



2019 Annual Nursing Report





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CNO Message

CSCH Caregivers,

Words cannot express how proud I am to be a representative of our nursing department. Your devotedness and care awes and inspires me every day. 2019 was a milestone year for our campus. For the first time in our hospital's history, we were designated as a Magnet® facility. You should each feel an extreme sense of pride with this achievement as it is no easy feat, especially for small hospitals. Your professionalism and attention to quality and patient safety, as well as the strong relationships that you have with your colleagues is evident.

Other noteworthy accomplishments in 2019 include “Baby Friendly” designation (spearheaded by our Birth Center), “Home Care Elite” status recognition for the second year in a row, Hematology/Oncology’s award for quality and excellence in cancer care and “5 Star” rating from the Centers of Medicare and Medicaid Services (CMS) for our hospital. We also rolled out a Mentorship program for new RN graduates employed by our facility.

In addition to the accolades given to us by outside entities, I would like to recognize each of you for the grace demonstrated during the year as our organization was facing many challenges. Throughout the ups and downs of the year, you remained focused on our patients – continuing to provide excellent care with dedication and compassion.

You fill me with pride daily. Thank you for allowing me to be a part of your work family.

A handwritten signature in black ink, appearing to read 'Claudia Meinhard', written in a cursive style.

Claudia Meinhard MHA, BSN, RN, CENP

CNO/COO

Managing Director





CENTRA

Mission

Excellent Care for Life

Vision

To Be the Most Trusted Provider
of Innovative Healthcare

Values





CENTRA FOUNDATIONAL FIVE



Quality & Safety



Experience



Financial Vitality



Cerner



Data





2019 Foundational Five

FOUNDATIONAL FIVE	QUALITY & SAFETY	CENTRA EXPERIENCE PATIENT	CENTRA EXPERIENCE EMPLOYEE
ORGANIZATIONAL GOAL	Optimize Care Quality to Achieve Safest 2021	Become the Healthcare Destination of Choice	Become the Employment Destination of Choice
NURSING OBJECTIVES	Reduce Hospital Acquired Infections & Falls with Injury Refine EMR workflow	Improve Patient Satisfaction: "likelihood to recommend, staff always explain new meds, staff always explain new med side effects"	Improve frontline staff engagement Improve nurse leader engagement

Quality and Safety

METRIC	2018 TOTALS	2019 TOTALS
CAUTI	3	0
CLABSI	2	1
HAI-MRSA	0	0
SSI-Colon Procedure	0	0
SSI-Abdominal Surgery/Hysterectomy	0	0
HAI-C. Diff	4	2
HAPI	7	2
Falls with Moderate to Severe Injury	4	4

Patient Experience

"Likelihood to Recommend"	2018 RANKING	2019 RANKING
Inpatient HCAHPS	11	11
Ambulatory Center OASCAHPS	22	14
Emergency Department	13	14

Other Wins in 2019

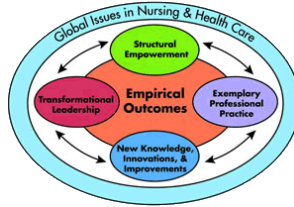
ANCC Magnet Designation
Silver Plus-Get With the Guidelines Stroke-AHA
Center for Medicare & Medicaid Services 5 Star Rating
Baby Friendly Designation
ASCO QOPI Certification-Hematology/Oncology
HomeCare Elite Agency-Home Health/Hospice





OUR MAGNET JOURNEY

It seems like only yesterday that we were meeting with our Magnet domain teams while studying the 2008 Magnet Manual. Our journey started several years ago, our goal has always been the same; to enrich ourselves in the culture of excellence to improve patient outcomes and the nursing work environment. The Magnet Model provided a foundation and the resources to transform, structure, exemplify and innovate.



