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Frankford Hospitals
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Celebrating Frankford Nurses

Frankford Hospitals' Department of Nursing Annual Report 2005



The Mission of Frankford Hospitals

The mission of Frankford Hospitals is to provide exceptional patient care and customer service to members of the communities served by the Hospitals and recognize a patient's right to considerate and respectful care, regardless of the ability to pay.

Frankford Hospitals' Vision

To be the premier, integrated health care delivery system serving Northeast Philadelphia, nearby Bucks and Montgomery Counties. Be recognized for high quality, commitment to service, and caring behavior by all members of the hospital family.

To be committed to constantly seek improvements in service to our patients, our community, and to each other.

To be the organization to which people, businesses, and insurers first turn to provide or arrange for health-related services.

To be the standard by which hospital and other health-related services are measured.



**A Letter from
Mary McAneney, RN, MSN, CNA,BC**

Dear Nursing Colleagues:

This has been a busy and exciting year for nursing at Frankford Hospitals' three locations. To meet the needs of our growing patient population, we have added additional beds to existing inpatient units and expanded our Emergency Department at the Frankford Campus, increased our telemetry beds at the Bucks County Campus and opened a new patient care addition at the Torresdale Campus. In the coming year, we will open a Cardiac Catheterization Laboratory at the Bucks County Campus, expand our operating room capacity at the Torresdale Campus, and further increase our bed capacity at the Frankford Campus.

Frankford is an exciting, progressive institution and our nurses play an important role in the continued success of our hospitals. This report highlights only a few of our many accomplishments over the past year. Our nurses have made an amazing impact on patient safety and well-being for our elderly patients by increasing compliance on pneumonia vaccine assessment from 13% when nursing first assumed this responsibility, to over 91% in six short months.



A small but dedicated group of nurses and nursing educators completely revised our fall

prevention protocol and educated nursing and non-nursing personnel in the new process. We are carefully monitoring our data and expect to see an improvement based on their efforts.

Our Wound Care Committee has recently completed a massive educational campaign at all three hospitals to improve the skill of our nurses in preventing and caring for pressure ulcers. They did an amazing job with their educational program and attendance overall exceeded 68%.

We have also renewed our efforts to improve customer service. Each unit has chosen "One Thing" to focus on along with adopting a "Whatever It Takes" attitude towards doing the best we can for our patients and their families. The "One Thing" varies unit to unit, but all are focused on the needs of the patient.

We are continuing on our Journey to Magnet and will submit our documents in 2006. Our nurses are dedicated, hard working professionals who are worthy of Magnet designation. I am proud to work with nurses who display such a caring, committed and professional attitude. Thank you for making a difference everyday for every patient and for supporting each other.

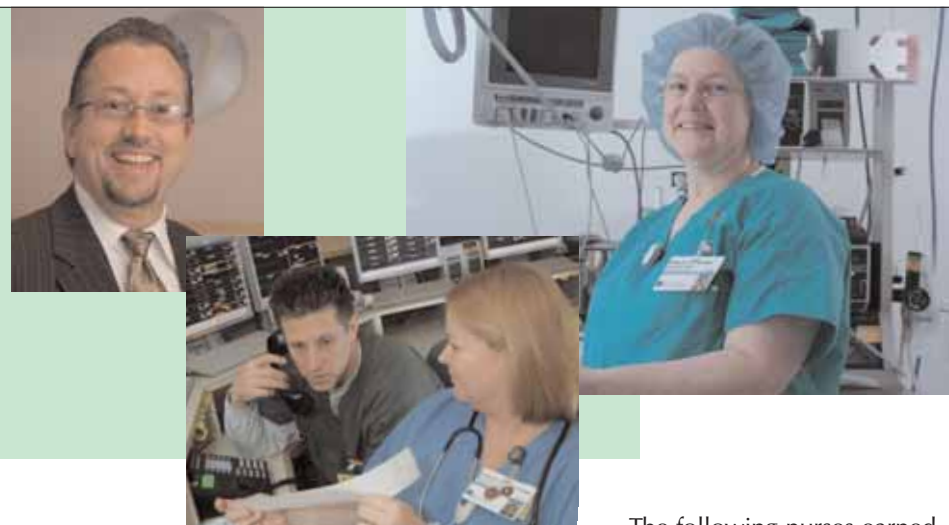
Mary McAneney, RN, MSN, CNA,BC
Chief Nursing Officer
Vice President, Patient Care Services
Frankford Hospitals

