

NCH NURSING:



The HEART *of the* COMMUNITY

NCH
Healthcare
System

2019 NURSING ANNUAL REPORT



— LEAD — INNOVATE — EXCEL —

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Nursing by the Numbers

Total Number Registered Nurses

1,351

Total Number of RN Residents

98

Total Number Clinical Technicians

320

Support Staff

Patient Service Representatives
196

Total Number Board Certified RNs

320

Total Number Advanced Degrees

56 MSN
546 BSN
1 PhD
2 DNP

44 Monitor Patient Care Technicians

Licensed Practical Nurses
53

Total Number Clinical Ladder Professional RNs

89

Total Number Advanced Practice Registered Nurses

64

Medical Assistants
84

145 Unit Secretaries

3

Our mission is to provide compassionate, safe, quality care embracing the unique needs of patients and their families in our community.

Nursing Leadership



From left to right:

Gina Teegarden, MBA, BHA, BSN, RN,
*Associate Chief Nursing Officer—
Operations*

Aimee Karnes DNP, RN, *Chief Nurse
Informatics Officer*

**Ilia Echevarria PhD, MS, RN, CCRN-K,
NEA-BC, CNEP, CHES,** *Associate Chief
Nursing Officer—Professional Practice*

Jon Kling, MBA, BSN, RN, *Chief Nursing
Officer NCH Healthcare System,
Chief Operating Officer North Naples
Hospital*

**Erica Szczepkowski, MSN, MBA/HCM,
RN, CNML,** *Associate Chief Nursing
Officer—Operations*



Our vision is to be the preferred destination for nursing services while providing compassionate quality care to our patients.

Message from our Chief Nursing Officer

When I think about the nursing vision at NCH to be the preferred destination nursing services, while providing high quality, compassionate care to our patients I am honored to work for such an amazing and dedicated team of healthcare professionals. This was evident more than ever in 2019, as we saw many of our associates in the nursing department go back to school to obtain bachelor and master's level nursing degrees and obtain certifications in their specialty. We paid out over \$700,000 in tuition assistance and over \$71,000 in scholarships to help support professional growth and development. We are committed to investing in our associates to help us achieve our mission and vision.

In my past letters, I highlighted our improvements related to nursing engagement and professional practice environment. While we are continually striving to build on our improvements we are not satisfied with where we are and are committed to delivering on our vision statement for nursing here at NCH. This past year we reorganized our shared governance and peer feedback processes and structure, which was led by our professional practice department, and our frontline nursing leaders. This is the true definition of shared governance, and our staff engaged in the decision-making process that drives our nursing practice. We have seen an increased number of new to practice RN's (92) join our team and bring their fresh minds and passion to our already competent team.

This year the ANA (American Nurses Association) has stated that this is the year of the nurse, and we are celebrating Florence Nightingales 200th birthday. While we honor her as the founder of modern nursing, the nursing department at NCH will continue to focus on what makes nurses the most respected profession in the country and I am proud to say that at NCH Nurses Care Here. NCH nursing staff from Marco Island to Bonita Springs are committed to compassionate, high quality, patient and family centered care, while focusing on wellness and civility and compassion initiatives to help ensure NCH is THE PLACE to work at in Southwest Florida if you are a nurse or a member of our team.

As I stated in the beginning of this letter, I am fortunate and extremely grateful to be able to work for all our associates to help provide world class care for the residents of Southwest Florida.



Jon Kling, MBA, BSN, RN,
Chief Nursing Officer NCH Healthcare System
Chief Operating Officer North Naples Hospital



2019/2020 NURSING



NCH Shared Governance supporting members collaborated with nursing leadership to formulate strategic imperatives for nursing. When developing the 2019/2020 Strategic Plan, Nursing Congress leaders discussed and refined our strategic initiatives. Additional feedback was gathered from nursing forums, council meetings, and feedback from individual nurses across the organization. Aligning the plan to the Nursing Professional Practice model, NCH nurses are working to support the following strategic goals including:

Retention

- Improve the assimilation of new to practice RNs into the work environment.
- Improve the assimilation of new leaders into their roles.





STRATEGIC PLAN

Engagement/Healthy Work Environments

- Increase executive nursing leadership visibility.
- Promote and enhance a culture of healthy work environments.