On February 1, 2019 we submitted our 250 page Magnet Manual to the ANCC. This manual included over 60 stories representing every nursing unit within the hospital. The writing team: Alison Bryant BSN, RN-BC/TMS, Kelsie Cawley BSN, RN/ICU, Fran Hill RNC-OB, IBCLC/OB, Charlotte Morris BSN, RNC-OB/OB, Mary Lord BSN, RN/TMS, Sharon Jamerson BSN, RN/ER, Nina O'Brien RN/ER, Brenda Ravagli BSN, RN, CPN/Peds and Aileen Cassada MSN, RN, NRP/Magnet Coordinator. The writing process included gathering evidence, writing the story and formulating graphs. This team dedicated many hours beyond their regularly scheduled shifts to ensure that we were successful.



On September 4, 2019 we were notified that we had completed the document phase and we were awarded a site visit by the ANCC appraisers. Over the time frame of November 4-6th, 3 Magnet appraisers were on site to validate, verify and amplify compliance and enculturation of the Magnet components. During this process the CSCH Magnet Team accompanied each appraiser to meetings with staff.

On December 13, 2019 the CSCH Magnet Team, Claudia Meinhard MHA, BSN, CENP, CNO, Nursing Leadership, Clinical Nurses and other staff members gathered in the First Floor Conference Room to receive a call from the ANCC with our results from the site visit. Jeanett Ives Erickson, DNP, RN, NEA-BC FAAN, the Chair of the Commission for Magnet Recognition Program congratulated Centra Southside Community Hospital on their initial Magnet Designation.



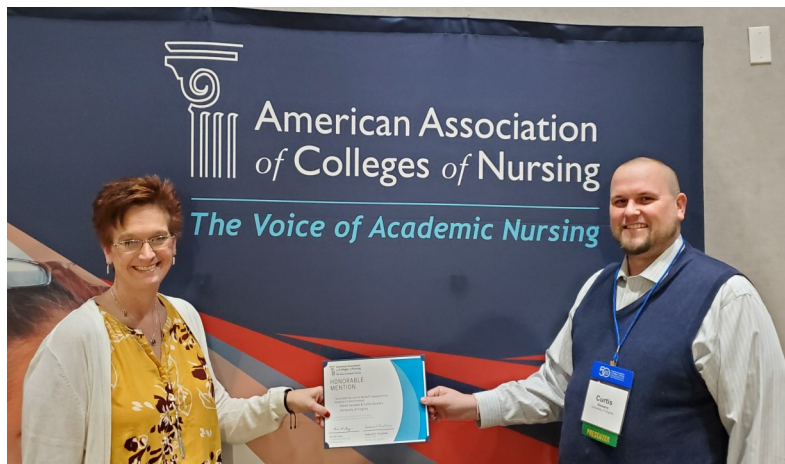


LEADING BY EXAMPLE

Curtis Stowers MSN, RN, CNS, ACNS-BC received CNS Advanced Practice 2019 March of Dimes Nurse of the Year! Heather Weeks MSN, RN received Hospice, Home Health and Palliative Care 2019 March of Dimes Nurse of the Year! Ann Marie Howard RN Nominee Recipient!



Aileen Cassada MSN, RN, NRP and Curtis Stowers MSN, RN, CNS, ACNS-BC received Excellence in Scholarship Award for their poster presentation “Curve Balls Not Just for Baseball”.