Frankford Hospitals' Nursing Philosophy

Frankford Hospitals' philosophy of nursing utilizes a holistic perspective in providing care, which encompasses the physical and emotional responses of the patient and family during their experiences with stress and coping. Our philosophy is based in large part on the teachings of internationally recognized nursing theorist Patricia Benner, RN, PhD. We have placed important emphasis on "Primacy of Care" and "Novice to Expert Theory", two of Dr. Benner's publications that focus on patient care and the levels of competency in nursing practice.

Caring is a characteristic that permeates the Nursing Department, and is evident in the quality care provided by our nursing staff. Caring means that persons, events, projects and things matter to people, and is a word for "being connected" within nursing practice. It fuses thought, feeling, action, knowing and being. All nursing practice is underlined by respect for the inherent worth, dignity, and human rights of each individual. Nursing is viewed as a caring practice, whose science is rewarded by the moral art and ethics of care and responsibility.

According to Benner's theory, nurses progress through many stages of professional growth. The five levels of proficiency are: novice, advanced beginner, competent, proficient and expert. On progression from novice to expert, the nurse integrates the caring aspect with the technical aspect. The transition from novice to expert is facilitated by support in knowledge and skill acquisition. Educational programs are provided to maintain nursing competency. Frankford acknowledges the movement through these various stages of knowledge, skill and responsibility by recognizing the importance of clinical nursing care, experience, continuing education, formal education, professional development, participation in hospital councils/committees, imparting of knowledge, peer networking, mentoring, precepting and research. We also continually strive to provide the tools that nurses need to succeed, and recognize and reward professional certification.



Professional Nursing Certification

Frankford Hospitals, in support of their mission to provide exceptional patient care, support the professional growth and development of its nurses. Frankford nurses are both encouraged to pursue and rewarded for achieving national certification.

Certification serves as a mark of excellence, validating a nurse's specialty knowledge and clinical judgment. The process also demonstrates that they meet nationally recognized standards in their specialty. Through the development of specialty competence, nurses contribute to the delivery of safe and effective care of patients. Certification is a testimonial of their dedication to nursing, bringing greater accountability to the profession. More than 40% of Frankford's nurses are certified in a specialty area. This percentage is well above the national average.

The following nurses earned their Specialty Certification in 2005*:

Nicole Gater, RN, BSN, CCRN
Michael Caputo, RN, CCRN
Charles Ortlip, RN, CEN
Stephanie Provenzano, RN, CEN
Dolores Mansfield, RN, CCRN
Debbie Beaver, RN, BSN, CCRN
Adrienne Lynch, RN, CCRN
Joanne Rau, RN, NCC
Barbara Lavin, RN, BSN, CCRN
Diana Dominiano, RNC, BSN
Heather Ackerman, RNC, BSN
Barbara Kohler, RN, CNOR
Salud Smith-Mateescu, RN, BSN, CNOR
Gita Sampat, RN, CNOR
Lola Ann Morgan, RN, CCRN
Lisa Czekay, RN, BS, CCRN
Susan O'Toole, RN, CSPAN
Shannon DiMuzio, RN, CCRN
Angeline Dougherty, RN, CCRN
Michael F. Beshel, RN, BSN, CEN, CNA,BC

Linda Grutzmacher, RN, BSN, CEN
Deena Paugh, RN, CCRN
Eleanor Hart-McIllhenny, RN, PCCN
Margaret Knapp, RNC
Beth Benn, RN, CEN
Jill Lightkep, RNC, BSN
Nancy Fiske, RN, PCCN
Michelle Fee, RNC
Elizabeth Lamelza, RNC
Cecilia Fox, RNC, BSN
Angela Basile, RNC
Rivka Renee Terebelo, RNC, BSN
Tiffany Christensen, RN, CEN
Melissa Whitty, RNC
Charles Hofmann, RN, BSN, CEN
Steve Kunz, RN, CEN
Albert Jurowicz, RN, BSN, CCRN
Gail Lonergan, RN, CEN
Sharon Clarke, RN, CEN

* Certifications were awarded between July 1, 2004 and June 30, 2005.