Nurses Care Here



- Improve physician/nursing collaboration.
- Promote and support the health and well-being of our caregivers and leaders.





PROFESSIONAL DEVELOPMENT

Growth through Learning...

By: Sarah Wu, MSN, RN-BC
Clinical Educator

Center For Learning and Innovation—CFLI

A little about the CFLI

We have moved from a nursing education department to a system-wide education department with the goal of supporting a culture of lifelong learning and continuous professional growth and development of the NCH workforce. My goal as a clinical educator is to support staff from across all departments in our journey to *“learn, teach and grow together.”*

Becoming a Clinical Educator

Working in critical care 20 years ago, in Colorado, I filled in to teach a class on Intraaortic Balloon Pump course to a group of novice ICU staff nurses. I was so nervous to teach, and now that I look back, I remember that was a turning point in my career. I moved into a formal educator role shortly afterward and have been doing what I love ever since!

Proud to Support Our Team Members Growth & Learning

A couple months ago, I had a staff nurse thank me for serving as her ACLS instructor. She had recently been involved in a Code Blue and she said she could hear my voice coaching her through the resuscitation attempt. While she was nervous, she reported that she knew how to respond to the situation because of what she had learned from the class.



“I always tell new nurses to trust their gut feeling, ask LOTS questions and to be patient with themselves. Learning to “be a nurse” takes time!” - Sarah

Programs I support in the CFLI:

- Lead educator for clinical orientation
 - Nurses, Clinical Technicians, Patient Safety Technicians, Patient Care Associates, Monitor Technicians and Unit Secretaries
- Coordinator of the Nurse Residency Program
- Coordinator of Charge Nurse and Clinical Leader Academies
- Coordinator of the Nurse Manager Academy
- AHA BLS Course Director
- BLS, ACLS and PALS Instructor



PROFESSIONAL DEVELOPMENT

Opportunity & Access

By: Risa Wildeman, MSN-NE, RN
Clinical Educator—Medicine Services
Student Clinical Coordinator

Supporting Learning Experiences

I support the placement and on-boarding of all non-advanced practitioner students at NCH. Students across the region come to NCH for their clinical experience. We currently support multiple nursing schools with students on our units. Students from various specialties come to NCH for their clinical experience; inpatient and outpatient.

NCH not only supports nursing students in their clinical experience, but we have students from multiple specialty areas, who also come to NCH for their student clinical experiences. You might be interested to know the variety of students whose learning experiences we support at NCH:

Cardiac Sonography, Cardiovascular specialty areas, EMT's, Exercise Wellness, Various Healthcare Administration areas, Lab, Nursing specialty areas, OT, Paramedics, Pharmacy, PT, Radiology, Respiratory, Sonography – US, Speech, Social work, Surgical Techs, various additional preceptorships.



"Treat your patients as you would want yourself or your family member to be treated. They are at an insecure, unpredictable time in their life while they are being cared for - Love them and bless them with all you have!" - Risa

Programs I support in the CFLI:

- Student Placement and On-Boarding:
- Clinical Educator for the Medicine Service Line: Ambulatory, Radiological services, Laboratory services
- Instructor for BLS and ACLS
- PowerChart Orientation
- Alaris IV Pumps, PCA's and Cerner Interoperability

Lifelong Learning

As an educator, my goal is to guide the understanding of critical aspects of patient care through the development of knowledge and skills. The first step in the Nursing Process is to assess, and that's how I approach education as well. Being a life long learner is so much of who I am that I bring this passion to support all of our students in their educational endeavors as well. In this role, I feel I have played a part in their professional healthcare career development.



Recruiting Top Talent

In 2019, we recruited and welcomed almost 650 new team members into the Nursing Department.

331
Registered
Nurses

78
Clinical Techs

7
Patient
Safety
Techs

41
Unit
Secretaries

21
Monitor
Techs

7
Advanced
Practice
RNs

20
LPNs

19
OR Techs

12
Medical
Assistants

9
Patient
Care
Associates

102
PSRs



Transition to Practice

In 2019, **49** RNs completed fellowship programs in the following specialties:

- Critical Care (15)
- Pediatrics (3)
- Neonatal Intensive Care (2)
- Mother/Baby-L&D (4)
- Emergency Department (11)
- Operating Room (4)

Fellowships are held throughout the year. If you are interested in learning a new specialty, discuss your interest with your educator, or contact the Center for Learning and Innovation.