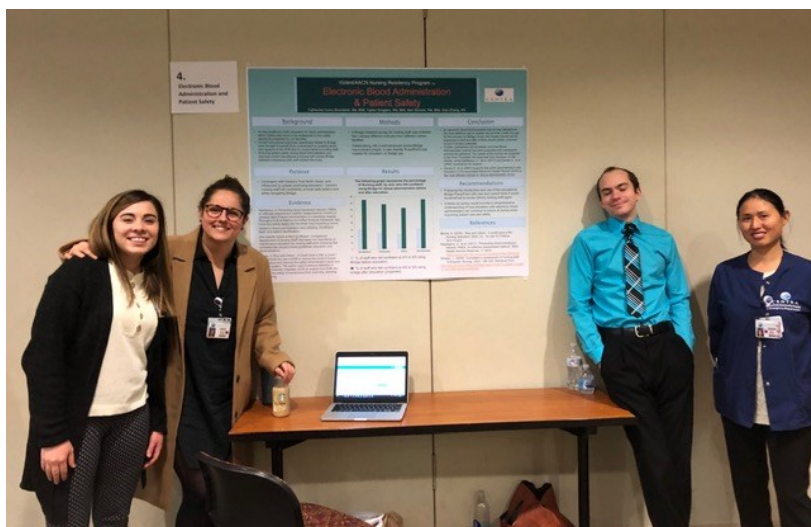


SHAPING THE FUTURE OF NURSING

2019 Nurse Residency Program

UHC/AACN Nurse Residency Program at Centra is a yearlong program for new RN graduates to provide support and guidance into the workplace setting. The program will enable nurse residents to use effective decision-making skills, provide clinical nursing leadership, incorporate research-based evidence into practice, and strengthen professional commitment to nursing. This program aids them in transitioning from advanced beginner to competent professional. The program includes professional development resources for leadership, patient safety and outcomes and professional role.

Xiao Zhang RN-ER	Jamie Day RN-ER	Tiffany Droog RN-SDU
Cari Campbell RN-ER	Wendy Tucker RN-ER	Jessica Layne RN-OB
Nicole Brown RN-ER	Nikki Barker RN-Peds	Zoe Worrell BSN, RN-TMS
Heidi Peachy RN-ER	Jessica Aguilera-Hernandez RN-TMS	Sam Sparks RN-ICU
	Lizzie Barlow RN-ICU	





2019 CSCH NURSING SHARED GOVERNANCE COUNCIL



Kelsie Cawley BSN, RN/Co-chair



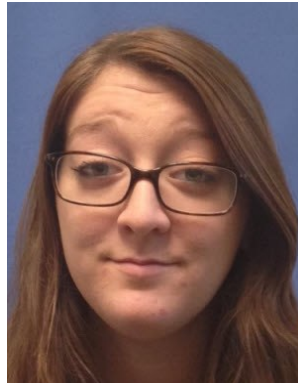
Nina O'Brien RN/Co-chair



Melissa Cawley-Chambers BSN, RN-BC



Erica Zelle BSN, RN, OCN



Mary Lord BSN, RN



Megan Crickenberger BSN, RN, CNOR



Kathleen Jones MSN, RN



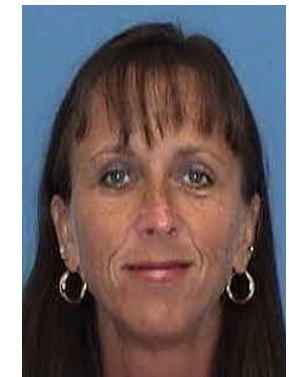
Sam Elder MSN, RN, CEN



Alison Bryant BSN, RN-BC



Charlotte Morris BSN, RNC-OB



Sharon Jamerson BSN, RN





NURSING SHARED GOVERNANCE ACCOMPLISHMENTS

The Shared Governance Structure of CSCH's Nursing Department is a model based on applied principles of accountability, responsibility, collaboration and communication. This council focuses on topics related to nurse practice, education, quality and other pertinent nursing issues.

The Nursing Shared Governance Council exists and functions at an interdepartmental level. It provides direct communication throughout the CSCH Department of Nursing and coordinates and collaborates with leaders to ensure an environment that supports all nursing care at the point of service.