Nursing Clinical Governance

The clinical governance system is comprised of the Coordinating Council, which oversees the Performance Improvement Council, Resource Management and Professional Development Council and the Clinical Practice and Information Management Council.

The Coordinating Council integrates the governance decisions, recommendations and activities for all of the nursing councils. It serves as a clearinghouse for issues being presented and disseminates them to the appropriate council for action.

The Clinical Practice and Information Management Council defines the scope of practice of the registered professional nurse and other nursing support staff at Frankford Hospitals. The Council develops, implements and maintains standards of nursing care consistent with established professional standards. Policy development and revision takes into account evidence-based practice, as well as review and revision of our documentation methods and information systems.

The Council also reviews and evaluates the adequacy of information technology services to meet patient care needs and makes recommendations accordingly. Discussion, clarification and feedback regarding electronic and written nursing documentation issues, as well as how they relate to other departments or disciplines, occurs in this group.

Efforts and accomplishments of the Clinical Practice and Information Council include:

- Development of the Patient Education Subcommittee
- Implementation of Krames On-Demand Electronic Patient Education Materials
- "Smart Pump" Evaluation Session
- Computerized Wound Care Documentation
- "Falling Star" Patient Fall Prevention Program

Frankford Hospitals' Department of Nursing supports the clinical governance structure to empower professional nurses to collectively impact upon their own practice, as well as their patients' outcomes. The nurses' clinical decision-making abilities are recognized and utilized in the work of the councils. The councils are composed of a variety of members of the nursing department, including staff nurses, managers, administrators and educators.

The Resource Management and Professional Development Council participates in the development of recruitment, recognition, retention and educational programs for nursing. Material and human resources necessary to meet patient care standards are also evaluated. The Council receives pertinent information through liaisons from a variety of sources, such as the Hospital Products Standardization Committee and the Human Resources Department.

This Council also assisted with many initiatives in the past year including:

- Professional Nursing Recognition Program (PNRP)
- Going the Extra Mile (GEM) Program
- Tuition Reimbursement
- Participation in Recruitment at the Frankford Hospital School of Nursing
- Condolence Policy Revision

The Performance Improvement Council monitors the appropriateness and effectiveness of nursing care by evaluating patient outcomes. This is achieved through the development and initiation of unit-based performance improvement projects, as well as coordinating compliance with hospital-wide and system-wide data collection initiatives. Unit-based report cards are used to communicate unit specific results to staff.

This data is used to evaluate our compliance with established standards of care and to promote innovative changes to implement best practices. This Council oversees both the Wound Care Committee and the Research Committee and has helped steer the efforts listed below:

- Report Card
- Wound Care
- Safety Stars

The Research Committee fosters the development of evidence-based nursing research at Frankford Hospital by promoting education regarding the research process, allocating appropriate resources, collaborating to identify contemporary practice issues for study and ensuring the protection of human subjects. They develop, implement and monitor ongoing research and recommend best practices to improve patient outcomes based on nursing research findings, including:

- Research Lecture Series
- Research Protocols Related to:
 - Asthma Patient and Provider Expectations
 - Ventilator Associated Pneumonia (VAP)
 - Triage of Sexual Assault Victims
 - Second Stage Labor
- Research Consultation Services

The Wound Care Committee is comprised of staff nurses from each nursing unit, who guide practice and promote a consistent and cohesive approach to wound care, as well as pressure ulcer prevention, using evidence-based practice. The staff nurses have developed, in conjunction with information management, a systematic computerized wound care flow sheet to assist in accurate and consistent skin assessment and documentation. The staff has also developed and implemented standard protocols, supported by national guidelines, which are employed by the professional nurse to treat the various stages of wound development and pressure ulcer prevention.