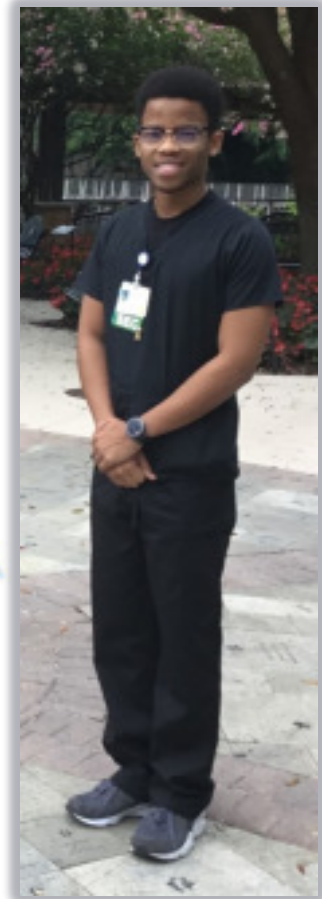
In addition, NCH supported **98** Nurse Residents who transition to nursing practice during their first year of nursing.



Clinical Educator Anne Mellema, MSN, RN, NPD-BC, CCRN, CMC, CSC, CV-BC, SCRN rounding in Critical Care with our Fellows.

Collegial Relationships

Our Care Delivery System (CDS) provides the structure that defines operational processes, such as patient assignments and care delivery. As an extension of our Professional Practice Model, which places the patient and family at the center of our care, the CDS represents how we deliver care. Collegial relationships with our interprofessional team members, like our Unit Secretaries, Physician, and Ancillary Colleagues are foundational to meeting and exceeding clinical outcomes and providing the best possible experience. An example of the interprofessional team working together for our patients is the Multi-Disciplinary Rounds.



David Tanis, Unit Secretary

Many units today across our system participate in MDRs, placing the patient and family at the center of our care.

By: Shelly Callender, MSN, RN, CPEN
Director of School Health Program

School health nursing



I joined NCH in November 2019 and provide leadership to our highly skilled school health nursing team. My background in nursing is in Neonatal and Pediatric Critical Care Transport, Emergency Department, Leadership/education, Public Health, and academia. I am proud to work with such a diverse team who has such an impact on our community. Our healthcare team provides care to 50 public Collier County Schools.

11
School Health Assistants

2
Coordinators

117,517
Student Encounters

9
Licensed Practical Nurses

28
Registered Nurses

Keeping our Children Safe & Healthy

Our team had 117, 517 student encounters in the 185 school day academic year in 2018-2019. Our school nurse staff to student ratio is 1/980. Encounters include IHP (504), IEP consults, record reviews, immunization follow ups, medication administrations, and first aid. Additionally,

our NCH School Health Nurses perform complex medical procedures including catherization, tube feeds, asthma care, diabetic care and seizure disorders. We support students and families by making referrals to NCH Pediatric and specialists when necessary. Our nurses are autonomous in their daily decision making. There are many initiatives within our department including increasing the number of certified nurses and promoting advanced degrees.

Our team is committed to the wellness of the children of Collier County while they are in school but are also involved in community initiatives such as NCH Safe & Health Children’s Coalition of Collier County. Additional focus this year will be identifying and supporting our at-risk population of students through assessments and providing resources within the community to help our children to be healthy in school.