⇒ Focused on retention strategies:

Holiday pay from 7am on the holiday until 7am the day after, this would allow all employees working the holiday to benefit

⇒ Patient Experience:

Reviewed scores monthly, implemented new medication signage, which improved patient satisfaction scores

⇒ Accountability:

Institution of mandatory bedside shift report

⇒ Float Policy:

Reviewed data collected and decided mandatory floating to other units during times of high census volume

⇒ Supporting Colleagues:

Awarded 2 scholarships at the Nurse Excellence Awards

⇒ Monthly Learning Opportunities:

Nurse Navigator, Infection Prevention, CNS, Community Paramedic & Outcomes Coordinator





NURSES SUPPORTING NURSES

2019 NSG SCHOLARSHIP RECIPIENTS



Debra Atkins, RN-BC



Melissa Jamerson, RN



The members of CSCH Nursing Shared Governance Council awards two scholarships annually to CSCH nurses that are currently enrolled in a BSN program. There is an application process with review by the CSCH NSG membership. The NSG members fundraise all throughout the year to provide this recognition to their colleagues. In 2019 Debra Atkins RN-BC from the Telemetry-Medical-Surgical Unit and Melissa Jamerson RN from the Birthing Center received scholarships for their excellent care and commitment to their patients, colleagues and community.