Highlights of these efforts over the past year include:

- Development and Implementation of a Wound Care Computer Screen
- Quarterly Prevalence Studies
- Hill-Rom Partnership
- Nurse Education on Wound Care Protocols and Documentation

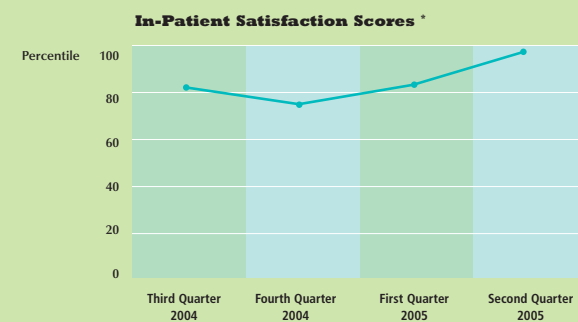
Positive Patient Outcomes

Frankford nurses' dedication to "providing exceptional patient care" is evident in our positive patient outcomes.

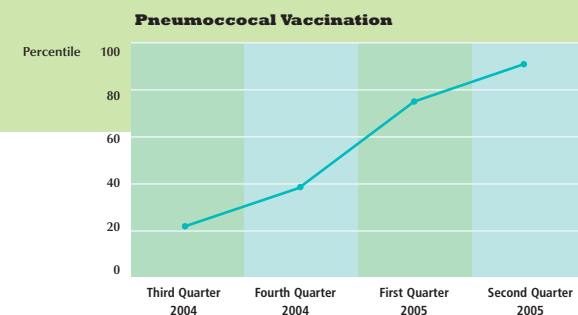
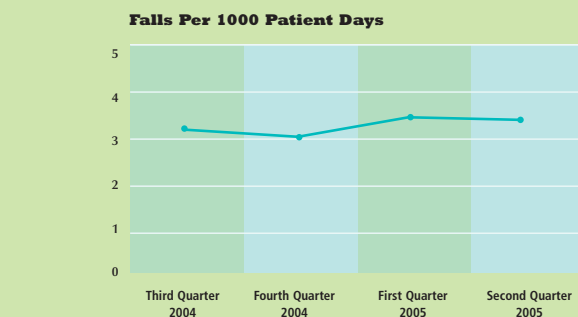
Our nurses exemplify a "Whatever It Takes" attitude to promote patient satisfaction and quality care. In alignment with our mission to "provide exceptional patient care", they continually seek methods to improve patient outcomes and promote patient satisfaction.

Two examples of nursing outcomes that are positively impacted by Frankford nurses are patient falls and pneumococcal vaccination screening.

Reduction of patient falls is a nursing priority. Although our fall rate is trending below the national average, nurses strive to develop methods to continually improve safety, such as the "Falling Star" Fall Prevention Program. In addition, the development and implementation of a nurse-driven protocol to screen for patients who fit the criteria to receive the pneumococcal vaccination, has led to a dramatic improvement in compliance.



*NY-NJ-PA/200-400 bed hospital group



Looking Ahead

Magnet Recognition

Frankford Hospital is pursuing Magnet Recognition status. This honor, awarded by the American Nurses' Credentialing Center, identifies, recognizes and rewards excellence in clinical nursing practice. Just as the individual certification of the professional nurse serves as a hallmark of excellence and validation of their clinical judgment, the Magnet Recognition status recognizes an organization's excellence in the delivery of nursing services to their patients.

Frankford Magnet Champions are the liaisons to their nursing units. They assist in disseminating information about the Magnet Journey to their colleagues by gleaming evidence that exemplifies our professional work environment, our exemplary nurses and our superior patient outcomes. The Champions are dedicated to serving as advocates for their colleagues and in the recognition of their excellence by assisting in the achievement of Magnet Recognition status.



