

**Danielle Altares Sarik, PhD, RN, CPNP-PC**

Research Nurse Scientist, Nicklaus Children's Hospital, Senior Fellow, Center for Health Outcomes and Policy Research, University of Pennsylvania School of Nursing

**Marilyn Bookbinder, PhD, RN, FPCN**

Visiting Professor, DNP Program, Chamberlain University College of Nursing

**Edna Cadmus, PhD, RN, NEA-BC, FAAN**

Executive Director, NJCCN; Clinical Professor, Specialty Director, Leadership Track, Rutgers University School of Nursing

**Jill Cox, PhD, RN, APN-C, CWOCN**

Clinical Assistant Professor, Rutgers University School of Nursing; Wound, Ostomy, Continence Nurse, APN, Englewood Health

**Jon-Kerwin Lagasca, MSN, RN, FNP-BC**

Nursing Staff, Emergency Department, Englewood Health

**Virginia Murphy, BSN, RN, CCRN**

Care Manager, MSICU, Englewood Health

**Maddie Whalen, MSN/MPH, RN, CEN**

Evidence-Based Practice Program Coordinator, Johns Hopkins Hospital

2019

**Celebrating the Past, Present, and Future of Nursing Research and Evidence-Based Practice**

**PRESENTERS**

**Elizabeth A. Ayello, PhD, RN, CWON, ETN, MAPWCA, FAAN**

Co-Editor-in-Chief, Advances in Skin & Wound Care; Executive Editor Emeritus, WCET Journal; Faculty, Excelsior College, School of Nursing; President, World Council of Enterostomal Therapists 2020, Global Healing Changing Lives; Senior Adviser, Hartford Institute for Geriatric Nursing; President, Ayello, Harris & Associates, Inc.

**2004-2008**

The theme focuses on evidence-based practice in nursing

**2009-2013**

The theme focuses on increasing participation of the nursing staff, in presenting at the conferences.

**2014-2018**

The focus is on the multiple dimensions of evidence-based practice.



**2004**  
**Ellen B. Rudy, PhD, RN,** presents the keynote address: Nursing Science, Making a Difference.

**2006**  
First conference to include evidence-based practice.

**2005, 2007, and 2008**  
AHRQ – **Ronda Hughes, PhD, MHS, RN,** presents Evidence-Based Safety and Quality Improvement. **Jill Cox, PhD, RN, APN-C, CWOCN,** and **Sharon Roche, DNS, APN-C, CCRN,** present The Effects of Various Instructional Methodologies on the Retention of Pressure Ulcer Knowledge (2008).



**2009**  
**Kathleen Capitolo, DNSc, RN, FAAN,** presents the keynote address: A Blue Print for Patient Safety: Professionalism, Teamwork, and Communication.  
**Elizabeth Ayello, PhD, RN, CWON, ETN, MAPWCA, FAAN,** presents the endnote address: Skin Safety: What's the Evidence for Pressure Ulcer Prevention?

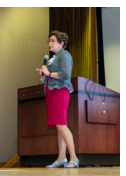
**2011**  
Publication of an article in Nursing Spectrum related to our Annual Nursing Research and Evidence-Based Conference (October 24, 2011).  
**MaryAnn Christopher, MSN, RN, FAAN,** presents IOM Report: The Evidence and Implications for Practice.  
**Rosemarie Hill, MSN, RN, Carol Eastman, MSN, RN,** and **Dianne Steele, MSN, RN, CNE,** present Exemplars of Englewood Hospital and Medical Center's Evidence-Based Practice and Research Projects.

**2013**  
**Kathleen Kaminsky, MS, RN, NE-BC,** presents Creating a Culture of Excellence in Healthcare.  
**Christine Massey, MSN, RN-BC,** presents Differentiating PI, EBP and Research.  
**Jamie Ketas, BS, CCRP,** presents Navigating the IRB: What Every Nurse Needs to Know.

**2014**  
**Jill Cox, PhD, RN, APN-C, CWOCN,** **Susan DeGennaro, MSN, RN, APN-C, OCN,** and **Diana Torres, BSN, RN,** present Factors Associated with Falls in Hospitalized Adult Patients.