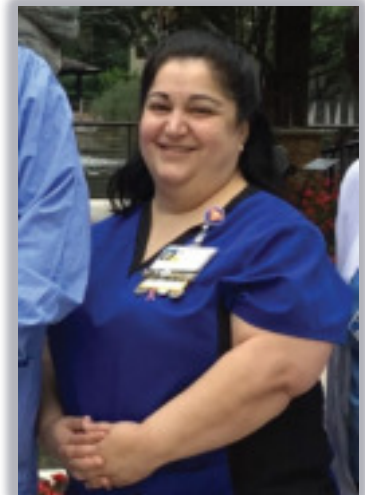


NCH Physician Group

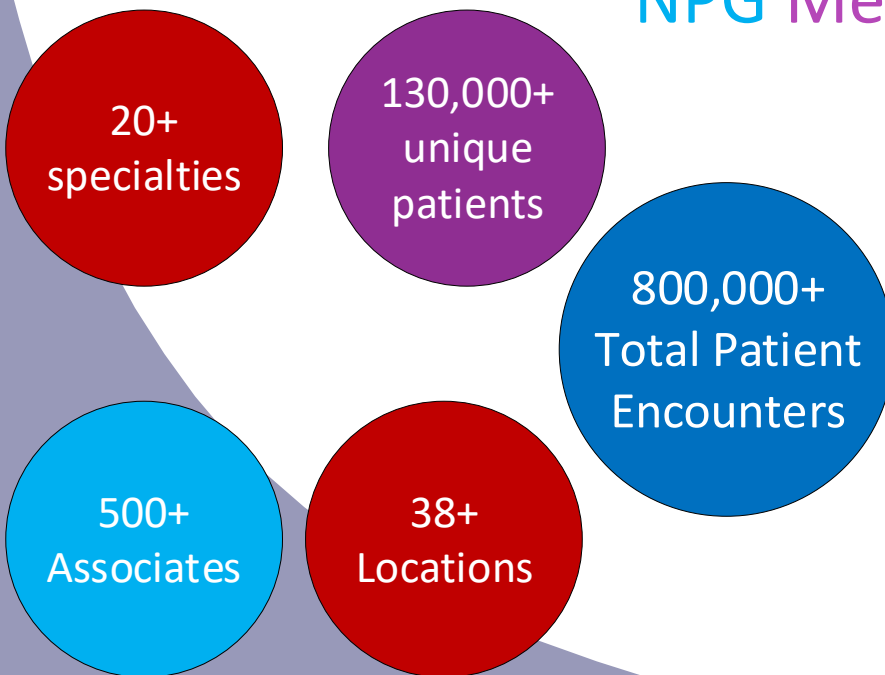
By: Michelle Gulley, LPN
Academic Internal Medicine—GME Clinic

I have had the privilege of being an LPN with the NCH Healthcare System since 2004. It is over this time that I have watched the role of the LPN evolve and change with ever-changing community that we serve. Particularly amongst the physician group, I have had the opportunity to serve the people of Collier County.

The role of the LPN in the physician group is one of caretaker, educator, and most importantly patient advocate. We spend our days working one on one with our patients to help them achieve optimal results and maintain a healthy life. This includes, but is not limited to, patient education, assistance with follow up care, referrals and health care maintenance. We work closely with the physicians, community programs/resources to help ensure that our patient's needs are met. While everyday is different, our goal remains the same and that is to offer the highest level of care and compassion to the people in which we serve.



NPG Metrics





Nursing Care Management

By: Erin Raney MSN, RN, CNML
Assistant Director Population Health

What is Population Health?

Population health focuses on improving the health status and outcomes of our patients and community. The social determinants of health are used as the basis for patients to achieve optimal health and quality of life. The population health team works with patients and their families or caregivers to identify and address any barriers that exist in these areas and focuses on the prevention of acute and chronic conditions through tracking of preventive screenings and other testing that can be used to predict the onset of future chronic disease. Quality metric data is tracked and reported to CMS as part of our Accountable Care Organization (ACO), which began in January 2018. The goal of the ACO and similar programs offered through other insurance payers is to provide patient centered, high quality care in the most cost-effective manner and in the most appropriate setting.

Programs Leading to Progress

One of the programs included in our population health efforts is Chronic Care Management. This program offers telephonic case management support to the patients we serve. Patients that have two or more chronic conditions and/or barriers in the above areas can be referred to the program by their healthcare provider. They will receive monthly (or more frequent) calls from a case manager to work on goals that are established by the patient, their family or caregivers, and their healthcare providers. The information discussed during the calls is communicated back to the healthcare team and the care plan is adjusted based on individual needs and progress. We also have a case manager dedicated to the needs of the high utilizer and behavioral health populations. In 2019, we had 2300 telephonic patient encounters. Our team is comprised of Assistant Directors, Case Managers, Quality Data Analysts, and a Patient Service Representative.