Continually Improving Nursing Practice

- Staffing Flexibility**
 Integration of on-line BidShift program through which nurses can select available shifts at any of the three hospital campuses
- Healthy Work Environment**
 Addition of "Lift Team" and assistive equipment to prevent injury to staff while moving patients
- Patient Safety**
 Implementation of Smart Pump technology to provide increased safety in intravenous medication administration
- Collaboration**
 Formation of interdisciplinary teams coordinating efforts on projects such as Chest Pain Center Accreditation and development of Rapid Response Team to provide expedient care for unstable patients and decrease mortality
- Autonomy**
 Development of nursing protocols to decrease Door-to-Aspirin administration time for patients suspected of having an acute myocardial infarction (MI) and Door-to-Antibiotic time in patients with suspected pneumonia

The Larkins' Story

"Two surgical residents came out to the Emergency Department waiting room and told me that my husband's spleen had burst, that his blood pressure was 30/20 and that he needed emergency surgery. The indication at that time was that he wasn't going to make it," Kathy Larkin recalled recently. Her husband, Frank, did make it. The 69-year-old Yardley resident has since almost fully recovered from the harrowing experience that kept him in the Intensive Care Unit (ICU) at Frankford Hospitals' Bucks County Campus for over two weeks in early April 2004.

"I was just walking the dog when he spotted one of our cats and took off. The next thing I knew I had fallen and wound up breaking 5 ribs," said Mr. Larkin. It wasn't until several days later, in his primary care doctor's office, that Frank passed out. Little did they know that he was slowly bleeding to death. At Frankford Hospital – Bucks County they discovered the source of the bleeding, a severely damaged spleen.

"With such a long hospital stay, you really get to know people. The nurses at Frankford – Bucks were terrific. I am just in awe of people who do this kind of work. Thank God for them," said Mrs. Larkin.

To show their appreciation for the nursing care they received the Larkins recently pledged \$15,000 to assist Frankford Hospitals in launching the Professional Nurse Recognition Program. This initiative will provide financial awards to nurses who reach various levels of competency through clinical projects, continuing education and experience.



Frank Larkin, Kathy Larkin and their dog Shadow

"This program is important on so many levels. It's about recognizing our nurses appropriately while at the same time encouraging them to commit themselves to lifelong professional growth," said Mike Beshel, Director of Nursing Operations. Beshel continued, "Exceptional nursing care has long been a hallmark of Frankford Hospitals. This program will assist in continuing that legacy."

"I think nurses, especially ICU nurses, aren't recognized enough. This contribution is our small way of thanking them for what they do," said Mrs. Larkin. Mr. Larkin added, "We are very grateful. Ever since this experience I tell everyone that Frankford – Bucks is the place to go for excellent care!"

Frank and Kathy Larkin's gift is one example of how ordinary people can make an extraordinary difference!

Professional Nurse Recognition Program (PNRP)



Nurses practice in a variety of settings within Frankford Hospital. Just as the geographic locations vary between the three campuses, the patient populations are diverse in many ways. Frankford nurses adapt their skills to provide current, evidence-based care to promote the best patient outcomes.

At Frankford, the bedside nurse's roles extend beyond the bedside care of patients. Many nurses are involved in our clinical governance model that shapes our practice, as well as in research to determine what is evidence-based practice. Others are involved in education and support programs that extend beyond the bedside to provide additional support for our patients. Some nurses are also involved in the community through health care education or promotion of the nursing profession.

The Resource Management and Professional Development Council developed Professional Nurse Recognition Program (PNRP) to recognize staff nurses and their contributions at the bedside and beyond. Their dedication to fulfilling the needs of patients, their colleagues and the community demonstrates how they expertly incorporate "many roles" into the "one profession" of nursing!

Professional Nurse Recognition Recipients

Justa M. Giambone, RN – Level II
Stacy L. Keen, RN – Level II
Cathleen Lopez, RN, CCRN – Level II
Barbara Burch, RN, CNOR – Level III
Bruce Boxer, RN, MA, PhD – Level III
Rachel Derr, RNC, BSN – Level III
Sandra L. Gallina, RNC – Level III
John Groh, RN, CCRN – Level III
Mary Jo Marino-Hertzog, RN, CAPA – Level III
Anita Mohn-Hamilton, RN, CEN – Level III
Laurie Pinto, RNC – Level III
Karen Schneider, RN, CNOR – Level III
Ellen M. Taylor, RNC, CCE, IBCLC, CD – Level III
Lisa Turco, RN, C, CPCE – Level III
Christine McKeever, RN, BSN, CPAN – Level IV
Karen Schneider, RN, CNOR – Level III
Cynthia Rizzo, RN, BSN, CCRN – Level IV
Margaret Lowenthal, RN, MSN, CCRN – Level V
M. Sue McMullen, RN, MSN, CCRN – Level IV
Cynthia DiChiara, RN, BSN, CCRN – Level IV
Noreen Quinn, RN, BC, BSN – Level IV
Carolyn McGonagle, RN, BSN, CCRN – Level IV
Nancy L. Larkins, RN, MSN, CCRN – Level V