**2016**  
**Maria Titler, PhD, RN, FAAN,** presents Implementation of Evidence-Based Practice: Myths and Realities.  
**2018**  
**Bernadette Melnyk, PhD, RN, APRN-CNP, FAANP, FNAP, FAAN,** presents Reaching the Quadruple Aim in Healthcare with Evidence-Based Practice: Key Strategies for Success.  
**Maria Natal-Gopin, PhD, MSN, RN-BC, CPHQ,** presents Effect of Intimate Partner Violence on Children of Puerto Rican Women.

**2019**  
**Edna Cadmus, PhD, RN, NEA-BC, FAAN,** presents the keynote address: Journey to Excellence: 25-Year Milestone. Englewood Health nurses **Jill Cox, PhD, RN, APN-C, CWOCN;** **Jon-Kerwin Lagasca, MSN, RN, FNP-BC;** and **Virginia Murphy, BSN, RN, CCRN** present.



# Certified Nurses

Lindie-May Abdon	Omicel Catambay	Edmee Feril	Lorraine Johnson
Andrew Adecer*	Elizabeth Cattani	Abigail Ferrer	Ellen Johnston
Carol Afford	Eun Choon Chang	Jane Flores	Anabela Kalliney
Michelle Agustin	Jenny Chen	Filmore Flores*	Kathleen Kaminsky
Wemimo Akingbade	Mihyang Cho	Milagros Frejoles	Jiyun Kang
Cinderella Alegria*	Bonnie Chung*	Valerie French	Christine Kata
Joan Alsop	Nicole Chvasta*	Linda Fritz	Carol Kaufmann
Rose Alvarado*	Steve Cicala*	Brandi Gabriel	Cathleen Keavey
Maria Gina Ambulo	Laura Cinquino	Valerio Gaddi*	Lisa Kenny
Eneida Andujar	Michelle Cohen	Adriana Gambino	Raena Kidangan
Donna Arden	Zahava Cohen	Jaime Ganiche*	Yuna Kim
Freida Arias-Topalian	Jose Cola III	Katherine Garcia*	Kyungsook Kim
Denise Arzoomanian	Sylvia Colon-Cabassa	Mary Ellen Garrity	Elly Kim
Susan Austin	Barbara Comito	Patricia Gatto	Michelle Koch*
Anne Marie Ayala	Ana Compres	Michael Geisler	Barbara Kontos
Reynaldo Azores*	Pamela Cordero	Elena Geltzer	Victoria Krizek
Mylene Baello	Jill Cox	Nissi George	Teena Kurien
Ma Virginia Baliguat	Barbara Crowley	Susan George	Jon-Kerwin Lagasca
Teresa Sharlene Bangwa	Armelle Cuesta Valencia	Megan Gerin	Cody Lallathin
Betsy Barchowski	Anna De Jesus	Rosita Germoso	Birgit Sofia Landers
Alice Barden	Nila De La Rosa	Sheila Ginley	Anna Lang
Susan Barnable	Brendt De St. Paer*	Judith Gioia	Rosemary Latawicz
Sacha Barraca	Susan DeGennaro	Fritz Go	Vanessa Lee
Lisa Barrale	Cio Dela Riva	Debra Golaszewski	Kyounghee Lee
Rowena Bautista	Christina DeMarco	Cathi Goldfischer	Junghwa Lee
Elizabeth Beddoe	Brianne Deptuch	Denise Goldstein	Theresa Lee*
Eula Bergado	Mary DeRitter	Sharyn Grant	Linda Leighton
Brittany Berliner	Nila DeRosario	Chevon Gray	Catrin Leins
Terry Bertolotti	Josephine Deserio	Hyeryong Green	Jihyeon Lim
Irina Blinkina	Laura Diaz	Deborah Griffin*	Iris Lin
Elizabeth Boateng	Nenita Diaz	Barbara Grygotis*	Ermelinda Llantada
Trisha Boland	Rosemarie Diaz	Flordeliza Guiwo	Mary Lloyd
Cherryliza Borbajo	Betty Dicker	Renante Gumabon	Denine Long
Yissel Borrego	Roseangela DiTaranto	Regina Gynegrowski	Sylvia Lopez
Karen Boutillier	Jacquelyn Doll	Clara Ha*	Patricia LoPinto
Patricia Boylan	Maureen Dombrowski	Joshua Han	Stephanie Lu
Kenneth Brereton	Lauren Dotson	Freddy Haro-Zuniga	Diane Lubinski
Dontage Bridgemohan	Lisa Douglas	Leigh Hartung	Cheryl Maddolin*
Patricia Brigley	Susan Doyle	Katherine Hauptman	Tatyana Mah
Kristina Bruzzesi	Eleanor Dunn	Amelia Henderson	Susan Maher-Dziemian
Thomas Butler	Carol Eastman	Cheryl Hernandez	Norberta Maine
Daren Buzzerio	Josemy Ebreo-Ferrer	Rosemarie Hill	Carol Malasits*
Kathleen Cahill	Stephanie Edwards	Shalva Hirsch	Eric Maldonado*
Margaret Calzaretta	Jean Engelmann	Lilian Hui	Monica Mallen
Sallie Canada	Jessica Epifano	Laura Hummel	Minerva Manalil
Erica Cantatore	Florian Estive	Precious Inay	Karissa Mae Manansala*
Barbara Caparro	Evelyn Evangelista	Rachele Isip	Teresa Mancuso
Babette Capistrano	Amy Evans	Suzanne Jackson	MaryAnn Maricic
Michelle Caropolo	Erline Everett	Stephanie Jansen	Annmartin
Theresa Carullo	Malaika Feeley	Steffy Jean-Baptiste	Jennifer Martinez*
Mariola Castillo*	Leilani Feliciano	Annie Jemson*	Cassandra Martin-Walters