Population Health



NCH Nursing Care Management team



System Impact by the Numbers

30,993
Inpatient
Admissions

13,391
Observations

120,098
ED Visits

13,240
Surgical
Procedures

3,430
Births

488 Open
Heart

12,273
Surgical
Visits



Learning and Innovation

89
A.S.P.I.R.E.
Clinical
Ladder
Nurses

282
Nationally Board
Certified Nurses
40 Hold More
than One
Certification

49 RNs
Completed 6
Fellowships
Specialty
Areas

98
Nurse
Residents

56 MSN
546 BSN
1 PhD
2 DNP

54 Scholarships
Awarded Totaling
\$72,171

\$693,910
Paid to Employees
Tuition
Reimbursement

Experts in our Field



Julie Lee, BSN, RN and Fifi Cange, CT served as skills validators at one of our several Skills Fairs in 2019.

Do you want to demonstrate expertise and competency in your specialty area? Do you want to advance in your career? Do you want to validate your knowledge of your expertise in your area of nursing? NCH financially supports your National Board Certification goals (up to two exams and recertifications?) Contact the CFLI for more information. Ask about Scholarship and Tuition Reimbursement opportunities too!



Advancing Healthcare

Eight years ago, NCH began the A.S.P.I.R.E Clinical Ladder Program. In 2019, 89 Professional Nurses climbed the ladder. In the same year, the program was redesigned and renamed to E.X.C.E.L. We are proud to support and recognize professional nurses who advance healthcare in our community. We believe our certified nurses have a profound impact on our patients and our community.

In 2019, several service lines held “Skills Fair Days” to provide an in-depth learning immersion for their teams. The Orthopedic Team (pictured on the right) participated in a full day learning event. Activities such as Skills Fairs, Learning Immersions, Nursing Grand Rounds, and Journal Clubs are excellent examples of our nursing department advancing healthcare for everyone.



Lifelong Learning

In the Fall of 2019, Damia Champagne, LPN, with leadership support by leader Reggie Holly, of Concierge Medicine, organized an educational event for the three NCH Concierge Offices: North (Drs. Haven and Hanson), South (Drs. Swain and Southmayd), and Central (Drs. Goldstein and Contreras). Damia coordinated the learning event to support continuous learning among her peers in the ambulatory setting with a focus on best practices for clinical care in addition to current information in patient education.





Celebrating Excellence

There are many ways we celebrate excellence throughout the year at NCH. The DAISY Award celebrates Extraordinary Nurses, Leaders, and Teams. There are over 3,000 DAISY Hospitals around the world, and we are proud to be one of them. The CARING Award is a homegrown recognition program, born out of our Professional Practice Nursing Council in 2017. Currently, Nursing Shared Governance is working on an award to support recognition across the system; "Consider It Done!" that will celebrate excellence across the system; open to all employees.

Honorees

- 12 DAISY
- 12 CARING
- 2 DAISY Leaders
- 1 DAISY Team

317
CARING
NOMINEES

902 DAISY
NOMINEES



Carolyn Paget, BSN, RN, ONC &
Karen White, BSN, RN-BC

Seniority Perks

Three years ago a group of Med/Surg nursing staff from across the hospital system met to establish a perk system that would recognize and reward longevity for nurses working in med/surg nursing. These nurses developed the footprint for the Seniority Perks Program.

That first year it started with med/surg nursing, but quickly expanded to include Med/Surg CT's, Med/Surg US's, WCP Nurses, ED nurses and CC nurses. Each area has a variation of the program tailored for their specialty.

A full list of the Seniority Perks Program, by specialty, can be located on the Nursing Home Page on My NCH.



Recognizing Excellence

Every May, during National Nurses Week and National Hospital Week, NCH recognizes our amazing team for their excellence in care. Last year, 16 honorees were recognized and over 380 nominees celebrated at the Naples Grande Beach Hotel. A full list of nominees, honorees, and photos can be accessed on the Nursing Department page.



Myriads of Gratitude!

We can never say thank you enough to our very special team member **Kathy Lenard**. She is our amazing Associate Executive Assistant for Nursing Operations. Kathy works tirelessly behind the scenes to keep our nursing department moving forward. Additionally, she is an integral member of our recognition committees, patrols, events, ceremonies, simply would not be possible without her. Thank you Kathy!