PROFESSIONAL DEVELOPMENT & ACHIEVEMENTS

Robin Vaughan MSN, RN, CNOR

Ashlee Reeves BSN, RN

Melissa Jamerson BSN, RN

Sam Elder MSN, RN, CEN

Stephanie English BSN, RN-BC

Tiffany Watlington MSN, RN, CCRN, CLN

Jessica Shumaker RN

Hollie Franklin RN

Kaylin Grainger BSN, RN-BC

Amanda Toombs RN-BC

Cari Campbell RN

Jamie Day RN

Nicole Brown RN

Carolyn Hoyle BSN, RN, CCRN

Cheryl Gibson MSN, RN, CPHQ

Crystal Wise RN

Stephanie English BSN, RN-BC

Natalie Farmer MSN, RN-BC

Kathy Kendall MSN, RN, CEN

Debra Atkins BSN, RN-BC





2019 CNEP IV ADVANCEMENT

Cassie Lankford BSN, RN

Same Day Surgery

Megan Crickenberger BSN, RN, CNOR

Operating Room

Gayle Moore RN

Telemetry-Medical-Surgical

Carolyn Hoyle BSN, RN, CCRN

Intensive Care

Robin Vaughan MSN-RN, CNOR

GI Lab

Stephanie English BSN, RN-BC

Telemetry-Medical-Surgical

Megan Elliot BSN, RN-BC

Intensive Care

Kelsie Cawley BSN,RN

Intensive Care

Charlotte Morris BSN, RNC-OB

Mother Baby

Samantha Elder MSN, RN

Same Day Surgery

Stephanie Beach RN

Operating Room

Amanda Toombs RN-BC

Telemetry-Medical-Surgical

Nina O'Brien RN

Emergency

Erica Zelley BSN, RN, OCN

Hematology/Oncology

Rebecca Johnson BSN, RN

Intensive Care

Shelley Dunn BSN, RN

GI Lab

Kaylin Grainger BSN, RN-BC

Same Day Surgery

Tiffany Watlington MSN, RN, CCRN

Intensive Care

Sharon Jamerson BSN, RN

Emergency

Meshelle Boyd BSN, RNC-OB/EFM-C

Mother Baby

Tiffany Abernathy BSN, RN-BC

Same Day Surgery

Alison Bryant BSN, RN-BC

Telemetry-Medical-Surgical

Leslie Holman MSN, RN

Intensive Care

Kelly Bryant BSN, RN-BC

Stepdown

Ashleigh Weyant BSN, RN

Operating Room

Stacey Marshall BSN-RN-BC

Telemetry-Medical-Surgical

Melissa Cawley-Chambers BSN, RN-BC

Intensive Care





2019 CERTIFIED NURSES

Tiffany Abernathy BSN, RNC-OB	Muhammad Abdussalaam BSN, RN, CNOR
Debra Atkins BSN, RN-BC	Ashley Barnes BSN, RN, CEN
Paula Bell RN-BC	Meshell Boyd BSN, RNC-OB/EFM
Sharon Canterbury RN, CPN	Aileen Cassada MSN, RN, NREMT-P
Debbie Delauder BSN, RN, CEN	Cathy Dail BSN, RN-BC
Brandy Earhart MS, BSN, RN, NE-BC	Ruth Eicher RN-BC
Natalie Farmer BSN, RN-BC	Robin Guthrie BSN, RN, CEN
Jill Hennelly MSN, RN, CWON	Fran Hill RNC-OB/IBCLC
Wendy Lafferty MSN, RN, CPHQ	Kathi Manis MSN, RN, CEN, NE-BC
Elizabeth Meiser MSN, RN-BC	Gale Moore RN-BC
Emily Newcomb MSN, RN, CEN	Rose Payne MSN, RN, CNOR
Kim Pijanowski BSN, RNC-EFM	Lynn Owen RN, CEN
Brenda Ravagli BSN, RN, CPN	Mary Smelcer BSN, RN, CPN
Tracy Stinson BSN, RN, CPN	Robin Vaughan MSN, RN, CNOR
Tiffany Watlington BSN, RN, CCRN	Anastasia Wells RN, CCRN
Janelle Calloway CRNA	Holly Hart CRNA
Alison Kelly CRNA	Victoria Klosterman CRNA
Jessica Ray CRNA	Cynthia Runnells CRNA
Jeff Bender CRNA	Anne Cousins CRNA
Michelle Adams NP	Holley Aderholt NP
Tiffany Clark NP	Kimberly Bradham NP
Holly Smith NP	Robyn Henley-Molo NP
Teresa Vignali NP	Harriet Vicent NP
Magen Calland NP	Opal Corell NP
Anthony Hamlett NP	Sarah Harvey NP
Elizabeth Hundt NP	Deborah Kernohan NP
Kimberly Marshall NP	Arthur Petrikonis NP
Emily Stubbs NP	Dion Tomer NP
Holly White NP	Kathy Worley NP