# Certified Nurses *continued*

Annaliza Marzan	Janet Reginald-Vanichpong*	Jodie Steuth	Hilda Verano
Christine Massey	Mary Reid	Maria Stratigis	Olga Vinnick
Julie Mathew*	Mary Reinfried*	Jeremy Sudol	Brenda Virtusio*
William Matos	Caren Remsa	Cara Sullivan	Brenda Vivar
Marguerite Mattessich	Jung Reo	Thomas Sullivan	Kerry Volmer
Patricia Mazzola	Laurencita Reyes	Linda Sung	Sara Wagner*
Patricia Maurer	Aurea Reyes	Laura Symons	Malorie Wakefield
Meghan McDermott	Miarose Reyes	Leslyn Tello*	Maryellen Walter
Kellie McGuire O'Shea	Melissa Reynolds	Mary Tendler	Christine Weiselberg
Nicole McGuire	Tunisa Riggins	Tim Thoman*	Yu Wen
Michele McLaughlin	Claire Rizzo	Adele Thomas	Veronica Wester*
Suzanne McMahan*	Sharon Roche	Sharyn Tondel	Samiah Whitteaker
Dorothy Meehan	Algrace Rodriguez*	Sandra Trainor	Barbara Wiezik
Paulina Mejia	Gillian Rothenberg*	Karen Twomey*	Barbara Wiklinski
Ethel Mendoza	Erlinda Rubio	Yuli Usman*	Barbara Wojenik
Joanne Moldt	Mary Rufo	Elaine Van Buren-Rizzo	Molly Wojtusik
Roseanne Montemayor	Anne Rutkowski*	Cristy Vargas*	Thomas Wilkos
Michele Mourao	Ben-Hur Sabino	Megan Veirun	Janet Wright
Yelena Mukhina*	Terttu Sahadi	Frances Vela-Cantos	Maria Yglesias
Cynthia Mulder	Lisa Salandra-Birnbaum	Harrietta Venegas	Wan Hyuck Youh
Nancy Muldowney	Vanessa Salvatore	Sharon Ventura	Sherry Lee Yumang
Mary Frances Murphy	Jenna Sandford	Kimberly Venturella	
Virginia Murphy	Leah Sandhaus		
Mirachael Nazar*	Jasmery Santana		
Geraldine Neiderhofer	Marie Sarubbi		
Andrea Neil	Suzanne Scheidegger		
Ann Nestman	Hannah Schenker		
Deborah Neufville	Richard Schultz		
Mindy Newell	Judith Schuster		
Raul Montes De Oca	Ena Scrivani		
Lilleth Okossi	Ro Mi Seo		
Michelle Oshiokpekhai	Marina Shabashkevich		
Christine O'Sullivan	Maryjo Sharples		
Mary Pabst*	Jennifer Shepp		
James Earl Pagaduan	Jeesook Shin		
Sandra Palin	Abeer Shin		
Jacqueline Pappas	Soonho Shin-Kwak		
Edward Park	Alice Shu*		
Sae Yeon Park	Nina Shulgach*		
Wen-Chiao Peng	Jekyeong Sim		
Stephanie Pereira	Cyndi Sison Vinculado		
Christine Perry	Mallory Smallze*		
Betsy Pietropaoli	Sharon Smikle		
Kristofferson Pineda	Andre'a Smith*		
Michael Piser	Margaret Smith		
Claudia Portnoy	Rocelyn Soltario		
Joanne Preiss	Susan Song		
Jeanne Price	Lisa Sonzogni		
Karen Rafti	Susan Stahl*		
Ramon Ramilio	Linda Sta Maria		
Jeanna Ramilo	Dianne Steele		