Quality Improvement & Innovation

January 2019 marked the 2nd Annual Research, Evidence-Based Practice, and Quality Improvement Conference and our 5th Annual Quality Improvement Poster Session where 39 projects were proudly shared by the staff. It is clear that our organization is committed to continuous improvement and delivering high quality care and services.

You can view all Quality Improvement Posters on the Nursing Department page, under the Quality Posters tab or click [Quality Posters](#) You can also view John Nance’s keynote presentation. [John Nance - Keynote Speaker 2019](#)



Our focus on continuous improvement supports our culture of excellence. Another example of continuous improvement is the work that is being done with the Shared Governance structure. Nursing Congress meets bi-monthly and reports on quality improvement initiatives occurring at the unit , department, and system level. Collaboration and structure problem solving occurs during Nursing Congress.



Nursing Congress convened December 2019



Future of Nursing



Jo Loewel, RN Julie Lee, BSN, RN
Nursing Excellence Council Co-Chairs



Michelle Atkinson, RN & Denise Schmidt, US
Nursing Congress Co-Chairs

Shared Governance

The redesigned Shared Governance Council structure provides Nursing Department team members, at all levels, the ability to contribute collaboratively to the ownership of nursing practice, standards, and quality of care and to effectively respond to change. Shared Governance is founded on the cornerstone principles of accountability, equity, ownership, professional obligation, collateral relationships, and effective decision-making.

Nursing Excellence Council

With a focus this year on identifying and supporting excellence, Council Chairs Jo Loewel & Julie Lee round regularly across the system connect with members from various units and clinics. They are the positive change agents who brighten up the day of everyone they meet .

Nursing Congress

Considered the “glue” that holds Shared Governance together, Nursing Congress meets bi-monthly, on the even months. Shared Governance leaders at all levels share quality improvement initiatives, network and collaborate with team members across the system, and participate in professional development exercises.

For more information about Shared Governance, please visit the Nursing Department page on the myNCH.com



Nursing and the Community



The Orthopaedic Service Line, lead by Suzanne Graziano, MSN, RN, ONC, NE-BC, CNAT supports many community outreach events throughout the year. As experts in nursing care of the orthopaedic patient, Sue empowers her team to promote health and wellness outside of the hospital.

The Annual Mobility Beach Walk



In our community, there are many folks who are wheelchair bound or use assistive devices to walk. Going to the beach is often times not even considered as a possibility. However, last year, approximately 40 members of our Gulf Coast community who relied on assistive devices to move where guided by the NCH Nursing Orthopaedic team in collaboration with Stephanie Gomez. Patients who had not put their feet in the sand in years because their walkers would get stuck, were guided by nurses and walker skis. Wheelchair bound members were guided to the water in other beach cruising devices so they could put their feet in water. Some folks hadn't been to the beach in years!

Pickleball Tournaments

NCH Orthopaedic Nurses, Physical Therapists, and Athletic Trainers support Regional Pickleball Tournaments. Clinicians support athletes that may become injured while playing throughout the day. As the only healthcare system sponsoring these events, having clinicians on site provides point of care treatments and also recommendations for follow up with any NCH Sports Medicine or Orthopaedic Services. Providing compassionate and knowledgeable care to our community is another reason NCH is a cornerstone for health and wellness in our community.



In Memory of Diane Catalano

July 24, 1969—December 20, 2019

Diane was an integral part of the NCH Vanderbilt Immediate Care team. She is remembered for her infectious smile and her love of baseball (Go Cards!). She was not only our colleague but our friend. She was a daughter, a mother to two sons, and a grandmother to five. She is remembered for rendering extraordinary patient care and she was notorious for her commitment to her team. There was never a time in which Diane didn't take on any task head-on and she did so with that smile on her face.

Diane began a tribute in which the Vanderbilt team would wear red every Friday to remember everyone deployed (R.E.D.), to honor her son's deployment. In turn, her son has made a patch to begin his own campaign--remember every nurse (R.E.N.). Diane was also a dedicated nursing student at Florida Southwestern College. She was one semester away from finishing. So, let's all take a page from the Catalano family and make sure we honor R.E.D. and R.E.N.