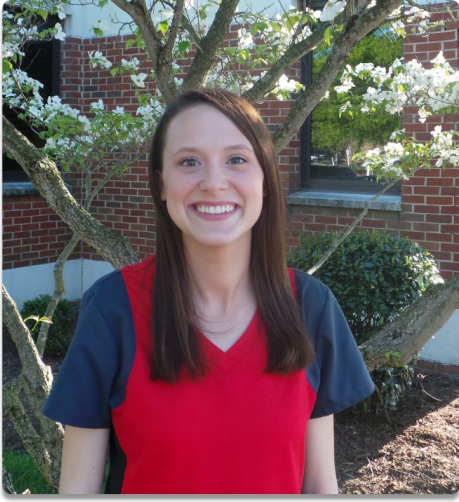
2019 CERTIFIED NURSES

Gail Amos BSN, RN, CEN	Anne Anderson BSN, RN, CNOR
Linda Barnes MSN, RN, CNOR	Analeigh Barton RNC-OB
Alison Bryant BSN, RN-BC	Kelly Bryant BSN, RN-BC
Megan Elliott BSN, RN-BC	Megan Crickenberger BSN, RN, CNOR
Ginger Downes MSN, RN-BC	Jennifer Dunnavant BSN, RN, OCN
Sam Elder BSN, RN, CEN	Melissa Cawley-Chambers BSN, RN-BC
Amy Hathaway BSN, RN, CEN	Michelle Hayes RN-BC
Patty Hill MSN, RN, CEN, CPEN	Kathy Kendall BSN, RN, CEN
Stacey Marshall BSN, RN-BC	Claudia Meinhard MHA, BSN, RN, CENP
Charlotte Morris BSN, RNC-OB	Jackie Murdock BSN, RN, CCRN
Freida Penzer BSN, RN, CCM	Melissa Pearce RN-BC
Paula Romaine RN, CCRN	Sherry Scott RN, CNOR
Susan Smoot RN, CAPA	Stephanie Spigler BSN, RN, CEN
Vanessa Troyer RN-BC	Tiffany Williams RNC-OB/C-EFM
Pattie Winborne RN-BC	Erica Zelly BSN, RN, ONC
Cindy Howard CRNA	Curtis Stowers MSN, RN, CNS, ACNS-BC
Maile L'herrou CRNA	Larry McBride CRNA
Joe Simmons CRNA	Melissa Zimmell CRNA
Sarah Nirewicz CRNA	Kristen Stafford CRNA
Heather Bailey NP	Teresa Bryant NP
Karey Groome NP	Candi O'Rourke NP
Jennifer Jones NP	Martha Vesterland NP
Renita Worley NP	Kay Bonyak NP
Erno Csatlos NP	Michelle Dawson NP
Elizabeth Howard	Christopher Hucks NP
Dustin King NP	David Larew NP
Virginia Short NP	Elizabeth Stacey NP
Sarah Waddell NP	Carolyn White NP
Caroline Wright NP	





2019 CSCH NURSE EXCELLENCE AWARDS



Mary Denaro BSN, RN
Rising Star Recipient



Melanie Hawkes-Johnson
Partner in Caring Recipient



Michele Watts BSN, RN
**Wisdom in the
Workplace Recipient**



Ashleigh Weynant BSN, RN
**Structural Empowerment
Recipient**





2019 CSCH NURSE EXCELLENCE AWARDS



Stephanie Beach RN-Exemplary Professional Practice Recipient

2019 CSCH NURSES OF THE YEAR



Gayle Moore RN

**Transformational Leadership
Recipient**



Tiffany Watlington BSN, RN, CCRN

**New Knowledge, Innovation &
Improvement Recipient**





2019 CSCH DAISY AWARDS



2019 Quarter 1 Recipient
Laurel King BSN, RN/ICU



2019 Quarter 2 Recipient
Melissa Lapradd RN/CMG



2019 Quarter 3 Recipient
Casey Crawford RN/SDU





2019 NOMINEES

QTR 1

Ashley Bolt BSN, RN
 Carolyn Hoyle BSN, RN, CCRN
 Cassie Lankford BSN, RN
 Crist Hurt RN
 Crystal Lee RN
 Dana Franklin LPN
 Giulia Allen BSN, RN
 Jacob Hunter RN
 Kelsie Cawley BSN, RN
 Leslie Dailey RN
 Sandra Davis BSN, RN
 Sharon Canterbury RN
 Susan Smoot BSN, RN
 Shelley Dunn BSN, RN

QTR 2

Janelle Callaway CRNA
 Ann Marie Howard RN
 Michele Drinkard BSN, RN
 Lindsey Zumbro RN
 Leslie Dailey BSN, RN

QTR 2 cont.

Shelley Dunn BSN, RN
 Brandi Baldwin RN
 Jodi Marshall RN
 Kayleigh Mast RN
 Kelsie Cawley BSN, RN
 Debra Atkins BSN, RN
 Jenna McMillan RN
 Kathy Shreck RN
 Jacki Peters RN
 Kelly Bryant BSN, RN
 Jan Price LPN
 Crist Hurt RN
 Mary Denaro RN
 Kathleen Jones MSN, RN
 Deanna Hammer RN
 Rachel Case RN
 Heidi Snyder RN
 Amy Page RN
 Cassie Lankford RN

QTR 3

Alma Cornell RN
 Mary Denaro BSN, RN
 Dana Franklin LPN
 Rachel Case BSN, RN
 Diana Wilson RN
 Michelle Hayes RN-BC
 Crystal Lee RN
 Heather Dayton RN
 Tiffany Abernathy BSN, RN-BC
 Brandi Baldwin RN
 Robbie Lewis BSN, RN





COMMUNITY CONTRIBUTIONS

CSCH takes pride in the community they serve and the employees volunteer their time to give back to the during many events during the year! They will share their talents with local students, provide healthcare screenings and raise funds to provide services to the less fortunate.