2005 Nursing Award Recipients

Frankford Hospitals recognize their employees for promoting exceptional patient care and customer service. Many employees from the Department of Nursing have been recognized as CarePLUS Employees.*

CARE is an acronym for: Courtesy, A Positive Attitude, Respect, Enthusiasm
 PLUS stands for attention paid to patient/physician satisfaction and cost savings.



Charles Burgess, Orderly Desiree Carter, CNA Deborah Clark, RN, CEN Cynthia DiChiara, RN, BSN, CCRN



Martha Lynch, RN Karen Lee-Lucas, RNC, BSN Brian Mort, Orderly
 Nursing, 2004 CARE Employee of the Year Lidia Pietrzyk, RNC



Joanne Romano, RN Colleen Sagias, RN Geryl Synavage, RN Linda Smith, RN

* Awards were received between July 1, 2004 and June 30, 2005.

Recognition of Excellence

The Promise of Nursing in Pennsylvania Gala



Sponsored by Johnson and Johnson, The Promise of Nursing in Pennsylvania Gala was held on March 2, 2005. Mary McAneney, RN, MSN, CNA, BC, Vice President of Patient Care Services, was a member of the Steering Committee to plan this event which raised funds to recruit new people into the nursing profession, as well as provide scholarship opportunities. Frankford sponsored a table and nurses from the three Hospital Campuses were in attendance.



The Nursing Spectrum Gala

Frankford Hospitals' nurses were also honored at the 2005 Nursing Spectrum Gala. Frankford had five finalists in the following categories:

- Leadership: Michael F. Beshel, RN, BSN, CEN, CNA, BC
- Teaching: Cathy Markey, RN, BSN, CEN, CCRN
- Advancing the Profession: Lori Jones-Flak, RN, CCRN
- Advancing the Profession: Clare Marie Tack, RN, MSN, CCRN
- Clinical Care: Cindy Rizzo, RN, BSN, CCRN



Clinical Nurse Excellence Awards 2005

Frankford Campus Clinical Excellence Award Recipients:

Lola Morgan (ICU), Donna Lamon (5W), Lynne Booz (ER), Martha Lynch (4E), Joanne Hartigan (5E), Cris McCrosson (Home Health), Jennifer Wilson (4W), and Margaret Moran (OR/PACU/SPU)

Torresdale Campus Clinical Excellence Award Recipients:

Karen Bramble (Float/Pool), Mini Saju (4B), Nancy Fiske (4A), Barbara Lavin (ICU), Veronica Walsh (Endo), Patricia Carrozza (PACU), Judy Cassidy (OR), Nancy Larkins (3C), Gertrude Meehan (EPS), Lisa Check (Cath Lab), Karen Kemp (3B), Margaret McMenamin (3A), Christina Harkins (NICU), Lorraine Peden (LDRP), Patricia Hrabyk (2B), Ann Marie Schlupp (2A), Beth Stratton (SPU), Nan Egan (SPU OR), Barbara Young (ER), and Joanne Trivelis (OBS)

Bucks County Campus Clinical Excellence Award Recipients:

Ruth Brown (ICU), Leena Joseph (2 North), Salud Matteescu-Smith (OR/PACU), Denise Dion (1 South), and Diana Zimmerman (Tele)

Not pictured are Sebastian Alappattu (ER), and Jean Eisler (1N)

Nursing at Frankford: *As Far as You Need to Go!*



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In celebration of the Department of Nursing's contributions to the fulfillment of our Hospital mission, nurses from Frankford's three locations have been featured in two billboard advertisements located on I-95 in Northeast Philadelphia. These advertisements have been part of Frankford's outdoor advertising campaign which has featured various Hospital services and programs.



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