*\*Earned new certification in 2018, 2019, or 2020*

## New Degrees

Amira Ayoub, ADN, RN
Yissel Borrego, BSN, RN
Molly Brenner, BSN, RN
Cynthia Cazeau, MSN, RN, AGPCNP-BC
Lauren Daddetto, MSN, RN
MaryEllen Garrity, MSN, RNC-MNN
Joshua Han, MSN, RN, CEN
Virginia Ingram, MSN, RN
Jon-Kerwin Lagasca, MSN, RN, FNP-BC
Raffaella Keshishian, BSN, RN
Lauren Kim, MSN, RN
Theresa Lee, MSN, RN
Diane Liccardo, BSN, RN
Christian Ortiz, MSN, RN, NP-C
Jessica Ortiz, MSN, RN, AGNP-C
Stacy Palmer, BSN, RN
Lorna Pazziuagan, MSN, RN, AGNO-C
Kelsey Reilly, MSN, RN
Ena Scrivani, BSN, RN
Nadege Simms, BSN, RN
Virginia Viteillo, ADN, RN
Jessa Zgonbick, BSN, RN

# Nursing Week Award Winners

## EXCELLENCE AWARD WINNERS

Filmore Flores, BSN, RN.....	Humanitarian/Community Outreach Award
Roxana Gonzalez, Unit Scheduler/Unit Registrar.....	Ancillary Staff Excellence Award
Maria Gutarra, Patient Care Associate.....	Ancillary Staff Excellence Award
Jon-Kerwin Lagasca, MSN, RN, FNP-BC.....	Excellence in Nursing Research Award
Cody Lallathin, BSN, RN.....	Rising Star Award
Virginia Murphy, BSN, RN, CCRN, Care Manager.....	Nursing Research/Evidence-Based Practice Award
Mary Petrelli, RNC-OB.....	Humanitarian/Community Outreach Award
Kelsey Reilly, BSN, RN.....	Rising Star Award
Erlinda Rubio, BSN, RN, CNN, Care Manager.....	Nursing Leadership Award
Valentina Sosa, Administrative Assistant.....	Friend of Nursing Award
Dianne Steele, MSN, RN, CEN.....	Nursing Leadership Award
Cardiac Cath Lab RNs.....	Team Award
Emergency Department RN Epic Super Users.....	Team Award
Informatics Clinical Coordinators.....	Friend of Nursing Award