Southside Cooperative Health Fair



Cumberland Career Fair

CSCH Career Camp





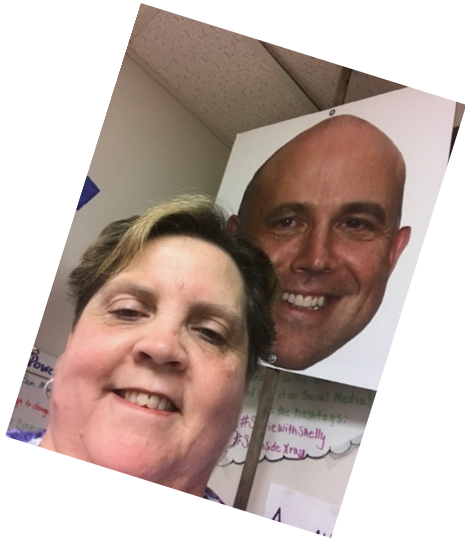
COMMUNITY CONTRIBUTIONS





2019 CSCH NURSES' WEEK

Finding Tom



CSCH honors and recognizes their nurses annually during National Nurses Week with several fun activities. In 2019 they had a “Finding Tom” selfie contest. Each day they were given clues and had to find Tom Angelo our CEO and take a selfie, then submit it for a drawing to receive a prize.





CSCH MENTORING PROGRAM

In 2019 CSCH initiated a mentoring program for all new graduate nurses with Robin Vaughan MSN, RN, CNOR as the program coordinator.

Program Design

The CSCH Mentorship Program is designed to follow components and structure represented by the American of Medical-Surgical Nurses Mentorship Program.

Program Leadership

CSCH's Mentorship Program's site coordinator provides overall program leadership. The site coordinator collaborates with the hospital's Chief Nursing Officer and other nurse leaders in the development, implementation and evaluation of the program.

Enculturation

The newly hired RN's enculturation to the Centra organization will be supported through the mentorship program (as well as through their preceptor/orientation experience). The mentorship program assists a new hire with their Centra acclimation through:

- * Safe venue for discussions regarding concerns that arise within the practice setting
- * Role modeling expected behaviors and explaining departmental norms
- * Providing the mentee with a "go-to person" for questions/concerns that the mentee may prefer to ask of their preceptor
- * Opportunities for problem solving
- * Acceleration of nurse progression (i.e. Benner's Novice to Expert model)
- * Provide resources to foster professional growth of the new RN hire





MENTORING STUDENTS

CSCH provides a positive learning environment for students. Many of our nurses serve as adjunct instructors, extern preceptors and clinical instructors. Our goal is to provide students with a strong foundation for their life long learning.





SAFE & QUALITY NURSING CARE

~Improving Patient Outcomes~



CSCH receives recognition from the AHA for meeting 85% or higher adherence on all achievement measures applicable to get with the guidelines for stroke care.

CSCH Home Health received Elite status for their top performance by Medicare!

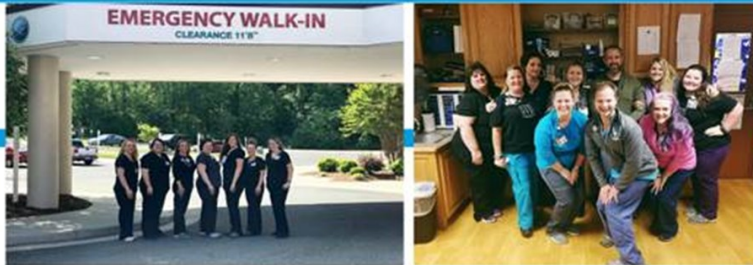


CSCH received 5 stars from CMS for the excellent care provided to patients.