This is written in dedication to Diane and her family. Diane, please rest in the sweetest of peace. Contributed by Anthony Silva, CCMA, ROT, Lead Medical Assistant/ Registered Orthopaedic Technician.





Professional Performance

The Standards of Professional Performance describe a competent level of **behavior** in the role demonstrated through engagement in professional role activities related to: ethics, culturally congruent practice, communication, collaboration, leadership, education, evidence-based practice and research, quality of practice, professional practice evaluation, resource utilization, and environmental health. Ultimately, the Standards of Performance largely influence nursing practice. See Figure 2



Standards of Performance

Standards of Performance (Professional Role Activities)	NCH Programs/Initiatives
Standard 7. Ethics Standard 8. Culturally Congruent Practice Standard 9. Communication Standard 10. Collaboration Standard 11. Leadership Standard 12. Education Standard 13. Evidence-based Practice and Research Standard 14. Quality of Practice Standard 15. Professional Practice Evaluation Standard 16. Resource Utilization Standard 17. Environmental Health	Professional Practice Model Care Delivery System Annual Nursing Report The CNO Current Nursing Forums Shared Governance Model and System Councils Unit-Based Councils Leadership Academies (*CFL) Tuition and Scholarships (*CFL) Professional Certification (*CFL) Preceptor Programs (*CFL) EXCEL and STRONG Clinical Ladders Annual Quality Fair and Awards Annual Research, Evidence-Based Practice and Quality Improvement Conference Peer Feedback Nursing Engagement Survey and Plans Annual Nurses Week Celebration Nursing Excellence Awards DAISY and CARING Awards Seasonal Nurse Celebration Professional Certification Celebration

Figure 1



Professional Practice

Standards of Practice

The Department of Nursing Professional Practice Led by Ilia Echevarria, ACNO of Professional Practice and Christina Carranza, Coordinator of Professional Practice, facilitates programs and initiatives to ensure alignment with the **Standards of Performance (Figure 1)**. The Standards of Professional Nursing Practice are comprised of the **Standards of Practice** and the **Standards of Professional Performance (Figure2)**.



The Standards of Practice describe a competent level of nursing care demonstrated by the **nursing process**: assessment, diagnosis, outcomes identification, planning, implementation, and evaluation.

Ilia Echevarria, PhD, MS, RN, CCRN-K, NEA-BC, CENP, CHES
Associate Chief Nursing Officer, Professional Practice
Christina Carranza, MSN, RN-BC, CNML
Professional Practice Coordinator

Standards of Practice (Nursing Care Competence)	NCH Programs/Initiatives
Nursing Process: Standard 1. Assessment Standard 2. Diagnosis Standard 3. Outcomes Identification Standard 4. Planning Standard 5. Implementation Standard 6. Evaluation	Nursing Orientation Annual Skills Fairs Learning Labs Simulation Learning Fellowship Programs Nurse Residency Program

Figure 2



President's message

When I arrived on campus this past September, it was clear to me that NCH was more just a hospital. NCH, the award-winning health system, was comprised of two amazing hospitals, a number of easily accessible facilities, and a staff of truly terrific healthcare professionals and physicians.

As amazing as NCH is, what excites me most is being part of what NCH can become.

Previously, I had been the CEO of medical groups, accountable care organizations, and acute care hospitals, but NCH feels different. For me, this job is about connection to the community, partnerships with doctors, and excellence in patient care, all of which I am passionate about.

Within my first days, Hurricane Dorian served Southwest Florida a brief threat; however, I immediately witnessed NCH teamwork that was inspirational. Luckily, the hurricane turned out to have minimal effect, but medical staff was still more than ready to serve the community, and I applaud that. It quickly became obvious how vital communication and collaboration are to the organization, and I was glad that this was something we all had in common. With open communication being of the utmost importance to me, I integrated myself by engaging with as many people as I could through my 90-day listening tour.

Throughout those 90 days you've given me a lot to think about. I've made it a point to connect with community members, physicians, nurses, administrators, and staff so that I could better learn about NCH from the people that serve this community so well. Beyond the focus on quality and care, I quickly realized that many wanted a greater emphasis on making this a true community hospital where all physicians are welcome. I thoroughly agree.