## FLORENCE NIGHTINGALE AWARD WINNERS

Carol Afford, BSN, RNC-OB	Denine Long, BSN, RN-BC
Elizabeth Beddoe, BSN, RN, CGRN	Cheryl Maddolin, BSN, RN
Lucia Beratto, BSN, RN	Norma Maine, MSN, RNC
Trisha Boland, BSN, RN	Teresa Mancuso, MA, RN, IBCLC
Carol Boutillier, BSN, RN	Ruth Marcelo, BSN, RN
Jessica Burgio, BSN, RN	Sharon Marcellaro, RN
Ma Chona Castillo, BSN, RN	Mary McGuire, ASN, RN
Mariola Castillo, BSN, RN	Suzanne McMahan, BSN, RN, CGRN
Barbara Connizzo, BSN, RN	Dorothy Meehan, MSN, RN, APN, CCRN
Barbara Cruz, RN	Ann Nestman, AA, RNC-LRN
Brendt de St Paer, BSN, RN, CCRN	Geraldine Neiderhofer, RN, CPN
Alexandra DeLuca, BSN, RN	Minene Pacia, BSN, RN
Michelle Edades, BSN, RN	Sylvia Pama, BSN, RN
Celestina Esmejarda, BSN, RN	Cecilia Pascual, BSN, RN
Diana Galdieri, RN	Marta Poznanska, MSN, RN, CVRN
Michelyne Gavin, MSN, RN	Ann Marie Reilly, BSN, RN
Diane Gawlik, AAS, RN	Mary Fran Reinfried, RNC-MNN
Judy Gioia, RN, MED, BSN, RN, CPRN	Jung Reo, BSN, RN, RNC-LRN
Sharyn Grant, BSN, RN, CNOR	Lisa Rothschild, AAS, RN
Regina Gynegrowski, RNC-LRN	Erlinda Rubio, BSN, RN, CNN
Clara Ha, BSN, RNC-OB, RNC-EFM, CLC	Pete Sebastian, BSN, RN, CEN, MICP
Nancy Harper, BSN, RN	Alice Shu, BSN, RN, CWCN
Melissa Jankowski, RN	Teresa Sole, BSN, RN
Maureen Jaworski, BSN, RN, CCDS	Timothy Thoman, MSN, RN, CEN, CPEN, CTRN, NR-P
Lauren Kim, BSN, RN	Elaine Van Buren-Rizzo, MSN, RN, CCRN
Victoria Krizek, RN, CPAN	Cristy Vargas, RN
Rulijo Legaspi, AAS, RN	Mary Ellen Walter, MPH, BA, RN, CIC
Diane Liccardo, BSN, RN	Maria Sandra Yglesias, BSN, RNC-OB
Mary Lloyd, MSN, RN, CNE Ret	

# Nursing Scholarship Winners

Jasmeena Amin, RN

2018 Aileen S. Wilson Nursing Scholarship Award  
William Paterson University

Trisha Boland, RN

2018 Clara Lee Olsen Nursing Scholarship Award  
William Paterson University

Brendt de St. Paer, BSN, RN, CCRN

2019 George E. Elliott Scholarship  
William Paterson University

Brianne Deputch, RN

2018 Aileen S. Wilson Nursing Scholarship Award  
Dominican College

Adriana Gambino, BSN, RN, ONC

2019 Ann Mooney Rencken Scholarship  
William Paterson University

Joshua Han, RN

2018 Ann Mooney Rencken Memorial Nursing Scholarship  
William Paterson University

Virginia Ingram, RN

2018 and 2019 Woman's Club of Englewood  
Dr. David & Sandra Bishop Scholarship  
William Paterson University

Melanie Kim, BSN, RN

2018 and 2019 Woman's Club of Englewood  
Dr. David & Sandra Bishop Scholarship  
William Paterson University

Jon-Kerwin Lagasca, MSN, RN, FNP-BC

2018 and 2019 George E. Elliott Scholarship  
William Paterson University

Theresa Lee, RN

2018 and 2019 Cadmus/Vreeland Nursing Scholarship  
Woman's Club of Englewood  
William Paterson University

Christine Massey, MSN, RN, NPD-BC

2019 Clara Lee Olsen Scholarship  
Fairleigh Dickinson University

Sae Yeon Park, BSN, RN, CCRN

2018 and 2019 Ann Ash Moss Scholarship  
William Paterson University

Dina Kitum Parry, BSN, RN, PCCN

2019 Aileen S. Wilson Nursing Scholarship Award  
Thomas Edison State University

Mary Jo Sharples, BSN, RN, CCRN

2018 and 2019 Laura Phipps Scholarship  
Ramapo College of New Jersey

Susan Song, BSN, RN, CEN

2019 Ann Mooney Rencken Scholarship  
William Paterson University

Brenda Torres, BSN, RN, CEN

2018 and 2019 Woman's Club of Englewood  
Dr. David & Sandra Bishop Scholarship  
William Paterson University