SAFE & QUALITY NURSING CARE ~Improving Patient Outcomes~



BLOOD CULTURE CONTAMINATION RATES AT CSCH ED

- New process trialed
- Lowest rates ever in the ED
- Consistently under the benchmark of 3% for most of 2019

Congratulations to CSCH Hematology/Oncology for your re-certification from ASCO which emphasizes your commitment to providing high-quality care for our patients.

ASCO QOPI[®] Certification Program

Quality Cancer Care: Recognizing Excellence



In 2019 there were ZERO
Catheter Associated Urinary
Tract Infections and Ventilator
Associated Events!





SAFE & QUALITY NURSING CARE

~Improving Patient Outcomes~



Clostridium difficile

The CSCH Nursing staff contributed to ending the Rhinovirus/Enterovirus outbreak at a local nursing home.

C Diff rate below target at 0.321



CSCH Home Health/Hospice

- ⇒ 2019 Virginia Association of Home Care and Hospice: Visionary Award for Medication Management
- ⇒ 2019 CMS Health Quality Innovators: Runner-up for Community Collaboration Award
- ⇒ 2019 Virginia Association of Home Care and Hospice: Nightingale Award-Mary Caruso BSN, RN
- ⇒ 2019 Magnet Transformational Leadership Award: Samantha Elder MSN, RN





SAFE & QUALITY NURSING CARE **~Improving Patient Outcomes~**

Congratulations to our Birth Center's nursing staff and providers for achieving Baby-Friendly Designation. This designation recognizes hospitals who promote breastfeeding for newborns, and follows stringent standards to ensure that best practices are being followed related to infant feeding.

Centra Southside Community Hospital is one out of only 8 hospitals in Virginia who have this elite destination.



CENTRA SOUTHSIDE COMMUNITY HOSPITAL

DESIGNATED BABY-FRIENDLY
October, 2019!





2019 CSCH NURSING RESEARCH COUNCIL



Fran Hill RNC, IBCLC/Co-chair



Wendy Lafferty MSN, RN, CPHQ/Co-chair



Carolyn Hoyle BSN, RN



Cassie Lankford BSN, RN



Curtis Stowers MSN, RN, CNS, ACNS-BC



Aileen Cassada MSN, RN, NRP



Erica Zelle BSN, RN, OCN



Deb Dupont MSN, RN

The Nursing Research Council fosters the spirit of inquiry around clinical practice. The Council supports nurses in the evidence-based and research processes, educates nurses and others in these research processes, communicates the results of institutional research activities and reviews evidence-based research and proposals.





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2019 CSCH PROJECTS

- ⇒ Patient Perceptions of Nursing Staff with Visible Tattoos in a Clinical Setting: Aileen Cassada MSN, RN, NRP & Curtis Stowers MSN, RN, CNS, ACNS-BC Completed in March 2018-Bon Secours is currently replicating the study.
- ⇒ Withholding ARBs and Ace Inhibitors 24 hours prior to surgery to prevent refractory hypotension: Robin Vaughan MSN, RN, CNOR
- ⇒ The impact of CPAP use during colonoscopies for patients: Shelley Dunn BSN, RN
- ⇒ The use of digital media education in a rural hospital and its effects on patient understanding of their disease process: Aileen Cassada MSN, RN, NRP, Curtis Stowers MSN, RN, CNS, ACNS-BC, Amber Evans-Harvey RN, Mary Lord BSN, RN, Amanda Toombs RN-BC, Stephanie English RN-BC and Zoe Worrell BSN, RN.





2019 CSCH RESEARCH DAY

Monopolizing Knowledge

GO IRB



In October the CSCH Nursing Research Council held their annual Research Day. This activity provides education to all staff regarding evidence-based and research projects. This year's theme was based on the Monopoly game which represented the different steps to take when performing a project.