I'm also proud to witness the beginnings of our Emergency Department renovation project. This two-year, multi-million-dollar expansion project will be well worth it by improving patient satisfaction, patient safety, and patient privacy.

In December, we held our 61st annual Hospital Ball, where we enjoyed the company of 350 guests and together raised over two million dollars. Additionally, during the ball, three of our board members purchased germ-zapping robots that will fight disease and infection in our hospital. For that, I'd like to extend a sincere thank you to Mariann MacDonald, Jay Baker, and Scott Lutgert.

At NCH, we've established ourselves as a healthcare system of world-class quality, and we've received the accolades to prove it. This year, we earned four stars from CMS, which is the gold standard quality ranking system in the country. We also learned that Healthgrades named us a top 100 hospital in America for seven specialties, and once again, U.S. News & World Report named NCH a best regional hospital, ranking us #14 in the state.

This past year has been full of change, however, one thing that has remained constant is that NCH will always be a community health system that we can be proud of. Until next time, thank you and I look forward to continuing our mission in the many years to come.



Paul Hiltz President and CEO
NCH Healthcare System



Annual Report credits



Writer, Editor, Photography, Design: (above)

Christina Carranza, MSN, RN-BC, CNML

Contributors (in descending order):

Ilia Echevarria PhD, MS, RN, CCRN-K, NEA-BC, CENP, CHES

Anthony Silva, CCMA, ROT

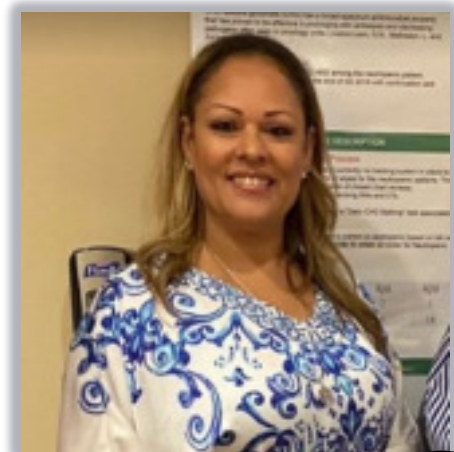
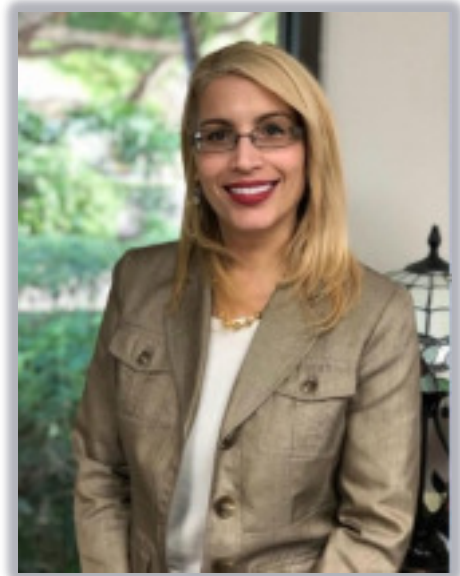
Evelyn Stevens MBA, BSN, RN

Cover design:

Jake Jones & Christina Carranza MSN, RN-BC, CNML

On the cover, from left to right:

Karley Martinez, BSN, RN (3 W Medical Surgical), Evelyn Stevens MBA, BSN, RN, (4 South Oncology), Al Sotelo (Unit Aide, Operating Room), Michelle Gulley, LPN (GME Clinic), Lisa Arnold, BSN, RN, NCSN (School Health Nursing)





Friends of Nursing

Meet the Allyn Family:

The Allyn family are wonderful friends of NCH and have donated to help us improve our care and invest in our team members development (NCH Scholarship Program, for example, and various development support programs).

This past year, money the Allyn Family has donated was used to purchase a Xenex Disinfectant Robot. These robots will help prevent hospital acquired infections and improve the quality of care we deliver at NCH to our community.

Bill worked with nursing to name the life-saving robot in her Penny's honor.

The Allyn's love our NCH nurses and we are grateful for their gracious support and commitment to ensuring our nursing care is the best in the community, now and for years to come.



Bill & Penny Allyn



For additional information about the Department of Nursing, please visit our website: NCHmd.org

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