Wan Hyuck Youh, BSN, RN, OCN

2019 Aileen S. Wilson Nursing Scholarship Award  
William Paterson University

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# DAISY Award Winners

Cynthia Cazeau, MSN, RN, AGPCNP-BC

Melissa Cubala, BSN, RN

Alexandra DeLuca, BSN, RN

Alena Galova, RN

Marta Glaba, BSN, RN

Amelia Henderson, BSN, RN-CPN

Mary Pabst, AAS, RNC-MNN

Hannah Schenker, BSN, RN-CPN

Teresa Sole, BSN, RN

Monica Tan, BSN, RN

# You Make the Difference Award Winners

Mary Ellen Garrity, MSN, RNC-MNN

Yuna Kim, BSN, RN-BC

Dorothy Meehan, MSN, RN, APN-C, CCRN

Lisa Rothschild, AAS, RN

Elaine Van Buren-Rizzo, MSN, RN, CRN

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# March of Dimes Award Finalists

Elizabeth Cattani, MSN, RN-BC

Sue Maher-Dziemian, BSN, RNC-LRN

Carol Malasits, RN

Teresa Mancuso, MA, RN, IBCLC

Virginia Murphy, BSN, RN, CCRN

Leocadie Toussaint, BSN, RN



# A Letter from a Grateful Patient

*We were thrilled to welcome the birth of our son on September 15, 2018.*

*To the entire team of nurses that cared for me in Labor and Delivery beginning on September 14th: your care, attention, patience, poise, understanding, gentleness, and compassion are unmatched. Caring for me while I labored, prepping me for an epidural (twice), coaching me through an unplanned c-section 26 hours later, and being my voice of calm through surgery. You stayed by my side, not knowing what would happen next and all the while gave me the greatest sense of reassurance that all would be more than OK. I heard my son's cry for the first time, and I will forever cherish that moment. You are all angels, and you have no idea the beautiful impact you had. Thank you is just not enough, and it never will be.*

*To the entire team of nurses that cared for me in Mother/Baby. Forgive me for the names I do not recall, but to Catrina, Eileen, Linda, Tatiana, and Janet, thank you all so very much. You are a remarkable group of professionals with an unmatched bedside manner, one that I will never forget. You all make it look easy. You ran up and down the hallways caring for your patients, and I never knew because the attention you showed us made me feel like my family and I were the only ones on your floor. You took our son to the nursery when our exhausted eyes could not stay open. You adjusted my pillow, you helped me stand, you helped me walk, you helped me to the shower, you showed us how to swaddle like champs, how to hold our little one, how to feed him and how to enjoy all the feelings we had just been blessed with. You all worked tirelessly day in and day out, and for this, thank you is not enough, and it never will be.*

*Janet, you are a gift. You found our son's heart murmur, and because of your extra attention and concern, we were able to ensure our son has the care he needs early on. No words will ever be able to encompass the gratitude we have for you and what you did. Rose, you came in to see how we were doing, and found me crying over the news of our son's heart defect. You took the extra time to reassure me and my husband, to talk, to make us laugh and show us all would be resolved. Thank you is not enough, and it never will be.*

*To the PCAs who were one more outstanding than the next. I will never forget how you remembered me, cared for me, how you made me smile, how you ensured I always had cold water to drink or asked if we needed anything else. Those small touches added up to the biggest last impression on my heart.*

*I wish I could tell you just how much credit you all deserve in words. How you built a trust so quickly in me and my husband. How we will never forget what you did and the grace you did it with. But, there are just no real words.*

*On behalf of myself, my husband and our beautiful little boy, thank you from the bottom of our hearts, but thank you will never be enough.*

Shared Goals, Mutual Trust

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Englewood Health

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Englewood, NJ 07631

[englewoodhealth.org](http://englewoodhealth.org)

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